INTERLINK End Users' Perceptions Questionnaire

We aim to measure End-users' perceptions on User-based Quality, Value-based Quality, Trust and Acceptance. This questionnaire is thought to be answered by users of traditional e-services and also those who co-produced them through INTERLINK.

*	Required	
	ell us about ourself	We kindly request you to answer the questions below in order to improve the quality of the test
1		
1.	in what role do y	ou use the INTERLINK-powered public service? *
	Mark only one ov	al.
	Citizen	
	Public serva	nt
	Non-profit or	ganization
	For-profit org	ganization
2.	In which way do	use the INTERLINK-powered public service? *
	Mark only one ove	al.
	As a consum	ner (service recipient) Skip to question 10
	As a co-deliv	erer (service executor) Skip to question 13
3.	How often do yo	u use Internet on your computer in your daily life? *
	Mark only one ov	al.
	I never use it	
	I rarely use it	(1-2 days a week)
	I occasional	y use it (3-4 days a week)
	I frequently u	use it (5-6 days a week)
	Daily use (7	days a week)
4.	How often do yo	u use apps on your smartphone in your daily life? *
	Mark only one ov	al.
	I never use it	
	I rarely use it	(1-2 days a week)
	Occasional	y use it (3-4 days a week)
	I frequently (use it (5-6 days a week)
	Daily use (7	days a week)

5.	What is your Age? *
	Mark only one oval.
	under 18
	18-35
	35-50
	50-65
	65-75
	over 75
6.	What is your Gender? *
	Mark only one oval.
	Male
	Female
	Other:
7.	Do you have a migrant background (as in born elsewhere)? *
7.	
	Mark only one oval.
	Yes
	○ No
8.	Do you have any of the following disabilities, which may affect your participation in co-production process? *
	Check all that apply.
	None
	Visual impairment
	Audio impairment
	Physical disability Other:

	Mark only one oval.	
	Secondary school	
	High school diploma	
	VocationI training	
	Undergraduate (Bache	elor) degree
	Master's degree	, ,
	PhD	
	Other:	
	l us about yourself consumer)	We kindly request you to answer the questions below in order to improve the quality of the test
10.	With which of the follow with? *	ving administrative e-services do you manage to work
	Check all that apply.	
	Public service app	
	Online form	
	Chatbot Other:	
	Other.	
11.	What is your profession	al field? *
	Mark only one oval.	
	Architecture, Plannir	ng & Environmental Design
	Arts & Entertainmen	
	Business	
	Communications	
	Education	
	Engineering & Comp	uter Science
	Environment	
	Government	
	Health & Medicine	
	Law & Public Policy	
	Sciences - Biologica	I & Physical
	Social Impact	•
	Other:	

9. What is your level of education? *

	Mark only one oval.
	Unemployed
	Self-employed
	Employed
	Retired
	Other:
	Other.
Skip	to question 16
	us about yourself (as deliverer) We kindly request you to answer the questions below in order to improve the quality of the test
13.	With which of the following e-services do you engage in your day-to-day work?
	Check all that apply.
	Public service app
	Online form
	Chatbot
	Other:
14.	What governmental level do you work for? *
	Mark only one oval.
	Municipal
	Regional
	National
	European
	Multi-level
15.	What is your current working position? *
	Mark only one oval.
	Unemployed
	Self-employed
	Employed (private sector)
	Employed (public sector)
	Retired
	Other:

12. What is your current working status? *

User-based Quality (as consumer)

This dimension encompasses the following evaluation constructs regarding the co-produced service.

Effectiveness / Customer Satisfaction

16.	The INTERLINK-pov with a public servic		oublic s	service	increa	ses th	e satisfaction of engaging
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
17.	I believe that this IN their objectives *	ITERLIN	NK-pov	vered p	oublic :	service	helps users to complete
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
18.			-	-			akes more efficient (less mption of a public service *
		1	2	3	4	5	
	Completely disagree						Completely agree
19.	The use of the INTE the process of cons		•	•		vice he	elps me to invest less time in
	Completely disagree						Completely agree

Usefulness (added value)

Completely disagree Completely agree Completely agree Completely disagree Completely d		1	2	3	4	5	
fuse (comfort/pleasure/usability) think that most people would learn how to consume the INTERLINK-power ublic service very quickly * fark only one oval. 1 2 3 4 5 Completely disagree Completely agree feel that I can engage in the process of consuming the INTERLINK-powere ublic service in an intuitive manner (it goes without saying) * fark only one oval. 1 2 3 4 5 Completely disagree Completely agree flark only one oval. 1 2 3 4 5 Completely disagree Completely agree lity/Access Due to INTERLINK, the options to consume this service are increased * fark only one oval.	Completely disagree						Completely agree
In 2 3 4 5 Completely disagree Completely agree If use (comfort/pleasure/usability) Ithink that most people would learn how to consume the INTERLINK-power ublic service very quickly * In 2 3 4 5 Completely disagree Completely agree If use (comfort/pleasure/usability) If use (comfort/pleasure/usability) In a 3 4 5 Completely disagree Completely agree If use (comfort/pleasure/usability) If use (completely disagree) If use (comfort/pleasure/usability) If use (comfort/pleasure/usability) If use (comfort/pleasure/usability) If use (comfort/pleasure/usability) If use (comfort/pleasure/u							
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think that most people would learn how to consume the INTERLINK-power ublic service very quickly * tark only one oval. 1 2 3 4 5 Completely disagree Completely agree feel that I can engage in the process of consuming the INTERLINK-powere ublic service in an intuitive manner (it goes without saying) * tark only one oval. 1 2 3 4 5 Completely disagree Completely agree ity/Access oue to INTERLINK, the options to consume this service are increased * tark only one oval.		1	2	3	4	5	
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feel that I can engage in the process of consuming the INTERLINK-powere sublic service in an intuitive manner (it goes without saying) * Sark only one oval. 1 2 3 4 5 Completely disagree Completely agree ity/Access ue to INTERLINK, the options to consume this service are increased * Sark only one oval.		quickiy	/ "				
feel that I can engage in the process of consuming the INTERLINK-powere ublic service in an intuitive manner (it goes without saying) * flark only one oval. 1 2 3 4 5 Completely disagree Completely agree ity/Access fue to INTERLINK, the options to consume this service are increased * flark only one oval.							
Public service in an intuitive manner (it goes without saying) * Mark only one oval. 1 2 3 4 5 Completely disagree Completely agree Due to INTERLINK, the options to consume this service are increased * Mark only one oval.		1	2	3	4	5	
Due to INTERLINK, the options to consume this service are increased * Mark only one oval.	Completely disagree	1	2	3	4	5	Completely agree
Due to INTERLINK, the options to consume this service are increased *	feel that I can enga oublic service in an	age in intuitiv	the prove man	ocess coner (it	of cons	uming	the INTERLINK-powere
	feel that I can enga public service in an Mark only one oval.	age in intuitiv	the prove man	ocess coner (it	of cons	uming	the INTERLINK-powere saying) *
	feel that I can enga bublic service in an Mark only one oval. Completely disagree lity/Access	age in intuitiv	the prove man	ocess conner (it	of cons goes w	uming vithout	the INTERLINK-powere saying) * Completely agree

20. This INTERLINK-powered public service helps/allows me to better engage with it

	·	fice ho	ours), a	a certai	n place	e (e.g. p	without being bound to a possible to use it from app) *
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
Skip	to question 36						
	er-based Quality s co-deliverer)			ension en the co-p			ollowing evaluation constructs
Effe	ctiveness / Custome	r Satis	factio	n			
26.	The INTERLINK-pov	vered p	oublic s	service	contri	butes	to meeting (everyday work)
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
27.	I believe that this IN		•	•	oublic :	service	helps people who
	contribute to execu	ting th	ie serv	rice *			
	contribute to execu				4	E	
		1	2	3	4	5	Completely agree
	Mark only one oval.				4	5	Completely agree
Effic	Mark only one oval.				4	5	Completely agree
	Mark only one oval. Completely disagree	1 CRLINK	2 -powe	3	oblic ser	rvice al	lows me to spend fewer
Effic 28.	Mark only one oval. Completely disagree ciency The use of this INTE	1 CRLINK	2 -powe	3	oblic ser	rvice al	lows me to spend fewer
	Completely disagree ciency The use of this INTE monetary and/or pe	1 CRLINK	2 -powe	3	oblic ser	rvice al	lows me to spend fewer

	the process of co-c					vice ne	elps me to invest less time in
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
e	fulness (added value)					
	This INTERLINK-pov	wered	public :	service	e helps	/allows	me to better engage in its
	Mark only one oval.						
		1	2	3	4	5	
	Completely disagree						Completely agree
		1	2	3	1	5	
	Completely disagree	1	2	3	4	5	Completely agree
	e of use (comfort/ple I think that most pe public service very	asure/	'usabili	ty)			Completely agree
	e of use (comfort/ple	asure/	'usabili	ty)			
	e of use (comfort/ple I think that most pe public service very	asure/	'usabili	ty)			
ıse	e of use (comfort/ple I think that most pe public service very	asure/ ople w quickly	'usabili 'rould le	ty)	w to co	o-deliv	
-	I think that most pe public service very Mark only one oval. Completely disagree	ople w quickly	rould le	ty) earn ho	w to co	p-deliv	er the INTERLINK-powered Completely agree
	I think that most pe public service very Mark only one oval. Completely disagree	ople w quickly	rould le	ty) earn ho	w to co	p-deliv	er the INTERLINK-powered Completely agree
	I think that most pe public service very Mark only one oval. Completely disagree I feel that I can engapublic service in an	ople w quickly	rould le	ty) earn ho	w to co	p-deliv	er the INTERLINK-powered Completely agree

34.	Due to INTERLINK, the options to co-deliver a service are increased *
	Mark only one oval.
	1 2 3 4 5
	Completely disagree Completely agree
35.	This INTERLINK-powered public service can be co-delivered without being bound to a certain time (e.g. office hours), a certain place (e.g. possible to use it from home), a certain technical prerequisite (e.g. a certain app) *
	Mark only one oval.
	1 2 3 4 5
	Completely disagree Completely agree
Skip	to question 44
	tue-based Quality This dimension encompasses the following evaluation constructs regarding the co-produced service.
Inclu	siveness
36.	Check the options with which you agree regarding the following statement. The INTERLINK-powered public service is sensitive to *
	Check all that apply.
	Digital literacy People with disabilities (e.g. visual impairment)
	People with a language barrier (e.g. immigrants)
	Internet access (offline possibilities to engage with the co-production) Other:
37.	The INTERLINK-powered public service needs to be improved with regards to
	Check all that apply.
	Digital literacy
	People with disabilities (e.g. visual impairment) People with a language barrier (e.g. immigrants)
	Internet access (offline possibilities to engage with the co-production)
	Other:

Security/Privacy

To what extent do you agree with the following statement. The INTERLINK-powered public service is transparent with regards to *
Check all that apply.
 □ (Personal) data usage □ Data storage □ Opt out options (right to be removed) Other: □
The INTERLINK-powered public service ensures that only necessary data is collected allowing for a high level of privacy *
Mark only one oval.
1 2 3 4 5
Completely disagreee Completely agree
To what extent did the INTERLINK-powered public service allows for active citizen participation in politico-administrative processes? * Mark only one oval.
1 2 3 4 5
Very little Very much
To what extent do you agree with the following statement. There is transparency on how to file a complaint/suggestion regarding the INTERLINK-powered public

Weberian criteria of public administration

	Mark only one oval.							
		1	2	3	4	5		
	Completely disagree						Completely agree	
	To what extent do y powered public ser	_				-		
	Mark only one oval.							
		1	2	3	4	5		
	Completely disagree						Completely agree	
t	o question 52							
	e-based Quality					ses the f service.	following evaluation cons	tructs
	co-deliverer)	r	egarding	rine co-p	nouuccu			
(•	r	egarding	тие со-р	roduced			
S	co-deliverer)	with wh	nich yc	ou agre	e regar	ding t	he following statem	nent. Ti
S	co-deliverer) iveness Check the options v	with wh	nich yc	ou agre	e regar	ding t	he following statem	nent. Ti
S	co-deliverer) iveness Check the options of the control of the co	with wh	nich yc c servi	ou agre	e regar dapted	ding t	he following statem	ent. Ti
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S	co-deliverer) iveness Check the options of the control of the co	with which publicities (eaglest section of the sect	nich yc c servi e.g. visu arrier («	ou agreice is ac ual impa ual impa	e regar dapted irment) iigrants)	rding t	he following statem *	ent. Ti
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6	co-deliverer) iveness Check the options of the control of the co	with which publicities (enguage but filling publicities filling publicities (enguage but filling pu	nich yc c servi e.g. visu arrier (e ossibili	ou agredice is actional impartant	e regar dapted irment) nigrants) ngage v	rding to	he following statem * • co-production)	
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Security/Privacy

	To what extent do you agree with the following statement. The INTERLINK-powered public service is transparent with regards to *
	Check all that apply.
	 □ (Personal) data usage □ Data storage □ Opt out options (right to be removed) Other: □
7.	The INTERLINK-powered public service ensures that only necessary data is collected allowing for a high level of privacy *
	Mark only one oval.
	1 2 3 4 5
	Completely disagreee Completely agree
3.	To what extent did the INTERLINK-powered public service allows for active
	participation in the co-delivery process? *
	participation in the co-delivery process? *
	participation in the co-delivery process? * Mark only one oval.
	participation in the co-delivery process? * Mark only one oval. 1 2 3 4 5
9.	participation in the co-delivery process? * Mark only one oval. 1 2 3 4 5 Very little Very much
€.	participation in the co-delivery process? * Mark only one oval. 1 2 3 4 5 Very little Very much To what extent do you agree with the following statement. There is transparency on how to file a complaint/suggestion and how it is processed regarding the INTERLINK-powered public service. * Mark only one oval.
€.	participation in the co-delivery process? * Mark only one oval. 1 2 3 4 5 Very little Very much To what extent do you agree with the following statement. There is transparency on how to file a complaint/suggestion and how it is processed regarding the INTERLINK-powered public service. *

Weberian criteria of public administration

1 2 3 4 5 Completely disagree	50.	To what extent do you powerd public service	-				-						
Completely disagree Completely agree 51. To what extent do you agree with the following statement. The INTERLINK-powered public service provides an equal treatment of all public service users. * Mark only one oval. 1 2 3 4 5 Completely disagree Completely agree Skip to question 54 Trust (as consumers) 52. Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people? * Mark only one oval. 1 2 3 4 5 6 7 8 9 10		Mark only one oval.											
51. To what extent do you agree with the following statement. The INTERLINK-powered public service provides an equal treatment of all public service users. * Mark only one oval. 1 2 3 4 5 Completely disagree Completely agree Skip to question 54 Trust (as consumers) 52. Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people? * Mark only one oval. 1 2 3 4 5 6 7 8 9 10			1	2	3	4	5						
powered public service provides an equal treatment of all public service users.* Mark only one oval. 1 2 3 4 5 Completely disagree Completely agree Skip to question 54 Trust (as consumers) 52. Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people? * Mark only one oval. 1 2 3 4 5 6 7 8 9 10		Completely disagree (Complete	ly agree	-			
1 2 3 4 5 Completely disagree Completely agree Skip to question 54 Trust (as consumers) 52. Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people? * Mark only one oval. 1 2 3 4 5 6 7 8 9 10	51.	· · · · · · · · · · · · · · · · · · ·	-				_				ers. *		
Completely disagree Completely agree Skip to question 54 Trust (as consumers) 52. Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people? * Mark only one oval. 1 2 3 4 5 6 7 8 9 10		Mark only one oval.											
Skip to question 54 Trust (as consumers) 52. Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people? * Mark only one oval. 1 2 3 4 5 6 7 8 9 10			1	2	3	4	5						
Trust (as consumers) 52. Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people? * Mark only one oval. 1 2 3 4 5 6 7 8 9 10		Completely disagree						Complete	ly agree	-			
1 2 3 4 5 6 7 8 9 10		Generally speaking, w				-	people	can be tr	usted,	or that	you		
		Mark only one oval.											
You can't be too careful Most people can be trusted			1	2	3	4	5	6	7	8	9	10	
		You can't be too careful											Most people can be true

	Check all that	apply.									
		0	1	2	3	4	5	6	7	8	
	Local public authorities										
	Regional public authorities										
	National public authorities										
	European public										
Skip t	authorities authorities									>	
Trus 54.	to question 56 st (as co-deli	iverers) peaking,				eople can	be truste	ed, or tha	t you	•	
Trus 54.	to question 56	iverers) peaking, careful i				eople can	be truste	ed, or tha	t you	•	
Trus 54.	to question 56 st (as co-deli Generally sp	iverers) peaking, careful i		g with pe		eople can	be truste		t you	10	

Check all that	apply.								
	0	1	2	3	4	5	6	7	1
Local public authorities									
Regional public authorities									
National public authorities									
European public									
authorities to question 58 ceptance (as	consum								•
to question 58	consum		owered pu	ıblic serv	ice will be	e used fre	equently k	ру	•
to question 58 ceptance (as I think that t	consum	RLINK-po	owered pu	ublic serv	ice will be	e used fre	equently k	ру	•
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to question 58 ceptance (as I think that t citizens * Mark only one	consum the INTE	1 INK-pow	2 3	4	5 Cor	npletely aç		Þу	•

Acceptance (as co-deliverers)

	1	2	3	4	5	
Completely disagree						Completely agree
will use the INTER	LINK-p	owered	d public	c servi	ce frec	quently in my wor
will use the INTER	LINK-p	owered	d publi	c servi	ce frec	quently in my wor
	LINK-p	owered 2	d public	c servio	ce frec	quently in my wor

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