

INTERLINK Co-Producers' Perceptions Questionnaire

We aim to measure Co-Producer's perceptions on User-based Quality, Value-based Quality, Trust and Acceptance. This questionnaire is thought to be answered by those who take part in the co-production of a public service or reuse artefacts (public services & INTERLINKERS) made available through INTERLINK co-production tools (Collaborative Environment and Catalogue).

* Required

Tell us about
yourself

We kindly request you to answer the questions below in order to improve the quality of the test

1. In what role do you use INTERLINK co-production tools? *

Mark only one oval.

- ☐ Citizen *Skip to question 13*
- ☐ Public servant *Skip to question 23*
- ☐ Non-profit organization *Skip to question 23*
- ☐ For-profit organization *Skip to question 23*

2. In what way are you involved in the co-production process? *

Check all that apply.

- ☐ Co-design: engagement phase (e.g. involving stakeholders, shared problem definition)
- ☐ Co-design: design phase (e.g. shared solution definition, service specification)
- ☐ Co-delivery: implementation phase (e.g. service execution)
- ☐ Co-delivery: sustainability phase (e.g. maintenance, co-evaluation)

3. How often do you use Internet on your computer in your daily life? *

Mark only one oval.

- ☐ I never use it
- ☐ I rarely use it (1-2 days a week)
- ☐ I occasionally use it (3-4 days a week)
- ☐ I frequently use it (5-6 days a week)
- ☐ Daily use it (7 days a week)

4. How often do you use apps on your smartphone in your daily life? *

Mark only one oval.

- ☐ I never use them
- ☐ I rarely use them (1-2 days a week)
- ☐ I occasionally use them (3-4 days a week)
- ☐ I frequently use them (5-6 days a week)
- ☐ Daily use them (7 days a week)

5. Which of the following administrative e-services do you manage to work with? *

Check all that apply.

- ☐ Public service app
- ☐ Online form
- ☐ Chatbot

Other: ☐ _____

6. What is your Age? *

Mark only one oval.

- ☐ under 18
- ☐ 18-35
- ☐ 35-50
- ☐ 50-65
- ☐ 65-75
- ☐ over 75

7. What is your Gender? *

Mark only one oval.

- ☐ Male
- ☐ Female
- ☐ Other: _____

8. Do you have a migrant background (as in born elsewhere)? *

Mark only one oval.

- ☐ Yes
- ☐ No

9. 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: ☐ _____

10. What is your level of education? *

Mark only one oval.

- ☐ Secondary school
☐ High school diploma
☐ Vocational training
☐ Undergraduate (Bachelor) degree
☐ Master's degree
☐ PhD
☐ Other: _____

11. What is your professional field? *

Mark only one oval.

- ☐ Architecture, Planning & Environmental Design
☐ Arts & Entertainment
☐ Business
☐ Communications
☐ Education
☐ Engineering & Computer Science
☐ Environment
☐ Government
☐ Health & Medicine
☐ Law & Public Policy
☐ Sciences - Biological & Physical
☐ Social Impact
☐ Other: _____

12. What is your current working status?

Mark only one oval.

- ☐ Unemployed
- ☐ Self-employed
- ☐ Employed (private sector)
- ☐ Employed (public sector)
- ☐ Retired
- ☐ Other:

User-based
Quality
(citizens)

This dimension encompasses the following evaluation constructs regarding co-production.

Co-production refers to a way of working where service providers and users, work together to reach a collective outcome. The approach is value-driven and built on the principle that those who are affected by a service are best placed to help design it.

Effectiveness / Customer Satisfaction

13. INTERLINK collaborative tools increase the satisfaction of engaging in a co-production process. *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

14. I believe that INTERLINK collaborative tools help citizens to complete their objectives in a co-production process *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

Efficiency

15. The use of INTERLINK collaborative tools allows me to perform the steps involved in co-producing a public service in a faster way. *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

16. The use of INTERLINK collaborative tools helps to invest fewer monetary and/or personnel resources in co-producing public services. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Usefulness (added value)

17. The use of INTERLINK collaborative tools allows me to better engage in the process of co-producing public services. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

18. The use of INTERLINK collaborative tools reduces the (general) difficulty in co-producing public services. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Ease of use (comfort/pleasure/usability)

19. I think that most people would learn to use INTERLINK collaborative tools very quickly *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

20. I feel that I can use INTERLINK collaborative tools in an intuitive manner (it goes without saying) *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Flexibility/Access

21. INTERLINK collaborative tools increase the options to realize the design (service development) AND/OR delivery (service execution) of a public service? *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

22. INTERLINK collaborative tools can be used 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 33

User-based Quality
(public servants,
non-profit
organizations, for-
profit-
organizations)

This dimension encompasses the following evaluation constructs regarding co-production.

Co-production refers to a way of working where service providers and users, work together to reach a collective outcome. The approach is value-driven and built on the principle that those who are affected by a service are best placed to help design it.

Effectiveness / Customer Satisfaction

23. INTERLINK collaborative tools contribute to meeting (everyday work) objectives in a co-production process. *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

24. I believe that INTERLINK collaborative tools help public employees to complete their objectives in a co-production process *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

Efficiency

25. The use of INTERLINK collaborative tools allows me to perform the steps involved in co-producing a public service in a faster way. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

26. The use of INTERLINK collaborative tools helps to invest fewer monetary and/or personnel resources in co-producing public services. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Usefulness (added value)

27. The use of INTERLINK collaborative tools allows me to better engage in the process of co-producing public services. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

28. The use of INTERLINK collaborative tools reduces the (general) difficulty in co-producing public services. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Ease of use (comfort/pleasure/usability)

29. I think that most people would learn to use INTERLINK collaborative tools very quickly *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

30. I feel that I can use INTERLINK collaborative tools in an intuitive manner (it goes without saying) *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Flexibility/Access

31. INTERLINK collaborative tools increases the options to design (service development) AND/OR to deliver (service release) a public service? *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

32. INTERLINK collaborative tools can be used 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Skip to question 41

Value-
based
Quality
(citizens)

This dimension encompasses the following evaluation constructs regarding co-production.

Co-production refers to a way of working where service providers and users, work together to reach a collective outcome. The approach is value-driven and built on the principle that those who are affected by a service are best placed to help design it.

Inclusiveness

33. Check the options with which you agree regarding the following statement. The co-production process 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: ☐ _____

34. The INTERLINK collaborative tools need to be improved with regard 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

35. To what extent do you agree with the following statement. During the co-production process, there was transparency about ... *

Check all that apply.

- ☐ (Personal) data usage
☐ Data storage
☐ Opt out options (right to be removed)

Other: ☐ _____

36. INTERLINK collaborative tools ensure that only necessary data is collected allowing for a high level of privacy *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Democratic values

37. To what extent did the co-production process allow for active citizen participation (in terms of equal power and responsibilities)? *

Mark only one oval.

	1	2	3	4	5	
Very little	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very much

38. 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. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Weberian criteria of public administration

39. To what extent do you agree with the following statement. The INTERLINK collaborative tools are based on transparent rules and regulations. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

40. To what extent do you agree with the following statement. The INTERLINK collaborative tools provide an equal treatment of all people collaborating within/contributing to the co-production process? *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Skip to question 49

Value-based Quality
(public servants,
non-profit
organizations, for-
profit-
organizations)

This dimension encompasses the following evaluation constructs regarding co-production.

Co-production refers to a way of working where service providers and users, work together to reach a collective outcome. The approach is value-driven and built on the principle that those who are affected by a service are best placed to help design it.

Inclusiveness

41. Check the options with which you agree regarding the following statement. The co-production process is adapted for ... *

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: ☐ _____

42. The INTERLINK collaborative tools need to be improved with regard 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

43. To what extent do you agree with the following statement. During the co-production process, there was transparency about ... *

Check all that apply.

- ☐ (Personal) data usage
☐ Data storage
☐ Opt out options (right to be removed)

Other: ☐ _____

44. INTERLINK collaborative tools ensure that only necessary data is collected allowing for a high level of privacy *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Democratic values

45. To what extent did the co-production process allow for active citizen participation (in terms of equal power and responsibilities)? *

Mark only one oval.

	1	2	3	4	5	
Very little	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very much

46. 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. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Weberian criteria of public administration

47. To what extent do you agree with the following statement. The INTERLINK collaborative tools are based on transparent rules and regulations. *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

48. To what extent do you agree with the following statement. The INTERLINK collaborative tools provide an equal treatment of all people collaborating within/contributing to the co-production process? *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

[Skip to question 51](#)

Trust (citizens)

49. 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	
You can't be too careful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Most people can be trusted

50. Please indicate on a score of 0-10 how much you personally trust each of the institutions. 0 means you do not trust an institution at all, and 10 means you have complete trust *

Check all that apply.

	0	1	2	3	4	5	6	7	8
Local public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Skip to question 53

Trust (public servants, non-profit organizations, for-profit-organizations)

51. 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	
You can't be too careful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Most people can be trusted

52. Please indicate on a score of 0-10 how much you personally trust the work relation to each of the following institutions. 0 means you do not trust an institution at all, and 10 means you have complete trust: *

Check all that apply.

	0	1	2	3	4	5	6	7	8
Local public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Skip to question 55

Acceptance (citizens)

53. I think that INTERLINK collaborative tools will be used frequently by citizens *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

54. I will use INTERLINK collaborative tools frequently *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Skip to question 57

Acceptance (public servants, non-profit organizations, for-profit-organizations)

55. I think that INTERLINK collaborative tools will be used frequently by organizations *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

56. I will use INTERLINK collaborative tools frequently in my work *

Mark only one oval.

	1	2	3	4	5	
Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Reflection about co- production process

Co-production refers to a way of working where service providers and users, work together to reach a agreed outcome. The approach is value-driven and built on the principle that those who are affected by a service are best placed to help designing it.

Co-production is there since it is linked to Open Innovation strategies. This means that the organisation, in our case the Public Administration, does not just rely on their own internal knowledge, sources and resources (such as their own staff or R&D for example) for innovation (of products, services, business models, processes etc.). INTERLINK directly corresponds to a innovation project, not only from a product perspective, but also from a service and business model standpoint.

Experience in co-production

57. In which collaborative co-production activities have you taken part in, before knowing about INTERLINK? *

Check all that apply.

- ☐ Co-engagement phase activities (e.g. involving stakeholders, shared problem definition)
- ☐ Co-design phase activities (e.g. shared solution definition, service specification)
- ☐ Co-implementation phase activities (e.g. service implementation, service execution)
- ☐ Co-sustainability phase activities (e.g. maintenance, co-evaluation)
- ☐ Never before in any co-production activity

Other: ☐ _____

Participation in co-production

58. In which way have you contributed towards a new or an improved public or private (co-produced) service? *

Check all that apply.

- ☐ I have collaborated with an idea for a solution/answer.
- ☐ I have collaborated with a conceptual design for the solution/answer.
- ☐ I have collaborated in the development of a solution/answer that is reliable enough so that it can be used.
- ☐ Others are developing solution/answer based on my ideas or design
- ☐ I have supported a collaborative decision process
- ☐ I have only participated as an observer (passively) in co-production process

Other: ☐ _____

Motivation

59. Internal motivation for your participation in co-producing a service *

Check all that apply.

- ☐ The initial solution of the problem was not acceptable for the society (low user experience not ICT solution, not updated, etc.)
- ☐ I have been working in similar solutions/problems that could serve as an example. (For other public administrations, for other services, for other firms, etc.)
- ☐ I used the initial solution of the problem once and found several problems.
- ☐ I am part of teams that have been previously working in this procedure/problem and I have similar ideas to improve the solution/address this problem

Other: ☐ _____

Initiative

60. Initiative for your contribution to co-producing a service: *

Check all that apply.

- ☐ Because of my personal experiences (professional background)
- ☐ Because of conversation with other stakeholders
- ☐ Because of social media/Internet opinions from users from diverse backgrounds
- ☐ Because of my personal interests

Other: ☐ _____

Inspiration

61. Inspiration. Where does your contribution for the final proposal come from? *

Check all that apply.

☐ The solution is adapted from another public administration service

☐ The solution is adapted from the private sector

☐ The solution is brand new

Other: ☐ _____

Thank you for your time!

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