

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

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 the INTERLINK-powered public service? *

Mark only one oval.

- ☐ Citizen
- ☐ Public servant
- ☐ Non-profit organization
- ☐ For-profit organization

2. In which way do use the INTERLINK-powered public service? *

Mark only one oval.

- ☐ As a consumer (service recipient) *Skip to question 10*
- ☐ As a co-deliverer (service executor) *Skip to question 13*

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 (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 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 (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)? *

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: ☐ _____

9. 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: _____

Tell us about yourself
(as consumer)

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

10. With which of the following administrative e-services do you manage to work with? *

Check all that apply.

- ☐ Public service app
- ☐ Online form
- ☐ Chatbot
- 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
- ☐ Retired
- ☐ Other: _____

Skip to question 16

Tell us about yourself (as co-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: _____

Skip to question 26

User-based Quality
(as consumer)

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

Effectiveness / Customer Satisfaction

16. The INTERLINK-powered public service increases the satisfaction of engaging with 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

17. I believe that this INTERLINK-powered public service helps users to complete their objectives *

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

Efficiency

18. The use of the INTERLINK-powered public service makes more efficient (less resource demanding, e.g. time or money) the consumption of 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

19. The use of the INTERLINK-powered public service helps me to invest less time in the process of consuming the 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

Usefulness (added value)

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

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

21. Due to INTERLINK, the (general) difficulty in consuming this service is reduced *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

Ease of use (comfort/pleasure/usability)

22. I think that most people would learn how to consume the INTERLINK-powered public service very quickly *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

23. I feel that I can engage in the process of consuming the INTERLINK-powered public service in an intuitive manner (it goes without saying) *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

Flexibility/Access

24. Due to INTERLINK, the options to consume this service are increased *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

25. This INTERLINK-powered public service 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

Completely disagree ○ ○ ○ ○ ○ Completely agree

Skip to question 36

User-based Quality
(as co-deliverer)

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

Effectiveness / Customer Satisfaction

26. The INTERLINK-powered public service contributes to meeting (everyday work) objectives. *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

27. I believe that this INTERLINK-powered public service helps people who contribute to executing the service *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

Efficiency

28. The use of this INTERLINK-powered public service allows me to spend fewer monetary and/or personnel resources in its co-delivery process *

Mark only one oval.

1 2 3 4 5

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

Completely disagree ☐ ☐ ☐ ☐ ☐ Completely agree

29. The use of the INTERLINK-powered public service helps me to invest less time in the process of co-delivering the 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

Usefulness (added value)

30. This INTERLINK-powered public service helps/allows me to better engage in its co-delivery *

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

31. Due to INTERLINK, the general difficulty in co-delivering a service is reduced *

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)

32. I think that most people would learn how to co-deliver the INTERLINK-powered public service 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

33. I feel that I can engage in the process of co-delivering the INTERLINK-powered public service 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

34. Due to INTERLINK, the options to co-deliver a service are increased *

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

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Skip to question 44

Value-based Quality
(as consumer)

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

Inclusiveness

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

38. 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: ☐ _____

39. 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 disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Democratic values

40. 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very much

41. 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 service 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

42. To what extent do you agree with the following statement. The INTERLINK-powered public service is 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

43. 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Skip to question 52

Value-based Quality
(as co-deliverer)

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

Inclusiveness

44. Check the options with which you agree regarding the following statement. The INTERLINK-powered public service 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: ☐ _____

45. 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

46. 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: ☐ _____

47. 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 disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree

Democratic values

48. To what extent did the INTERLINK-powered public service allows for active participation in the co-delivery process? *

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

49. 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.

	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

50. To what extent do you agree with the following statement. The INTERLINK-powerd public service is based on transparent rules and regulations. *

Mark only one oval.

1 2 3 4 5

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	
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

53. 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 56

Trust (as co-deliverers)

54. 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

55. 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 58

Acceptance (as consumers)

56. I think that the INTERLINK-powered public service 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

57. I will use the INTERLINK-powered public service 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 section 13 (Thank you for your time!)

Acceptance (as co-deliverers)

58. I think that the INTERLINK-powered public service will be used frequently within co-delivering 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

59. I will use the INTERLINK-powered public service 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

Thank you for your time!

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