TEMPLATE FOR SEMI-STRUCTURED INTERVIEWS



Instructions and examples on how to conduct semi-structured interviews for a co-production project.

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# How to use this INTERLINKER

A semi-structured interview is a method of research used to explore a specific set of dimensions. It is organized as an open conversation to allow new ideas to be brought up as a result of the conversation dynamics. A semi-structured interview guides the interviewed person without imposing strict questions. This freedom allows the interviewers to tailor the questions to specific interview context and to the specific individual they are interviewing. Still, the interviewer in a semi-structured interview generally has a framework of themes to be explored. It is helpful for interviewers to have a topic guide pre-prepared which dimensions, topics and questions that the interviewer can ask in different ways for different participants.

This INTERLINKER provides a list of operational steps to help you set up a research investigation based on semi-structured interviews for your co-production project.

# PREPARE A PROTOCOL TO CONDUCT THE SEMI-STRUCTURED INTERVIEW

**INSTRUCTION**

| 01 | Identify the **topics** to discuss with the interested stakeholders and try to structure the issues in a way that is flexible, bearing in mind that you could interview very different figures. **List the themes** (and the time you want to dedicate to each of them) at the beginning. |
| --- | --- |
| 02 | The first section is dedicated to the **introduction of the project**. This is a part that serves to **contextualize the reason for the involvement**. It is important to clearly explain that the participant's perspective is useful in guiding them to better understand the dynamics of the service area. Customize the blank fields to the specific context of your interview. |
| 03 | The second section aims to better understand the **interviewee’s profile**, what is his role and his duties; it includes general questions to outline the type of profile you have in front of you, to best fit subsequent questions. |
| 04 | If necessary, specify or modify the suggested themes, write a short reflection for each one, as an incentive to orient the conversation and then be able to ask in-depth questions (max 2/3 per theme). |

# EXAMPLE OF PROTOCOL FOR A SEMI-STRUCTURED INTERVIEW

### **01. INTRODUCTION (5 min)**

*Introduce yourself*

Hello, my name is ........... ... ... ... and today I'm here to deepen my knowledge of the context of the [public service] in order to better design the user experience.

*Introduce the other researchers*

As you can see today I am not alone, but my colleague accompanies me ……… ... …… who will take care of taking notes during our conversation and documenting what we say to each other.

*Summarize the project*

We are dealing with ……… ... ……, our project aims at ……… ... …….

*Explain the purpose of the interview*

We are engaging key figures who can help us better understand the scope and objectives of the project, as well as providing recommendations for the future. That's why we got you involved.

*Ask for consent to data collection*

Before starting, we want to explain to you that all the information we will collect will be noted and treated anonymously and will not be shared outside the working group, we need your consent for the use of the material we will collect.

*You can use and adapt the “Consent Form” INTERLINKER*

*Explain the conduct of the interview*

We will spend approximately 45 minutes with you. The interview will be a spontaneous and informal conversation, we will propose a series of food for thought, we are mainly interested in better understanding your experience and collecting your opinion on the topics we will deal with.

Do you have any questions before starting?

### **02. PROFILING (5 min)**

*OBJECTIVE: to contextualize the role of the participant with respect to the project*

Tell us a little about your professional life:

* Role
* Activities and responsibilities
* Experience
* ……… ... ……

### **03. TOPIC DISCUSSION**

#### TOPIC A - Project context (10 min)

*OBJECTIVE: to understand the participants' point of view with respect to the context of the service/project*

……… ... ……

#### TOPIC B - Obstacles and critical issues (10 min)

*OBJECTIVE: to identify points of attention and potential critical issues*

……… ... ……

#### TOPIC C - Ideas for the future (10 min)

*OBJECTIVE: to collect opportunities and suggestions for the future*

……… ... ……

#### TOPIC D - ……

*OBJECTIVE:.....*

### **05. CONCLUSION (5 min)**

*OBJECTIVE: To end the conversation*

Thanks

Do you have any questions for us before we say goodbye?

We thank you for taking the time, it was very useful and we collected a lot of interesting ideas for our project.

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