

Value-based design for the elderly: An application in the field of mobility aids APPENDIX 3

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1 Introduction

- <Introduce yourself>
- <introduce the research> We would like to gain knowledge on independence, mobility and mobility aids, by studying first impressions of elderly on a couple designs, by means of interviews with solitary-living, community-dwelling elderly in the Netherlands.
- <Go through the information letter with the interviewee> and ask if he/she has any questions.
- <Go through the informed consent form> and ask if the interviewee agrees with the statements and ask to sign it.
- <Start the voice recorder>

2 Demographics

1. Male/Female
2. Age
3. Marital status? (Widowed?)
4. City
5. The type of residence (flat, detached house, garden, bedroom upstairs, sheltered living etc.)
6. Do you have (mobility) aids? [e.g. rollator, cane, adjustments in the bathroom, bedroom etc.]
7. <health status> Are there specific changes in your health that reduces your general fitness? [If the interviewee wants to sum up their whole medical history, ask for the 3 most important / most limiting medical complaints]
8. Do you receive (care) services at home? (cleaner (domestic chores), homecare, meals, hairdresser, etc.)

3 General: Subjective Norm

9. How do your friends respond if you are using aids like a rollator, shower chair or cane?
10. <if applicable>
How does your spouse respond if you are using aids like a rollator, shower chair or cane?
11. How does your family respond if you are using aids like a rollator, shower chair or cane?
12. How does your General Practitioner respond if you are using aids like a rollator, shower chair or cane?
13. Do you value the opinions of these people? Do they influence your behaviour on using or not using a (mobility) aid?
14. <Follow up> who's opinion do you value most?

4 Questions per design (3x)

Introduction: These are product ideas created by a design company, and 'you' are not related to them, so you "won't mind if the interviewee will give positive feedback or burn them down completely"

<to reduce bias of social desirable answers>

- <Introduce the idea / drawings> Show the drawings.
- <Read the description out loud>
- <Ask if the interviewee has any questions>

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Appendix 3 Interview guide – gauging for acceptance - EN

4.1 Personification & Stigma

15. <first impression>
 - a. Which 3 words come to your mind when you see this?
 - b. Do these words fit you?
16. Is there someone in your environment who could use this?
17. Why? And can you describe this person? (Hobbies, health status etc.)
18. Would you feel ashamed if you would use this? OR would you enjoy being seen with it? Why?

4.2 Perceived usefulness – Ease of use – Intention to use

19. Do you think this could help you?
20. Do you think it is easy to use? What makes it easy or difficult?
21. Would you like to have this? Why?
22. In which situations would you use it? And would this occur often?
23. What would be a reasonable price for this?

4.3 Experience with devices alike / recognition

24. Is this the first time that you see something like this? (do you recognize it? Have you seen something like this before?)
25. Have you used something like this before?
 - a. <If YES> Did this go well? Or not?
 - b. <If YES> Were you satisfied with that similar device?

4.4 Subjective norm

26. What would others think if you would be using this?
27. Do you value others opinions about you using this?
28. Who would you ask if you would consider getting such a thing?

<continue with the next idea. 3x>

5 General: order of preference

29. Could you order the 3 ideas, starting with the idea you like most? <rank 1, 2 and 3>

6 General: Coping Style

Introduce the following scenario to the interviewee:

Imaging that your walking ability is slightly reduced. You have visited the General Practitioner for this, however he cannot help you. So, you just have to make the best of it. And there are mobility aids available to help you with walking outdoors and moving around within the house.

30. What would be your approach to this:
 - a. “I would try to find out how these mobility aids work and what they do, by myself.”
 - b. “I would probably try not to think about it, and try to life as nothing has changed.”
 - c. “I would seek support with my family and friends and find out a solution for me, together with them”
31. Which approach is most appealing to you? Why?
 - a. Or would you combine multiple answers? Which?

7 PASE questionnaire

Ask all questions of the PASE questionnaire.