

# Report for Involve the users

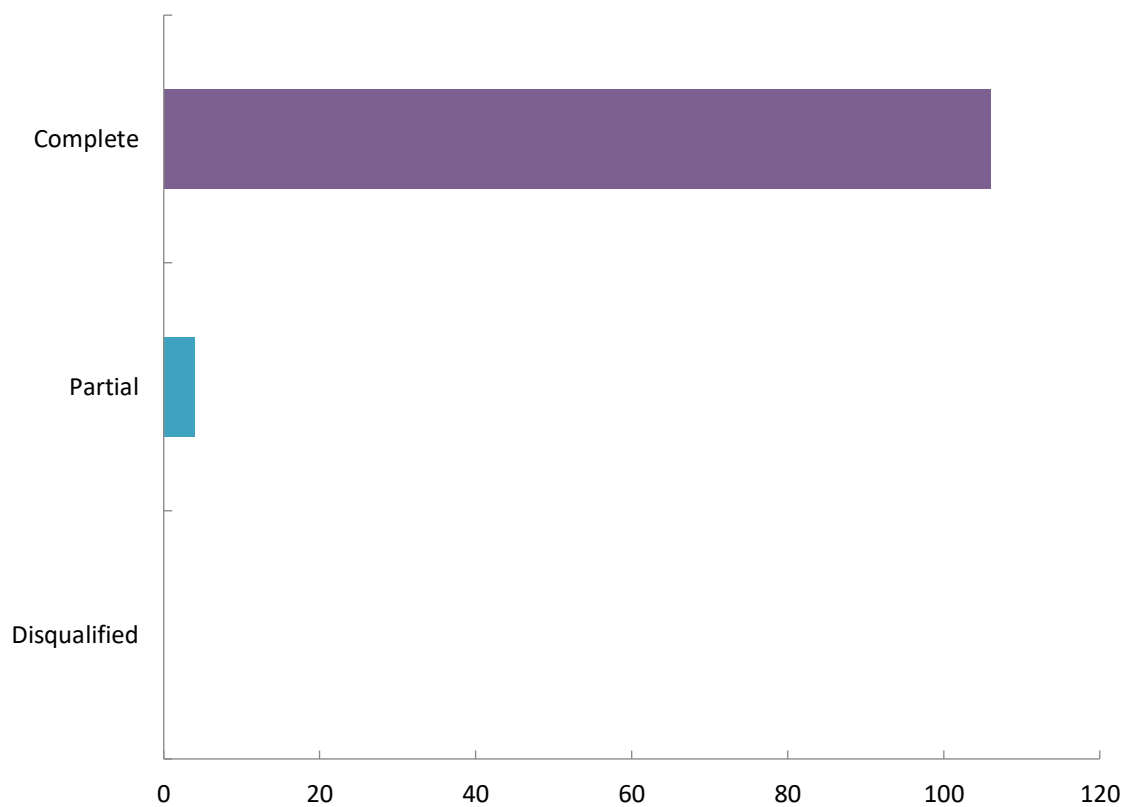
During the fall of 2020, Funka Foundation, The Finnish Association on Intellectual and Developmental Disabilities (KVL), Norwegian Federation of Organisations of Disabled People (FFO) conducted a survey aimed at people who participate in user testing.

The project Involve the users is financed by Nordic Welfare Centre. The project will contribute to giving people with disabilities the chance to participate in product development in a better way.

This survey is part of the project which has conducted two surveys, one aimed at people with disabilities who participate in product development user tests and one aimed at organizations who conduct user tests in product development.

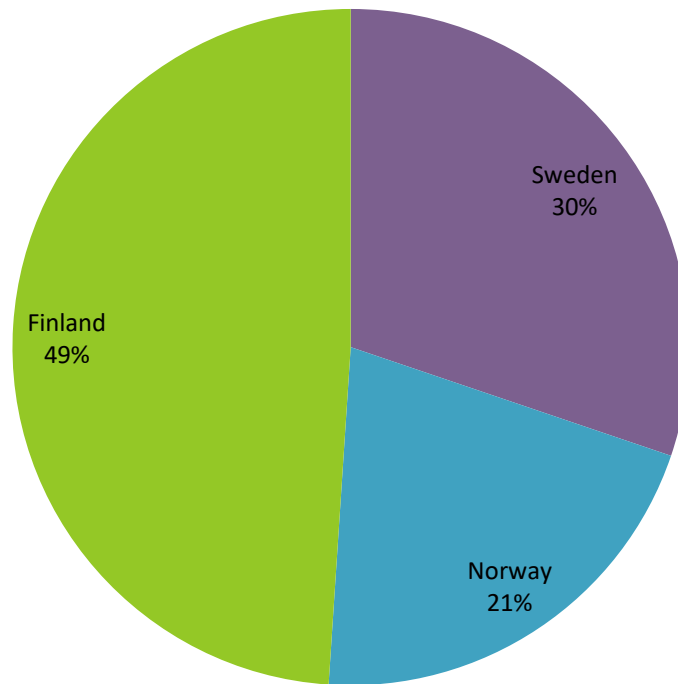
This survey had 110 who started answering the survey and 106 completing it with participants from Norway, Finland and Sweden and involve people with disabilities. What can be said about the result is that it shows a gap between the testers and the organizer on needs and knowledge about each other which makes this project even more relevant.

## Response Statistics



	Count	Percent
Complete	106	96.4
Partial	4	3.6
Disqualified	0	0
Totals	110	

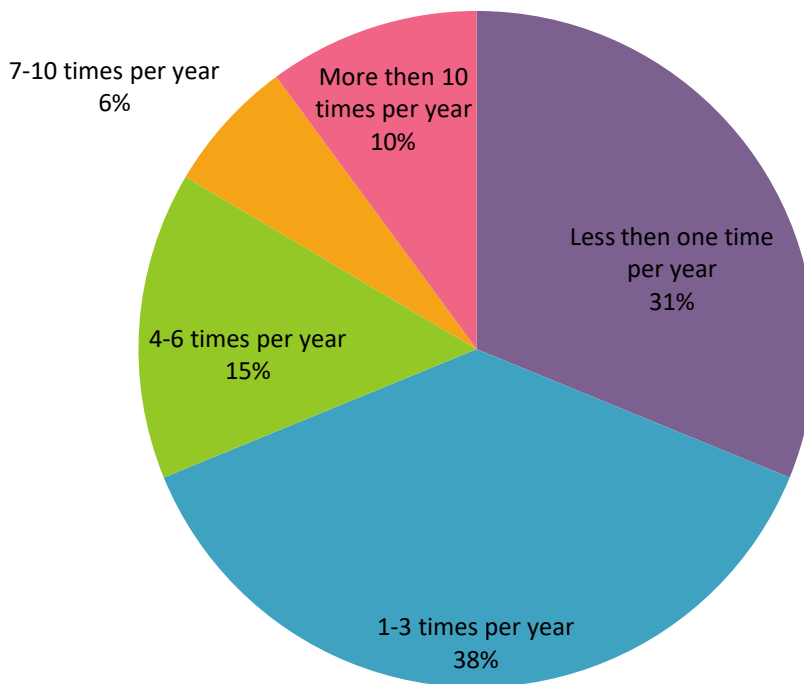
## 1. Which country do you live in?



Value	Percent	Count
Sweden	30%	32
Norway	21%	22
Finland	49%	52
	Totals	110

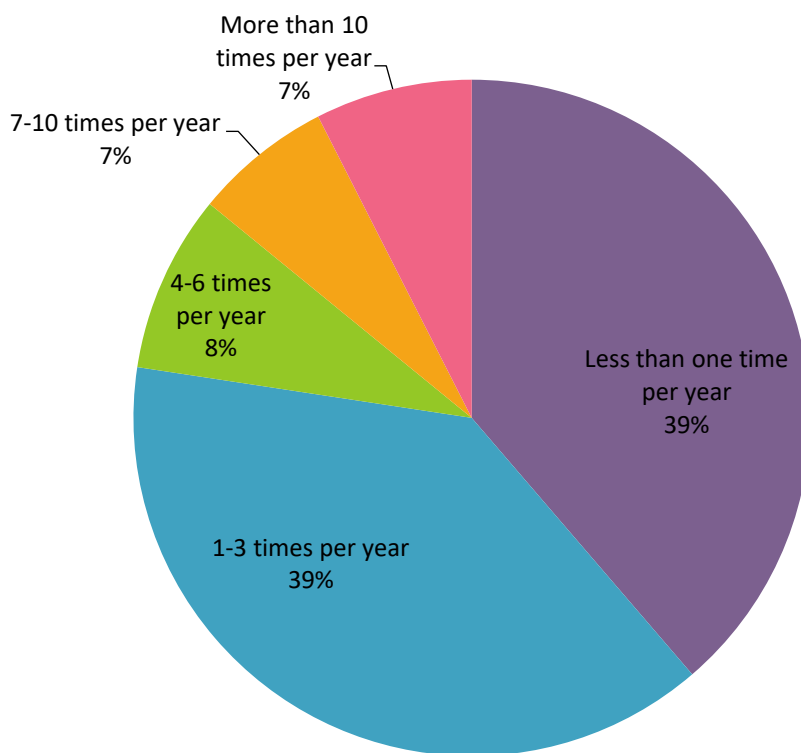


## 2.How often are you invited to perform user testing or similar?



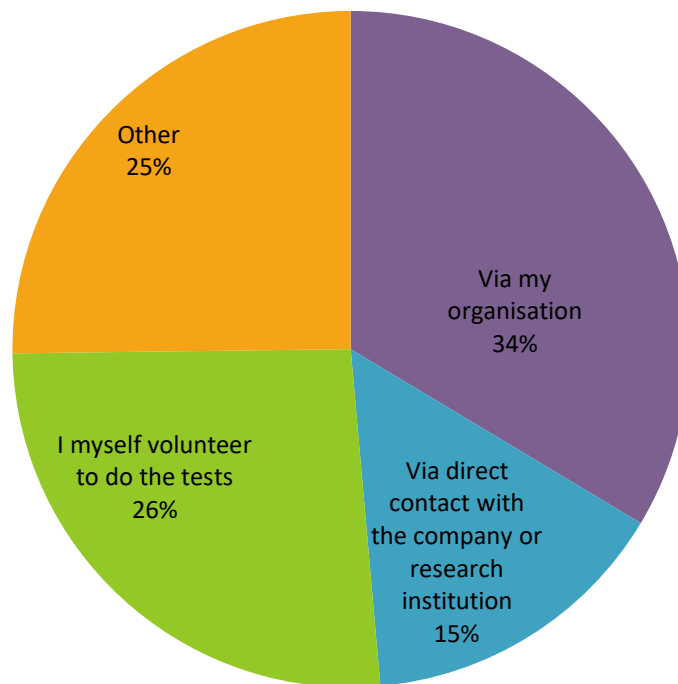
Value	Percent	Count
Less than one time per year	31.2%	34
1-3 times per year	37.6%	41
4-6 times per year	14.7%	16
7-10 times per year	6.4%	7
More than 10 times per year	10.1%	11
	Totals	109

### 3.How often do you participate in user testing or similar?



Value	Percent	Count
Less than one time per year	38.7%	41
1-3 times per year	38.7%	41
4-6 times per year	8.5%	9
7-10 times per year	6.6%	7
More than 10 times per year	7.5%	8
	Totals	106

#### 4.How do you get contacted for user testing or similar?

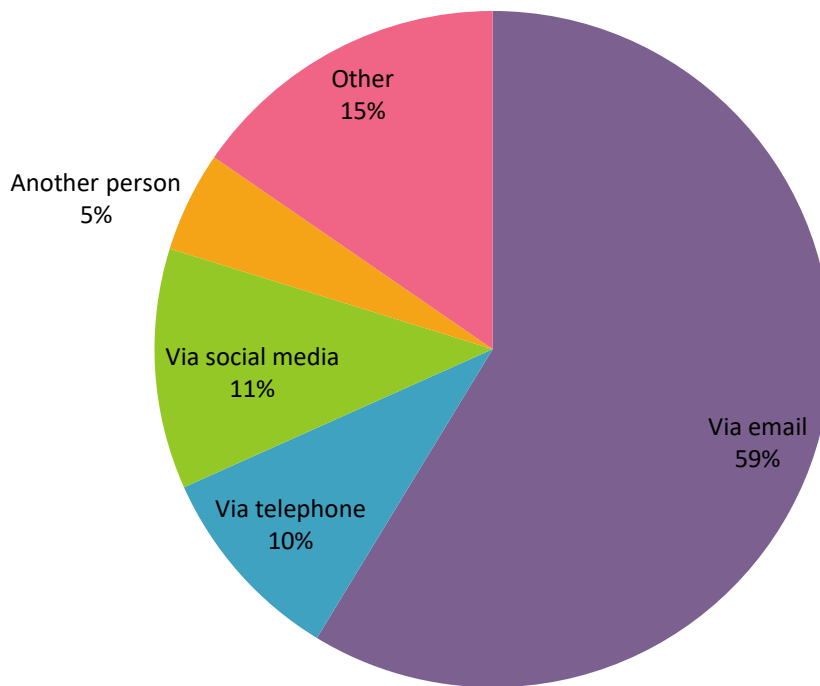


Value	Percent	Count
Via my organization	33.6%	36
Via direct contact with the company or research institution	15.0%	16
I myself volunteer to do the tests	26.2%	28
Other	25.2%	27
	Totals	107

#### Other:

- They all comply
- None of them
- I'm hired to test
- Via adds
- I don't get contacted
- Through my own contacts, friends
- Social media

## 5.How are you approached by those who want to do the test?



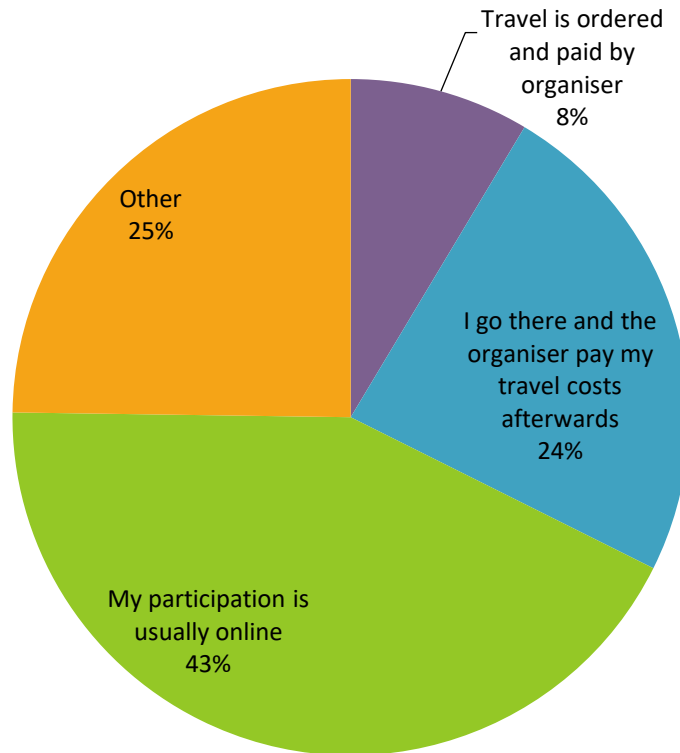
Value	Percent	Count
Via email	58.7%	61
Via telephone	9.6%	10
Via social media	11.5%	12
Another person	4.8%	5
Other	15.4%	16
	Totals	104

### Other:

- All of them
- All of the above
- Have never been contacted
- None of them
- All
- Through email and other people
- My organization



## 6. How is transportation to and from the user test or similar organized?



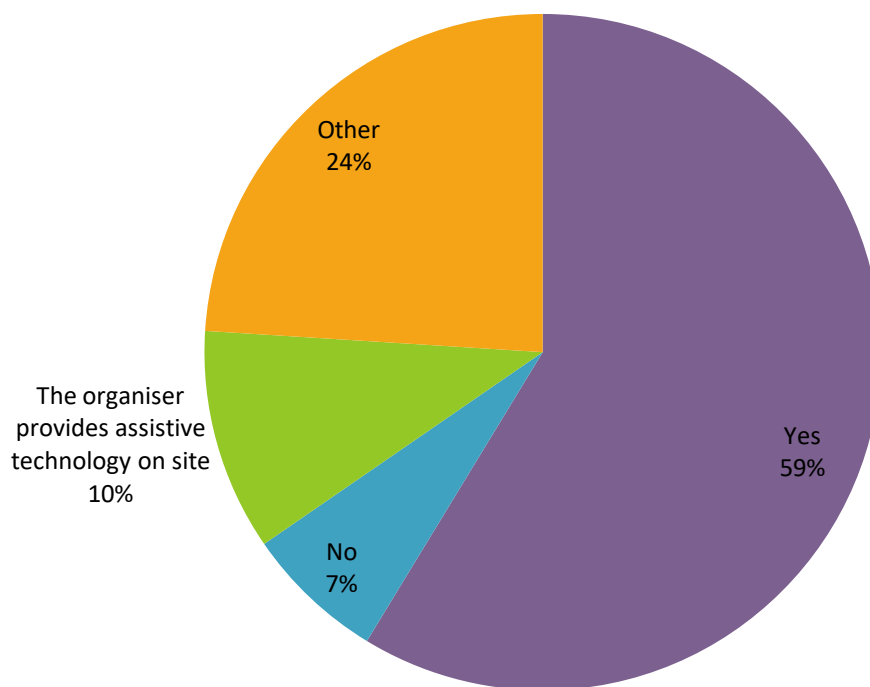
Value	Percent	Count
Travel is ordered and paid by organizer	8.6%	9
I go there and the organizer pay my travel costs afterwards	23.8%	25
My participation is usually online	42.9%	45
Other	24.8%	26
	Totals	105

Other:

- Sometimes the test is done at my own place since its more convenient for me.
- I get there on my own, I have never received any money for my trip. Have to pay myself.
- All of the above
- Both online and physical
- The travel arrangement has never happened

- I get there on my own and then get reimbursed later
- They visit our office
- I pay for everything myself
- Online or it's in the municipality

## 7.Are you allowed to use your own assistive technology?



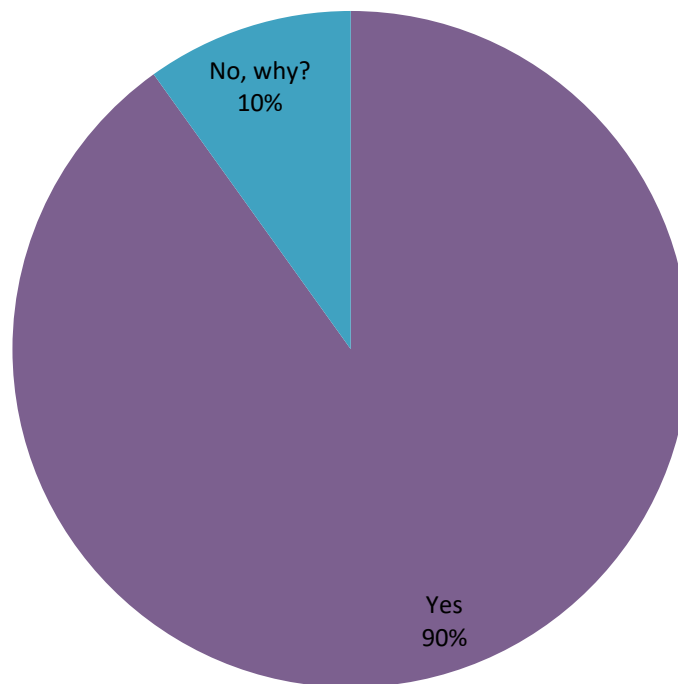
Value	Percent	Count
Yes	58.7%	61
No	6.7%	7
The organizer provides assistive technology on site	10.6%	11
Other	24.0%	25
	Totals	104

### Other:

- Don't need assistive technology
- Interpreter
- Sign language interpreter
- A person assisting by reading and answering the questions for me
- I bring my own hearing aid
- All of them
- I don't need it
- Not needed
- My computer

- I don't use any assistive technology
- Not sure if I have used it
- Someone is reading the questions for me and is also helping me with filling out the answers for me

## 8. How are you treated during the tests – in a good manner?

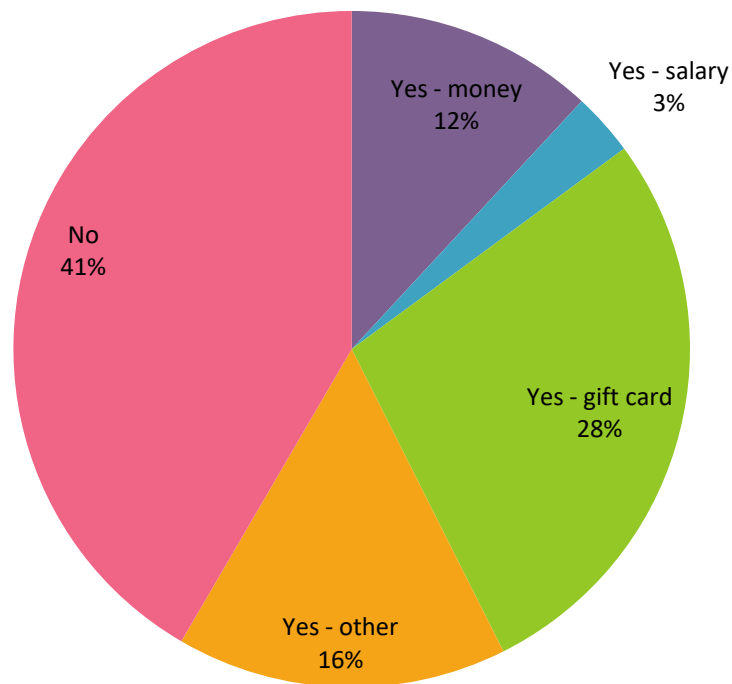


Value	Percent	Count
Yes	90.1%	91
No, why?	9.9%	10
	Totals	101

### No:

- The information is hard to understand. If you ask for help you don't get it.
- The location for the test is not suited for a person with disabilities.
- There could be time pressure during the test which is not good.
- How do you get treated online?
- Difficult information
- Participate online
- Big barriers in the location and prevarications and blaming me
- They don't listen to you and don't care
- I don't know

## 9. Do you get paid in any way for the work you do as a test person?



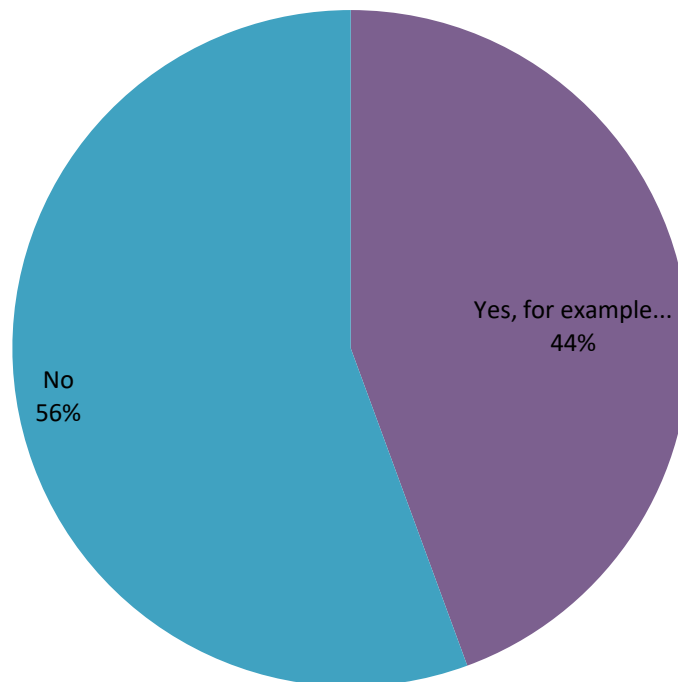
Value	Percent	Count
Yes - money	11.9%	12
Yes - salary	3.0%	3
Yes - gift card	27.7%	28
Yes - other	15.8%	16
No	41.6%	42
	Totals	101

Yes – other:

- All of the above
- Get samples of the product depending on what it is
- Has gotten paid in all the different ways, but have also not received anything
- In knowledge
- A scrap lottery ticket
- Gift card
- Saving up points for a reward
- In points

- All of them
- Work for free
- Coffee and bun
- Through coffee and snack
- A small gift

## 10. Are there any questions or perspectives that organizers tend to miss when you do user testing or similar?



Value	Percent	Count
Yes, for example...	44.4%	44
No	55.6%	55
	Totals	99

Yes, for example:

- It could be that tester only count in one disability and miss out on many other disabilities.
- The questions are not accurate about how the reality looks like.
- Some questions just focus on one thing, one problem even though it could be several issues.
- Peoples visual impairment is not always taken into account, even if it is specifically for visually impaired sites that are being tested.
- They miss to have assistive technology available or there is no sign language interpreter there.
- It sometimes happens that the testers miss or don't understand that a person can have several disabilities.
- The test often misses to include people with cognitive disabilities or non-visible disabilities.
- The questions are difficult to understand.
- The tests are not always adapted so you can use your own assistive technology.
- They don't have the knowledge about what they are testing

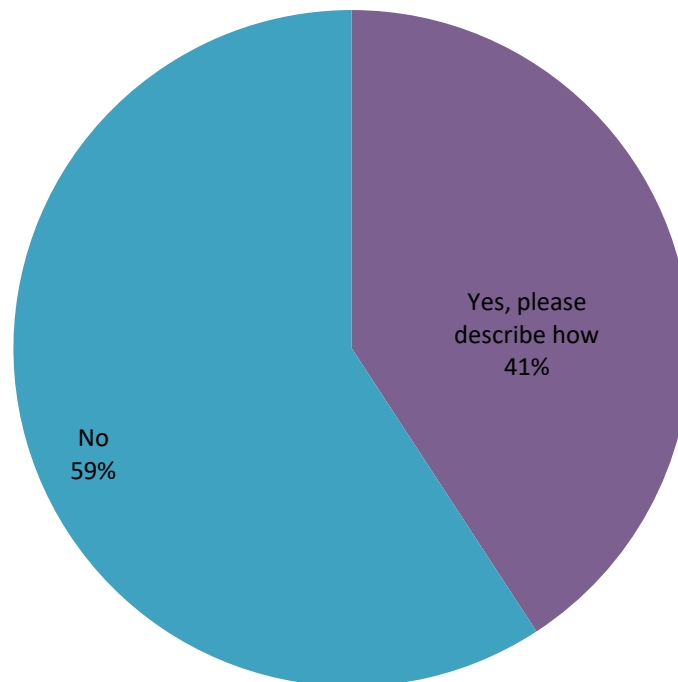


- The tests are not inclusive
- The test is not physical possible to do
- They don't understand that people can have several disabilities
- There are bad questions and is missing a lot of details in the answers
- They don't contact you enough
- It doesn't matter if you do the test or not, it does not get better
- All of the above
- They should do a qualitative test, not only quantitative
- Plain language
- I can't use my assistive technology and then I can't do the test
- It is very clear that the test personal need more knowledge about people with disabilities
- People have different disabilities and therefore different perspectives, they should involve more people
- I need cognitive support
- The autism spectrum perspective comes with several challenges for intersection

## 11. What could organizers improve in general?

- There is a lack of images that could clarify things.
- Should be easier sentences and shorter.
- Missing what is the purpose of what is being tested or why.
- Sometimes the tests are too long, and people can get fatigue.
- People should not do the tests without getting some compensations.
- There is a lack of feedback on what has happened and what they will use the results for.
- The tests are not adapted for the target groups, poorly designed.
- Travel arrangements should be planned by the organizer, often you have to arrange your own travels.
- Should have better contrast if it is done via computer.
- More understandable text, easier to read.
- The compensation is not always in line with the amount of work that you as a tester actually do.
- It would be a lot better to do the test on the spot and not just online.
- More image supports
- More open question sections, sometimes it's hard to even understand what's being studied
- They need to define the needs of the target groups and understand the practical everyday life
- To set aside time and take into account the person with a disability, of course the disabled person should be able to inform the testers of their special needs in advance so that they can take into account the special needs.
- Understand the problem and challenges first
- There should be options to answer orally
- I think you should get paid in some way when you participate
- It would be nice to know what happened to the thing you tested, some type of follow-up
- The organizer should have more knowledge about the target group
- I would like to know what my participation lead to
- They should know their target group better
- Take more than one disability into consideration
- I don't know
- Their knowledge about what they want to get out of the test and the people who are involved in the testing

## 12. Do you get feedback or results about the results of the user test or similar?



Value	Percent	Count
Yes, please describe how	40.8%	40
No	59.2%	58
	Totals	98

### Yes, please describe how:

- The result can be a copy of the result or that you are invited to the end seminar of what have been tested.
- Short verbal feedback
- Sometimes I'm not even sure that they receive any answers, no feedback at all.
- They send you the final report
- It is part of my job as a tester, so I always know the result.
- The most common feedback is by e-mail.
- I have to ask myself for the results.
- They send out a summary of the result
- Via an audio magazine
- E-mail
- Through a final report

## 13. Give an example of a good test experience and one of a bad experience and please explain what made you feel satisfied or not.

### Good experience

- Easy question, easy to understand and that people really listen to what you have to say
- Quick tests online
- Conversational interviews
- You know who you are talking to and the number is displayed, in case the call gets cancelled you can call up
- The organizer is well informed and good knowledge about their own product
- Good communication between the target group and organizer
- Research studies with tests on site are usually good. They are well thought out, well planned and clear. And that there is someone on site who can clarify any ambiguities.
- Clear information in advance about how it will go and how long it will take. - flexibility so that they adapt to when I have time. - they compensate the participants financially.
- If it is a conversation, it takes place individually and not in a group. If it happens in groups, such as focus groups - then the conversation leader needs to be used to distributing the word so that the arrangement works well.
- One good experience was when the organization who did the test only focused on one target group.
- They treat you as an expert and listen to you.
- I got paid for my participation.
- Including assistive technology to the test.

### Bad experience

- A lot of text, hard to understand the questions
- Interview with introductory questions and results made with far-reaching own twitches
- They have hidden number and you don't know who you are talking to or can check it or call back if you had any questions
- Language is complicated
- At some tests people are invited to just be heard but not listen to.
- When there is no flexibility
- The organizer does not know the target group
- The organizer does not know its own product
- Bad communication between target group and organizer
- The tests that are most frustrating are when you have to decide on hypothetical situations you can't relate to or when you have to choose one of the given alternatives and none of them fit.
- My worst experiences are from, for example, sitting in a reference group and working out proposals, just so that "management" can then say that they have done something, but never really intend to take on or implement any changes.
- There should be more options to answer to a question or opportunity to explain. It may be that you end up in one group, but you belong to two groups (disability)
- Bad is no compensation and lack of information.
- You don't get any feedback or know what is happening with the result.
- My participation felt forced and I did not see the result afterwards
- A bad experience is when you get interrupted all the time during the test.
- Incompetent test leaders.

- Changing of the plan over what was first suggested.
- Not including assistive technology