

D 5.3.2 – 2nd Trial Evaluation

Document

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Short Description

In Confidence a mobility safeguarding assistance service with community functionality was developed. This service was tested within two field trials. This document presents the evaluation of the second field trial.

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1 Executive Summary

The purpose of the Confidence project consists in developing a mobility safeguarding assistance service with community functionality for people with mild to moderate neurocognitive impairments. This document describes the evaluation of the second field trial conducted in Austria, Switzerland, and Romania. First, the demographic data of the involved end-users are presented. The second field trial focused on measuring the effects of the usage of Confidence. These effects were evaluated following an internal defined process. Participants were interviewed at three different points (before, during and after the trial). The questions were related to an evaluation area (“safety and mobility”, “autonomy and independence”, “daily assistance”, “quality of life”). So, this document presents the results of the evaluated questions divided into these areas. Additionally, it provides the usability evaluation and surveyed information according to business aspects. Finally, this document shows further information about the integration of volunteers, which was important to gain insights into community support.

2 Introduction

2.1 Purpose of the document

This document contains the most important and detailed information about the second trial evaluation of the Confidence app. The participants of this trial were person suffering from Mi-MoD as primary end-users (as well as elderly without cognitive impairments), the persons being mainly in contact with them, usually a life partner, son / daughter or relative, neighbour or a formal carer as secondary end-users and the volunteers. They tested the Confidence app for six weeks and their feedback was collected and analysed in this document. It includes the information about demography, safety and mobility, autonomy and independence, daily assistance and quality of life. Additionally, usability and business aspects are treated.

2.2 Scope and Relationship to other Deliverables

This document relates to deliverable D5.1, which contains more information about the field trials setup and scenarios (D5.1, 2013). Additionally, it relates to D5.4 which describes the methodology and organisation of the Confidence trials in general (D5.4, 2014).

2.3 Definitions, Acronyms and Abbreviations

Mi-MoD	Mild-to-Moderate Dementia
MMSE	Mini Mental State Examination (test)
PEU	primary end user: the person suffering from Mi-MoD
SEU	secondary end user: the person being mainly in contact with the PEU, usually a spouse, son / daughter or neighbour

3 Demography

This section summarises the basic data of the evaluation for primary and secondary end-users and volunteers. Information was survey before the trail began.

3.1 Primary End-Users

The second field trial involved a number of 78¹ primary end-users from Austria (60%), Switzerland (14%) and Romania (26%). Among the primary end-users who attended in this trial, only 40% have experienced this application during the first field trial, which took place one year earlier (see D5.3.1).

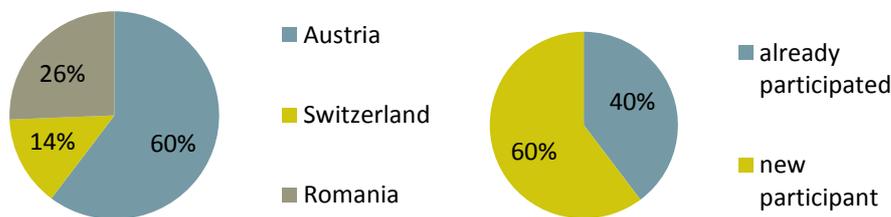


Figure 1: Country distribution (AT, CH, RO) n = 78¹ Figure 2: Distribution between already involved users and new users²

The PEUs used the Confidence app installed on two types of smartphones - the Samsung XCover2 and the Google Nexus 5. The allocation of the smartphones was different between the Samsung XCover 2 (59%) and the Google Nexus 5 (41%).

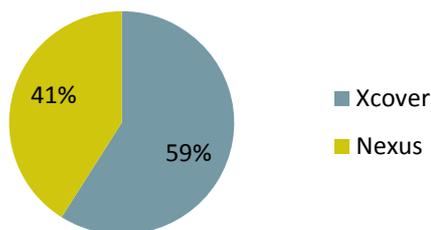


Figure 3: Distribution of used devices (n = 78)¹

The second field trial took place in all three countries, with duration of maximum 6 weeks, on an average of 39 days. The distribution by age group showed an average age of 70.9 years with a variation between 46 and 89 years.

The dominant characteristics of the group, involved in the second evaluation of the Confidence app are: female gender - 68% of participants, living in an urban area (67%), and living in an apartment accommodation

(69%). It should be specified that the evaluation took place in Austria and Romania, in distinctive sessions, in urban and rural areas.

¹ Excel Table "Testdaten"

² Excel Table "Persönliche Daten"

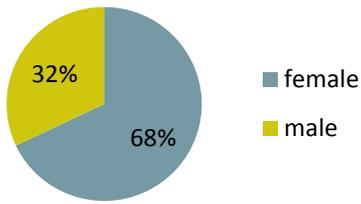


Figure 4: Gender distribution (n = 78)²

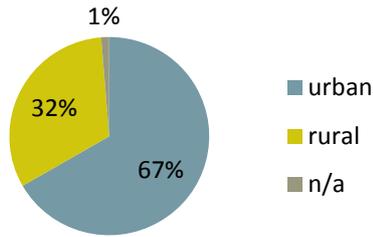


Figure 5: Living situation (urban/rural) (n = 78)²

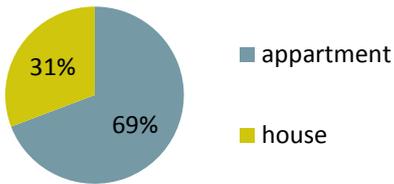


Figure 6: Living situation (apartment/house) (n = 78)²

Regarding the lifestyle, in approximately there were equal proportions, they live alone (36%) or with their partner (32%) and, any less, with another family member (18%).

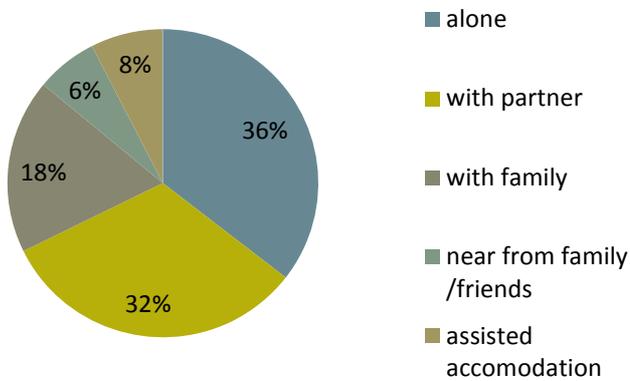


Figure 7: Living situation (alone/with others) (n = 93)²

Physical conditions of the primary end-users were evaluated using the dependency on care scale [1]. Most of the primary end-users were completely independent.

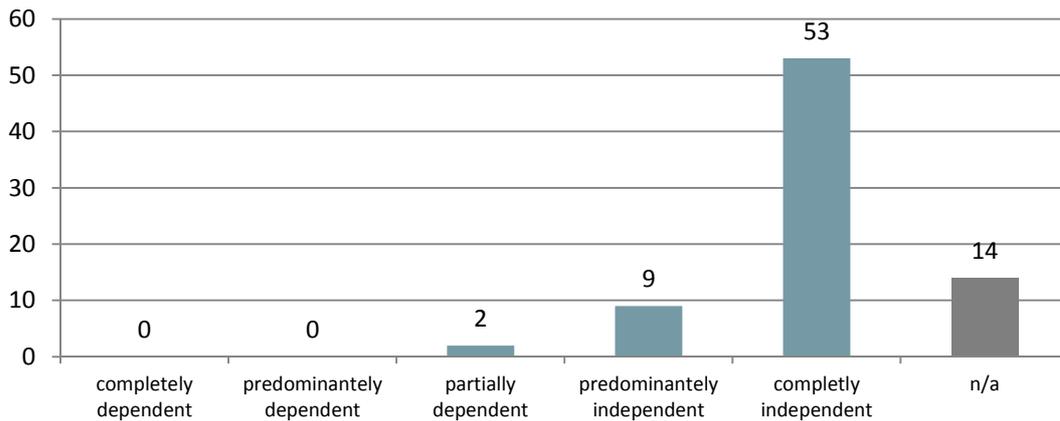


Figure 8: Dependence on care (n = 78)³

The cognitive conditions were evaluated using the Mini Mental State Examination (MMSE). The values were between 18/30 (slight cognitive impairment 24 to 18) and 30/30 (unrestricted 30 to 25) with an average of 28.93/30.

3.2 Secondary End-Users

43 relatives were involved in the trial with a larger distribution for trial in Romania (46%) compared to the one in Austria (28%) and Switzerland (26%) due to local protocol of the evaluation.

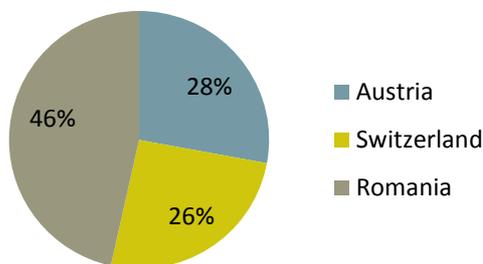


Figure 9: Country distribution of relatives (n = 43)

The average age of those involved in the evaluation as secondary end-users was 54.68 years with a variation between 21 and 84 years, with the net preponderance of females (74%). In the selected group, 40% of SEUs affirmed that they aren't occupied; probably the retired people and 37% of the participants are full-time employees.

³ Excel Table „Ass Fragebogen“

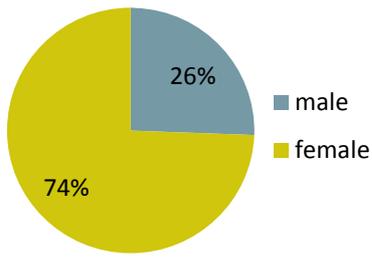


Figure 10: Distribution of gender (n = 43)⁴

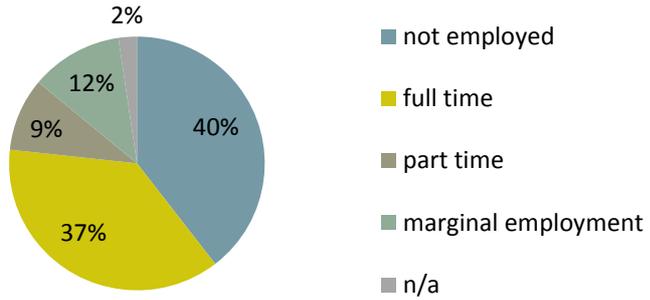


Figure 11: Employments (n = 43)⁴

The prevailing connection between the PEUs and SEUs was a parent-child relationship (40%) and wife-husband (30%). Any less, an SEU has represented for PEU a close relative (14%), a family friend (7%) or just a formal carer (9%).

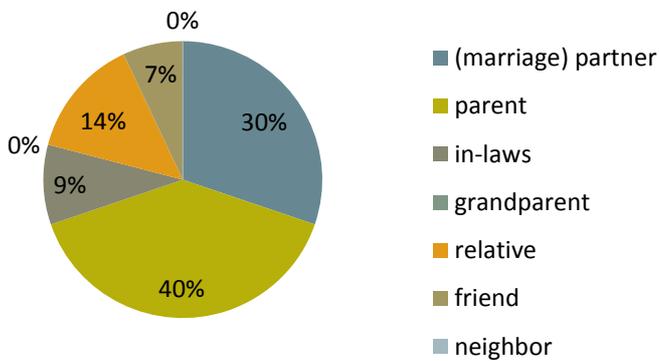


Figure 12: Relation to participating PEU (n = 43)⁴

The SEUs who assumed the role of informal carers of PEUs represents 70% of the total with an average time spent in the care process of 4.96 hours. In 30% of the situations described in the evaluation process, the care process is provided by others.

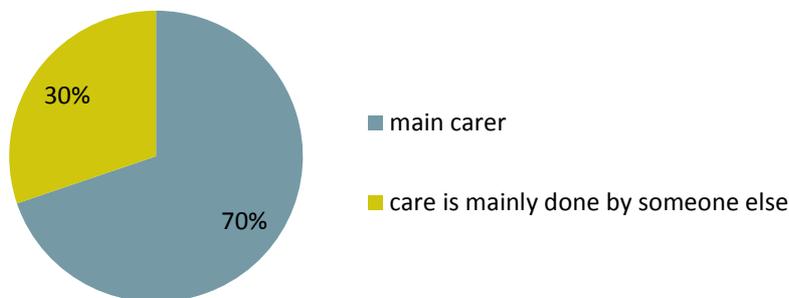


Figure 13: Care responsibility (n = 43)⁴

The difference between those who live with primary end-users (51%) and those living separately from them (47%) is minimal.

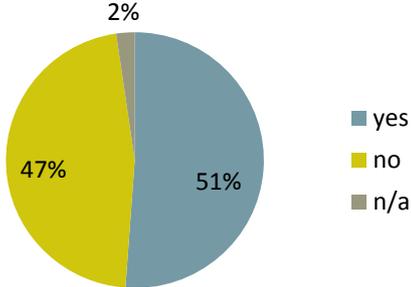


Figure 14: Living together with the PEU (n = 43)⁴

3.3 Volunteers

In this trial, 18 volunteers attended - 72% of them in Austria and 28% of them in Romania; in the ratio of 83% were female. Around half of them lived alone (50%), especially in the urban areas (56%) and 50% of them have a daily employment. Among the volunteers selected to participate in the Confidence community, 67% are involved in other volunteer activities.

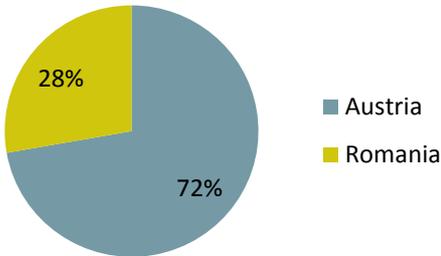


Figure 15: Country distribution (n = 18)¹²

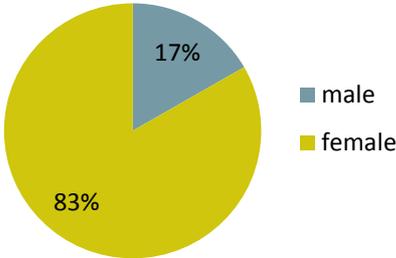


Figure 16: Gender distribution (n= 18)¹²

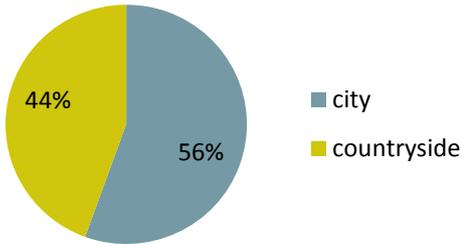


Figure 17: Living situation (n = 18)¹²

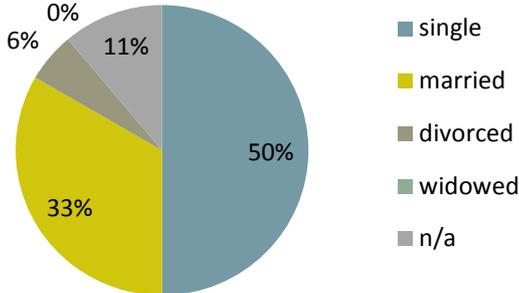


Figure 18: Marital status (n = 18)¹²

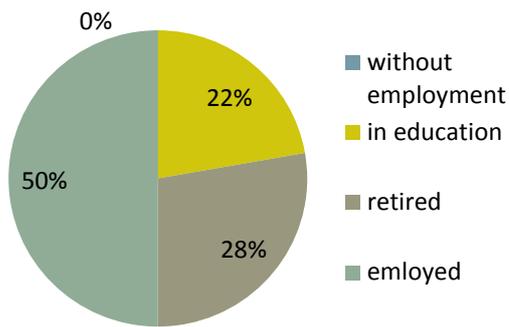


Figure 19: Employments (n = 18)¹²

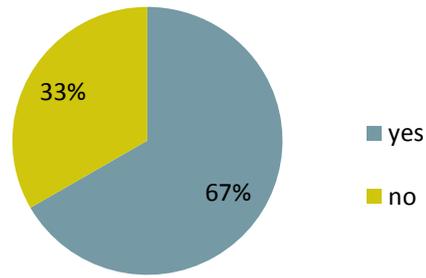


Figure 20: Confidence is the first volunteering activity (n = 18)

The group of volunteers is characterized by the homogeneity of age - almost equal percentages of different age groups (figure 21) and by the complex diversity of the activities of which they are involved (figure 21).

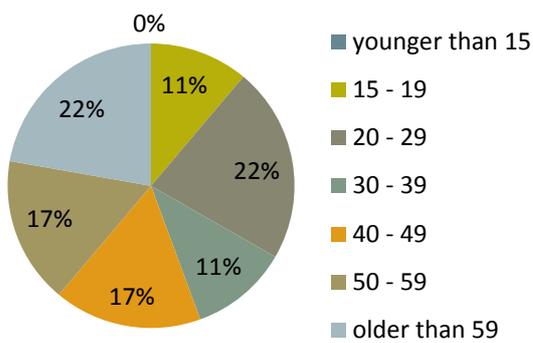


Figure 21: Distribution of age (n = 18)¹²

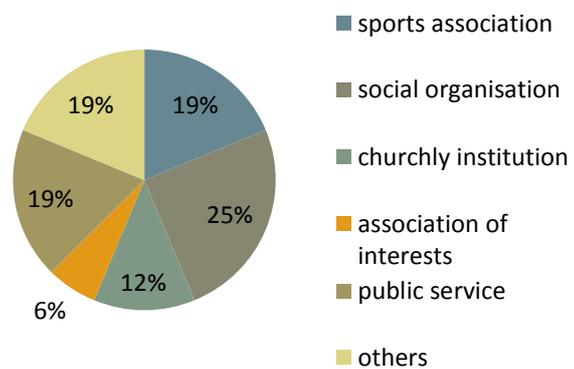


Figure 22: Volunteer activities

Also, they enunciated other specific activities, such as:

- Neighbourly
- Arrange churchly events
- visits in nursing homes
- reading partner in schools;
- Private forestry services
- support for elderly in daily life
- Home care
- provide information in a medical office

4 Safety and Mobility

As stated above, we wanted to evaluate how Confidence influences “Safety and Mobility” of its users. The results of this section deal with the questions:

- How and in which way does Confidence influence safety of trial participants?
- How and in which manner does Confidence support the mobility of its primary end users?

In the beginning of the trial basic data regarding mobility was surveyed.

Primary end-users mostly stated to be active more than 1-2 times or more per day (81%), between 1-2 hours or more than 2 hours per day (86%), in the first part of the day (54%) till afternoon (33%).

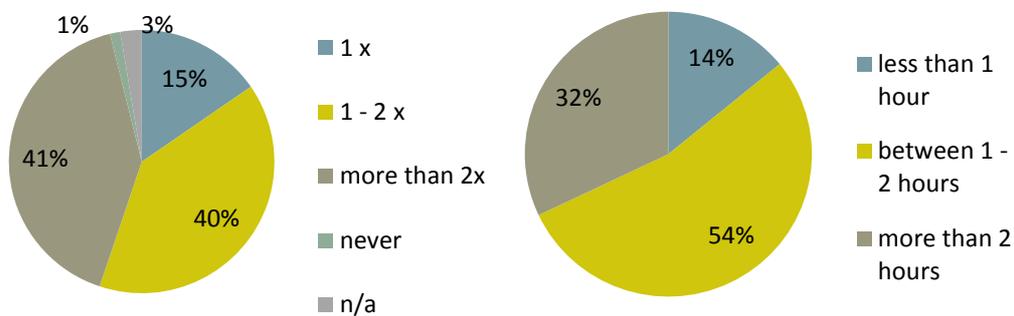


Figure 23: "How often are you outside on a normal day?" (n=78)⁴ Figure 24: "How long?" (n = 78)⁴

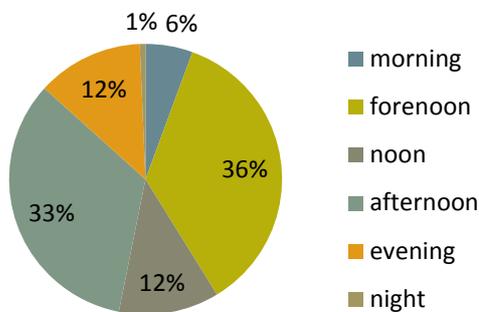


Figure 25: "At which time of the day are you mainly outside?" (n=78)⁴

The figure bellow reveals the distribution of the problems to go for a walk experienced by the PEUs.

⁴ Excel Table „PEU Fragebogen 1“

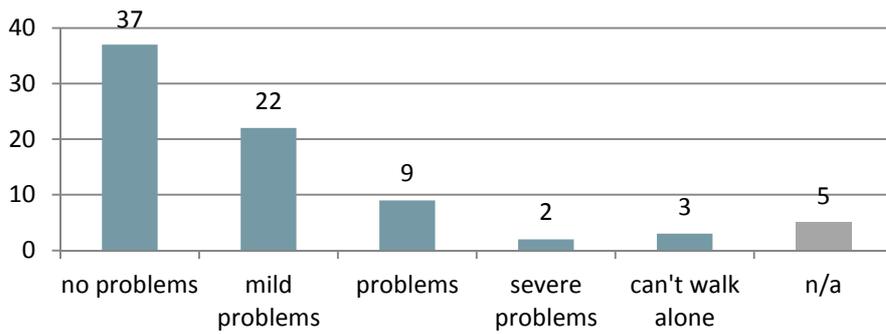


Figure 26: "I have ... to go for a walk" (n=78)⁴

The feeling of safety is an important task to monitor the impact of the Confidence app on the mobility of the PEUs. Most of them declared that they have a passably feelings of safety. The estimation of safety was done before and after the trial. Figure 27 shows the comparison of the answers.

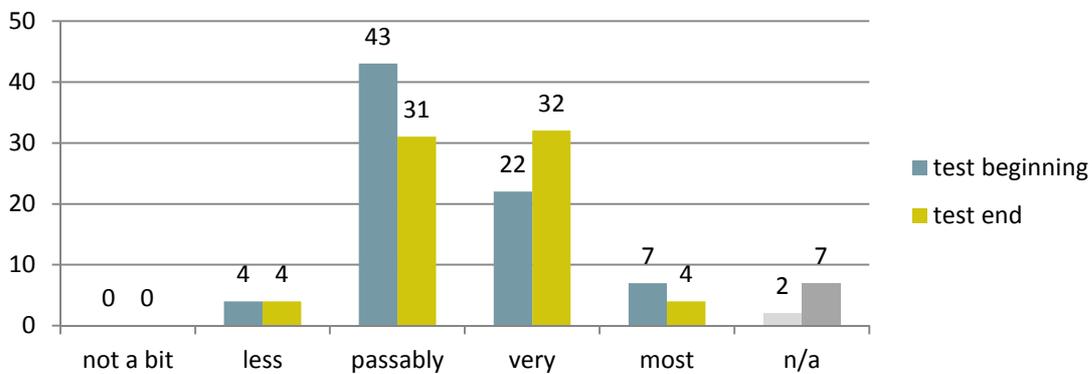


Figure 27: "How safe do you feel in your daily routine?" (n=78)⁴

After one week of testing the PEUs answered first usability questions. More than a half of the PEUs considered that they need the SOS and Find My Way functions in the daily life activities.

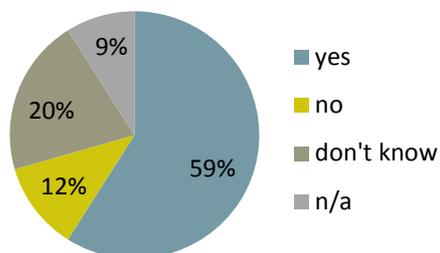


Figure 28: "Is the SOS-function useful?" (n=78)⁶

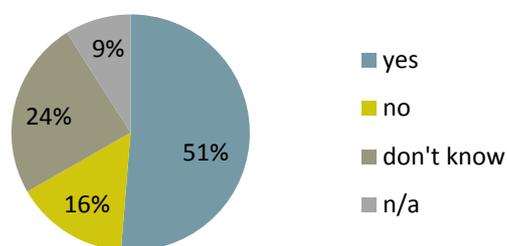


Figure 29: "Is the map-function useful?" (n=78)⁶

After the trial, the participants made estimations about influences the app had on their daily routines.

SAFETY: 38% of the PEUs improved their safety using this app while 42% of the SEUs considered that the PEUs were safer using it. A special thing is the fact that 25% of the SEUs appreciate negatively the impact of Confidence on the safety of their relatives.

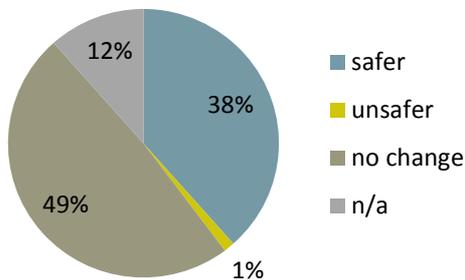


Figure 30: "Did you feel safer with Confidence?" (n=78)⁹

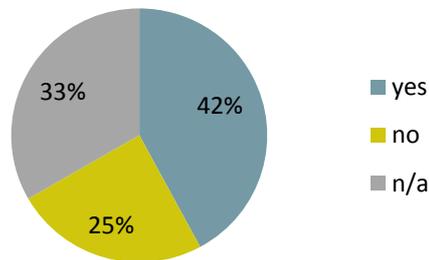


Figure 31: "Did Confidence give you a feeling of safety?" (n = 43)¹¹

MOBILITY: 64% of them considered that the app didn't influence their mobility and only 22% of them think that this app could be a solution to be more mobile. The feedback of the SEUs wasn't different from the PEUs but with low differences between those percentages: 35% for those who found that the PEUs were more on their ways and 42% for those who did not observe any specific changes.

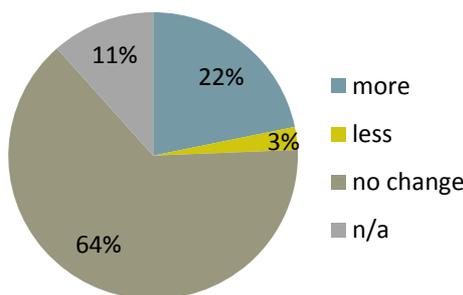


Figure 32: "Have you been more on the way with Confidence?" (n = 78)⁹

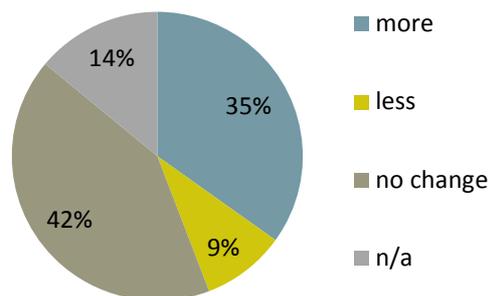


Figure 33: "Did your relative be more on the way due to Confidence?" (n = 43)¹¹

ORIENTATION: The PEUs didn't find a significant improvement after using the app (59%). However, the image offered by the SEU is slightly different: 37% of them didn't see a change in the orientation problems of the PEUs while another 37% of the participants have noted a better orientation.

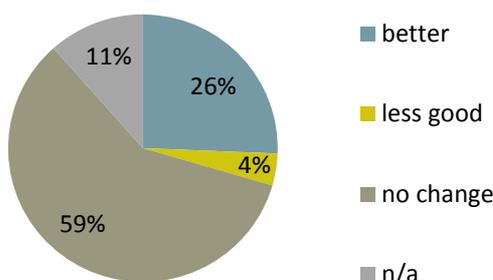


Figure 34: "Did you feel better oriented outside due to Confidence?" (n=78)⁹

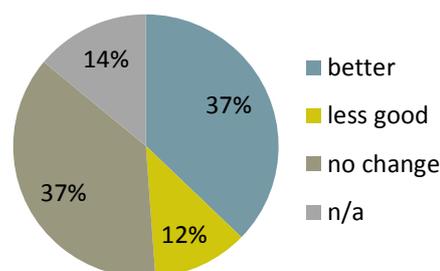


Figure 35: "Did your relative feel better oriented outside due to Confidence?" (n=43)¹¹

5 Autonomy and Independence

The question related to this topic is:

- In which respect and how does the usage of Confidence influence the autonomy and independence of the primary and secondary end users?

5.1 Primary End-Users

Basic data have been surveyed before the beginning of the trial.

Slightly more than a half of the participants executed their daily arrangements alone and the other half have carried out these activities with the help of others

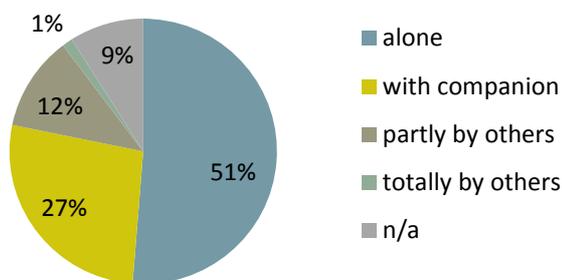


Figure 36: "How daily arrangements are executed" (n=78)⁴

Mostly the PEUs got the support they need from others. Figure 37 shows the comparison of the values between test beginning and test end. Participants were more satisfied at the test end. We conclude that, that test support done by formal cares is the main reason for this change.

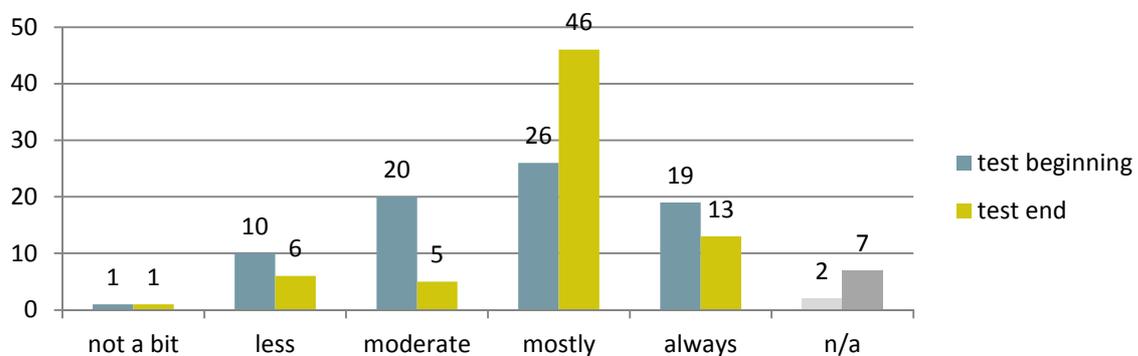


Figure 37: "Do you get needed support of others?" (n = 78)⁴

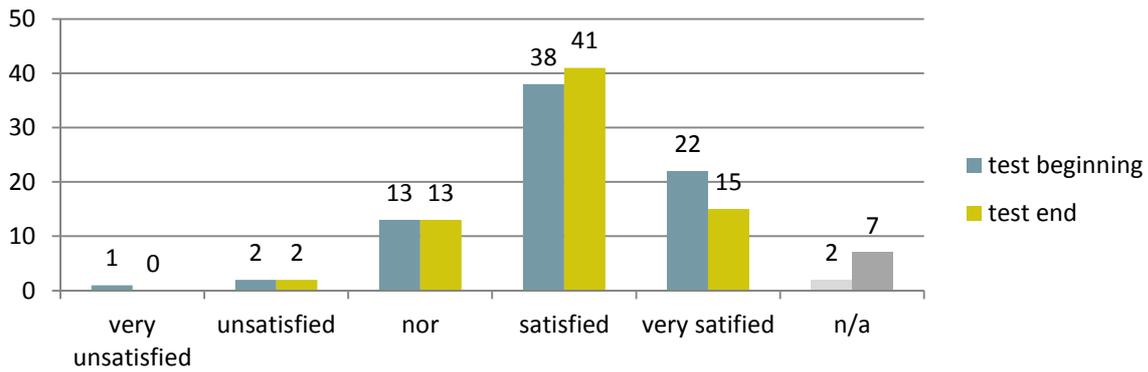


Figure 38: "How satisfied are you with the support you get from others?" (n=78)⁴

At the end of the trial we evaluated if the usage affect communication and forgetfulness.

FORGETFULNESS and COMMUNICATION: 40 % had the feeling to forget more due to the usage of Confidence (50 % did not observe any change). 45 % had the feeling to communicate more with others due to Confidence (44 % did not feel any change).

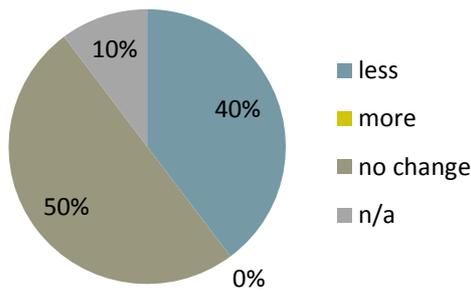


Figure 39: "Did you forget less due to Confidence?" (n=78)⁹

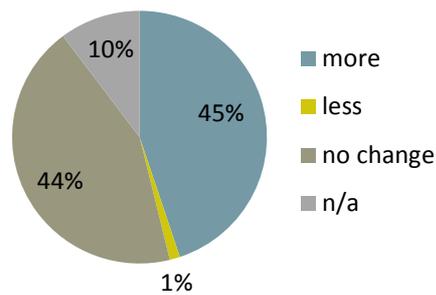


Figure 40: "Did you communicate more with others due to Confidence?" (n=78)⁹

5.2 Secondary End-Users

In the beginning of the trial SEUs answered some questions concerning dependency in their point of view.

In general, the SEUs consider that about 50% of the primary end-users don't need help in their own home (56%) or outside it (54%) and only 40% need partial support at home (40%) or outside (37%).

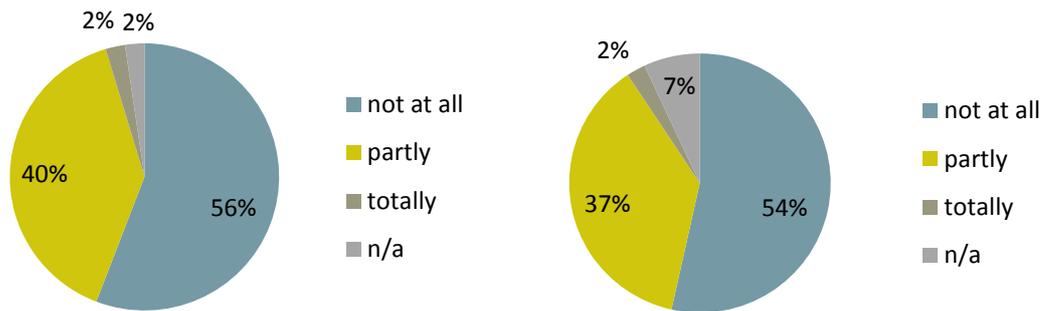


Figure 41: "Does your relative need support outside is home?" (n=43)⁵

Figure 42: "Does your relative need support inside his home?" (n=43)⁵

At the end of the trial, the SEUs rated the usefulness of Confidence. The vast majority of them found it useful.

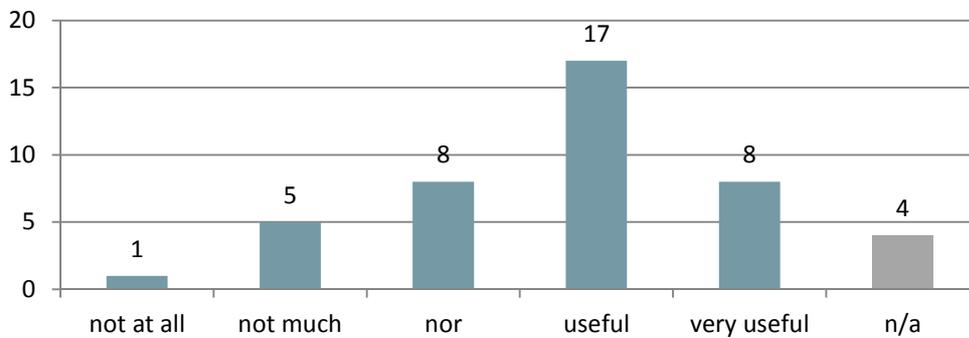


Figure 43: "How useful is Confidence?" (n=43)¹¹

Similar than the PEUs, they estimated the influence Confidence had on forgetfulness and communication.

In equal proportions (35%), the SEUs appreciate that people they care for forget less or that this behaviour was not influenced at all by using this application.

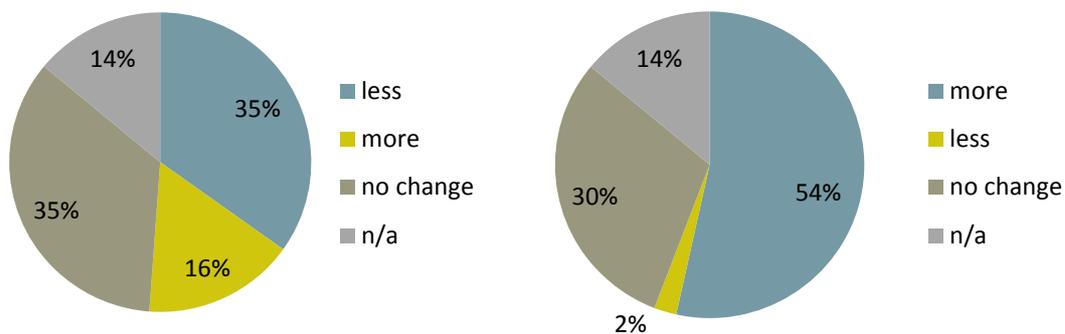


Figure 44: "Did your relative forget less due to Confidence?" (n=43) Figure 45: "Did you have more contact with your relative due to Confidence?" (n=43)¹¹

The most important opinion expressed by the SEUs was about the improvement of the capacity to communicate or to relate with the PEUs (54%). Only 30% of them felt that this ability did not change at all (figure 45).

6 Daily Assistance

The most interesting question is:

- How and to what extend does Confidence assist primary end users to cope with everyday life challenges?

The information provided by the Confidence app can cope with their everyday life problems especially after getting used a while. From the figure below, it can observe that they gave a positive response after the end of the test.

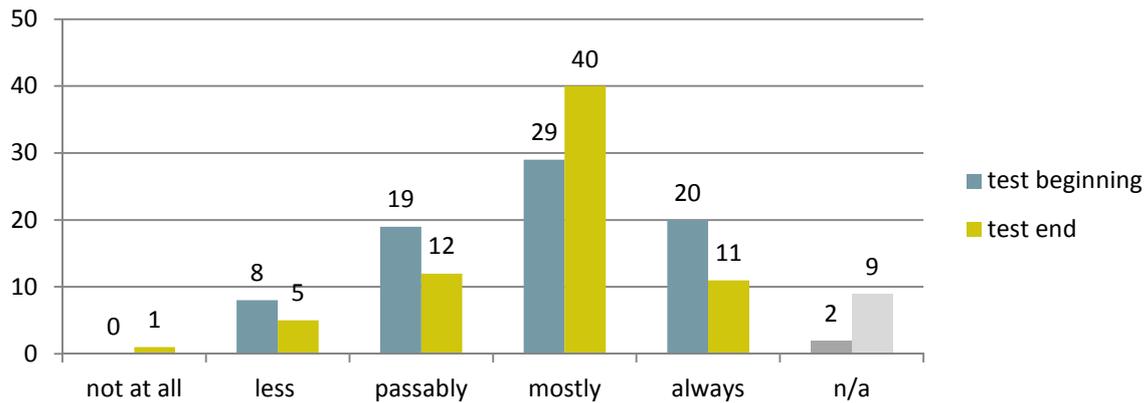


Figure 46: "Is needed information available?" (n=78)^{5,9}

The satisfaction to cope with everyday activities didn't change a lot between test beginning and end. In general, participants were almost satisfied in both points of time.

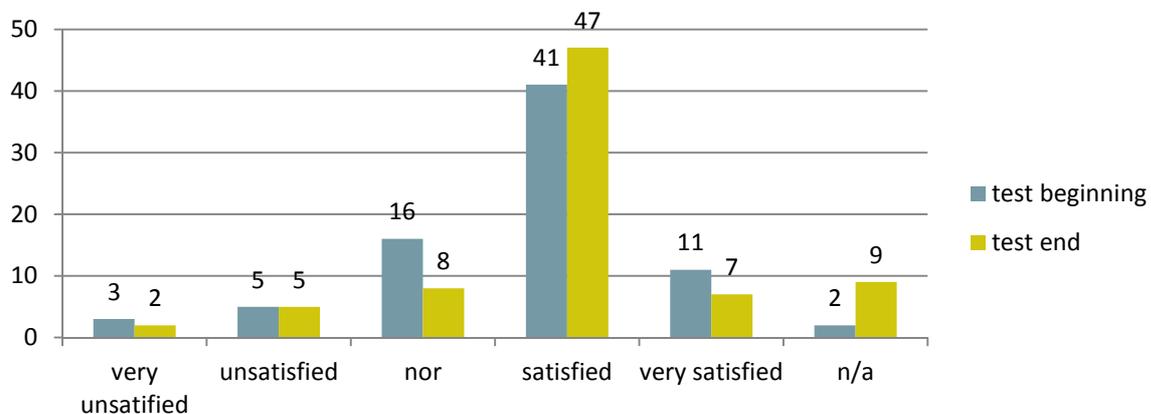


Figure 47: "How satisfied are you with your ability to cope with everyday activities?" (n=78)^{5,9}

"Where are problems?"⁵

Most mentioned problems are related to the physical issues like general pains, hearing, cardio vascular or pulmonary diseases (n=31). Another mentioned problems are related to the mobility like decreased of mobility in general or specific problems like going by bus (n=21), or to the cognitive issues like disorientation or forgetfulness (n=15). Other 12 problems were mentioned related to the household like gardening, cooking or putting on shoes.

Most of them consider that they don't have major problems which can affect their daily activities.

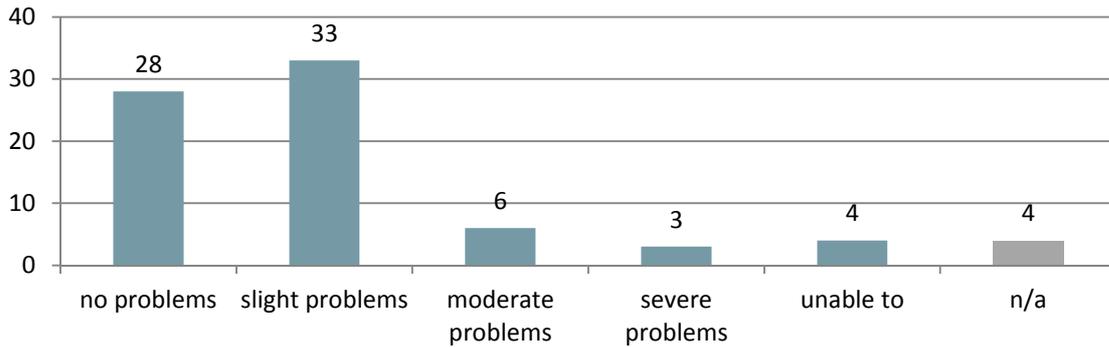


Figure 48: "I have ... in doing usual activities" (n=78)⁵

Figure 49 and 50 shows the estimation of usefulness after one week of testing.

The usefulness of the Calendar or Weather functions is obvious since 76% (for Calendar) and 63% (for Weather) of the primary end-users gave a positive feedback.

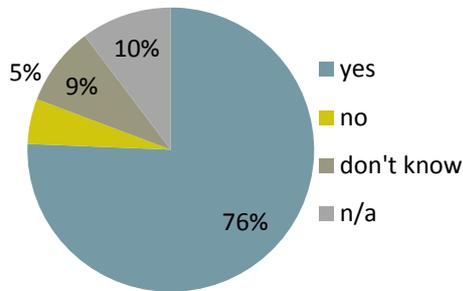


Figure 49: "Is the calendar/reminder function useful for you?" (n=78)⁶

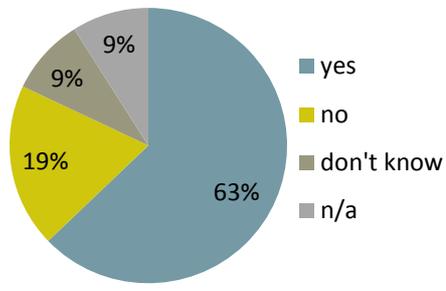


Figure 50: "Is the weather-function useful for you?" (n=78)⁶

After the trial, the participants were asked which function they would like to continue to use. The most mentioned functions were Call, SOS and Calendar.

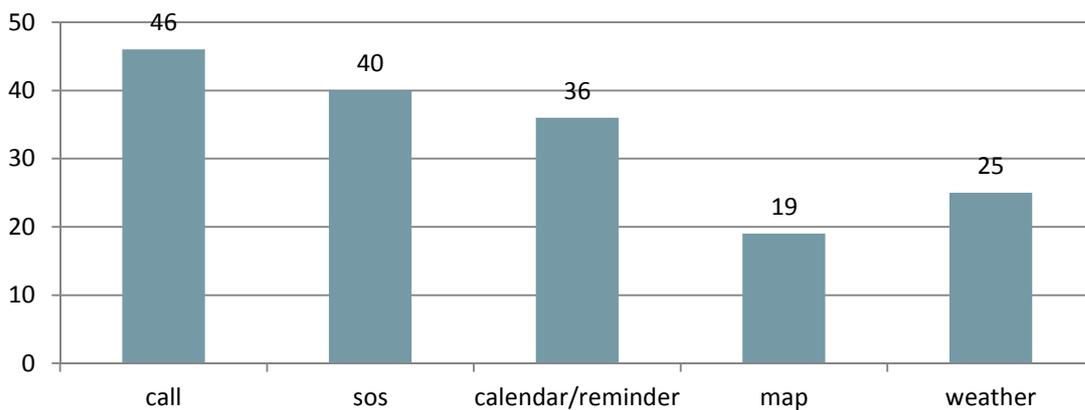


Figure 51: "Which function(s) would you like to continue to use?"⁹

After the trial, 38 % of the PEUs said that Confidence positively influenced their daily life. 3 % said that it negatively influence their lives and 46 % said that there was no influence.

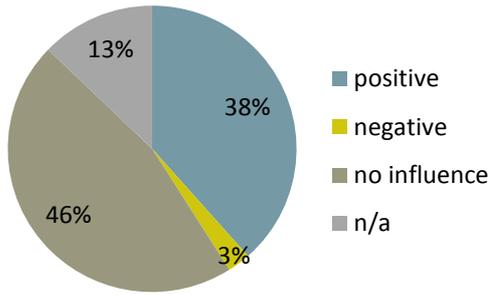


Figure 52: "Did Confidence influence your everyday life?" (n=78)⁹

7 Quality of Life

The quality of life is an important goal of the Confidence app. This section evaluates the most relevant features related to this challenge.

- Can a change in quality of life been proven through the usage of Confidence for both PEU and SEU?

7.1 Primary End-Users

In the beginning of the trial we asked the participants generally what quality of life means for them. The statements of the PEUs were analysed and categorized as following:

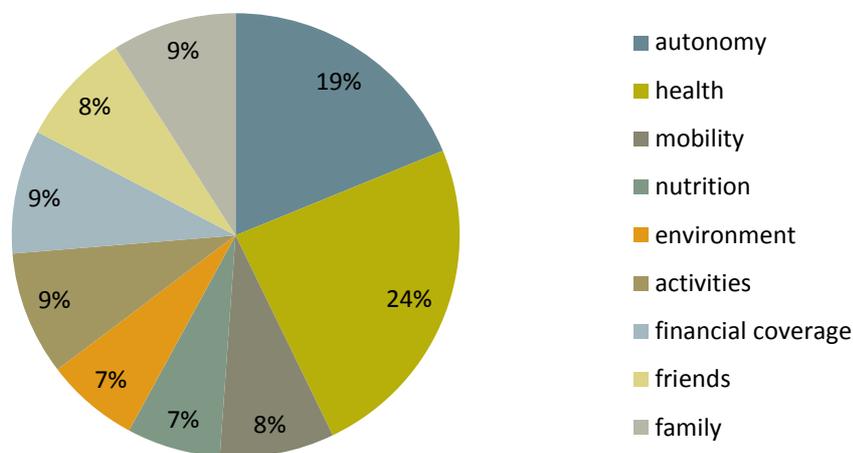


Figure 53: "What is quality of life for you?"

Considering all those features, their quality of life is described to be a good one. The rated it before and after the trial.

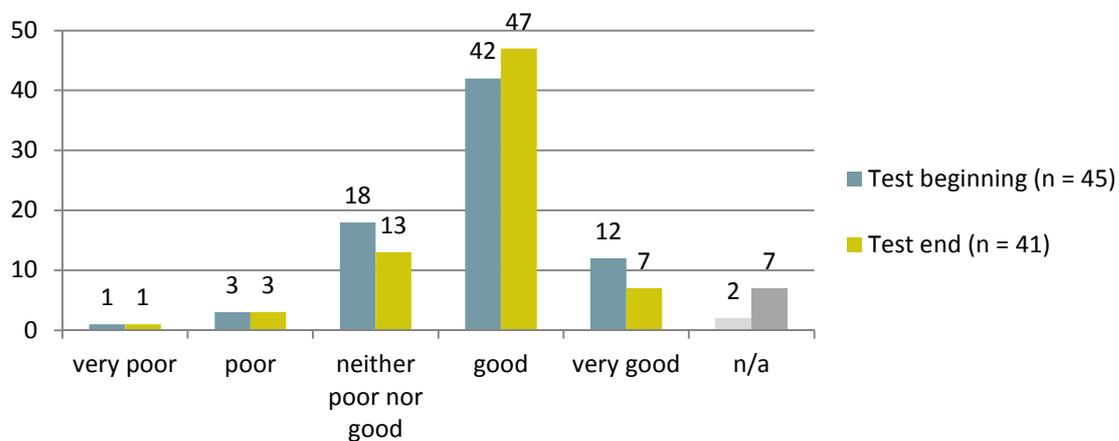


Figure 54: "How would you rate your quality of life?" (n=78)^{5,9}

Also, the problems related to health are common among them but they can manage it efficiently so as to hold a better quality of life.

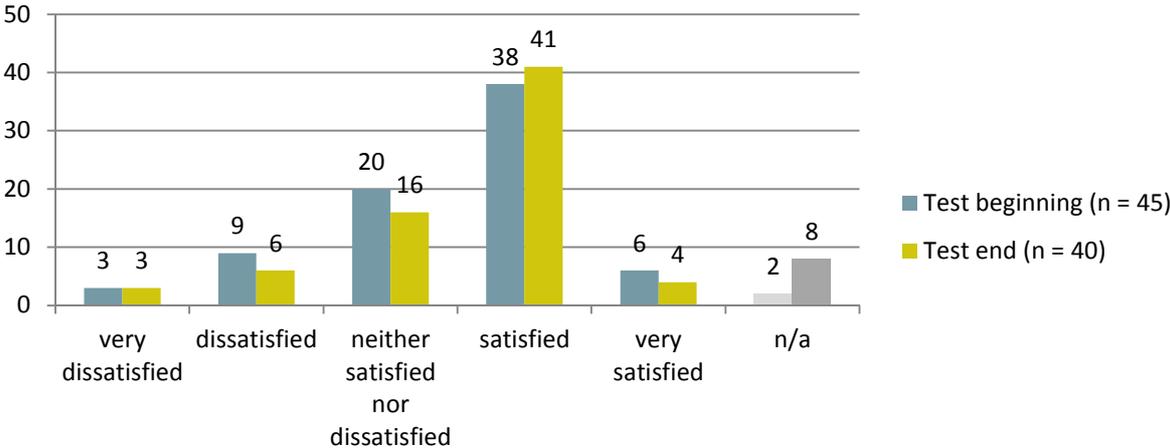


Figure 55: "How satisfied are you with your health?" (n=78)^{5,9}

The entire group of the PEUs is defined by a positive attitude in life, with good relationships with the persons with which they interact every day.

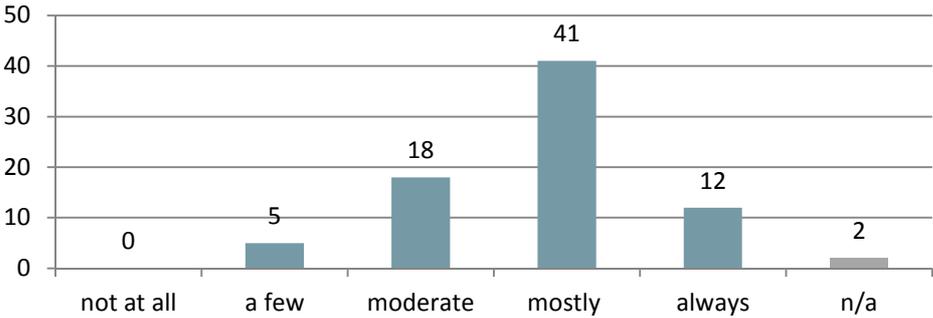


Figure 56: "How much do you enjoy life?" (n=78)⁵

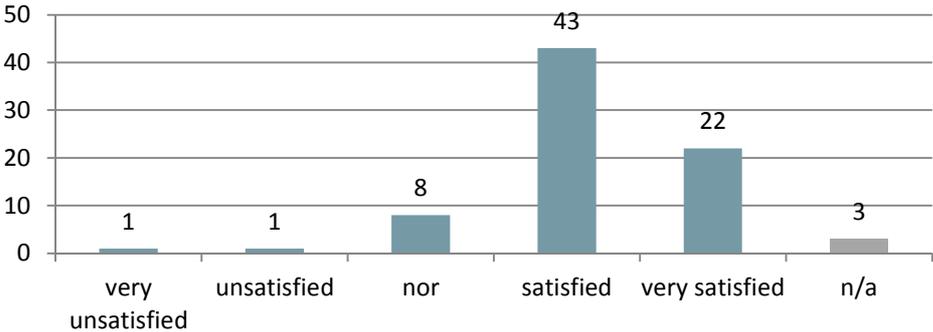


Figure 57: "How satisfied are with relations with others?" (n=78)⁵

After one week of testing the PEUs estimated the usefulness of the system. Their opinion varied from a "not much" attitude to a "useful" one.

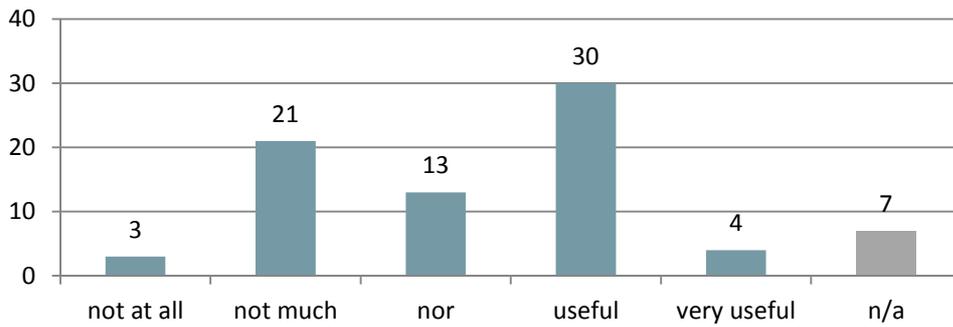


Figure 58: "How useful is Confidence for you currently?" (n=78)⁶

They reported a good impression about the video call function but with a certain reserve related to the technical problems (bad connection, quality of the video image).

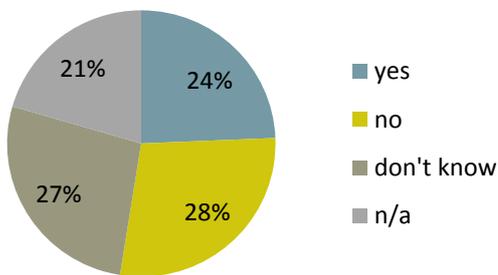


Figure 59: "Is the video-function useful for you?" (n=78)⁶

7.2 Secondary End-Users

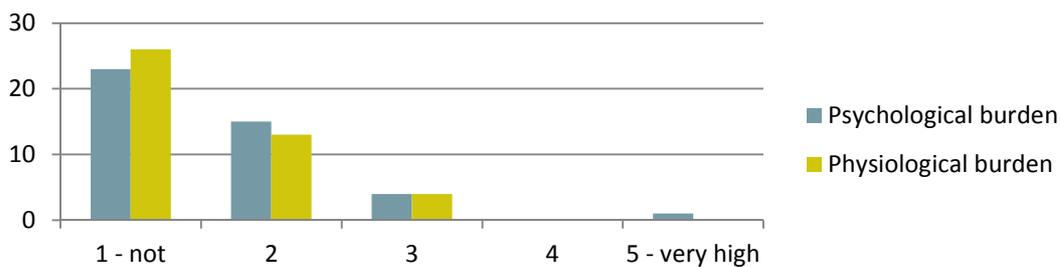


Figure 60: Psychological and physiological burden of participating relatives (n=43)⁴

For the SEUs who participated in this trial, the burden of the care process was described from mild to moderate level and it was estimated using the Zarit Burden interview. In fact, for a half of the persons involved in the trial as SEUs, this interview revealed a mild to moderate psychological burden and for another half of the participants a low psychological burden.

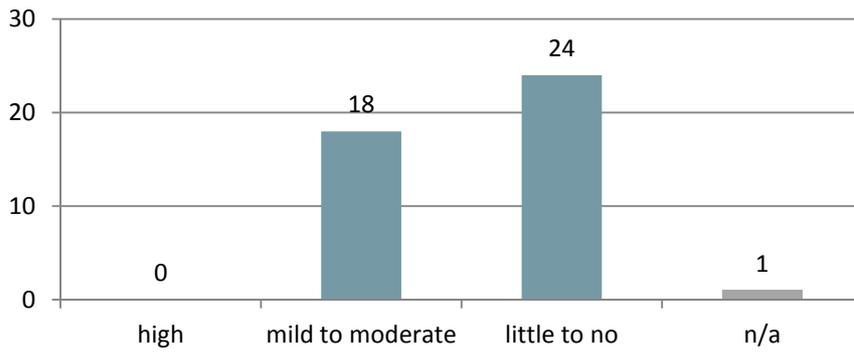


Figure 61: Evaluation of Zarit Burden interviews (n=43)⁴

The Confidence app left a good impression in terms of positive impact on the daily activities of the PEUs (51%).

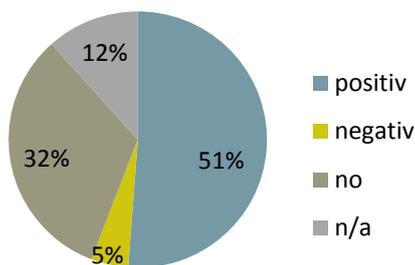


Figure 62: "Did Confidence influence the daily routine of your relative?" (n=43)¹¹

A good quality of life of the PEUs depends on the capability of the informal carers to manage their stress in the process of care. In our case, 65% of SEUs opined that Confidence may reduce the burdens of caring relatives.

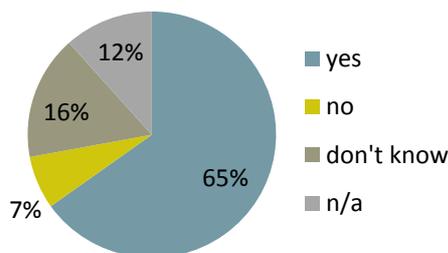


Figure 63: "Can Confidence reduce burdens of caring relatives?" (n=43)

8 Usability

This section presents the usability evaluation. Every week the PEUs recorded which functions they use and rated this feature as "bad", "medium" or "good". The results are presented in general and divided over time.

8.1 Primary End-Users

Before the test beginning the tech savviness of the participants was evaluated using a standardized tech-savviness questionnaire. The evaluation of the questions is divided into “enthusiastic”, “competent”, “positive” and “negative” towards technic. Enthusiasm and competence was distributed differently. Most participants had at least a partly positive attitude and negative attitude was not common.

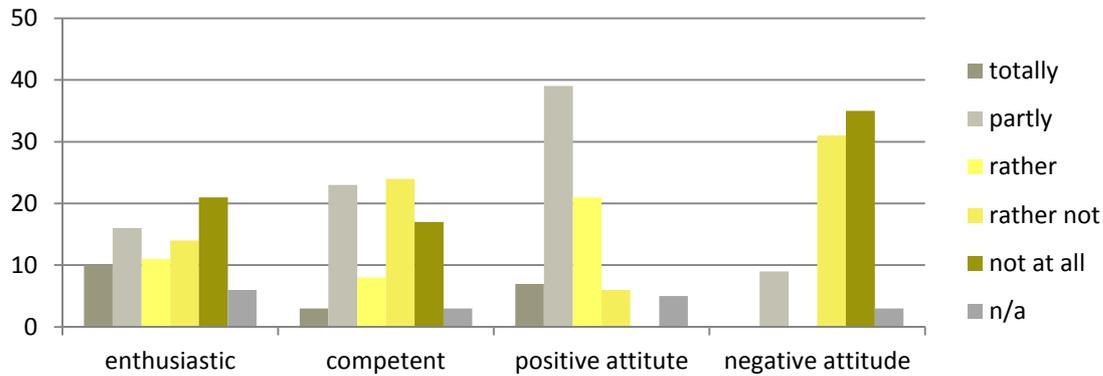


Figure 64: Evaluation tech-savviness⁵

After one week of testing, the participants were asked about their general attitude towards Confidence.

The general impression about the system was a positive one (46 of the PEUs).

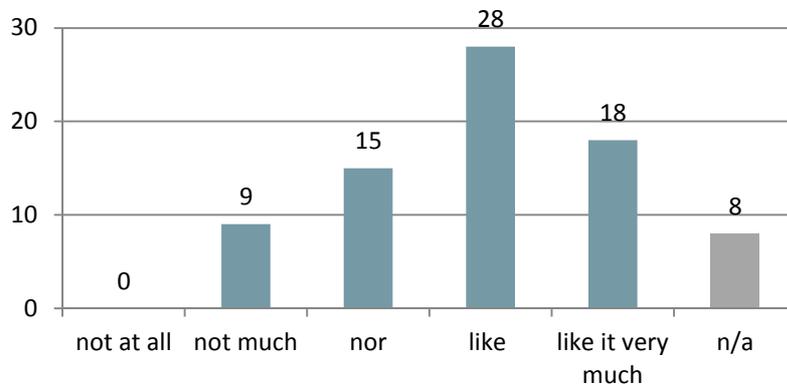


Figure 65: "How do you like Confidence in general?" (n=78)⁵

At the beginning of the trial, the participants began to use the system with several described scenarios. After this execution the usability was evaluated using the ASQ [2]. Ratings reach from 1 (very satisfied) to 7 (very unsatisfied). Most values were situated between 1 and 4.

⁵ Excel Table "erster Eindruck"

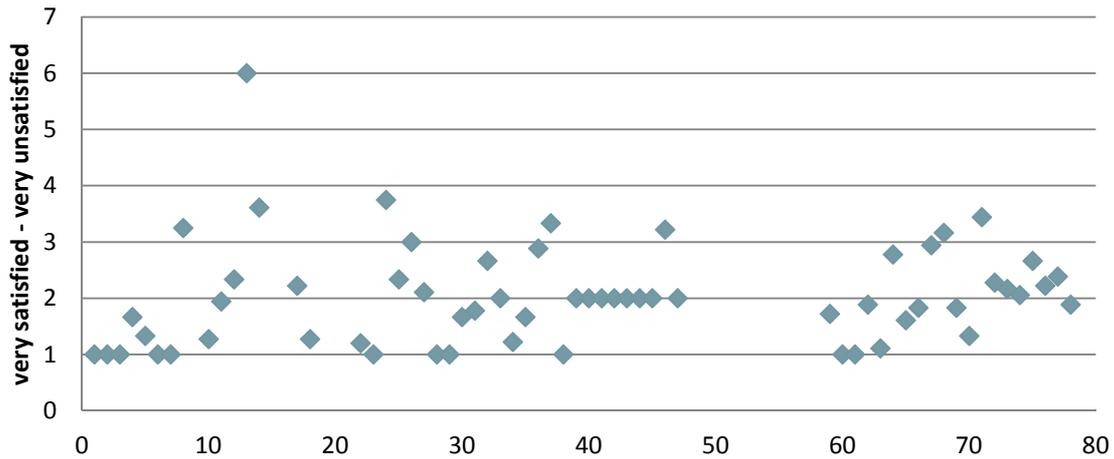


Figure 66: Evaluation ASQ [2] - usability satisfaction⁶

After every test week the users stated which function they used and rated it (like, normal, dislike). Overall, 46 % of the given ratings were “likes”, 20 % of the ratings were “normals” and 9 % of the ratings were “dislikes”.⁷

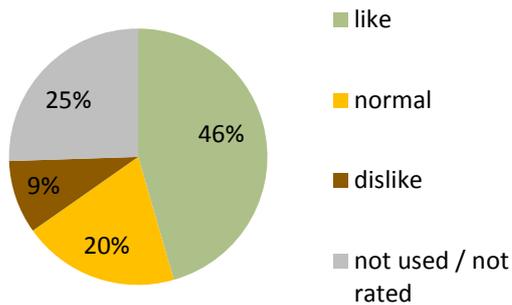


Figure 67: User ratings of the whole test period (n = 2340)⁷

The rating of the Confidence functions is pointed better in the middle of the trial and the not-rated circumstances advance gradually from the beginning to the end of the trial.

⁶ Excel Table „Confidence PEU“

⁷ Excel Table “Dokumentation”

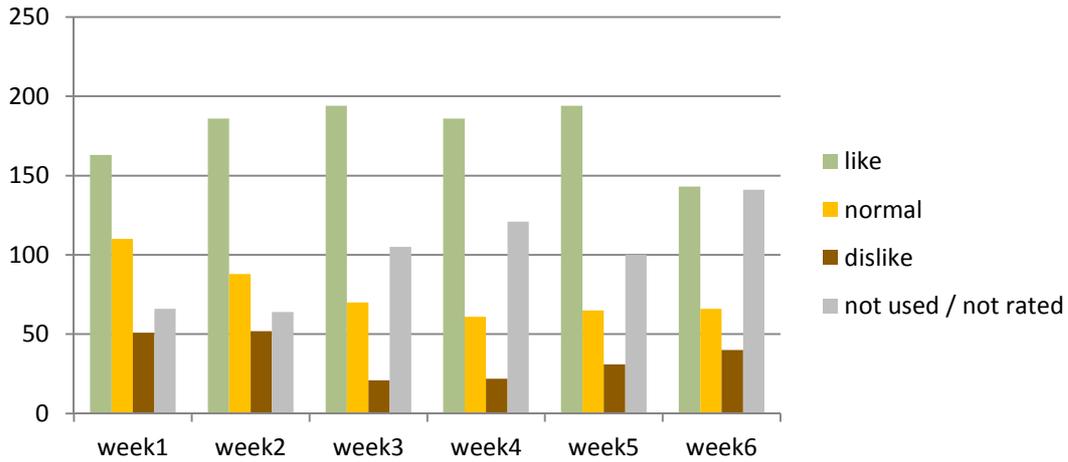


Figure 68: User ratings of each test week (n=2340)⁷

The Call, Weather and Calendar functions were best rated by over 45% of the PEUs and the SOS and Map functions were best rated by 43% of the PEUs, respectively by 39 % of them.

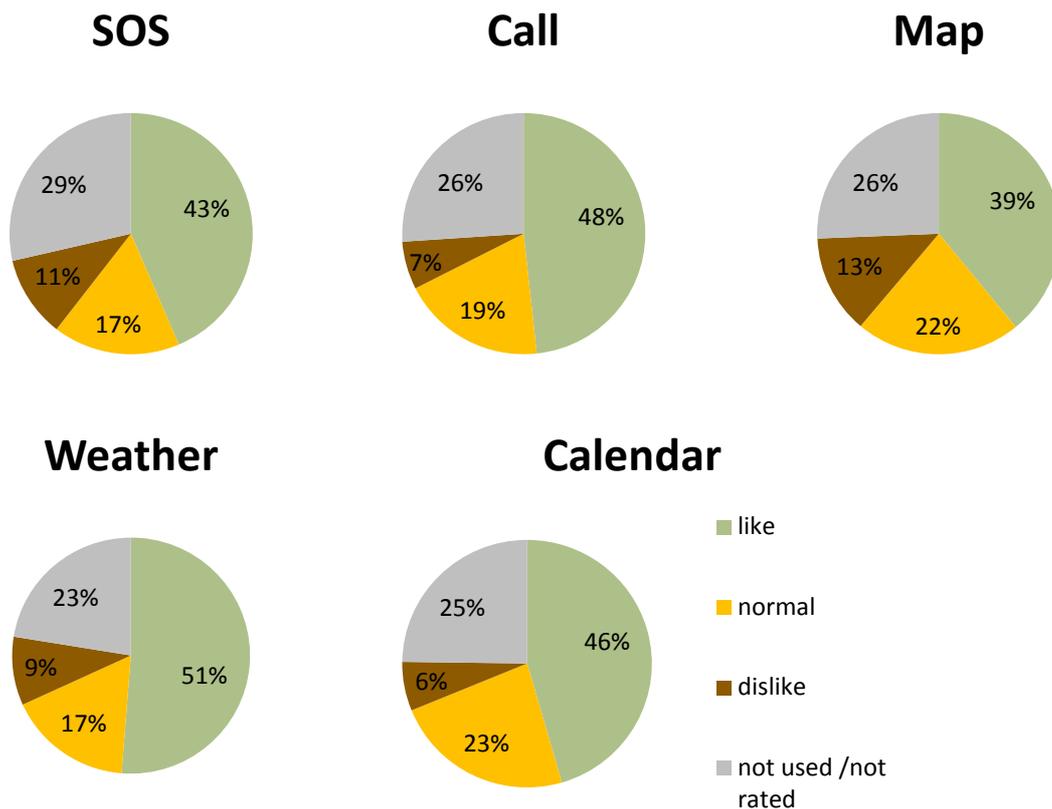


Figure 69: Ratings per feature (n=2340)

The following figures show the time dependent rating of each feature. The majority of the features got better during the trial excepting the Map function which was badly rated in the beginning of trial and better rated in the 3rd, 4th and 5th weeks.

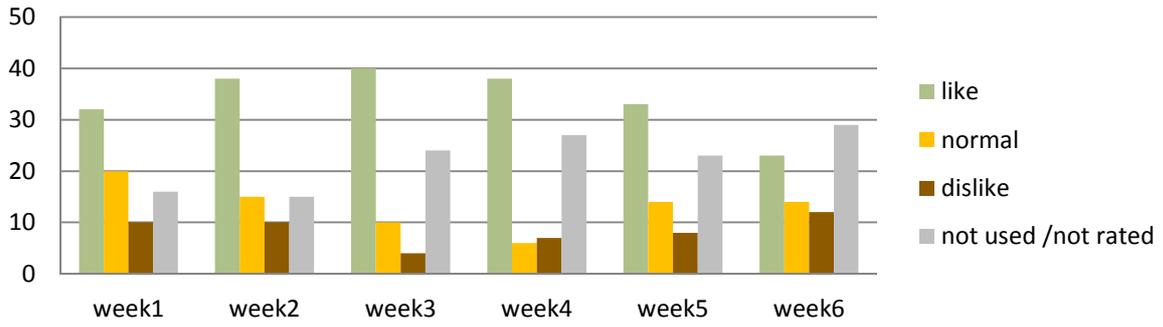


Figure 70: User Rating SOS

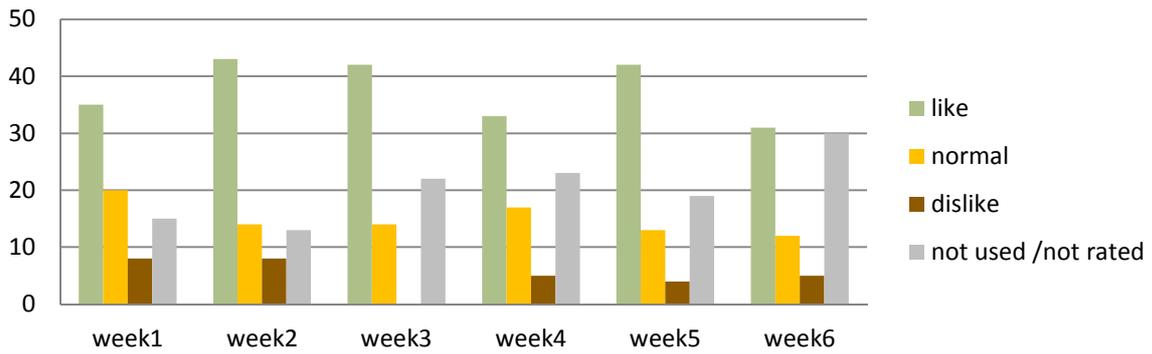


Figure 71: User Rating Call

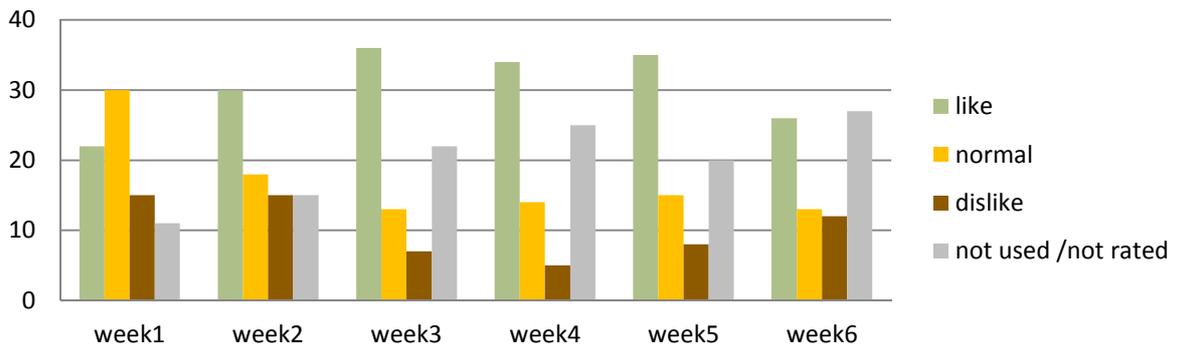


Figure 72: User Rating Map

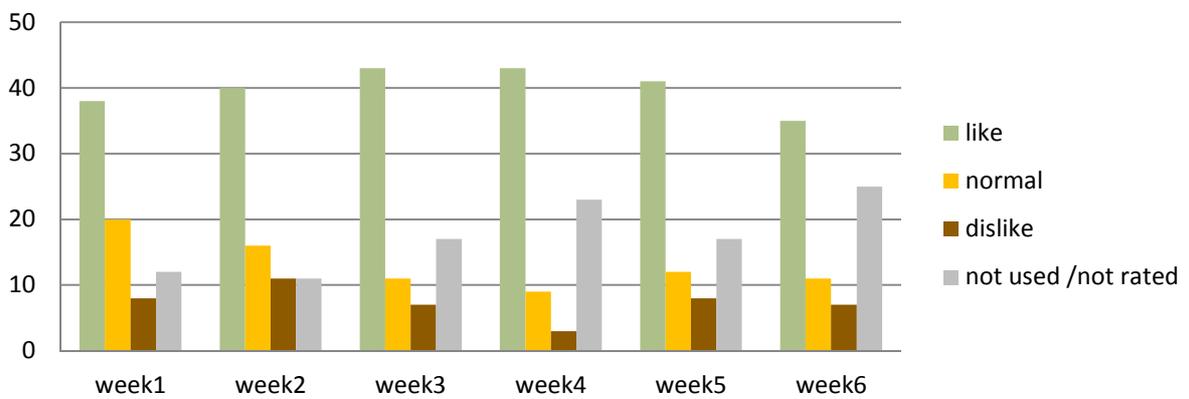


Figure 73: User Rating Weather

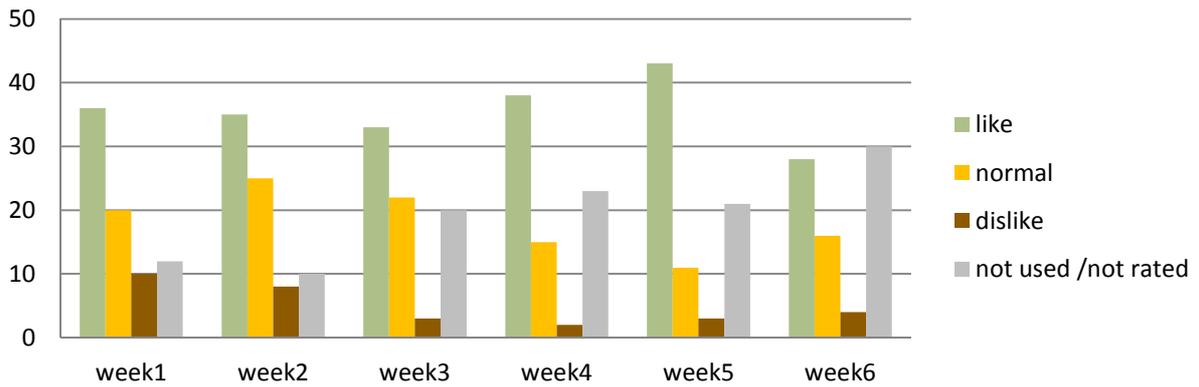


Figure 74: User Rating Calendar

After one week of testing and after the trial, the participants were asked to vote for their most wanted features.

It's clear that Call and SOS functions were the most appreciated with a spectacular augmentation from the beginning (13 of the PEUs) to the end (33 of the PEUs) of the test.

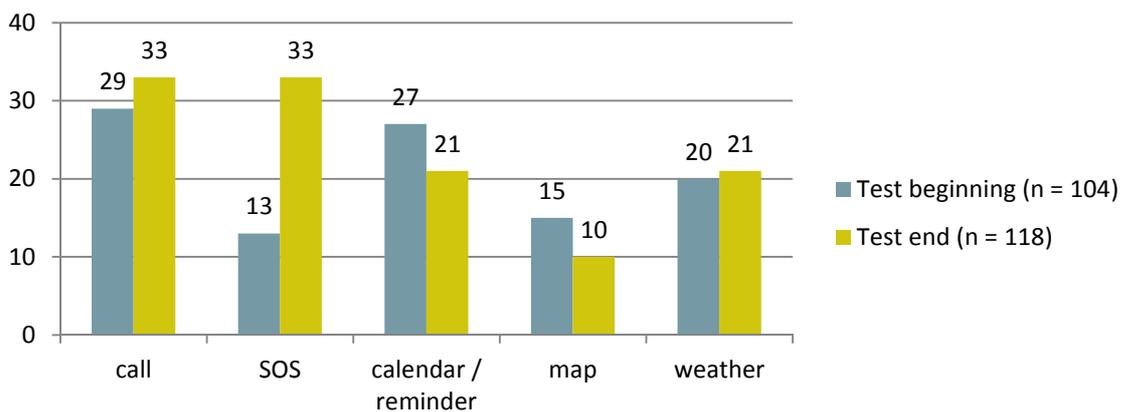


Figure 75: "Which function do you like best?"

The detailed rating of all the functions from the beginning to the end of test are presented in the next 5 figures:

- the Call, SOS and Weather functions benefited from an important good rating on behalf of PEUs from the beginning to the end of the test;
- the rating of Calendar function has decreased a little bit during the trial;
- for the Map function, the appreciation remained constantly.

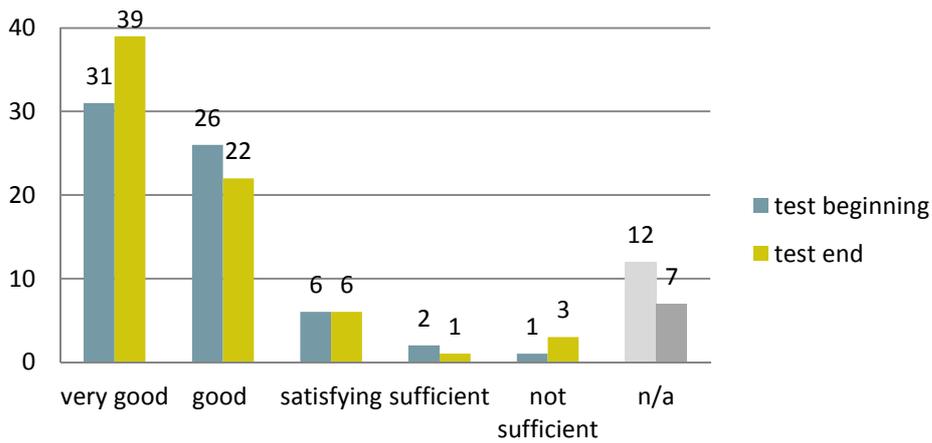


Figure 76: User assessment Call (n=78)^{6,9}

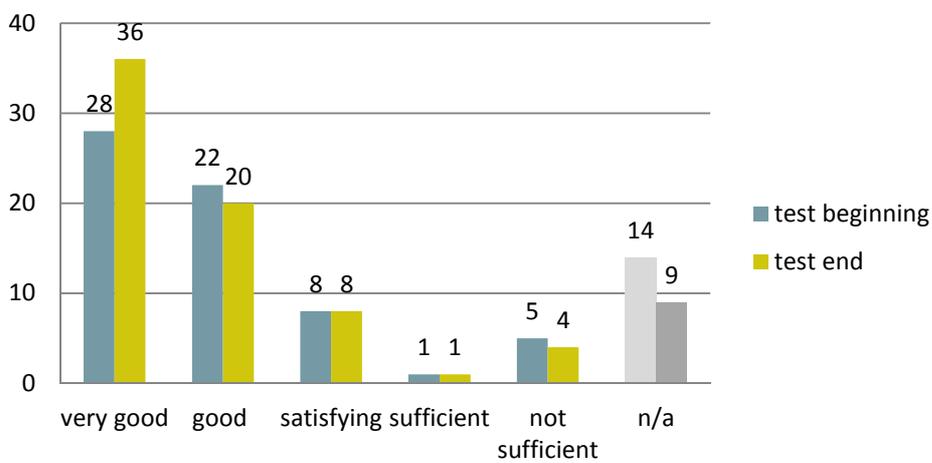


Figure 77: User assessment SOS (n=78)^{6,9}

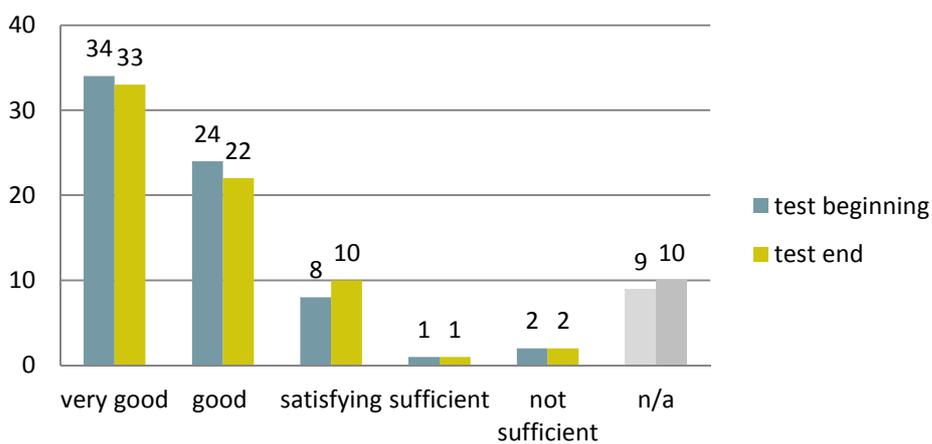


Figure 78: User Assessment Calendar/Reminder (n=78)^{6,9}

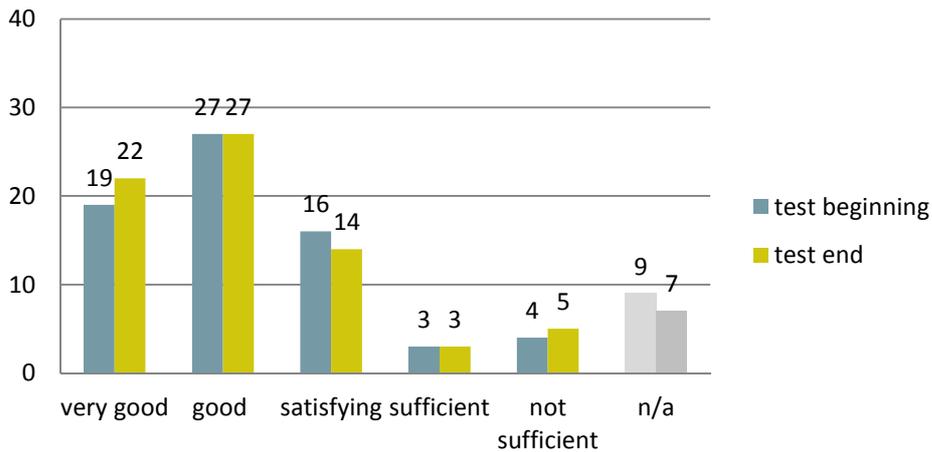


Figure 79: User Assessment Map (n=78)^{6,9}

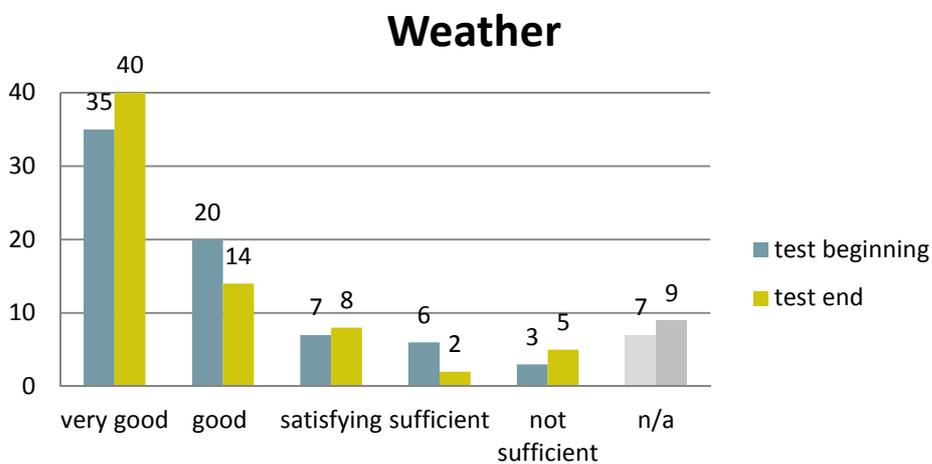


Figure 80: User Assessment Weather (n=78)^{6,9}

A synopsis of the comments and recommendations of the PEUs are described below:

- A stylus would be helpful;
- **Call function:** it should be more simple, there are too many steps; the call was too complicated for the assistants.
- **SOS function:** the touch function was often not working.
- **the Calendar function** should be usable by both users; the Reminder didn't work every time;
- **the Map function:** the map was not moveable, no zoom; it needs the GPS function with destination, hometown and something acoustic; for people with dementia the map is not understandable.
- the connection was often too weak and, for this reason the functions didn't work properly.
- for some PEUs, the Confidence app nearly never worked.
- it seems to be too complicated.
- the battery duration is too short; map and weather were unusable in different circumstances.
- the communication between the connected smartphones are sometime laborious .
- in general, it was difficult for some of them to understand the purpose of this app.

After the trial, the PEUs did the PSSUQ [3].

Evaluation PSSUQ⁸[3]

The overall level of satisfaction ranged between positive limits. The feedback related to the interface quality and the app usefulness were most of the time adequately and, only in a very few moments it broken the acceptable limits. After their opinion, the information quality needs to be improved.

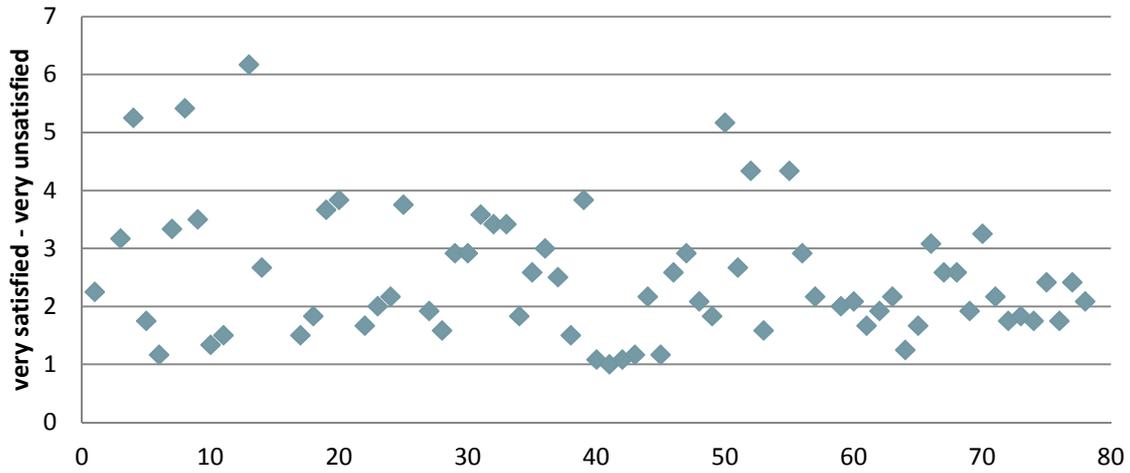


Figure 81: Overall satisfaction⁸

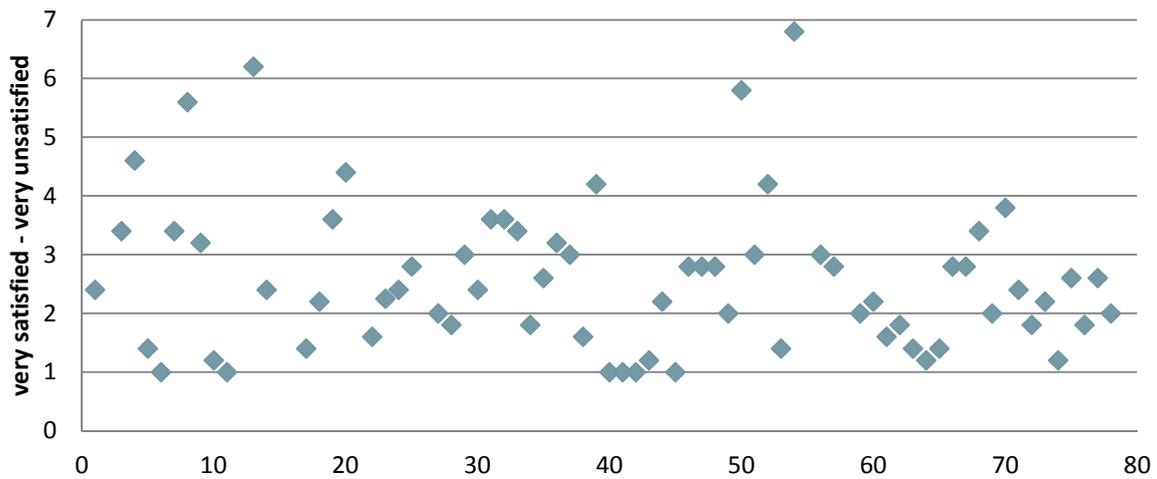


Figure 82: System usefulness⁸

⁸Excel Table „PEU Fragebogen 2“

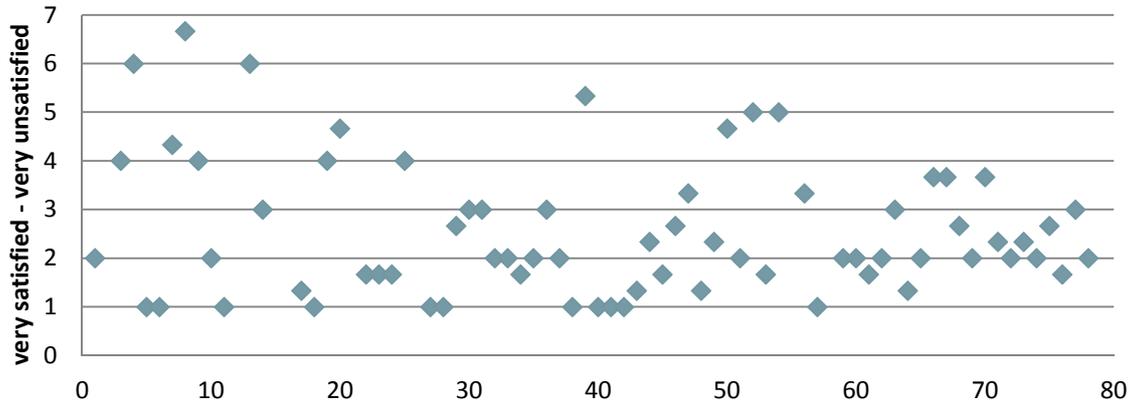


Figure 83: Information Quality

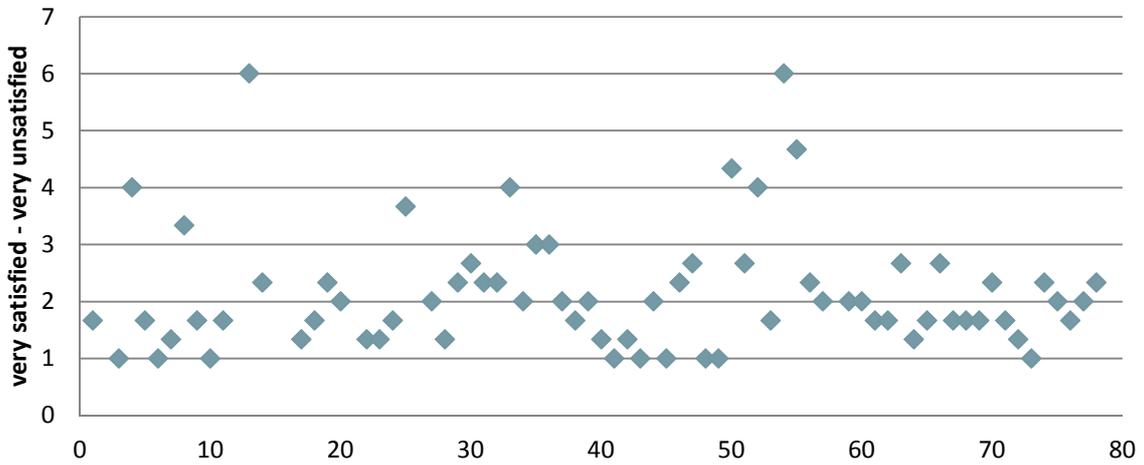


Figure 84: Interface Quality

8.2 Secondary End-Users

Also the SEUs who used a Confidence smartphone did the ASQ at the test beginning. The SEUs manifested a positive satisfaction using the Confidence app: the level 2 of the satisfaction was the most chosen during the evaluation.

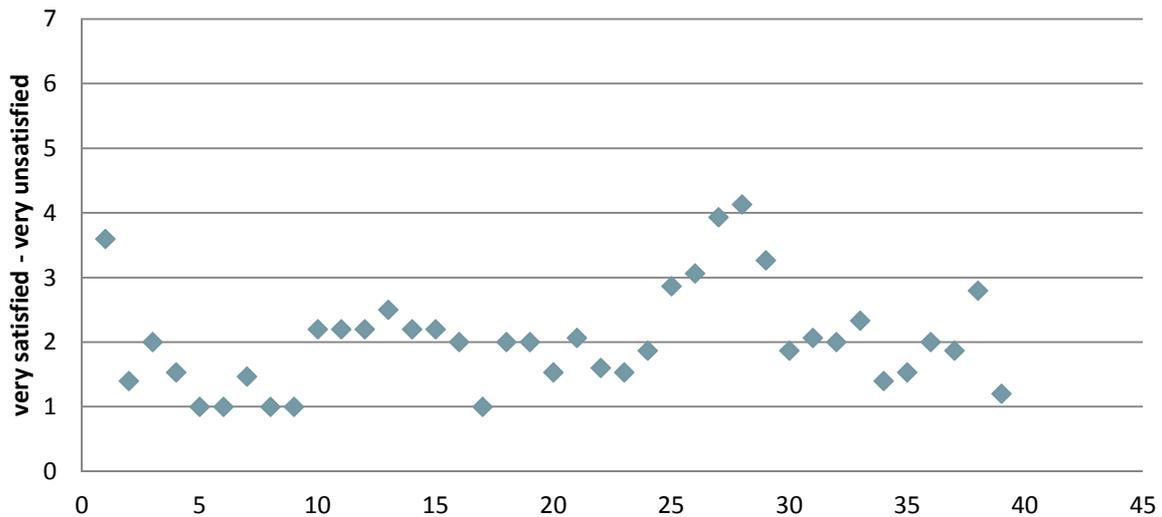


Figure 85: ASQ Evaluation secondary end-users⁹

After the trial, also the PSSUQ was done.

The detailed estimation of the Confidence usability is described in the following figures with the characteristics of every category: the distribution of the answers regarding the overall satisfaction and system usefulness is, obviously widely variable between positive and negative areas. The quality of the information was well rated while the feedback about the quality of the interface was uniformly, in a positive way.

Evaluation PSSUQ¹¹

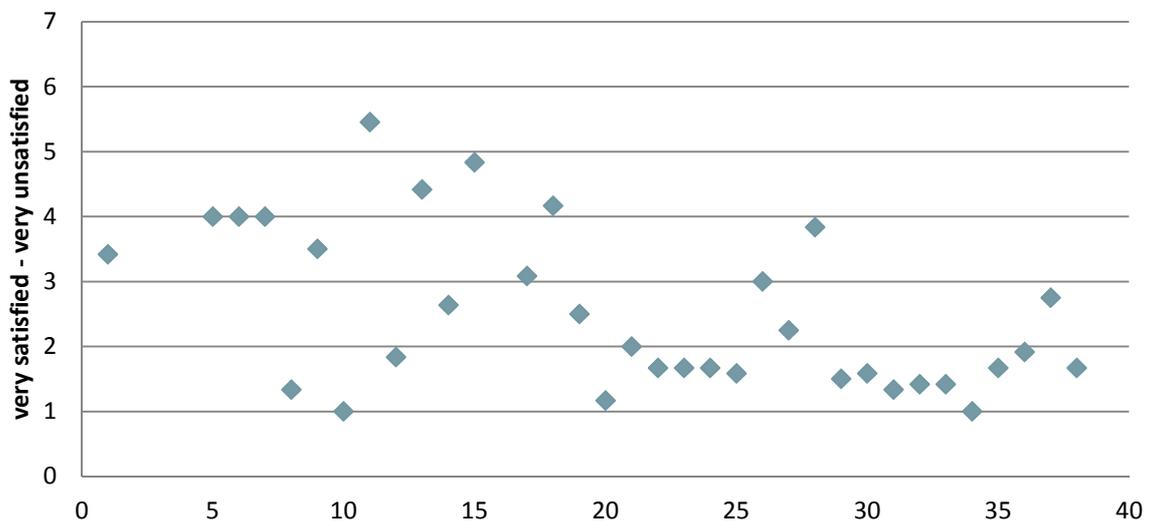


Figure 86: Overall satisfaction SEU

⁹ Excel Table „Confidence SEU“

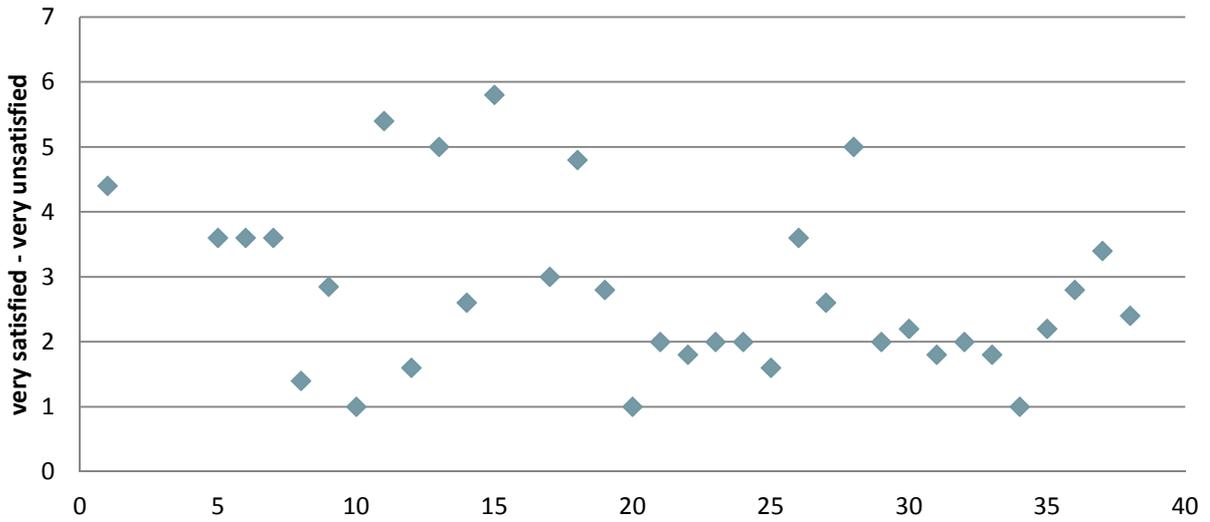


Figure 87: System Usefulness SEU

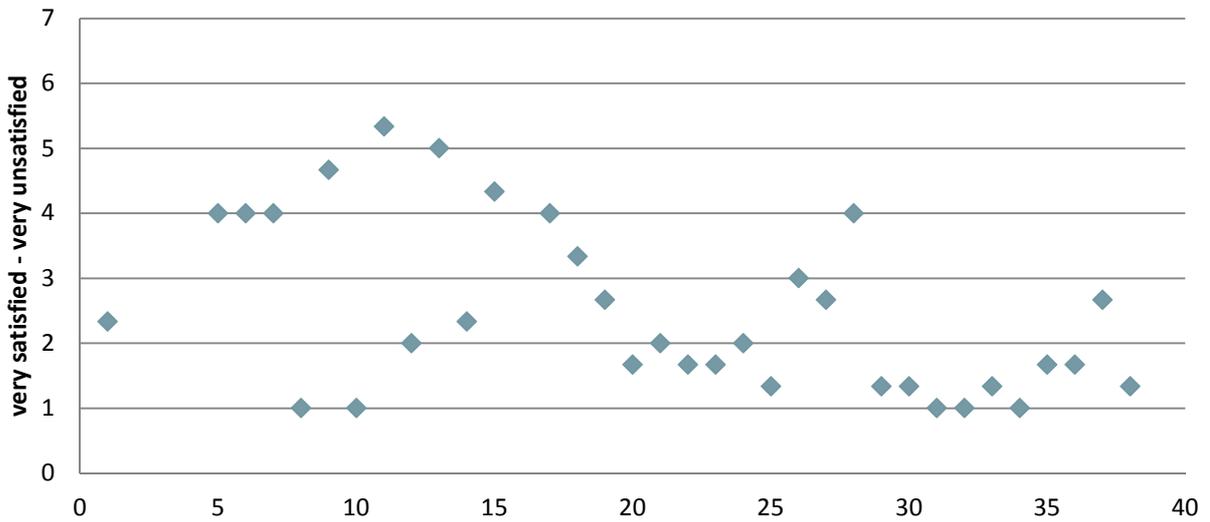


Figure 88: Information Quality

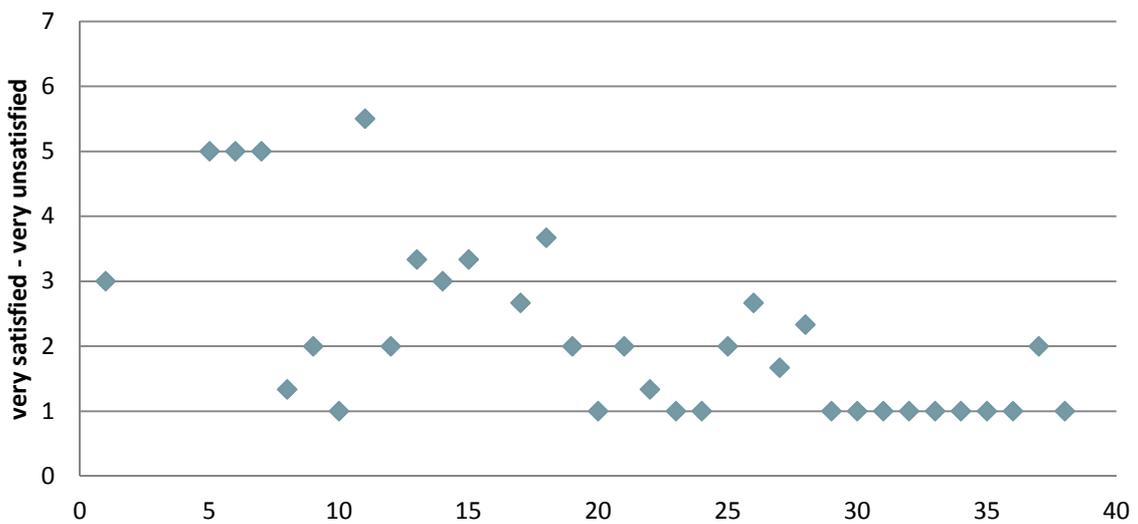


Figure 89: Interface Quality

The Confidence app reunited the expectations of the SEUs but not at a high level: a half of them showed a reticent attitude and a half an open one. However, the general impression was one positive.

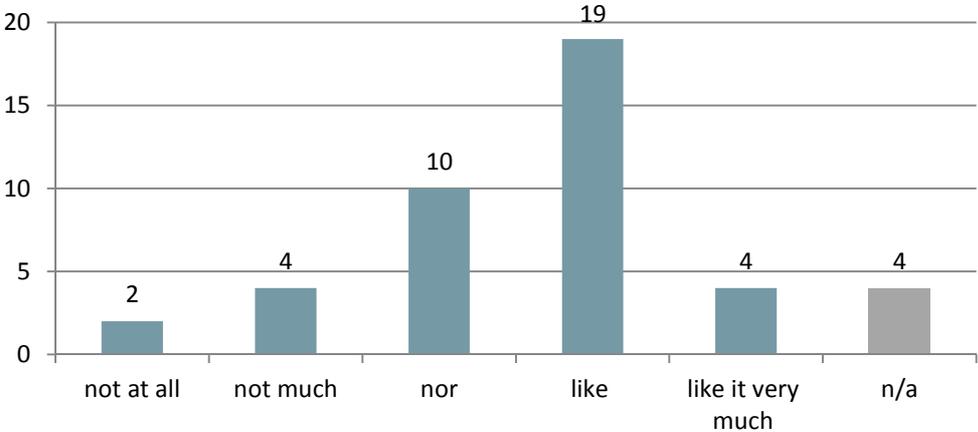


Figure 90: "How do you like Confidence in general?" (n=43)¹⁰

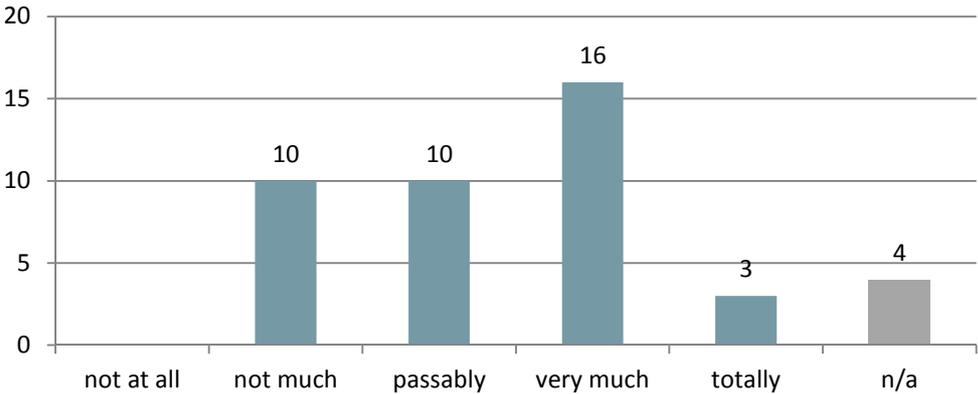


Figure 91: "Has Confidence met your expectations?" (n=43)¹⁰

For the SEUs, the most efficacious function of the Confidence app was the Call, followed by the Calendar and SOS.

¹⁰ Excel Table „SEU Fragebogen 2“

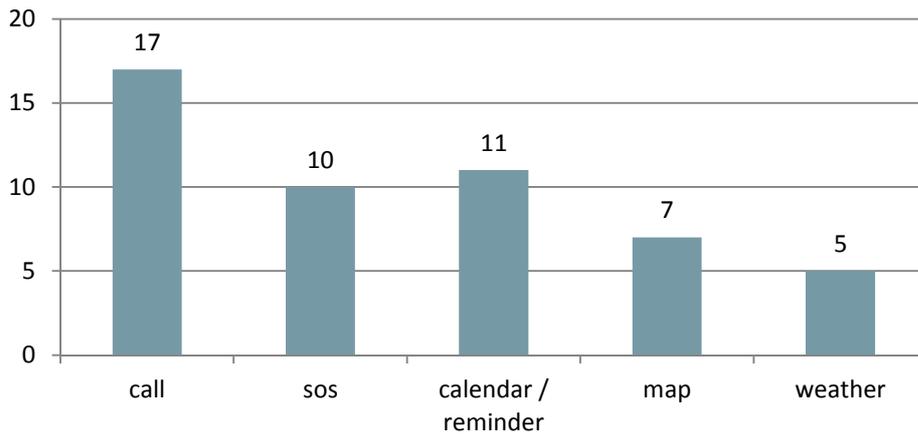


Figure 92: "Which function do you like best?"¹⁰

The ratings of the Confidence functions were positive in spite of technical problems: bad internet connection, alert was not always reaching the relatives; the smartphone was not working most of the time.

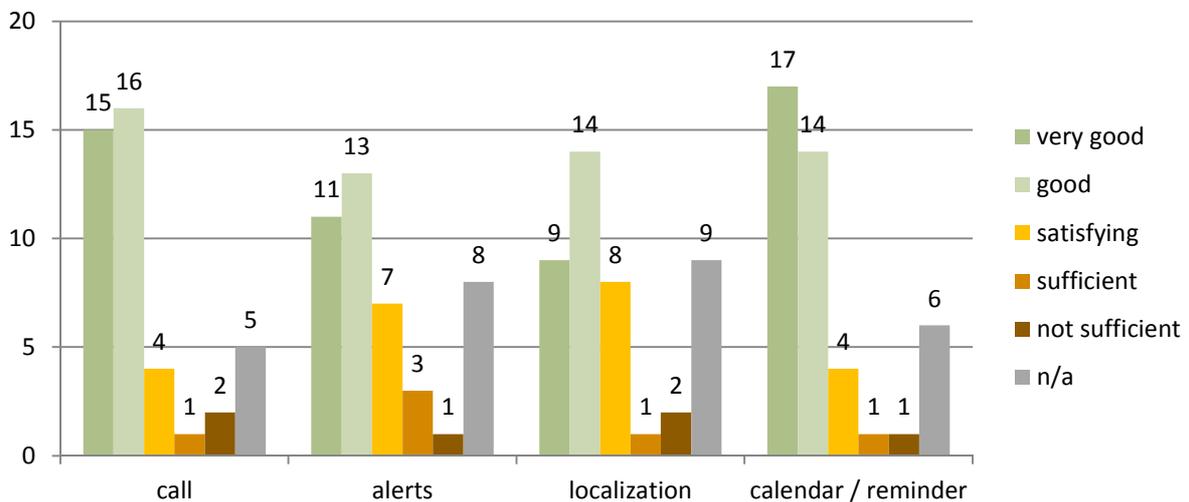


Figure 93: Feature Assessment (SEU) (n=43)¹⁰

The access to the Confidence portal wasn't a preference of the SEUs: 70% of them didn't use it during the evaluation accepting the help of the assistants.

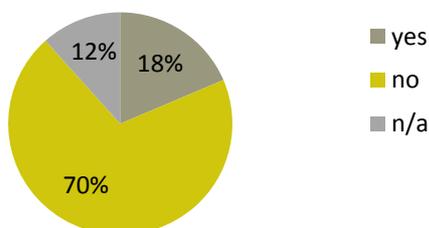


Figure 94: "Did you use the web portal?" (n=43)¹⁰

9 Business

The level of income in the group of PEUs is homogeneous distributed.

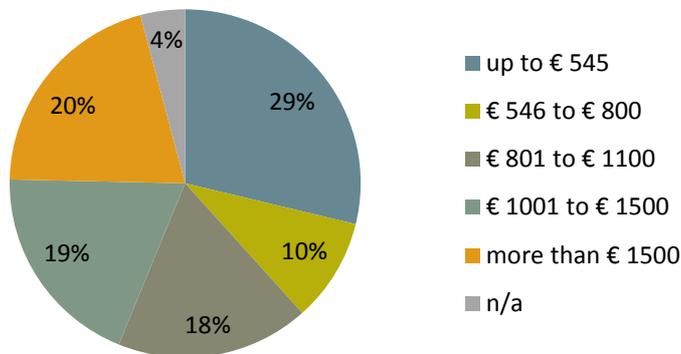


Figure 95: Income Distribution PEUs¹

The income distribution per country shows an interesting image of the socio-economic level from Austria (a homogeneous distribution of the income), Switzerland (more than € 1500) and Romania (up to € 545).

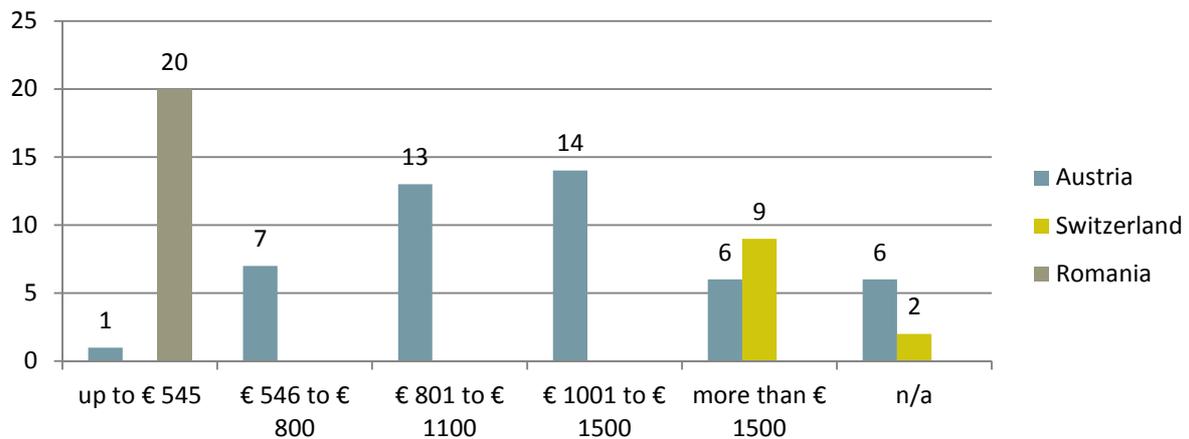


Figure 96: Income distribution per country

The valuation of Confidence seems to be similarly among the two user groups: the average of the monthly costs is € 20.24 for the PEUs and 24.19 for the SEUs.

Possible monthly costs

PEU Min: € 3.5	SEU Min: € 9.9
PEU Max: € 50	SEU Max: € 50
PEU Average: € 20.24	SEU Average: € 24.19

Even if the PEUs weren't very interested, their relatives have manifested a positive attitude front of the possibility to purchase the Confidence app.

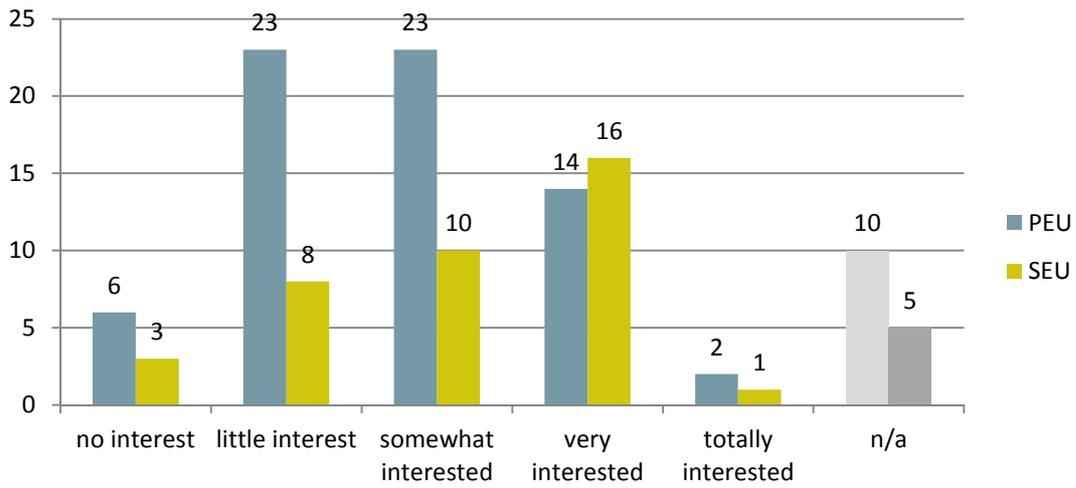


Figure 97: "If you could buy Confidence, would you do so?"^{9,11}

The end-user organisation and the telecom provider store are expected to be the most important ways to purchase this app.

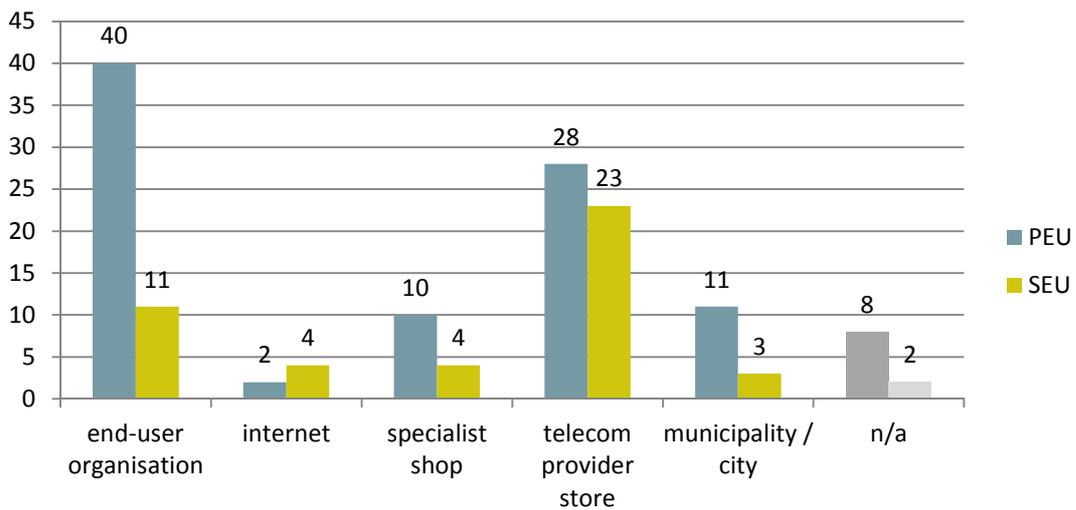


Figure 98: "Where Confidence should be distributed?"^{9,11}

10 Volunteers

The feedback of the volunteers is very important to setup a Confidence community.

The involvement of the volunteers in the mechanism of the alert chain is approved by 46% of the participants. However, 40% of them showed a relative scepticism concerning this task.

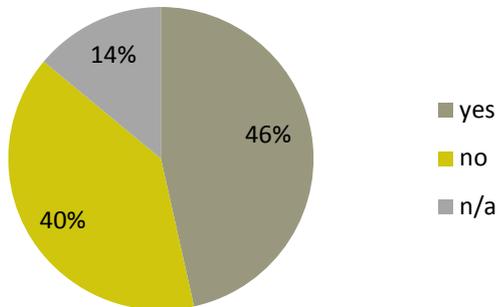


Figure 99: "Have volunteers been a contact of the alert chain?" (n=43)¹⁰

The idea to be an active volunteer in the Confidence was manifested with great openness by the most participants.

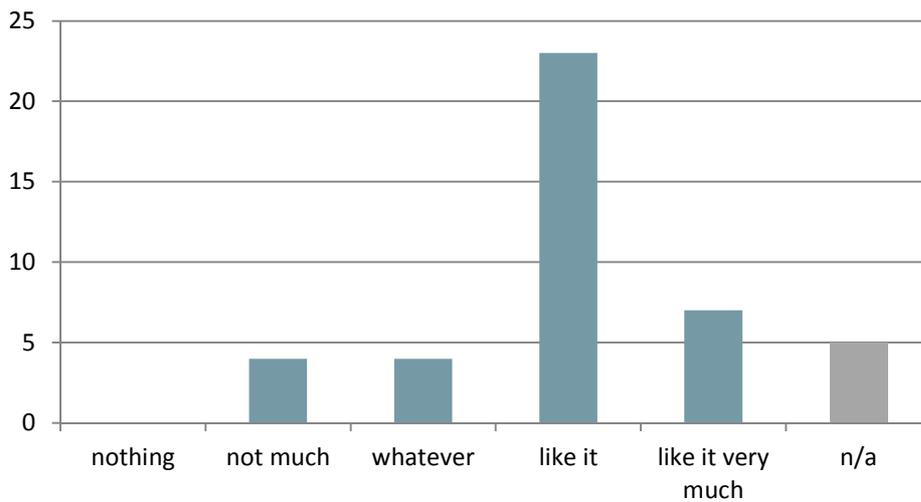


Figure 100: "What do think about involving volunteers?" (n=43)¹⁰

For this group of volunteers, the role of them in this evaluation is represented by the possibilities to learn something new, to make new friendships or to share experience with others.

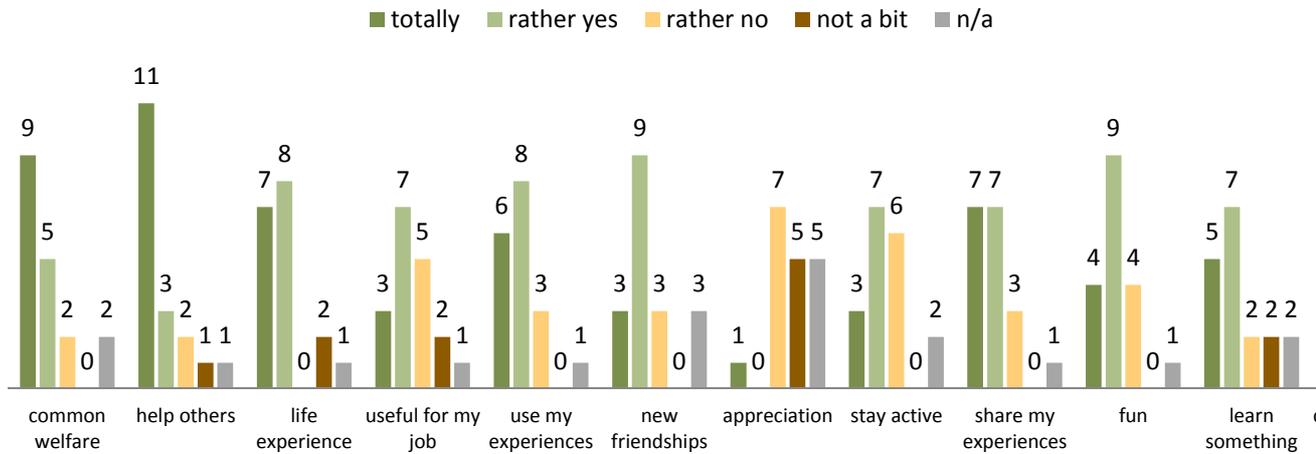


Figure 101: Motivation of volunteers¹¹ (n=18)

The usefulness of the volunteering in the Confidence is evident but it's necessary to detail their role, especially in the relationships with the SEUs.

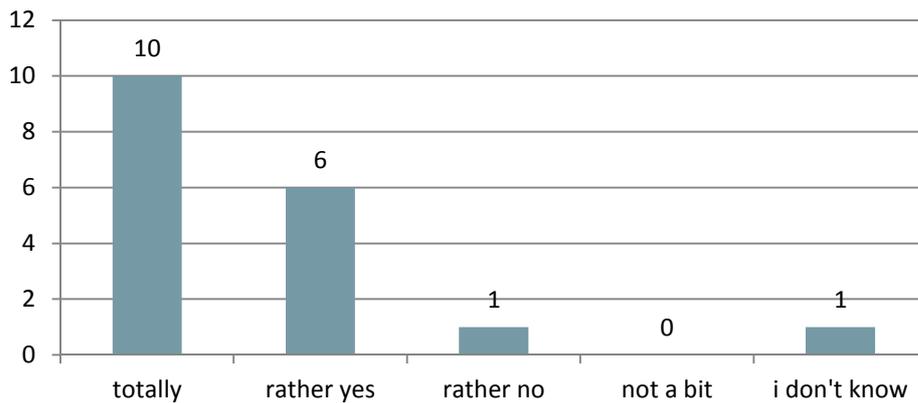


Figure 102: "Do you think the integration of volunteers is useful in a project like Confidence?" (n=18)¹¹

A half of them participated only in some situations in the context of the alerting chain function.

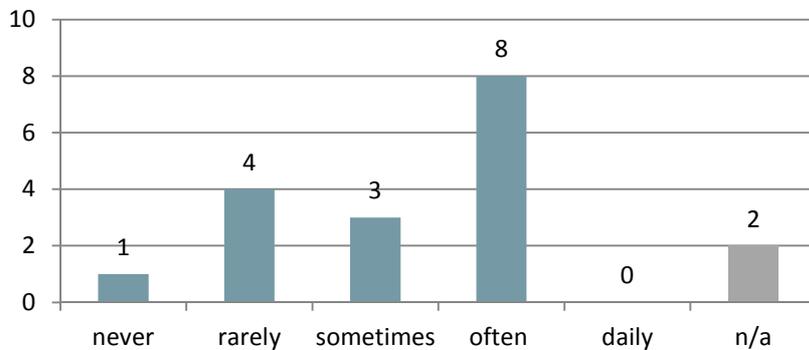


Figure 103: "Estimate how often you got alerted by Confidence" (n=18)¹²

¹¹ Excel Table „Volunteer Start“

¹² Excel Table „Volunteer End“

The volunteers never have encountered the inconveniences using the Alert function.

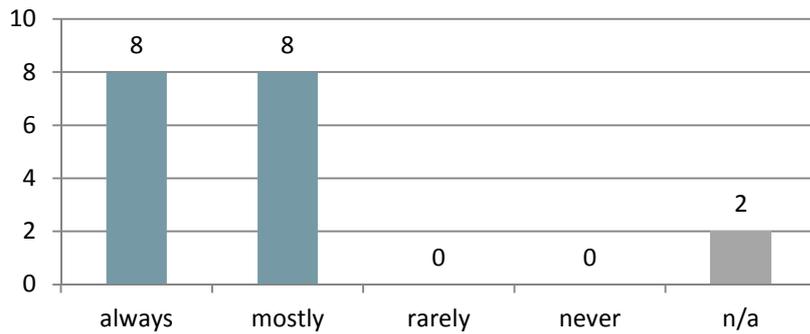


Figure 104: "Did you always know what to do in an alert situation?" (n=18)¹²

The communication with the PEUs and SEUs was managed in good conditions by the volunteers involved in the trial.

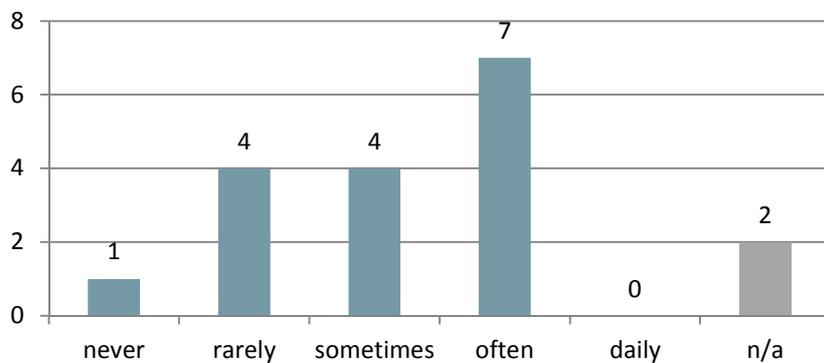


Figure 105: "Estimate how often you got called from another participant" (n=18)¹²

The following action was the meeting with the end-users after the takeover of an alert: 11 volunteers participated in this process without a special support from the investigators.

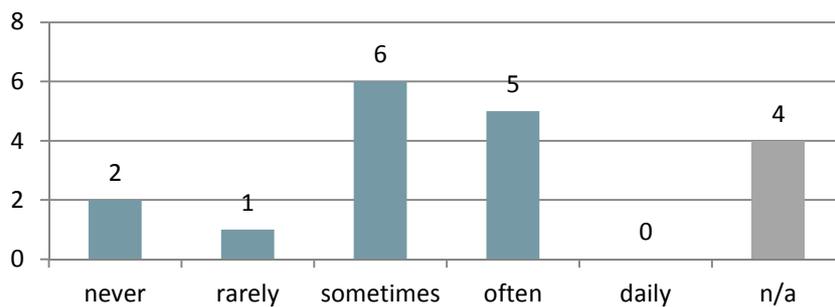


Figure 106: "Estimate how often you were in contact with other participants during the trial" (n=18)¹²

A half of the volunteers described an improvement of their capacity to communicate with the PEUs and the SEUs.

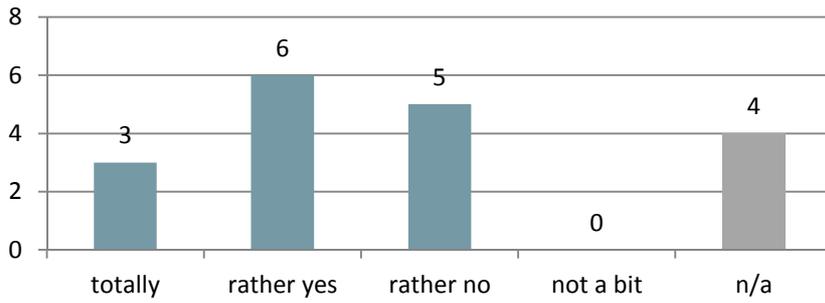


Figure 107: "Do you have the feeling that you had more contact with participants you knew before, due to Confidence?" (n=18)¹²

The rapport between those who used the web portal than those who didn't used it was equal. In these circumstances, the most important tasks covered were the administration of the data and organization of their availability.

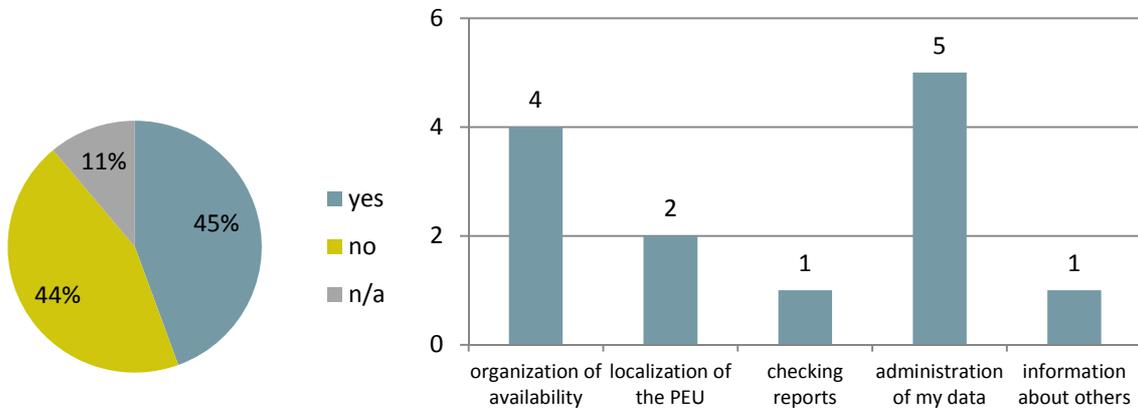


Figure 108: "Did you use the web portal?" (n=18)

Figure 109: "If yes, for which purpose?" (n=18)¹²

The most of them experienced the feeling of the integration into Confidence community, without doubts.

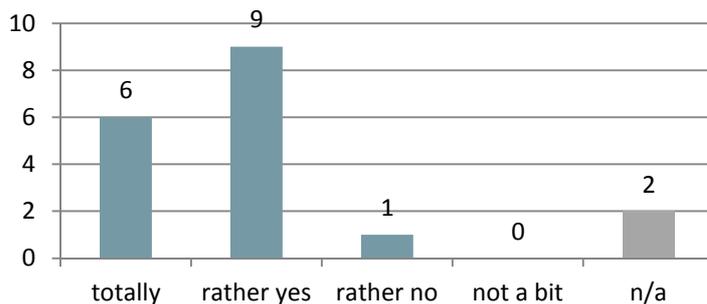


Figure 110: "Did you feel integrated into the project?" (n=18)¹²

The volunteers have enunciated the following advices to improve the integration of them in "How could volunteers be better connected?":

- better communication, socialization.
- recruitment, specific meetings, payment.
- recruitment, training.
- the prestige of the community, belong to a team .
- recruitment through the community, internet, media; courses; payment.

Even if the volunteers gave a positive feedback about their role in the Confidence, it remains some issues who it need to be solve along with the build-up of the community.

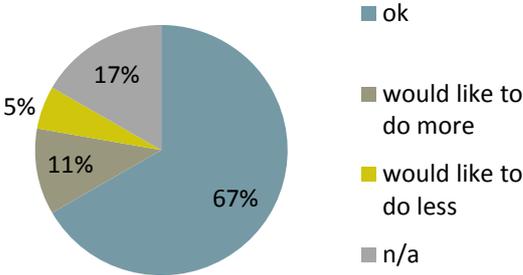


Figure 111: "How are you satisfied with the task range?" (n=18)¹²

In general, they showed the same tasks that can be accomplish ("Which tasks could be done additionally by volunteers?")¹³:

- legally volunteers have to be allowed to do more tasks;
- Find My Way, Calendar;
- SOS, Calendar, Call;
- SOS, Find My Way;
- Calendar;
- Calendar, orientation, help.

Unfortunately, this evaluation showed a bad communication between the volunteers during the entire trial. Most of them considered that it will be necessary an improvement of this task providing some suggestions such as:

- Exchanging of telephone numbers, more meetings, e-mail, whats app;
- Meetings to talk about the issues;
- portal;
- Media.

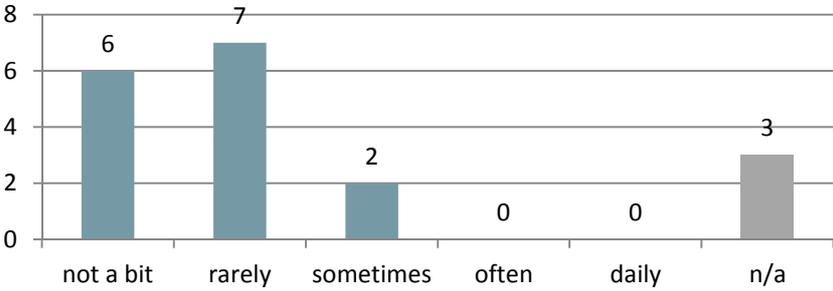


Figure 112: "Did you exchange with other volunteers during the trial?" (n=18)¹²

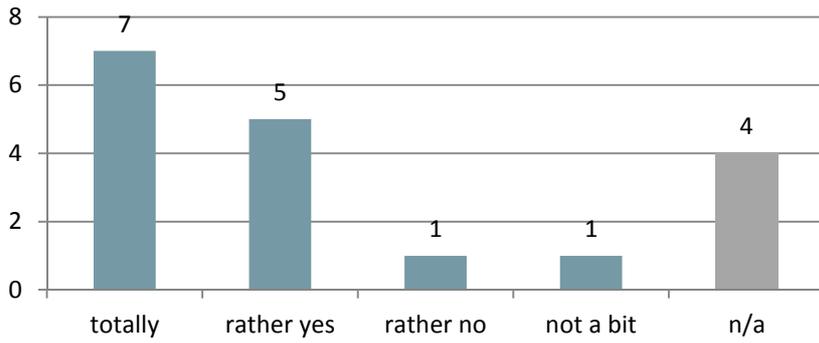


Figure 113: "Would it be beneficial to better connect the volunteers?" (n=18)

The suggestions to improve the volunteer networking included the following:

- Exchanging of telephone numbers, more meetings, internet (e-mail), whats app
- Meetings to talk all the issues;
- portal, meetings;
- portal;
- phone call, portal;
- Portal;
- Media.

The technical support is a challenge for the volunteers as well as for the end-users. A way to receive a solution for these problems could be the Confidence smartphone, a computer (forum, Whats app) or directly from an IT specialist, in the specific circumstances.

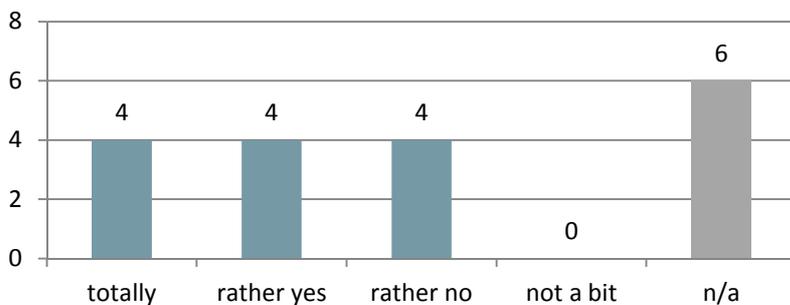


Figure 114: "Would volunteers benefit from technical support tools?" (n=18)¹²

The ideas about how to receive technical support are represented by:

- computer;
- Whats app;
- Confidence smartphone;
- smartphone, internet, PC;
- IT specialist;
- forum.

The pertinence of the volunteers involvement in Confidence was assumed by the 14 of them.

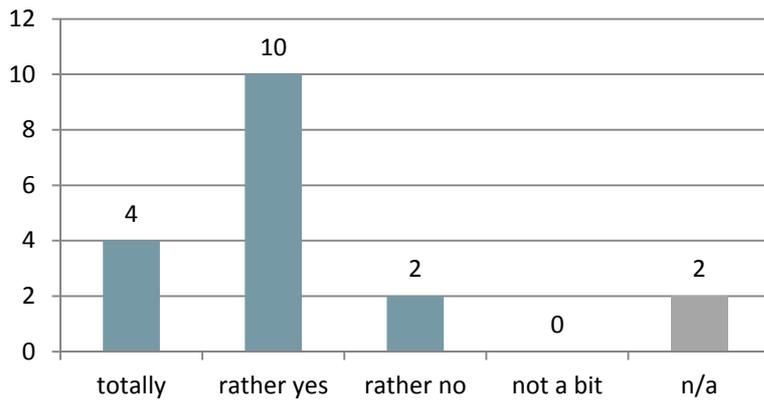


Figure 115: "Do you think it is reasonable to integrate volunteers in projects like Confidence?" (n=18)¹²

Media (29%), events (23%), direct contact (19%) or the volunteer organizations (19%) are a few of possibilities to promote the Confidence community in the social field.

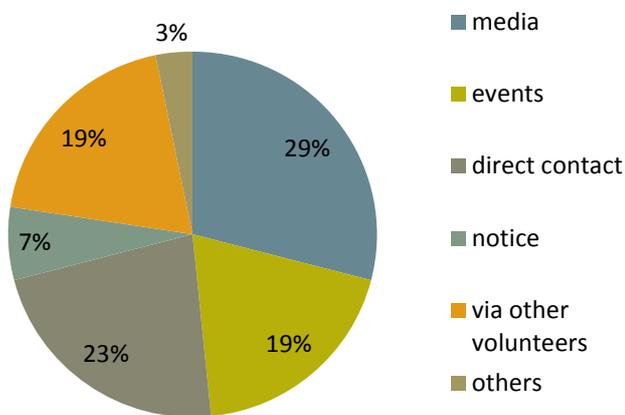


Figure 116: "How could more volunteers be recruited?" (n=31)

Others: Information at schools

Literature

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