

Disabled persons' digital and technological inclusion in the Finnish society

Mandatory questions are highlighted by [required] following that question.

Background Information

1. How are you filling in the questionnaire? [required]

- ☐ I fill it in independently
- ☐ I fill it in with the help of another person
- ☐ another person fills it in by interviewing me in the language of the questionnaire
- ☐ another person fills it in by interviewing me interpreting into another language (e.g., sign language, other spoken language)
- ☐ Other: _____

2. What is your age in years? [required] _____

3. What is your gender? [required]

- ☐ male
- ☐ female
- ☐ other
- ☐ I don't want to answer

4. What is your mother tongue?

You can select all the options you feel are your mother tongue.

- ☐ Finnish
- ☐ Swedish
- ☐ Finnish sign language
- ☐ Finland-Swedish sign language
- ☐ sign speech
- ☐ Sami
- ☐ English
- ☐ Other: _____

5. If you are an immigrant, how many years have you lived in Finland? _____

6. What is the highest level of education you have completed? [required]

- ☐ basic education: comprehensive school or equivalent
- ☐ upper secondary education: vocational education and training or equivalent
- ☐ upper secondary education: general upper secondary education or equivalent
- ☐ Bachelor's degree or equivalent
- ☐ Master's degree or equivalent
- ☐ university-level postgraduate degree (licentiate, doctor, or, e.g., medical specialist)

7. Which of the following best describe(s) your current working life status? [required]

Select all the options that apply to you.

☐ vocational rehabilitation

☐ student

☐ paid employment: full-time

☐ paid employment: part-time

☐ family leave

☐ disability pension or cash rehabilitation benefit

☐ unemployed

☐ old-age pension

☐ entrepreneur

☐ Other: _____

8. Which of the following disabilities do you have? [required]

Select all the options that apply to you.

☐ hearing impairment

☐ physical disability

☐ visual impairment

9. How much do the following disabilities you (possibly) have affect your daily life compared to people who do not have that disability? [required]

	I don't have this disability or it doesn't affect my daily life at all.	a little	somewhat	a lot	very much
hearing impairment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
physical disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
visual impairment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. If you have other disabilities in addition, what are they?

11. Electronic transactions often require strong electronic authentication. Authentication can usually be done with online banking credentials, a mobile certificate, or a certificate card. Do you have an authentication method that allows you to identify electronically completely independently, meaning you don't have to give away, show, or tell identification numbers, passwords, codes, or other authentication information to others? [required]

☐ No, I don't - I need another person's help with authentication.

☐ Yes, I do – I'm able to handle authentication completely independently.

☐ Other: _____

12. Do you have the right to use the interpreter service for the disabled?

- ☐ no
- ☐ yes
- ☐ I don't know

13. Where do you live? [required]

- ☐ in an apartment that is part of a service house, housing unit, or similar
- ☐ in an owned apartment, rental apartment, or other similar apartment that is not part of a service house, housing unit, or similar
- ☐ Other: _____

14. Do you get help from other people because of your disability (or disabilities)?

Select all the forms of assistance that apply to you.

- ☐ personal assistant
- ☐ help from a close person living with me (other than designated caregiver)
- ☐ help from a close person living in a different household (other than designated caregiver)
- ☐ home help service or home care
- ☐ caregiver (contract with the municipality)
- ☐ help from the staff of a service house, housing unit, or similar
- ☐ Other: _____

15. How many inhabitants are there in your municipality of residence? [required]

- ☐ less than 5 000
- ☐ 5 000 - 10 000
- ☐ 10 001 - 20 000
- ☐ 20 001 - 50 000
- ☐ 50 001 – 100 000
- ☐ over 100 000

16. To which major region does your municipality of residence belong? [required]

The regions belonging to each major region are listed in brackets after that region.

- ☐ Helsinki-Uusimaa (Uusimaa)
- ☐ Southern Finland (South Karelia, Kanta-Häme, Kymenlaakso, Päijät-Häme, Southwest Finland)
- ☐ Western Finland (South Ostrobothnia, Central Finland, Pirkanmaa, Ostrobothnia, Satakunta)
- ☐ Northern and Eastern Finland (South Savo, Kainuu, Central Ostrobothnia, Lapland, North Karelia, North Ostrobothnia, North Savo)
- ☐ Åland

17. Are you currently in a relationship, and if so, do you live together?

- ☐ I'm not in a relationship.
- ☐ I'm in a relationship, but we don't live together.
- ☐ I'm in a relationship and we live together.
- ☐ Other: _____

18. How many adults live in your household? [required]

☐ 1

☐ 2

☐ Other: _____

19. How many people under the age of 18 live in your household? [required]

☐ 0

☐ 1

☐ 2

☐ Other: _____

20. What is the total annual income of your household before deducting taxes?

☐ less than 15 000 euros

☐ 15 000 - 30 000 euros

☐ 30 001 - 45 000 euros

☐ 45 001 - 60 000 euros

☐ 60 001 - 75 000 euros

☐ 75 001 - 90 000 euros

☐ 90 001 - 105 000 euros

☐ 105 001 - 130 000 euros

☐ 130 001 - 145 000 euros

☐ over 145 000 euros

21. Do you have any comments related to this section "Background Information"?

Please share your thoughts. Feel free to comment on the questions, answer options, or your own answers, for example.

Inclusion

Inclusion is usually understood as a feeling that arises when a person is included in a community through study, work, hobbies, or organizational activities, for example. Inclusion appears as people's appreciation, equality, and trust, as well as the possibility to influence things.

Being included in society means everyone has access to health, education, work, livelihood, housing, and social relationships. From a democracy perspective, inclusion means that citizens have the right to participate and influence matters concerning themselves and the development of society as equals.

Also participating in hobbies, consuming culture, civilizing oneself, and experiencing trust and security can create a sense of inclusion. The degree of person's inclusion and societal activity varies according to the course and situations of life. (Source: Adapted from Wikipedia)

22. What is your opinion of the following statements? [required]

Please mark for each statement the alternative that best describes your experience.

	completely disagree	somewhat disagree	neither agree nor disagree	somewhat agree	completely agree
I feel that what I do every day is significant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get positive feedback on what I do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I belong to a group or community that is important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other people need me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can influence the course of my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel my life has a meaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can strive for things that are important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive help myself when I really need it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel trusted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can influence some things in my living environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. How included in the Finnish society do you feel from the following perspectives? [required]

	completely outside	somewhat outside	neither included nor outside	somewhat included	completely included
digital inclusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
hobby and exercise possibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
belonging to different social networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
possibilities to participate and influence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
social and health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
financial livelihood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
working life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
society as a whole	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. In the Finnish society, how sufficiently there are following things available to you in general, meaning (digitally) accessibly and (physically) barrier-freely from your point of view? [required]

	completely insufficiently	somewhat insufficiently	partly sufficiently, partly insufficiently	somewhat sufficiently	completely sufficiently
hobby and exercise possibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
means of citizen influence and participation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
corona information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
participation in education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
cultural offer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
fact-based information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
participation in working life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
news content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. How much do you feel the following factors limit your use of digital devices and services? [required]

	doesn't limit at all	a little	somewhat	a lot	very much
inadequate design and/or implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
your digital skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
your disability (type and severity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
your financial situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. If you feel that the level of your digital skills, your disability/disabilities, or your financial situation limit your use of digital devices and services, tell in more detail how they affect and what thoughts this evokes in you.

27. Do you identify other factors that limit your use of digital devices and services?

Tell what these possible other factors are and how they affect.

28. Would you like to use digital devices or services more? [required]

- ☐ No, I use them appropriately.
- ☐ No, I use them too much.
- ☐ Yes, I'd like to use them more.

29. If you answered that you would like to use digital devices or services more, which devices and/or services specially would you like to use more and why?

30. Do you feel that digitalization has made your life easier? [required]

- ☐ No - on the contrary - I feel it has made my life more difficult.
- ☐ No, but I don't feel it has made my life more difficult either.
- ☐ Yes, I feel digitalization has made my life easier.

31. Do you feel that digitalization has increased your experience of inclusion? [required]

- ☐ No - on the contrary - I feel it has reduced my experience of inclusion.
- ☐ No, but I don't feel it has reduced my experience of inclusion either.
- ☐ Yes, I feel that digitalization has increased my experience of inclusion.

32. How do you feel the corona epidemic has affected your life in terms of using digital devices and services?

You can consider for example the following: has the usage increased in your case, has there been enough accessible services or content available to you in relation to your needs, and what negative and/or positive effects the epidemic has had.

33. Do you have any comments related to this section "Inclusion"?

Please share your thoughts. Feel free to comment on the questions, answer options, or your own answers, for example.

Accessibility

Accessible digital service or content means that different kinds of people are able to use it as easily as possible regardless of their disabilities, limitations, or other characteristics, and regardless of, for example, the aids they use. You can consider accessibility specifically from your perspective in the questions.

In Finland, the Act on the Provision of Digital Services deals with the accessibility of digital services and seeks to improve everyone's possibilities to use these services equally. Digital services refer to both websites used with an Internet browser and separately installed mobile applications used on a smartphone or tablet. The act applies to Finnish public bodies, such as authorities, as well as, among others, operators in the banking sector, insurance operators, and some providers of water, energy, transport, and postal services. All these actors covered by the Act on the Provision of Digital Services are called public actors in the questions.

34. Have you encountered accessibility problems in public actors' digital services? [required]

- ☐ no
☐ yes

35. How would you rate the average level of accessibility in public actors' digital services? [required]

- ☐ very bad
☐ quite bad
☐ neither good nor bad
☐ quite good
☐ very good
☐ Other: _____

36. If you have encountered accessibility problems in public actors' digital services, what have the problems been like? In which actors' services have you particularly encountered these problems? Was it a website (used with an Internet browser) or a mobile application (installed separately)?

37. Which public actors' digital services are successful in terms of accessibility? Is it their website or mobile application?

38. Have you given feedback to public actors about accessibility problems in their digital services? [required]
- ☐ No, I haven't, and I didn't know about my right to give accessibility feedback.
- ☐ No, I haven't, but I knew about my right to give accessibility feedback.
- ☐ Yes, I have given accessibility feedback to public actors.
39. Have you made a request for clarification or complaint about a public actor's non-accessible digital service or other accessibility-related issue to the supervisory authority? [required]
- The authority supervising the Act on the Provision of Digital Services in Finland is the Regional State Administrative Agency for Southern Finland (AVI).
- ☐ No, I haven't, and I didn't know about my right to make a request for clarification or an accessibility complaint to AVI.
- ☐ No, I haven't, but I knew about my right to make a request for clarification or an accessibility complaint to AVI.
- ☐ Yes, I have made a request for clarification or an accessibility complaint to AVI.
40. Have you encountered accessibility problems in private or commercial actors' digital services? [required]
- ☐ no
- ☐ yes
41. How would you rate the average level of accessibility in private or commercial actors' digital services? [required]
- ☐ very bad
- ☐ quite bad
- ☐ neither good nor bad
- ☐ quite good
- ☐ very good
- ☐ Other: _____
42. If you have encountered accessibility problems in private or commercial actors' digital services, what have the problems been like? In which actors' services have you particularly encountered these problems? Was it a website or a mobile application?
- _____
- _____
- _____
43. Which private or commercial actors' digital services are successful in terms of accessibility? Is it their website or mobile application?
- _____
- _____
- _____

44. Do you have any comments related to this section “Accessibility”?
Please share your thoughts. Feel free to comment on the questions, answer options, or your own answers, for example.
-
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45. Next in the questionnaire is section “Assistive Products” and after that you can answer, if you want to, to the last section “Use of Digital Devices and Services”. All responses are very valuable for a comprehensive research material and it is desirable that as many respondents as possible complete all sections of the questionnaire. However, if you wish, you have the option to go directly to the final feedback. Do you want to continue answering or move to the final feedback?
- ☐ I'll continue answering in section “Assistive Products”.
- ☐ I'll go straight to the final feedback. → Go to page 17!

Assistive Products

46. Which of the following assistive products, programs, or functionalities do you use to enter/provide information with a computer, mobile phone, or tablet?
Select all the options that apply to you.
- ☐ special mouse: mouth-controlled mouse
 - ☐ special mouse: hand-controlled mouse (e.g., joystick, ball, or vertical mouse or trackpad)
 - ☐ special mouse: a mouse attached to the head, hand, or foot
 - ☐ special keyboard: keyboard with a keyguard, keyboard used with one hand, or similar
 - ☐ special keyboard: braille keyboard
 - ☐ separate, physical keyboard when using a mobile phone or tablet
 - ☐ customized settings for mouse or other control device when using a computer (e.g., mouse pointer movement and alignment settings, button settings)
 - ☐ converting self-produced text to speech with a speech synthesizer
 - ☐ (own) gaze as input: controlling devices/applications with gaze
 - ☐ (own) gaze as input: producing short texts with gaze (e.g., search engine search text)
 - ☐ (own) gaze as input: producing longer texts with full sentences with gaze (e.g., messages, documents)
 - ☐ control switches (e.g., blow or button switch)
 - ☐ customized settings for keyboard when using a computer (e.g., “sticky keys” feature, filtering features for key repetition)
 - ☐ (own) speech as input: controlling devices/applications with speech
 - ☐ (own) speech as input: producing short texts with speech (e.g., search engine search text)
 - ☐ (own) speech as input: producing longer texts with full sentences with speech (e.g., messages, documents)
 - ☐ on-screen keyboard when using a computer (virtual keyboard replacing a physical keyboard)
 - ☐ functionality to support text production (e.g., predictive text input, automatic error correction)

47. Which of the following assistive products, programs, or functionalities do you use to receive information with a computer, mobile phone, or tablet?

Select all the options that apply to you.

- ☐ inductive neck loop
- ☐ contrast or coloring properties
- ☐ converting printed text to electronic format (using a scanner/camera and text recognition program)
- ☐ braille display
- ☐ braille printer
- ☐ converting (others') speech to text with a speech recognition application
- ☐ screen reader program + braille display
- ☐ screen reader program + speech synthesizer (text to speech)
- ☐ magnification features or programs without screen reading
- ☐ magnification features or programs in combination with a screen reader and speech synthesizer
- ☐ subtitles for videos or programs in the video's language (if subtitles are available or can be created automatically)
- ☐ video call as an assistive function to see lips and/or facial expressions

48. Do you have assistive products related to the use of digital devices or services as vocational or medical rehabilitation provided by Kela, the hospital district, or other similar body?

- ☐ no
- ☐ yes
- ☐ I don't know

49. If you have assistive products related to the use of digital devices or services as vocational or medical rehabilitation, what are these assistive products? Have you encountered problems in how they function, for example, together with other devices and programs? And have you encountered problems related to assistive products and getting them granted, renewed, repaired, or something else? Tell about your experiences.

50. Do you use other assistive products, programs, or functionalities related to the use of digital devices or services? What are those?

51. Do you identify assistive products, programs, or functionalities that you don't have but you believe would ease your use of digital devices or services? What are those and how do you think they would help you?

52. When using digital devices or services, do you encounter problem situations that would require physical, assistive products or digital, assistive programs or functionalities to overcome or to be made easier? What kind of problem situations are these? What do you do if you encounter a problem situation? Do you abort the activity, ask for help from others, or have you invented a substitute way or trick for it yourself, for example?

Tell about the problems you encounter and how you act in such situations.

53. Do you have any comments related to this section "Assistive Products"?

Please share your thoughts. Feel free to comment on the questions, answer options, or your own answers, for example.

54. Next there is the last section "Use of Digital Devices and Services". To achieve a comprehensive research material, it is desirable that as many respondents as possible complete all sections of the questionnaire. However, if you wish, you have the option to go directly to the final feedback. Do you want to continue answering in the last section or move to the final feedback?

- ☐ I'll continue answering in section "Use of Digital Devices and Services".
- ☐ I'll go straight to the final feedback. → Go to page 17!

Use of Digital Devices and Services

55. How would you rate your digital skills, in other words your ability to use digital devices and services generally? [required]

- ☐ Non-existent digital skills - I can't use digital devices and services at all or almost at all. I need others' (skill-related) help in everything or almost everything.
- ☐ Beginner's digital skills - I can do some things. I need others' (skill-related) help in quite many things.
- ☐ Basic digital skills - I can do basic things like search for information on the Internet and use e-mail and basic transaction services (e.g., authorities' digital services, online banking services). I need others' (skill-related) help in things that are even a little harder and rarer.
- ☐ Good digital skills - I can use digital devices and services fluently. I need others' (skill-related) help in quite few things.
- ☐ Excellent digital skills - I can use digital devices and services very fluently. I need others' (skill-related) help almost never.

56. How do you feel about technology in general?

In this context, technology refers particularly to digital devices and services.

- ☐ I'm not interested in technology at all.
- ☐ I'm not very interested in technology.
- ☐ I'm not particularly interested in technology, but I'm not particularly against it either.
- ☐ I'm somewhat interested in technology.
- ☐ I'm very interested in technology.

57. Which of the following digital devices (or services) do you own or are otherwise constantly available for you to use?

Select all the options that apply to you.

- ☐ Internet connection on any device
- ☐ Daisy player
- ☐ laptop and/or desktop computer
- ☐ mobile phone: a touchscreen smartphone (mobile phone with Internet connection and various applications; a mobile phone for the consuming mass, so to speak)
- ☐ mobile phone: other smartphone (mobile phone with Internet connection and various applications; e.g., a Doro phone, phone for visually impaired users with physical keypad or similar; a so-called special smartphone)
- ☐ mobile phone: other mobile phone
- ☐ media player (e.g., Google Chromecast or Apple TV)
- ☐ game console (e.g., Sony PlayStation, Microsoft Xbox, or Nintendo Switch)
- ☐ tablet computer
- ☐ virtual glasses
- ☐ smart TV (TV with Internet connection and various applications)

58. How often do you use the following devices? [required]

	I don't use at all	less than monthly	monthly	weekly	daily	several times a day
computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
mobile phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
tablet computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

59. Which of the following related to a smooth everyday life and running errands do you use or do (digitally or online)?

Select all the options that apply to you.

- ☐ digital rehabilitation services: participation in physiotherapy or other rehabilitation remotely via voice/video connection
- ☐ digital health services: remote reception of a nurse or doctor via chat
- ☐ digital health services: remote reception of a nurse or doctor via voice/video connection
- ☐ digital health services: reviewing own health information and prescriptions, renewing prescriptions, or similar (e.g., kanta.fi-service or similar)
- ☐ trading: trading with stocks, funds, or other similar online
- ☐ trading: selling goods or services online (e.g., tori.fi-service, Facebook's second hand groups)
- ☐ trading: buying goods or services online (e.g., any online store, tori.fi-service, Facebook's second hand groups)
- ☐ traveling: checking timetables online
- ☐ traveling: making travel bookings or ticket purchases online
- ☐ traveling: using route or map services to support mobility
- ☐ advisory services (e.g., publicserviceinfo.fi-service, consumer, financial, or insurance advisory services)
- ☐ using online banking or insurance services that require authentication
- ☐ electronic appointment booking (e.g., Fimlab laboratories, social and health services, authority transactions, private service providers, or similar)
- ☐ electronic calendar (e.g., Google Calendar, Apple Calendar, Microsoft Outlook Calendar, or similar)
- ☐ using authorities' digital services that require authentication (e.g., asiointi.poliisi.fi-service, OmaKela service, municipal social services, MyTax service, Suomi.fi-service)

60. Which of the following related to communication and participation do you use or do (digitally or online)?

Select all the options that apply to you.

- ☐ remote participation in lectures, meetings, webinars, or similar via digital platforms (e.g., Microsoft Teams, Zoom, or similar)
- ☐ remote interpreting service
- ☐ social interaction: using dating services (e.g., Tinder, E-kontakti)
- ☐ social interaction: using social media services (e.g., Facebook, Instagram, Twitter, LinkedIn, SnapChat)
- ☐ social interaction: video calls
- ☐ social interaction: messages with texts and/or pictures/emojis
- ☐ social interaction: video messages
- ☐ social interaction: voice messages
- ☐ social interaction: voice calls
- ☐ receiving and sending email
- ☐ text call service

61. Which of the following related to software, functions, and doing yourself do you use or do (digitally or online)?

Select all the options that apply to you.

- ☐ installing and commissioning new systems, programs, or applications
- ☐ updating systems, programs, or applications
- ☐ using programming tools
- ☐ using digital learning and study services
- ☐ changing a password or requesting a new password
- ☐ producing content for the Internet
- ☐ using so-called office tools (e.g., Microsoft Office tools Word, Excel, PowerPoint, or similar)
- ☐ shooting, archiving, using, or light editing (e.g., crop) of photos or videos
- ☐ more advanced editing and/or combining of photos or videos

62. Which of the following related to entertainment and culture do you use or do (digitally or online)?

Select all the options that apply to you.

- ☐ watching movies or programs via digital platforms (e.g., Yle Areena, Ruutu, C More, Elisa Viihde, Netflix, Sign Language eLibrary of Finland)
- ☐ culture: using library's digital services
- ☐ culture: watching/listening to concerts or other performances
- ☐ culture: virtual museum or art exhibition visits
- ☐ listening to music via digital platforms (e.g., Spotify, Apple Music, YouTube)
- ☐ listening to music from a physical memory device (e.g., CD, memory card, or memory stick)
- ☐ gaming: money games, in other words casino, poker, or betting games where real money is used
- ☐ gaming: online games played together, with or against others via Internet connection (excluding money games)
- ☐ gaming: online games played alone (excluding money games)
- ☐ gaming: games played alone or together with those in the same space, e.g., console games
- ☐ listening to radio or podcasts via digital platforms (e.g., Yle Areena, Supla)
- ☐ reading newspapers or other media digitally
- ☐ searching for information and browsing the Internet
- ☐ following sporting events
- ☐ watching videos or live streaming broadcasts via digital platforms (e.g., YouTube, Twitch, Facebook)
- ☐ listening to audiobooks or magazines via digital platforms (e.g., BookBeat, Storytel, Nextory, Elisa Kirja, Luetus listening service, Celia audiobook service)
- ☐ listening to audiobooks or magazines from a physical memory device (e.g., an audiobook on a CD, memory card, or memory stick)

63. Do you have any comments related to this section "Use of Digital Devices and Services"?

Please share your thoughts. Feel free to comment on the questions, answer options, or your own answers, for example.

Final Feedback

64. Can you think of something else you'd like to comment on related to the topic of the questionnaire "Disabled persons' digital and technological inclusion in the Finnish society"?
Please share your thoughts around the questionnaire's topic.

65. Can you think of anything else you'd like to comment on?
Please share your thoughts. In this last point, you can tell anything at all considering the questionnaire itself, for example.

Thank you for your answers!

You can send the questionnaire by mail to the address given by the person conducting the research.

Information about the study

Name: Disabled persons' digital and technological inclusion in the Finnish society:
Subjective experiences

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Time: 01/2021–12/2022