

User experience questionnaire 2: Eustress Toolbox service

This questionnaire concerns the usage of the Eustress Toolbox service (later "service"). Responding to the questionnaires takes about 15 minutes.

The responses will be analyzed in a way that the identity of a respondent is not revealed.

Please respond to all questions. Thank you for your response!

1. How often have you used the service? Select the closest option.

- Daily
- Several times a week
- Once a week
- Less often

2. When did you typically use the service? You can select more than one option.

- During the work day
- On free time
- Other, when? _____

3. Which device did you use for accessing the service? You can select more than one option.

- Computer
- Tablet
- Phone
- I didn't use the service

4. Have you integrated service into your daily work and life? How?

5. How did you familiarize yourself with the toolsets of the service?

- I familiarized myself with all the toolsets
- I familiarized myself with the toolsets recommended by the service
- I familiarized myself with the toolsets that seemed interesting
- I did not select certain toolsets but walked through the content from here and there
- Otherwise, how? _____

6. **Select an option that best describes your experience to each statement.**
(Likert scale from 1 to 5 (1=not at all useful to 5 = very useful, and 0 = can't say))

It was easy to learn to use the service
The service use fits into my daily life
I find the service attractive
I enjoy using the service
The appearance of the service is pleasant
The content of the service is useful
The content of the service is interesting
The recommendations of the areas to focus on provided by the service seemed right to me
The service works without disturbance
I trust the information and content of the service
It is easy to use the service
It is easy to navigate within the service
The structure of the service is clear

7. **You can comment on your previous response here.**

8. **Evaluate the usefulness of the following areas of the service:**

(Likert scale from 1 to 5 (1=not at all useful to 5 = very useful, and 0 = I haven't used the toolset))

Screening questionnaire
Introductions to the toolsets
Examples of the life of the entrepreneurs (quotes)
Reflection exercises
Off-line exercises
Follow-up questionnaire

9. **Evaluate the usefulness of the following toolsets (themes) of the service:**

(Likert scale from 1 to 5 (1=not at all useful to 5 = very useful, and 0 = I haven't used the toolset))

Self-reflection and changing the mindset
Organizing work
Stimulating positive pressure
Harnessing joy
Mental preparation
Recovery

10. **Have you found something interesting or useful in the web service thus far? What?**

11. Has there been something useless or disturbing in the web service? What?

12. How did you find the content of the service?

(Likert scale, (Likert scale from 1 to 5 (1=totally disagree 5 = totally agree, and 0 = can't say)

- The amount of content is suitable
- The level of detail is suitable
- The content is understandable
- The content does not provide anything new
- The content is presented in an interesting way

13. Did the content of the service meet your expectations? Should the content be different?

14. If you have searched for more information related to the content of the service, what information have you searched for and where? Why did you want to know more?

15. Did you do the reflection exercises of the service? Select the best option for you.

- No, I didn't
- Yes, a couple of exercises
- Yes, several exercises

16. You can comment on the reflection exercises here.

17. Did you do the off-line exercises of the service? Select the best option for you.

- No, I didn't
- Yes, I tried out one exercise
- Yes, several exercises

18. You can comment on the off-line exercises here.

19. Did you try out 3rd party applications that were introduced in the service?

- Yes
- No

20. Which applications have you tried out?

21. You can comment on the 3rd party applications here.

22. Have you used other applications or tools for stress management, recovery or eustress skills? Which applications and for what purpose?

23. Do you think that using the service has had an impact on your experiences of positive stress?

- No, it hasn't
- Yes, somewhat
- Yes, significantly

24. Do you think that using the service has had an impact on your experiences of negative stress?

- No, it hasn't
- Yes, somewhat
- Yes, significantly

25. If you think that the service has had an impact on your stress experiences, what kind of an impact? How have you noticed that?

26. Have you learned following skills by using the service?

(Likert scale, (Likert scale from 1 to 5 (1=not at all to 5 = very much, and 0 = can't say)

- Recognising my own thoughts and experiences
- Managing work
- Creating challenges
- Recalling and celebrating successful work
- Preparing to challenging situations
- Detaching from work

27. Have you learned something else by using the service? What?

28. Which additional services would you like to use as support? Select up to 5 options

- Online conversations with other users
- Meetings with other users
- Meetings with an expert
- A possibility to contact an expert online
- Feedback on progress
- Gamified features (like collection of points)
- Physiological measurements of stress
- Wider possibilities for self-assessment (tests)
- Co-use within work community
- Other, what? _____

29. Which target group would you think would get most value from the service?

30. Would you be ready to pay for this service?

- Yes, as it is
- Yes, if it offered more content
- Yes, if it offered regularly new content
- Yes, if it was a part of a wider eustress service
- Yes, if _____
- No, I wouldn't

31. How much would you pay for this service (current version)?

You can select a monthly or a one-time payment according to your preference.

_____ e / month or
_____ e as a one-time payment

32. You can comment on your previous response here.

33. How would you rate the service based on your usage? Give an overall score on a scale from 0 to 10.

34. How likely would you recommend the service to others, like your friends or work community? Give an overall score on a scale from 0 to 10.

35. Are you going to use the service after the study period?

Yes

No

36. You can comment on your previous response here.

37. Free thoughts: Frustrating or delightful experiences, development ideas, wishes for new content or something else?

Many thanks for your response!