

Grippa Survey Tools

User Observation Form and Follow Up Customer Survey



User Observation Form

Researcher _____

Venue _____

Spoons Table No. _____

Date _____

Time _____

clip type _____

Clip coverage for table observed? _____

no. of people at table at observation? _____

Are their bags at the observed table? _____

Y / N

how many? _____

If so, specify the type of bag(s) and their current location(s) using an X in the table below

<i>Location</i> <i>Type</i>	<i>On Floor</i>	<i>Over Chair</i>	<i>On Table</i>	<i>On Person</i>	<i>On bag clip</i>	<i>Other/combination (specify, eg 'clipped bag resting on table')</i>
Laptop						
Handbag						
Briefcase/ Work Bag						
Rucksack						
Shopping						
Other?						

Is there crime prevention publicity in the current pub? _____

Y / N

Is it clip-specific? _____

Y / N

Is it grippa CSM publicity? Y/N _____

Are the observed patrons using clips? _____

Y / N

If used, by how many (ratio used: people at table e.g. 3/4)? _____

Did they use it correctly or incorrectly (e.g. put their coat on it)? _____

Correct

Incorrect

Did they seem to have trouble using it? _____

Y / N

Were there any failed attempts to use the clips? _____

Y/ N

Reason for failure? _____

If clipped, do they maintain contact with the bag (e.g. touch with leg)? _____

Y / N

Any sign this was deliberate or merely accidental? _____

If clipped, is bag: hanging midair/ resting on floor/ or other _____

If clipped, do the observed leave bag 'clipped' to visit toilet/ bar/ smoke etc? _____

Y/ N

if they go, do others remain at table? _____

Y / N

if they go, do they ask others at table to keep an eye on bag? _____

Y / N

If clipped, is clipped bag in their sight? _____

Y/ N

or that of any other group members? _____

Y / N

If not clipped, have observed participants shown signs of noticing clips?	Y / N
Did the observed explore clips but then not clip their bag?	Y / N
Did the observed play or fiddle with the clips?	Y / N
Did they make any remarks about clips?	Y / N

Related comments

Customer Survey

Have you ever been the victim of bag theft from a pub or bar in the last 12 months? Y / N

Did you notice the anti-theft bag clips on/under your table before they were pointed out? Y / N

If yes, what drew your attention to them (please circle):

The bar staff pointed them out *Another customer pointed them out* *I read a sign about them* *I always look for them*
I noticed it directly as I took my seat *Another customer was using them* *Other (please specify) _____*

Are you using a clip now? Y / N

Have you ever used a clip like those available? Y / N

if not, why not? _____

Looking at the present clips , please rate them on the following features:

<i>Ease of use</i>	<i>Easy to Use</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Hard to Use</i>
<i>Fun to play with</i>	<i>Fun</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Dull</i>
<i>Practicality</i>	<i>Practical</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Impractical</i>
<i>Appearance/ Design</i>	<i>Attractive</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Unattractive</i>
<i>Maintenance</i>	<i>Well maintained</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Shabby looking</i>
<i>Visibility</i>	<i>Easy to see</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Hard to see</i>

If there is crime prevention publicity in the pub, did you notice it? Y / N

If yes, what drew your attention to it (please circle):

The bar staff pointed it out *Another customer pointed it out* *It was placed directly in front of me*
I always look for information like this *Other (please specify) _____*

Does such publicity encourage you to look for and use the anti-theft clips? Y / N

Did it make you more aware of the location of your bag? Y / N

Does it make you feel *more* afraid/concerned about crime? Y / N

Gender: *M / F* Age (please circle): *Under 18* *18-25* *25-35* *35-60* *60 +*

Occupation: *Student* *Self-Employed* *Employed* *Unemployed* *Retired*

Nationality: *UK* *Other*

User of these premises: *Frequent* *occasional* *this time only*

User of this company: *Frequent* *occasional* *this time only*

Please indicate which of the following most accurately describes you:

I worry about becoming a victim of bag theft (please circle appropriate number) :

Frequently *1* *2* *3* *4* *5* *Never*

Thank you

Action Plan for observers

1. We are to focus on specific tables rather than the bar as a whole. We can indicate which table we are observing using the Wetherspoons table number embedded into each table.
2. We are observing *all* the people at the table being observed. For the *type of bag and current location table*, if there are multiple people being observed:

Enter the first person as 1 in the table. If they have more than one bag, then use 1a , 1b and so on. The second person would be entered as 2; for multiple bags 2a, 2b etc etc.

3. Specify each type(s) of prototype clip so that we can show which one we are observing.
4. After observation we can approach each table and ask if they would be willing to fill out the customer survey.