

University of Wales Trinity Saint David

Master of Business Administration

Dissertation - Research Proposal

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1. Research problem

Telemedicine has a long history back in 1878 when telephone was used to reduce unnecessary patients visits to clinics (Board on Health Care Services and Institute of Medicine, 2012). In modern days, telemedicine is making use of the technology development to improve access of care and allow 'healing at a distance' (WHO, 2010). To understand more about telemedicine, WHO has concluded a definition as 'The delivery of health care services, where distance is a critical factor, by all health care professionals using information and communication technologies for the exchange of valid information for diagnosis, treatment and prevention of disease and injuries, research and evaluation, and for the continuing education of health care providers, all in the interests of advancing the health of individuals and their communities" (WHO, 2010).

With the advanced network development, the use of telemedicine has become a focus of development in healthcare industries. Kichloo et al. (2020) carried out a comprehensive literature review of 42 studies between the year 1990 to 2020 and concluded that telemedicine is cost-effective; has the ability to extend access to specialty services and help mitigate the looming physician shortage. In China, the advanced 5G network development has enabled the transformation of telemedicine from the traditional 'doctor consultation' to 'practical operation', offering greater possibilities and convenience to both physicians and patients (Hong et al., 2020).

In Hong Kong, telemedicine has always been lagging and it is classified as a conservative adopter prior to the COVID-19 pandemic (Cheng, 2020). In comparison to other countries such as Singapore, there is clear evidence on the delayed in the overall development in terms of regulation formulation and Government's subsidiary support for such services (Shusi, 2021). In Mainland, the National Health Committee provided recommendations and guideline on online health services in 2018 (Lam et al., 2020). According to a report released by mainland-based research firm, China's telemedicine market was worth RMB13 billion in 2019 and is expected to exceed RMB70 billion by

2025 (Tsang, 2021). In Hong Kong, telemedicine has only started to be considered by many healthcare institutes as an alternative to physical visits to the healthcare settings during the pandemic, as it is believed to reduce the risk of exposing the vulnerable patients to infections (So et al., 2021; Choi et al., 2021).

One of the leading global insurance companies, Cigna, carried out a comprehensive study for 16,000 people across different countries during the Covid-19 pandemic. A series of reports during different stages of the Covid-19 pandemic indicated that there was an increased in demand of virtual health services, of which 59% of the respondents said that they would choose to have a diagnosis virtually, comparing to 41% pre-pandemic (Cigna, 2021). Cigna Hong Kong also recorded a tenfold increase of online service users from January 2020 to January 2021 (Shusi, 2021). However, in terms of the preference to virtual services, the report published in February 2021 indicated that in Hong Kong, although people have used virtual services in the past, their preference for access to healthcare is still via traditional in-person visits to clinics and hospitals. This is due in part to the perception that this route is a more affordable, convenient, and timely way to access the care they need (Cigna, 2021). If Hong Kong needs to catch up with other highly adopted countries and use telemedicine as a solution to reduce burden to medical services, studies will need to be carried out to understand the key issues and identify areas of improvements to increase adoption and adaptation.

1.1 Research aim and objective

Despite the increased in demand of telemedicine service during the pandemic, the sustainability of telemedicine in Hong Kong, especially after the pandemic remains questionable. While the benefits of telemedicine to the Hong Kong's medical system is yet to be studied, and the Government authority is still reviewing the policy and guidelines to support the services, the intention to use such service, and the factors affecting the use by the Hong Kong public is important to understand for further

development of such service in Hong Kong. Therefore, the aim of this research is to identify the factors affecting the adoption of telemedicine services in Hong Kong.

To carry out this research, a qualitative and quantitative analysis will be carried out. Literature reviews on similar studies and research methodology will be referenced and identify the most appropriate methodology to apply. Independent and dependent variables affecting the intention to use will be identified. A focus group and survey will be designed for collecting primary data. The primary data from a selected sample size will be statistically analyzed, and correlations between the variables and intention to use will be studied and discussed.

2. Literature Review

There are many literature reviews to study the factors affecting the adoption of telemedicine. Studies have involved different groups of end users, mainly the adoption by the healthcare professionals such as physicians or nurses, or by the patient groups or the public. As this research focuses on the adoption by the public, literature review focusing on the non-healthcare professionals as the end users will be focused.

2.1 Perceived usefulness and perceived ease of use

Perceived usefulness is defined as the extent to which a person believes a system can help improving his or her performance. In the study of telemedicine, people identify the perceived usefulness of telemedicine as an alternative way for faster delivery of health care services with the low-cost of medical inspection (Kamal et al., 2020). A recent study by Semiz and Semiz (2021) assessed the consumer's behavior on the intention to use of the eHealth application. Out of 354 data, it was found that consumers intended to use the eHealth application due to the perceived belief on the advantages of these applications for their lives; and the effort expectancy and social influence were also contributing factors to the intention to use. Kamal et al. (2020) supported in their study that the perceived usefulness and perceived ease of use are important drivers for

acceptance of telemedicine service in the context of a developing country.

2.2 Effort expectancy and facilitating condition

One important factor to facilitate the use of telemedicine is the ease of technology use and its support. Many studies have shown that if the consumers find the technology is easy to use, they are more easily motivated and their adaptation to such technologies would be more accessible (Semiz and Semiz, 2021). Gao et al. (2015) confirmed that the effort expectancy significantly influences on the user behavior to adopt the wearable health care devices, which was later supported by the study from Yamin and Alyoubi (2020). This closely links to the facilitate condition where one would consider as the extent the organizational infrastructure facilitate user to use new technology (Yamin and Alyoubi, 2020). Many studies have supported that the facilitating conditions have a positive effect on the intentions of use on the mobile health application (Alam et al., 2018; Kamal et al., 2020).

2.3 Social Influence

A person's belief on the new technology could be influenced by his or her acquaintances and family members. The study on social influence on the intention of use would be an important factor to understand and make appropriate planning to promote the service. Studies have shown that social influence plays an important role to affect one's use on telemedicine (Kaium et al., 2020) but there are also some showing insignificant relationship (Joo et al.2014). Kamal et al. (2020) found a significant association of social influence on the intention of use of telemedicine and stated that people will be more likely to use the service if their family members and acquaintances view these services as effective for improving health care condition.

2.4 Trust

For a patient to choose a telemedicine service, trust of the provider is the primary decision to make. In healthcare industry, many factors will contribute to the trust from the patient. This includes the service delivery, cost, healthcare professionals, quality of care, as well as prescription of medication. Therefore, the intention to use the telemedicine service will not only rely on the trust on the technology; it also depends on the trust of the service provider providing the service behind. The study from Kamal et al. (2020) confirmed that trust plays a significant role in telemedicine service, it signifies the faith users place in the service for obtaining better health services. A study exploring the factors affecting the adoption of telemedicine in Malaysia involved an in-depth interview with patients and summarized that patients is fairly concern about the reliability in executing the medical task through the telemedicine service. They have less concern on the security, privacy and confidentiality and the falsity in communications with the doctors (Maarop et al., 2011). By studying the correlation between trust and the intention to use, the private developers or platforms of telemedicine can understand the key to success thus helping them to formulate an appropriate provider network for their target customers.

2.5 Hypothesis

The above highlighted the independent variables affecting the use of telemedicine service. As a conclusion, it is hypothesized that the intention of use telemedicine service is associated with the perceived usefulness or the ease of use of the service platform; effort expectancy; facilitating condition and trust. The social influence can be positively correlated but it may depend on the existing usage of the service amongst the population. Since the service outreach is Hong Kong is still low, it is therefore hypothesized in this study that social influence does not have a positive correlation with the intention of use. The result of this research is important for private developers, healthcare organizations and the Government to understand the end user intention which will facilitate the adoption and adaptation of such service in the future.

3. Research Methodology

Amongst the literature reviews, the most common research models for the use of Health Information Technology are the Technology Acceptance Model (TAM) or the Unified Theory of Acceptance and Use of Technology (UTAUT) (Shachak et al., 2019). TAM is generally a quick model to use but it is often perceived as 'too simple'; on the other hand, UTAUT attempted to overcome the simplicity and was formulated by the comparison of eight other technology acceptance models. The aim of the UTAUT is to assess the likelihood of success for new technologies and to understand drivers of acceptance (Scott et al, 2019). The use of the UTAUT model has been supported by many literature reviews and it is widely used to study the relationship between the intention to use and the new technology (Semiz and Semiz, 2021; Almaiah et al., 2019; Safaraz, 2017). As a result, the UTAUT model will be used as the research model to study the intention of use of telemedicine from the Hong Kong Public.

To study the relationship between the independent and dependent variables, both qualitative and quantitative research methods will be used. A focus group of 5 to 6 people including different age group from 30 to 70 years old will be selected for an interview. This will be followed by a questionnaire distributing to a random population. The survey involves two parts, the first part seeks demographic information of the respondents, whereas the second part involves independent variables from the UTAUT model adopted from previous literature context. The questions for the survey will first have to undergo the Cronbach's alpha test, of which a reliability of 0.7 is required (Cronbach, 1951; Singh, 2017), and A 7-point likart scale will be used for the rating as it reflects the true evaluation and the probability of meeting the objective reality of the intention of use by the respondents (Taherdoost, 2019; Josie et al., 2015). The inclusion criteria of the respondents must be currently living in Hong Kong who can independently seek medical services. For data collection, convenient sampling approach involving random selection of people attending to medical clinics, as well as people who have used medical services in the past 12 months will be included. The sample size will be

calculated based on the HK population between 16 to 70 years old with a confidence level of 95%. The data and hypothesis will finally be analyzed by SPSS.

4. Research Time Frame

The research can be divided into different phrases in 6 months with the below timeframe:

Table 1. Proposed research time frame

	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022
Meeting with supervisor (total 5 times)						
Research proposal	By 13 Dec					
Submission of ethic form	By 13 Dec					
Compiling survey questions	By 18 Dec					
Validity Test		19 Dec				
Transferring questions to digital survey		20 Dec				
Collection of data		By 30 Jan				
Focus group interview			By 30 Jan			
Data analysis				By 10 Feb		
Report Write up				By 30 Mar		
Submission						By 29 Apr

Source: Compiled by the author

5. Research ethic

An ethic form for the approval of this research will be completed prior to the submission of the proposal. Data privacy statement and the collection of purpose will be notified to the respondents at the start of the focus group and survey. Respondents will be given an option to opt out from the focus group or survey anytime. All data collected will be anonymous and solely used for this research purpose. The data will be kept in personal computer or laptop which is password protected, and they will be destroyed once the research has passed the examination board, by the 30th June 2022.

6. Further research & limitation

This study focuses on the intention of use of telemedicine service in Hong Kong and the data collection method is based on the snowball sampling. The representation of this sample may be biased to a certain group of population thus cannot reflect the whole demographic population in Hong Kong. A larger scale of research will be required to understand the whole population which will be more appropriate for the Government to understand the need and construct any policy.

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Ethical Form



PG2 / E1 FORM

APPLICATION FOR ETHICAL APPROVAL

In order for research to result in benefit and minimise risk of harm, it must be conducted ethically. A researcher may not be covered by the University's insurance if ethical approval has not been obtained prior to commencement.

The University follows the OECD Frascati manual definition of research activity: "creative work undertaken on a systematic basis in order to increase the stock of knowledge, including knowledge of man, culture and society, and the use of this stock of knowledge to devise new applications". As such this covers activities undertaken by members of staff, postgraduate research students, and both taught postgraduate and undergraduate students working on dissertations/projects.

The individual undertaking the research activity is known as the "principal researcher".

Ethical approval is not required for routine audits, performance reviews, quality assurance studies, testing within normal educational requirements, and literary or artistic criticism.

Please read the notes for guidance before completing ALL sections of the form.

This form must be completed and approved prior to undertaking any research activity. Please see Checklist for details of process for different categories of application.

SECTION A: About You (Principal Researcher)

1	Full Name:	TONG Ho Yan			
2	Tick all boxes that apply:	Member of staff:	☐	Honorary research fellow:	☐
	Undergraduate Student	☐	Taught Postgraduate Student	☒	Postgraduate Research Student
3	Institute/Academic Discipline/Centre:	HKMA Hong Kong			
4	Campus:	South Sea Centre			
5	E-mail address:	tong.debbie@gmail.com			
6	Contact Telephone Number:	+852 94444094			
For students:					
7	Student Number:	2019397			
8	Programme of Study:	Master of Business Administration			
9	Director of Studies/Supervisor:	Dr. Leo Ho			

SECTION B: Approval for Research Activity

1	Has the research activity received approval in principle? (please check the Guidance Notes as to the appropriate approval process for different levels of research by different categories of individual)	YES	☐	NO	☒
					Date
2	If Yes, please indicate source of approval (and date where known): <i>Approval in principle must be obtained from the relevant source prior to seeking ethical approval</i>	Research Degrees Committee	☐		
Institute Research Committee		☐			
Other (write in)		☐			

SECTION C: Internal and External Ethical Guidance Materials

Please list the core ethical guidance documents that have been referred to during the completion of this form (including any discipline-specific codes of research ethics, location-specific codes of research ethics, and also any specific ethical guidance relating to the proposed methodology). Please tick to confirm that your research proposal adheres to these codes and guidelines. You may add rows to this table if needed.	
1	UWTSD Research Ethics & Integrity Code of Practice ☒
2	UWTSD Research Data Management Policy ☒
3	[List any other relevant documents here] ☐

SECTION D: External Collaborative Research Activity

If there are external collaborators then you should gain consent from the contact persons to share their personal data with the university. If there are no external collaborators then leave this section blank and continue to section E.

1	Institution					
2	Contact person name					
3	Contact person e-mail address					
4	Is your research externally funded?	YES	☐	NO	☐	
5	Are you in receipt of a KESS scholarship?	YES	☐	NO	☐	
6	Are you specifically employed to undertake this research in either a paid or voluntary capacity?	Voluntary	YES	☐	NO	☐
7		Employed	YES	☐	NO	☐
8	Is the research being undertaken within an existing UWTSD Athrofa Professional Learning Partnership (APLP)?	If YES then the permission question below does not need to be answered.	YES	☐	NO	☐
9	Has permission to undertake the research has been provided by the partner organisation?	(If YES attach copy) (If NO the application cannot continue)	YES	☐	NO	☐

Where research activity is carried out in collaboration with an external organisation

10	Does this organisation have its own ethics approval system?	YES	☐	NO	☒
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	If Yes, please attach a copy of any final approval (or interim approval) from the organisation (this may be a copy of an email if appropriate).
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SECTION E: Details of Research Activity

1	Indicative title:	Factors affecting the intention of use (or adoption) of telemedicine service in Hong Kong		
2	Proposed start date:	7 November 2021	Proposed end date:	29 April 2022
	Introduction to the Research (maximum 300 words per section) Ensure that you write for a Non-Specialist Audience when outlining your response to the points below: <i>Purpose of Research Activity</i> <i>Proposed Research Question</i> <i>Aims of Research Activity</i> <i>Objectives of Research Activity</i> Demonstrate, briefly, how Existing Research has informed the proposed activity and explain <i>What the research activity will add to the body of knowledge</i> <i>How it addresses an area of importance.</i>			
3	Purpose of Research Activity The research activity is to identify the intention to use of telemedicine as an alternative means of health care service delivery in Hong Kong.			
4	Research Question Despite the increased in demand of telemedicine service during the pandemic, the sustainability of telemedicine in Hong Kong, especially after the pandemic remains unknown. The demand of telemedicine by the Hong Kong public is also in question in long term as healthcare service is usually easily accessible in Hong Kong. (this box should expand as you type)			
5	Aims of Research Activity The aim of this study is to investigate the factors affecting the intention of use of telemedicine in Hong Kong by the public.			
6	Objectives of Research Activity To carry out this research, a qualitative and quantitative analysis will be carried out. Literature reviews on similar studies and research methodology will be referenced and identify the most appropriate methodology to apply. Factors affecting the intention to use will be decided; a focus group and a survey will be designed for collecting primary data. The primary data from a selected sample size will be analyzed and correlations between the factors and intention to use will be studied and discussed.			
	Proposed methods (maximum 600 words) Provide a brief summary of all the methods that may be used in the research activity, making it clear what specific techniques may be used. If methods other than those listed in this section are deemed appropriate later, additional ethical approval for those methods will be needed. You do not need to justify the methods here, but should instead describe how you intend to collect the data necessary for you to complete your project.			
7	To study the relationship between the independent and dependent variables, both qualitative and quantitative research methods will be used. A focus group of 5 to 6 people including different age group from 30 to 70 years old will be selected for an interview. This will be followed by a questionnaire distributing to a random population. The survey involves two parts, the first part seeks demographic information of the respondents, whereas the			

	second part involves independent variables from the UTAUT model adopted from previous literature context. The questions for the survey will first have to undergo the Cronbach's alpha test, of which a reliability of 0.7 is required (Cronbach, 1951; Singh, 2017), and a 7-point likert scale will be used for the rating as it reflects the true evaluation and the probability of meeting the objective reality of the intention of use by the respondents (Taherdoost, 2019; Josie et al., 2015). The inclusion criteria of the respondents must be currently living in Hong Kong who can independently seek medical services. For data collection, convenient sampling approach involving random selection of people attending to medical clinics, as well as people who have used medical services in the past 12 months will be included. The sample size will be calculated based on the HK population between 16 to 70 years old with a confidence level of 95%. The data and hypothesis will finally be analyzed by SPSS.		
	Location of research activity Identify all locations where research activity will take place.		
8	Hong Kong (this box should expand as you type)		
	Research activity outside of the UK If research activity will take place overseas, you are responsible for ensuring that local ethical considerations are complied with and that the relevant permissions are sought. Specify any local guidelines (e.g. from local professional associations/learned societies/universities) that exist and whether these involve any ethical stipulations beyond those usual in the UK (provide details of any licenses or permissions required). Also specify whether there are any specific ethical issues raised by the local context in which the research activity is taking place, for example, particular cultural and/or legal sensitivities or vulnerabilities of participants. If you live in the country where you will do the research then please state this.		
9			
10	Use of documentation not in the public domain: Are any documents NOT publicly available?	NO ☐ YES ☐	☒ ☐
11	If Yes, please provide details here of how you will gain access to specific documentation that is not in the public domain and that this is in accordance with the current data protection law of the country in question and that of England and Wales. (this box should expand as you type)		

	Does your research relate to one or more of the seven aims of the Well-being of Future Generations (Wales) Act 2015?	YES	NO
12	A prosperous Wales	☐	☒
13	A resilient Wales	☐	☒
14	A healthier Wales	☐	☒
15	A more equal Wales	☐	☒

16	A Wales of cohesive communities	☐	☒
17	A Wales of vibrant culture and thriving Welsh language	☐	☒
18	A globally responsible Wales	☐	☒
19	If YES to any of the above, please give details:		

SECTION F: Scope of Research Activity

	Will the research activity include:	YES	NO
1	Use of a questionnaire or similar research instrument?	☒	☐
2	Use of interviews?	☐	☒
3	Use of focus groups?	☒	☐
4	Use of participant diaries?	☐	☒
5	Use of video or audio recording?	☐	☒
6	Use of computer-generated log files?	☐	☒
7	Participant observation with their knowledge?	☐	☒
8	Participant observation without their knowledge?	☐	☒
9	Access to personal or confidential information without the participants' specific consent?	☐	☒
10	Administration of any questions, test stimuli, presentation that may be experienced as physically, mentally or emotionally harmful / offensive?	☐	☒
11	Performance of any acts which may cause embarrassment or affect self-esteem?	☐	☒
12	Investigation of participants involved in illegal activities?	☐	☒
13	Use of procedures that involve deception?	☐	☒
14	Administration of any substance, agent or placebo?	☐	☒
15	Working with live vertebrate animals?	☐	☒
16	Procedures that may have a negative impact on the environment?	☐	☒
17	Other primary data collection methods. Please indicate the type of data collection method(s) below.	☐	☒
	Details of any other primary data collection method: (this box should expand as you type)		

If NO to every question, then the research activity is (ethically) low risk and may be exempt from some of the following sections (please refer to Guidance Notes).

If YES to any question, then no research activity should be undertaken until full ethical approval has been obtained.

SECTION G: Intended Participants

If there are no participants then do not complete this section, but go directly to section H.

Who are the intended participants:		
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		YES	NO
1	Students or staff at the University?	☐	☒
2	Adults (over the age of 18 and competent to give consent)?	☒	☐
3	Vulnerable adults?	☐	☒
4	Children and Young People under the age of 18? (Consent from Parent, Carer or Guardian will be required)	☐	☒
5	Prisoners?	☐	☒
6	Young offenders?	☐	☒
7	Those who could be considered to have a particularly dependent relationship with the investigator or a gatekeeper?	☐	☒
8	People engaged in illegal activities?	☐	☒
9	Others. Please indicate the participants below, and specifically any group who may be unable to give consent.		
	Details of any other participant groups: (this box should expand as you type)	☐	☒

Participant numbers and source	
Provide an estimate of the expected number of participants. How will you identify participants and how will they be recruited?	
10	How many participants are expected? 250-300 (this box should expand as you type)
11	Who will the participants be? Population in Hong Kong who can independently seek medical services when needed (this box should expand as you type)
12	How will you identify the participants? Participants who have needs in seeking medical services will be selected. This includes patients who have visited a doctor/ clinic or received medical services in the past 12 months. Patients attending doctor's clinic will also be identified randomly and invited to complete the questionnaire. (this box should expand as you type)

Information for participants:		YES	NO	N/A
13	Will you describe the main research procedures to participants in advance, so that they are informed about what to expect?	☒	☐	☐
14	Will you tell participants that their participation is voluntary?	☒	☐	☐
15	Will you obtain written consent for participation?	☐	☐	☒
16	Will you explain to participants that refusal to participate in the research will not affect their treatment or education (if relevant)?	☒	☐	☐
17	If the research is observational, will you ask participants for their consent to being observed?	☐	☐	☒

18	Will you tell participants that they may withdraw from the research at any time and for any reason?	☒	☐	☐
19	With questionnaires, will you give participants the option of omitting questions they do not want to answer?	☒	☐	☐
20	Will you tell participants that their data will be treated with full confidentiality and that, if published, it will not be identifiable as theirs?	☒	☐	☐
21	Will you debrief participants at the end of their participation, in a way appropriate to the type of research undertaken?	☐	☐	☒
22	If NO to any of above questions, please give an explanation			
	(this box should expand as you type)			

Information for participants:		YES	NO	N/A
24	Will participants be paid?	☐	☒	☐
25	Is specialist electrical or other equipment to be used with participants?	☐	☒	☐
26	Are there any financial or other interests to the investigator or University arising from this study?	☐	☒	☐
27	Will the research activity involve deliberately misleading participants in any way, or the partial or full concealment of the specific study aims?	☐	☒	☐
28	If YES to any question, please provide full details			
	(this box should expand as you type)			

SECTION H: Anticipated Risks

Outline any anticipated risks that may adversely affect any of the participants, the researchers and/or the University, and the steps that will be taken to address them. If you have completed a full risk assessment (for example as required by a laboratory, or external research collaborator) you may append that to this form.		
1	Full risk assessment completed and appended?	Yes ☐ No ☒
2	Risks to participants For example: sector-specific health & safety, emotional distress, financial disclosure, physical harm, transfer of personal data, sensitive organisational information Risk to participants: No major risk for anonymous survey	
	How you will mitigate the risk to participants: (this box should expand as you type)	
3	If research activity may include sensitive, embarrassing or upsetting topics (e.g. sexual activity, drug use) or issues likely to disclose information requiring further action (e.g. criminal activity), give details of the procedures to deal with these issues, including any support/advice (e.g. helpline numbers) to be offered to participants. Note that where applicable, consent procedures should make it clear that if something potentially or actually illegal is discovered in the course of a project, it may need to be disclosed to the proper authorities	
4	Risks to the investigator For example: personal health & safety, physical harm, emotional distress, risk of accusation of harm/impropriety, conflict of interest	

	Risk to the investigator:	How you will mitigate the risk to the investigator:		
5	University/institutional risks For example: adverse publicity, financial loss, data protection			
	Risk to the University:	How you will mitigate the risk to the University:		
	(this box should expand as you type)	(this box should expand as you type)		
6	Environmental risks For example: accidental spillage of pollutants, damage to local ecosystems			
	Risk to the environment:	How you will mitigate the risk to environment:		
	(this box should expand as you type)	(this box should expand as you type)		
Disclosure and Barring Service				
	If the research activity involves children or vulnerable adults, a Disclosure and Barring Service (DBS) certificate must be obtained before any contact with such participants.	YES	NO	N/A
7	Does your research require you to hold a current DBS Certificate?	☐	☒	☐
8	If YES, please give the certificate number. If the certificate number is not available please write "Pending"; in this case any ethical approval will be subject to providing the appropriate certificate number.			

SECTION I: Feedback, Consent and Confidentiality

1	Feedback What de-briefing and feedback will be provided to participants, how will this be done and when? N/A
2	Informed consent Describe the arrangements to inform potential participants, before providing consent, of what is involved in participating. Describe the arrangements for participants to provide full consent before data collection begins. If gaining consent in this way is inappropriate, explain how consent will be obtained and recorded in accordance with prevailing data protection legislation. Description of the study will be provided at the beginning of the survey. Respondents will also be briefed on their rights to discontinue or opt out from the middle and information on confidentiality and data privacy will also be described.
3	Confidentiality / Anonymity Set out how anonymity of participants and confidentiality will be ensured in any outputs. If anonymity is not being offered, explain why this is the case. No personal information will be asked in the survey and the participants will not be required to provide any names or identifier for anonymity. All data will be kept in the private computer with password protected and will not be shared with third parties. The data will be destroyed upon passing the examination board.

SECTION J: Data Protection and Storage

	Does the research activity involve personal data (as defined by the General Data Protection Regulation 2016 "GDPR" and the Data Protection Act 2018 "DPA")?	YES	NO
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1	"Personal data" means any information relating to an identified or identifiable natural person ('data subject'). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. Any video or audio recordings of participants is considered to be personal data.	☐	X
If YES, provide a description of the data and explain why this data needs to be collected:			
2	(this box should expand as you type)		
Does it involve special category data (as defined by the GDPR)?		YES	NO
3	"Special category data" means sensitive personal data consisting of information as to the data subjects – (a) racial or ethnic origin, (b) political opinions, (c) religious beliefs or other beliefs of a similar nature, (d) membership of a trade union (within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992), (e) physical or mental health or condition, (f) sexual life, (g) genetics, (h) biometric data (as used for ID purposes).	☐	X
If YES, provide a description of the special category data and explain why this data needs to be collected:			
4	(this box should expand as you type)		

Will data from the research activity (collected data, drafts of the thesis, or materials for publication) be stored in any of the following ways?		YES	NO
5	Manual files (i.e. in paper form)?	☒	☐
6	University computers?	☐	☒
7	Private company computers?	☐	☒
8	Home or other personal computers?	☒	☐
9	Laptop computers/ CDs/ Portable disk-drives/ memory sticks?	☒	☐
10	"Cloud" storage or websites?	☐	☒
11	Other – specify:	☐	☒
12	For all stored data, explain the measures in place to ensure the security of the data collected, data confidentiality, including details of backup procedures, password protection, encryption, anonymisation and pseudonymisation:		
Personal computer is password protected. All stored data are kept only in personal computer/laptop which is password protected. All data and files will be destroyed once the dissertation has passed the examination board by the end of June 2022.			
(this box should expand as you type)			

Data Protection			
Will the research activity involve any of the following activities:		YES	NO
13	Electronic transfer of data in any form?	☐	☒
14	Sharing of data with others at the University outside of the immediate research team?	☐	☒

15	Sharing of data with other organisations?	☐	☒
16	Export of data outside the UK or importing of data from outside the UK?	☐	☒
17	Use of personal addresses, postcodes, faxes, emails or telephone numbers?	☐	☒
18	Publication of data that might allow identification of individuals?	☐	☒
19	Use of data management system?	☐	☒
20	Data archiving?	☐	☒
21	If YES to any question, please provide full details, explaining how this will be conducted in accordance with the GDPR and Data Protection Act (2018) (and any international equivalents, where appropriate): <i>(this box should expand as you type)</i>		
22	List all who will have access to the data generated by the research activity: The researcher only. <i>(this box should expand as you type)</i>		
23	List who will have control of, and act as custodian(s) for, data generated by the research activity: The researcher only. <i>(this box should expand as you type)</i>		
24	Give details of data storage arrangements, including security measures in place to protect the data, where data will be stored, how long for, and in what form. Will data be archived – if so how and if not why not. Data will be sent through google form and upon closing the response date, the data will be extracted and stored at the researcher's computer for 6 months. Once the research has passed the examination board, data will be destroyed. <i>(this box should expand as you type)</i>		
25	Please indicate if your data will be stored in the UWTSD Research Data Repository (see https://researchdata.uwtsd.ac.uk/). If so please explain. <i>(Most relevant to academic staff)</i> <i>(this box should expand as you type)</i>		
26	Confirm that you have read the UWTSD guidance on data management (see https://www.uwtsd.ac.uk/library/research-data-management/)	YES	☒
27	Confirm that you are aware that you need to keep all data until after your research has completed or the end of your funding	YES	☒

SECTION K: Declaration

The information which I have provided is correct and complete to the best of my knowledge. I have attempted to identify any risks and issues related to the research activity and acknowledge my obligations and the rights of the participants. In submitting this application I hereby confirm that I undertake to ensure that the above named research activity will meet the University's Research Ethics and Integrity Code of Practice which is published on the website: https://www.uwtsd.ac.uk/research/research-ethics/		
1	Signature of applicant:	 Date: 12/11/2021

For STUDENT Submissions:

2	Director of Studies/Supervisor:	Dr. Leo Ho	Date: Nov 15, 2021
3	Signature:		

For STAFF Submissions:

4	Academic Director/ Assistant Dean:		Date:
5	Signature:		

Checklist: Please complete the checklist below to ensure that you have completed the form according to the guidelines and attached any required documentation:

☒	I have read the guidance notes supplied before completing the form.
☒	I have completed ALL RELEVANT sections of the form in full.
☒	I confirm that the research activity has received approval in principle
☐	I have attached a copy of final/interim approval from external organisation (where appropriate)
☐	I have attached a full risk assessment (where appropriate) ONLY TICK IF YOU HAVE ATTACHED A FULL RISK ASSESSMENT
☒	I understand that it is my responsibility to ensure that the above named research activity will meet the University's Research Ethics and Integrity Code of Practice.
☒	I understand that before commencing data collection all documents aimed at respondents (including information sheets, consent forms, questionnaires, interview schedules etc.) must be confirmed by the DoS/Supervisor, module tutor or Academic Director.

RESEARCH STUDENTS AND STAFF ONLY All communications relating to this application during its processing must be in writing and emailed to pgresearch@uwtsd.ac.uk , with the title 'Ethical Approval' followed by your name. You will be informed of the outcome of your claim by email; therefore it is important that you check your University and personal email accounts regularly.
STUDENTS ON UNDERGRADUATE OR TAUGHT MASTERS PROGRAMMES should submit this form (and receive the outcome) via systems explained to you by the supervisor/module leader.

This form is available electronically from the Academic Office web pages:
<https://www.uwtsd.ac.uk/academic-office/appendices-and-forms/>