

Semi-Structured Interview Guide (Appendix 1, Translated into English)

Instructions for the Interviewer:

Phase 1: Ice-Breaking & Overall Experience

Core Question 1: Could you walk me through what happened during your evaluation session at the State Welfare Organization (SWO) commission?

Core Question 2: Overall, how did you feel about the way the commission evaluated your condition and your daily living needs?

Phase 2: Focus on Functioning and Daily Life (Core ICF Components)

Category A: Activities and Social Participation vs. Pure Medical Focus

Question 3: Did the evaluators ask about your daily routines, self-care, job, education, or social life, or was the focus solely on medical records and physical diagnosis?

Question 4: How well do you think the final assessment reflected the actual, day-to-day challenges and limitations you face at home or in society?

Category B: Environmental Factors and Support Systems

Question 5: To what extent did the commission explore your living environment, such as physical accessibility (transportation, housing) or the need for assistive devices and personal assistance?

Question 6: Did the evaluators consider the financial, family, or social barriers that affect your independence?

Phase 3: Communication, Dignity, and Process Barriers

Category C: Interaction and Active Involvement in Decision-Making

Question 7: Did you feel given sufficient time and opportunity to explain your situation, or did the process feel rushed?

Question 8: How clearly did the commission explain the evaluation criteria, the questions they asked, or the reasons behind their final score/decision?

Question 9: Did you feel listened to and treated with dignity as an active participant, or did you feel like a passive subject?

Phase 4: Outcomes and Allocation of Services

Category D: Alignment Between Assessment and Real Needs

Question 10:

In what ways does the commission's final decision or assigned level of disability match (or fail to match) the actual services, equipment, or support you need?

Phase 5: In-Depth Probing (Prompts for Clarification)

Could you share a specific moment during the evaluation that felt particularly unfair, frustrating, or helpful?

When you say [e.g., they didn't listen / they only looked at the papers], what exactly happened?

What did you wish they had asked you about that they completely missed?

Phase 6: Recommendations & Closing

Question 11: Based on your experience, what are the most critical changes that need to happen in these assessment commissions to make them fairer and more understanding of people's real lives?

Question 12: Is there anything else about your experience with the assessment commission that you would like to share?