

# EIFELL / FEBE Funeral Satisfaction Survey 21-01

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## Introduction

This research study aims to develop a questionnaire to measure funeral satisfaction. The questions are based on findings from an earlier research project, which identified funeral factors that bereaved people consistently said had an impact on their funeral satisfaction or dissatisfaction.

Once validated, this tool can be used by research teams and funeral directors to gather information and evidence that can be used to improve the quality of funeral care services.

If you are over 18 years of age and have arranged or attended a funeral in the UK, at any time, then we would be very grateful if you would complete this questionnaire. The results will be used to fine-tune the questions and make sure that we develop the most helpful tool possible.

Please answer the questions in relation to the last funeral that you arranged or attended. Some of the questions may seem repetitive but please answer them all because it helps us to identify the best questions to include in the final questionnaire.

As this research is about your experiences of a funeral, please ensure you have support in case you find it upsetting. For example, you may want to plan to have a friend to chat to shortly afterwards. Please also see the information from [Mind](#) and [Cruse](#) about bereavement.

You can withdraw this study by closing the browser window. We only save your responses when you click 'submit' at the end. When you finish the questionnaire and click 'submit', you will receive a receipt with a unique ID that you can save and/or print. If you want to withdraw consent after clicking 'submit', please email Dr. Peter Branney ([p.branney@bradford.ac.uk](mailto:p.branney@bradford.ac.uk)) using the unique ID on the receipt.

If you have any questions or concerns about this study, please contact Dr. Peter Branney ([p.branney@bradford.ac.uk](mailto:p.branney@bradford.ac.uk)).

Ethical approval for this study was granted by the University of Bradford. Any complaints about this research can be submitted following the University of Bradford complaints' procedure (see <https://bradford.ac.uk/my-bradford/a-z/complaints.php>).

# Consent

1) I understand that I can withdraw from this study at any time by closing the browser (before you click 'submit' at the end) \* *Required*

☐ Yes

☐ No

2) I understand this research is about my experiences of a funeral \* *Required*

☐ Yes

☐ No

3) I have support in place in case I find it upsetting \* *Required*

☐ Yes

☐ No

4) I understand that my anonymous responses will be used in reports about this research \* *Required*

☐ Yes

☐ No

5) I understand that my anonymous responses will be shared in a public archive for future research \* *Required*

☐ Yes

☐ No

6) I understand I can withdraw from the study at any time before clicking 'submit' by closing the browser window \* *Required*

☐ Yes

☐ No



7) Once I click 'submit' at the end of the survey, I will receive a receipt with a unique ID. If I want to withdraw consent (and have my personal data removed) after the study, I understand that I can do so by emailing Dr. Peter Branney ([p.branney@bradford.ac.uk](mailto:p.branney@bradford.ac.uk)) and providing the unique ID on the receipt. \* *Required*

☐ Yes

☐ No

8) I consent to take part in this research \* *Required*

☐ Yes

☐ No

## Part 1: Background Information

1) Which of the following best describes your involvement in the funeral (that you will focus on in this questionnaire)?

- ☐ Sole arranger
- ☐ Co-arranged with others
- ☐ Involved in, but did not lead arrangements
- ☐ Attended the funeral
- ☐ Other

If you selected Other, please specify:

2) How long ago did the funeral take place?

- ☐ Less than 6 months ago
- ☐ Between 6 months - 2 years
- ☐ Between 2 years - 5 years
- ☐ Between 5 years - 10 years
- ☐ More than 10 years ago

3) Who was the funeral for?

- ☐ My spouse or partner
- ☐ My parent
- ☐ My sibling

- ☐ My grandparent
- ☐ My child
- ☐ My grandchild
- ☐ My aunt / uncle
- ☐ A close friend
- ☐ Other

If you selected Other, please specify:

4) What was the age of the person who died?

- ☐ They died during pregnancy
- ☐ They were stillborn
- ☐ Less than one year old
- ☐ Between 1 - 18 years old
- ☐ Between 19 - 30 years old
- ☐ Between 31 - 60 years old
- ☐ Between 61 - 80 years old
- ☐ More than 81 years old

5) Did you expect the individual to die when they did?

- ☐ Yes
- ☐ No

6) Which of these do you feel best describes the circumstances of the death?

- ☐ The death was due to natural causes
- ☐ The death was not due to natural causes
- ☐ The person died by suicide
- ☐ I do not know how the person died
- ☐ Other

If you selected Other, please specify:

7) How would you best describe the religion / spirituality of the person who died?

- ☐ Religious and practicing
- ☐ Religious but not actively practicing
- ☐ Spiritual (but not aligned to a specific religion)
- ☐ Religion / spirituality were not important to them
- ☐ Unsure

# Funeral Factors

7) Funeral wishes were known, and it meant a lot to be able to fulfil them

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

8) I knew their funeral wishes and it did not make much difference to me

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

9) I did not know their wishes and it did not matter

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

10) I knew their wishes, and this caused problems

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

11) I did not know their wishes, and this caused problems

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

### Decision Making

12) Decisions were made by the right people working together

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

13) Decision making involved some conflict, but this was resolved constructively

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

14) Important decisions did not include the right people

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

### **Funeral Director Responsiveness**

15) The Funeral Director listened carefully during the arrangement process

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me



16) The Funeral Director's contribution was neither here nor there

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

17) The Funeral Director made it harder to create the right funeral

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

**Contact with the body of the person who died**

18) The amount of time I had with the body was right for me (you may have had no contact at all)

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree

- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

19) I feel ambivalent about the amount of time with the body (you may have had no contact at all)

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

20) The contact did not meet my needs (you may have had no contact at all)

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

## **The Funeral**

21) The funeral was exactly as I wanted it to be

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

22) The funeral was good enough

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

23) I feel ambivalent about the funeral itself

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

24) The funeral was not as I wanted it to be

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ This question does not apply to me

# Information About You

## 1) How would you describe your ethnic identity?

- ☐ Prefer not to say
- ☐ English, Welsh, Scottish, Northern Irish or British
- ☐ Irish
- ☐ Gypsy / Irish traveller
- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Caribbean
- ☐ African
- ☐ Arab
- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Other

If you selected Other, please specify:

## 2) What is your religion

- ☐ Prefer not to say
- ☐ No religion
- ☐ Christian (including Church of England, Catholic, Protestant and all other Christian denominations)

- ☐ Buddhist
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Other

If you selected Other, please specify:

3) Which of the following best describes your religion / spirituality?

- ☐ Religious and practicing
- ☐ Religious but not actively practicing
- ☐ Spiritual (but not aligned to a specific religion)
- ☐ Religion / spirituality are not important to me
- ☐ Unsure

4) Which of the following best describes your household?

- ☐ Single person household
- ☐ Couple with no dependant children (aged 17 and under)
- ☐ Couple with one or more dependant children (aged 17 and under)
- ☐ Single parent with one or more dependant children (aged 17 and under)
- ☐ All adult household containing three or more adults
- ☐ Prefer not to say

5) Which of the following best describes your gender identity?

- ☐ Prefer not to say
- ☐ Man
- ☐ Woman
- ☐ Transgender
- ☐ Female to male / Trans-masculine
- ☐ Male to female / Trans-feminine
- ☐ Genderqueer
- ☐ No binary gender
- ☐ Agender / do not use label
- ☐ Questioning
- ☐ Other

If you selected Other, please specify:

6) Which of the following best describes your sexual orientation?

- ☐ Prefer not to say
- ☐ Heterosexual
- ☐ Asexual
- ☐ Bisexual
- ☐ Gay
- ☐ Lesbian
- ☐ Pansexual
- ☐ Queer
- ☐ Unsure
- ☐ Other

If you selected Other, please specify:



# Information About Your Qualifications, Employment & Income

1) Have you achieved a qualification at degree level or above

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

2) Have you achieved any other qualifications (tick all that apply)

- ☐ GCSE's or equivalent - i. 5 or more GCSEs (A\* - C, 9-4), O levels (Passes) or CSEs (grade 1). ii. Any other GCSEs, O levels or CSEs (any grades) or Basic Skills course
- ☐ AS, A level or equivalent - i. 2 or more A levels, 4 or more AS levels. ii. 1 A level, 2-3 AS levels. iii. 1 AS level
- ☐ NVQ or equivalent
- ☐ No qualifications
- ☐ Prefer not to say
- ☐ Other

If you selected Other, please specify:

3) What is your total income? Tick the box for the range into which your income falls. Count all income you received in the last twelve months Do not deduct Tax, National Insurance, Health Insurance payments, or your contributions to occupational pension schemes. Do not count loans because they are not income. For joint income, provide the

share that you receive.

- ☐ Nil or loss
- ☐ Up to £400 a week (up to £20,800 a year)
- ☐ £400 to £1000 a week (£20,800 to £52,000) a year
- ☐ More than £1000 a week (more than £52,000 a year)
- ☐ Prefer not to say

4) Think of this ladder as representing where people stand in the United Kingdom. At the top of the ladder are the people who are the best off – those who have the most money, the most education and the most respected jobs. At the bottom are the people who are the worst off – who have the least money, least education, and the least respected jobs or no job. The higher up you are on this ladder, the closer you are to the people at the very top; the lower you are, the closer you are to the people at the very bottom. (10 - Top 1 - Bottom)

	Ladder
10	<input type="radio"/>
9	<input type="radio"/>
8	<input type="radio"/>
7	<input type="radio"/>
6	<input type="radio"/>
5	<input type="radio"/>
4	<input type="radio"/>
3	<input type="radio"/>
2	<input type="radio"/>
1	<input type="radio"/>
Prefer not to say	<input type="radio"/>

Close

Is there anything else that you would like to tell us about the funeral?

Do you have any comments on how these questions might be improved?

Would you like a summary of this research

☐ Yes

☐ No

If we are to send you a summary, we would need your email or postal address

- ☐ I understand
- ☐ No thanks, I'd rather not have a summary of the research

Where would you like us to send the summary of the research (your email or postal address)

Close

Thank you for taking the time to take part in this research, from Drs. Sarah Jones (Full Circle), Julie Rugg (University of York), Elizabeth Walters (University of Bradford) and Peter Branney (University of Bradford)

If you feel the need for support, please see the information from [Mind](#) and [Cruse](#) about bereavement.

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