

2007/11/19

Questionnaire on the Use of the Cellular Phone

Following questions are for the purpose of surveying the use of the cell phone from the viewpoint of the usability engineering. The usability engineering is an academic field to search the optimal way to design an artifact such as the cell phone in accordance with the characteristics of the users and their context of use so that it can be used effectively, efficiently and with satisfaction.

This is a pure academic research, hence is not related to any commercial activities. It is completely sure that you will not be annoyed by the sales activity of any kind. In other words, your personal information will not be delivered to any of manufacturing and retailing companies.

Because this is a part of the pure academic activity, the data obtained will be used in the presentation at the conference or be contained in the article of a journal. In such a case, your personal information including your name, address, and e-mail address will not be directly included. Instead, the information will be anonymously used such as the randomly selected initials.

If you could agree with this statement, I would kindly ask you to answer following questions.

With sincere appreciation to your kind cooperation,

Masaaki Kurosu

Professor, National Institute of Multimedia Education

Professor, Graduate University for Advanced Studies (SOKENDAI)

Q3. What do you imagine by the word "hi tech device"?

Q4. Have you experienced any troubles while using such "hi tech devices"?

Q5. In such cases, how did you do? (e.g. asked somebody for help, read documentation, just gave up, etc.)

Q6. Please answer about your use of Hi Tech devices (circle one)

Hi Tech Device	Do you own it?	How frequently do you use it?	Is it easy to use it?
TV	Yes, No	Almost Everyday, Sometimes, None	Yes, No
DVD Player	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Video Player	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Video Camera	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Digital Camera	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Digital Watch	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Stereo	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Portable Music Player (e.g. iPod)	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Game Machine (e.g. PlayStation)	Yes, No	Almost Everyday, Sometimes, None	Yes, No
IC Recorder	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Radio	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Fax Machine	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Car Navigation	Yes, No	Almost Everyday, Sometimes, None	Yes, No
PC (Basic Operation)	Yes, No	Almost Everyday, Sometimes, None	Yes, No
PC (Internet Access)	Yes, No	Almost Everyday, Sometimes, None	Yes, No
PC (Email)	Yes, No	Almost Everyday, Sometimes, None	Yes, No
PC (Word Processing)	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Electronic Dictionary	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Electronic Piano	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Microwave Oven	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Washing Machine	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Multifunctional Telephone	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Copying Machine (e.g. Xerox)	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Scanner (for the PC)	Yes, No	Almost Everyday, Sometimes, None	Yes, No
Electronic Body Massager	Yes, No	Almost Everyday, Sometimes, None	Yes, No
ATM (at the bank)	No	Almost Everyday, Sometimes, None	Yes, No
Ticketing Machine (at the station)	No	Almost Everyday, Sometimes, None	Yes, No

Q7. Please write about the history of your cell phone (fill in the form)

Model	When	Company and Model No.	Carrier	How did you get it (e.g. purchased by yourself, given from a friend, etc.)
Current one				
Before that one				
Before that one				
Before that one				
Before that one				

Q8. When (year) did you start to use the cell phone for the first time, and what was your main purpose at that time?

Q9. Currently, what is the main use of the cell phone?

Q10. Why do you still continue using the cell phone?

Q11. Do you think you will continue using the cell phone in the future? And what will be your main purpose?

Q12. How would you do if you will have to live in the world without the cell phone?

Q13. Do you think you are using your cell phone effectively?

Q14. Is the operation of the cell phone difficult to you? If so, please write down about it concretely. If not, skip this question)

Q15. Please answer to the questions in terms of the function of the Cell Phone.

Function of the cell phone		Do you know it?	Does your cell phone have it?	Frequency of Use (select one)					Do you want to use it more?
				Every day	A few times a week	A few times a month	Seldom	None	
Phone	Calling	yes, no	yes, no						yes, no
	Calling with Moving Picture	yes, no	yes, no						yes, no
	International Call	yes, no	yes, no						yes, no
e-Mail	e-Mail	yes, no	yes, no						yes, no
	e-Mail with a Photo as Attachment	yes, no	yes, no						yes, no
Internet	Web Browsing	yes, no	yes, no						yes, no
	Map Navigation	yes, no	yes, no						yes, no
Access	Downloading (Music etc)	yes, no	yes, no						yes, no
	Traffic Information	yes, no	yes, no						yes, no
Watch	Watch	yes, no	yes, no						yes, no
	Alarm Clock	yes, no	yes, no						yes, no
	Stopwatch	yes, no	yes, no						yes, no
Entertainment	Music Player	yes, no	yes, no						yes, no
	TV	yes, no	yes, no						yes, no
	Radio	yes, no	yes, no						yes, no
	Game	yes, no	yes, no						yes, no
Storage	Voice Memo	yes, no	yes, no						yes, no
	Text Memo	yes, no	yes, no						yes, no
	Telephone Directory	yes, no	yes, no						yes, no
Camera	Photograph	yes, no	yes, no						yes, no
	Moving Picture (Movie)	yes, no	yes, no						yes, no
Life Support	Calendar	yes, no	yes, no						yes, no
	Scheduler	yes, no	yes, no						yes, no
	Dictionary	yes, no	yes, no						yes, no
	Pedometer	yes, no	yes, no						yes, no
	Calculator	yes, no	yes, no						yes, no
	Electronic Money	yes, no	yes, no						yes, no
External Link	External Card (SD, etc)	yes, no	yes, no						yes, no
	Infrared/Bluetooth Transmission	yes, no	yes, no						yes, no
	USB Connection	yes, no	yes, no						yes, no

Q16. How do you think about the fact that the cell phone today has such many functions?

Q17. Please compare the camera function of the cell phone with the digital camera. (If you don't have a digital camera, you can skip this question.)

	Good points	Not good points
Camera function of the cell phone		
Digital Camera		

What is the difference (of purpose, of situation, etc.) between the use of the camera function of the cell phone and the digital camera?

	Main Purpose	Main Situation of Use
Camera function of the cell phone		
Digital Camera		

Q18. Please compare the e-mail (text messaging) function of the cell phone with the internet mail. (If you never have used the internet mail, you can skip this question.)

	Good points	Not good points
e-mail Function of the Cell Phone		
Internet Mail		

What is the difference (of purpose, of situation, etc.) between the use of the cell phone email and the internet mail?

	Main Purpose	Main Situation of Use
e-mail Function of the Cell Phone		
Internet Mail		

Q19. Please compare the cell phone with the landline. (If you never have used the landline, you can skip this question.)

	Good points	Not good points
Cell Phone		
Landline		

What is the difference (of purpose, of situation, etc.) between the cell phone and the landline?

	Main Purpose	Main Situation of Use
Cell Phone		
Landline		

Q20. Can you do following operations with your cell phone? (please circle one)

Mail function	Send a message using the address book	I can, I can't	Frequently, Infrequently
	Reply to the mail	I can, I can't	Frequently, Infrequently
	Forward the mail to someone else	I can, I can't	Frequently, Infrequently
	Attach the photograph to the mail	I can, I can't	Frequently, Infrequently
	Use the graphic symbol in the mail	I can, I can't	Frequently, Infrequently
	Register the address of sender to the address book	I can, I can't	Frequently, Infrequently
Calling function	Call somebody using the address book	I can, I can't	Frequently, Infrequently
	Call somebody using the log of past call	I can, I can't	Frequently, Infrequently
	Store your message using recording function	I can, I can't	Frequently, Infrequently
	Listen to the message recorded in your cell phone	I can, I can't	Frequently, Infrequently
	Register the phone number from the log of past call	I can, I can't	Frequently, Infrequently

Q21. Please write anything (your expectation toward the future, the most problematic issue that you experienced, etc.) about the cell phone.

Q22. Please fill in the following table.

(a) Frequency - How frequently do you use it? Answer any one of

E: Almost Everyday, **W:** Sometimes per week, **M:** Sometimes per month

Y: Sometimes per year, **N:** Almost none

(b) Main Purpose - For what purpose do you use it mainly?

Answer freely

(c) Major Problems - What are major problems with it?

Answer freely

(d) Alternative - If you can't use it, what would you use instead of it?

Answer the number: e.g. (1) for Cell Phone, (4) for Telegram

	Frequency	Main Purpose	Major Problems	Alternative
(1) Cell phone				
(2) Landline				
(3) Letter				
(4) Telegram				
(5) Cell phone email				
(6) Internet mail				
(7) Ask somebody to convey the message				
(8) Meet directly				

Q23. Please answer about your choice of media in different situations. For each case, circle the media(s) you would choose to use. And please write the reason why you chose it/them in the box on the right.

Case 1: If you want to talk about everyday issue that is not urgent.

- (1) Cell phone
- (2) Landline
- (3) Letter
- (4) Telegram
- (5) Cell phone email
- (6) Internet mail
- (7) Ask somebody to convey the message
- (8) Meet directly

reason

Case 2: If you want to tell family member(s) that you'll be late to return home.

- (1) Cell phone
- (2) Landline
- (3) Letter
- (4) Telegram
- (5) Cell phone email
- (6) Internet mail
- (7) Ask somebody to convey the message
- (8) Meet directly

reason

Case 3: If you plan a family party and want to talk about time, location, whom to invite, etc. with your friend.

- (1) Cell phone
- (2) Landline
- (3) Letter
- (4) Telegram
- (5) Cell phone email
- (6) Internet mail
- (7) Ask somebody to convey the message
- (8) Meet directly

reason

Case 4: If you want to tell your intimate friend that you are in a bad condition and need some help.

- (1) Cell phone
- (2) Landline
- (3) Letter
- (4) Telegram
- (5) Cell phone email
- (6) Internet mail
- (7) Ask somebody to convey the message
- (8) Meet directly

reason

Case 5: If you want to know the schedule of the movie, the concert, etc.

- (1) Cell phone
- (2) Landline
- (3) Letter
- (4) Telegram
- (5) Cell phone email
- (6) Internet mail
- (7) Ask somebody to convey the message
- (8) Meet directly

reason

Case 6: If you want to discuss about some critical issue (e.g. when your father was arrested).

- (1) Cell phone
- (2) Landline
- (3) Letter
- (4) Telegram
- (5) Cell phone email
- (6) Internet mail
- (7) Ask somebody to convey the message
- (8) Meet directly

reason

Case 7: If you want to tell something quite interesting or funny to your friend.

- (1) Cell phone
- (2) Landline
- (3) Letter
- (4) Telegram
- (5) Cell phone email
- (6) Internet mail
- (7) Ask somebody to convey the message
- (8) Meet directly

reason

Case 8: If you want to express thanks for the gift.

- (1) Cell phone
- (2) Landline
- (3) Letter
- (4) Telegram
- (5) Cell phone email
- (6) Internet mail
- (7) Ask somebody to convey the message
- (8) Meet directly

reason

Case 9: If you want to borrow some money from your friend.

- (1) Cell phone
- (2) Landline
- (3) Letter
- (4) Telegram
- (5) Cell phone email
- (6) Internet mail
- (7) Ask somebody to convey the message
- (8) Meet directly

reason

Case10: If you want to confirm about the person whom you have heard nothing for a long time if s/he is OK

- (1) Cell phone
- (2) Landline
- (3) Letter
- (4) Telegram
- (5) Cell phone email
- (6) Internet mail
- (7) Ask somebody to convey the message
- (8) Meet directly

reason

Thank you so much for your kind cooperation!!