

Questionnaire: Your Expectation When Selling Or Buying Used Textbooks

Faculty:

Age:

Gender:

1. Have you ever buy or sell used textbooks?

- 1) Yes
- 2) No

2. Which platform do you use to buy the used textbooks?

- 1) NUS Used-Textbook Forum
- 2) Carousell
- 3) Both
- 4) Others:_____

3. Are you satisfied with the platform you use?

not satisfied at all 1 2 3 4 5 very satisfied

4. Please circle your degree of satisfactory of the following aspects of the platform you use

- 1) UI

not satisfied at all 1 2 3 4 5 very satisfied

- 2) Response Speed

not satisfied at all 1 2 3 4 5 very satisfied

- 3) Coverage of Functionalities

not satisfied at all 1 2 3 4 5 very satisfied

- 4) Convenience

not satisfied at all 1 2 3 4 5 very satisfied

- 5) Ease to use

not satisfied at all 1 2 3 4 5 very satisfied

5. How do you usually contact the buyer/seller?

- 1) Via built-in functionality of the platform
- 2) Via SMS/Phone calls
- 3) Via instant message softwares like Facebook Messenger, WhatsApp, WeChat, etc.
- 4) Others: _____

6. Please rank the following functionalities/features according to its importance to you. (The most important one should go in the first place)

- A. Search
- B. Sort
- C. Picture uploading
- D. Online chatting between buyers and sellers
- E. Standard reference for the condition of books
- F. Templates to aid input
- G. Intuitive, clear, meaningful & elegant user interface
- H. Account settings to maintain your historical data

Your Rank: ___ ___ ___ ___ ___ ___ ___

Please select the searching criteria you want the search engine to support

- 1) Book title
- 2) Module code
- 3) Post description
- 4) Book author
- 5) Price
- 6) Post time
- 7) Others: _____

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6) Others: _____