reconstruction_version_VOD_english_word

Start of Block: Description and agreement *
Q1 Number of tested subject (filled by researcher).
Q2 In this survey we want to better understand you as a customer. Please, answer closed questions about your experiences and preferences related to video on demand (VOD) services.
Whenever you are asked about VOD services, think about all kinds of services, where you choose what and when you want to watch (e.g. TV series and shows watched online, such as Netflix or publicly available content such as YouTube etc.). Do not limit yourself to mentioned services. We are interested in all kinds of videos available for online watching.
However, be careful. Consider only publicly available recordings, not recorded private videos (e.g. on Snapchat or Messenger), nor video chats (such as Zoom, Skype, WhatsApp, etc.), nor live video streams (sports events, live streams from YouTube or Facebook etc.). If you have any questions, please ask for help. Participation is voluntary and you can resign at any time. The test will take approximately 30 minutes.
X \rightarrow
Q3 Do you agree to participate in the study?
○ Yes (1)
O No (2)
Page Break —————

Under 18 (1)

18 - 24 (2)

25 - 34 (3)

35 - 44 (4)

45 - 54 (5)

55 - 64 (6)

65 - 74 (7)

75 - 84 (8)

85 and more (9)

GC3_age How old are you?

GC4_service	Which of the following video on demand (VOD) services have you used during the last month? Multiple choice is possible.
	HBO GO (1)
	Netflix (2)
	Hulu (3)
	Disney + (4)
	Amazon Prime (5)
	Showtime (6)
	YouTube (excluding live stream content) (7)
	Tik Tok (excluding for live stream content) (8)
	Instagram (stories and videos only, excluding for live stream content) (9)
	Vimeo (10)
	Dailymotion (11)
	Facebook (only "watch" video section excluding for live stream content) (12)
	Vevo (13)
	Streamable (14)
	TED (15)
	LiveLeak (16)
	Apple Tv (17)

	Twitter (videos only, excluding for live stream content) (18)	
	CDA (19)	
	Other (20)	
	Other (21)	
	Other (22)	
	Other (23)	
	Other (24)	
X→		
GC5_TimeS	S Based on the time you spend watching Video On Demand (VOD) services, you	u would describe yourself as:
O Non-	n-user (I don't use VOD) (1)	
Occa	casional user (I use VOD from time to time) (2)	
○ Regu	gular user (I use VOD daily) (3)	
O Inten	ensive user (I use VOD several times a day) (4)	
Over	erwhelmed user (I feel like I watch too much video on demand, multiple times a d	ay) (5)

Compet Please score now proficient you are in using electronic devices (smartphone, computer, etc.)?
O Not at all (1)
O To some degree (2)
O Moderately (3)
Oconsiderably (4)
O Highly (5)
X
GC7_P_Con_T Please select the type of Internet connection that you primarily use to access the video on demand:
O LAN (Internet cable) (1)
○ Wi-Fi (2)
O Cellular network (mobile data) (3)
O It strongly depends on where I am (4)

C8_Mob_P How much mobile data is included in your mobile subscription (phone subscription)?
O I don't know (1)
O Up to 5 GB (2)
O More than 5 GB and up to 10 GB (3)
O More than 10 GB and up to 15 GB (4)
O More than 15 GB (5)
O I have a plan without data limit (6)
O I don't have mobile internet (7)
Other (8)
3
C9_Payment_M Who pays for your mobile subscription (e.g. Internet on your phone)
○ Me (1)
O My employer (2)
O My parents (3)
O My partner (4)
O I don't have any (5)
Other (6)

GC10_Payment_H Who pays for your home Internet?	
○ Me (1)	
O My employer (2)	
O My parents (3)	
O My partner (4)	
O I don't have any (5)	
Other (6)	
Display This Question: If Who pays for your home Internet? != I don't have any	
$X \rightarrow$	
GC11_Isat_H Generally, how satisfied are you with your home Internet connection (speed, stability, range, etc.)?	
O Not at all (1)	
○ To some degree (2)	
O Moderately (3)	
O Considerably (4)	
O A lot (5)	
Display This Question: If Who pays for your mobile subscription (e.g. Internet on your phone) != I don't have any	
X	

GC12_Isat_M Generally, how satisfied are you with	th your mobile Internet connection (speed, stability	, range, etc.)?	
O Not at all (1)			
O To some degree (2)			
O Moderately (3)			
Oconsiderably (4)			
○ A lot (5)			
Page Break			

Start of Blo	ck: Purpose
X→	
GC13_PURF	POUS For which purpose (-s) have you used video-on-demand services in the past month? (Multiple choice is possible):
	Pleasure and entertainment (e.g. not to be bored, to pass some time, etc.) (1)
	Relaxation (e.g. Forgetting my daily duties, worries, distraction from stressful events, etc.) (2)
	Learning and information seeking (e.g. updating information about important events, detailed information about how people do something step by step, etc.) (3)
	Watching with friends or family (4)
	To have a company (e.g. sound in the background or as a second activity, etc.) (5)
	To separate from others (e.g. to have personal space for transportation or to be able to ignore surroundings, etc.) (6)
	Other (7)
	Other (8)

GC14 service Please indicate below, which services have you used for what purpose. (Multiple choice is possible):

Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = HBO GO Display This Answer: If For which purpose (-s) have you used video-on-demand services in the past month? (Multiple choice... = Pleasure and entertainment (e.g. not to be bored, to pass some time, etc.) Display This Answer: If For which purpose (-s) have you used video-on-demand services in the past month? (Multiple choice... = Relaxation (e.g. Forgetting my daily duties, worries, distraction from stressful events, etc.) Display This Answer: If For which purpose (-s) have you used video-on-demand services in the past month? (Multiple choice... = Learning and information seeking (e.g. updating information about important events, detailed information about how people do something step by step, etc.) Display This Answer: If For which purpose (-s) have you used video-on-demand services in the past month? (Multiple choice... = Watching with friends or family Display This Answer: If For which purpose (-s) have you used video-on-demand services in the past month? (Multiple choice... = To have a company (e.g. sound in the background or as a second activity, etc.) Display This Answer: If For which purpose (-s) have you used video-on-demand services in the past month? (Multiple choice... = To separate from others (e.g. to have personal space for transportation or to be able to ignore surroundings, etc.) Display This Answer: If For which purpose (-s) have you used video-on-demand services in the past month? (Multiple choice... = Other Display This Answer: If If W jakim celu (-ach) korzystałeś (-aś) z usług wideo na żądanie w ostatnim miesiącu? (Możliwych je... Inny Is Not Empty Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Netflix Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Hulu Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Disney + Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Amazon Prime Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Showtime Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = YouTube (excluding live stream content) Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Tik Tok (excluding for live stream content) Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Instagram (stories and videos only, excluding for live stream content) Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Vimeo Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Dailymotion

Display This Choice:

If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Facebook (only "watch" video section excluding for live stream content)

Display This Choice:

If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Vevo

Display This Choice:

If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Streamable

Display This Choice:

If Which of the following video on demand (VOD) services have you used during the last month? Multip... = TED

Display This Choice:

If Which of the following video on demand (VOD) services have you used during the last month? Multip... = LiveLeak

Display This Choice:

If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Apple Tv

Display This Choice:

If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Twitter (videos only, excluding for live stream content)

Display This Choice:

If Which of the following video on demand (VOD) services have you used during the last month? Multip... = CDA

Display This Choice:

If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Other

Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

Display This Answer:

If For which purpose (-s) have you used video-ondemand services in (Multiple choice... : Pleasure and entertainment (e.g. not to be bored, to pass some time, etc.)

Pleasure and entertainment (1) Display This Answer: If For which

purpose (-s) have you used video-on-demand services in the past month? (Multiple choice... = Relaxation (e.g. Forgetting my daily duties, worries, distraction from stressful events, etc.)

Relaxation (2)

If For which ourpose (-s) have you used video-ondemand services in the past month? (Multiple choice... = Learning and information seeking (e.g. updating information about important events, detailed information about how people do something step by step. etc.)

Display This Answer:

Learning and information seeking Display This Answer: If For which

If For which ourpose (-s) have yoเ used video-ondemand services ir the past month? (Multiple choice... = Vatching with friends or family

Watching with friends or family (4) Display This Answer.

purpose (-s) have you used video-ondemand services in the past month? (Multiple choice... = To have a company background or as a second activity, etc.)

To have a company (5)

If For which

purpose (-s) have yoเ used video-ondemand services in the past month? (Multiple choice... = To separate from others (e.g. to have personal space for ransportation or to be able to ignore surroundings, etc.)

Display This Answer.

To separate from others (6)

Display This Answer:

If For which purpose (-s) have yoι used video-ondemand services in the past month? (Multiple choice... = Other

\${GC13 PURPOU S/ChoiceTextEntry Value/7} (7)

Display This Answer:

If If W jakim celu (-ach) korzystałeś (aś) z usług wideo na żądanie w ostatnim iesiącu? (Możliwycł e... Inny Is Not Empty

\${GC13 PURPOU S/ChoiceTextEntry Value/8} (8)

Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = HBO GO HBO GO (1)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Netflix Netflix (2)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Hulu Hulu (3)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Disney + Disney + (4)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Amazon Prime Amazon Prime (5)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Showtime Showtime (6)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = YouTube (excluding live stream content) YouTube (except for live stream content) (7)				

Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Tik Tok (excluding for live stream content) Tik Tok (except for live stream content) (8)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Instagram (stories and videos only, excluding for live stream content) Instagram (stories and videos only, except for live stream content) (9)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Vimeo Vimeo (10)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Dailymotion Dailymotion (11)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Facebook (only "watch" video section excluding for live stream content) Facebook (only "watch" video section except for live stream content) (12)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Vevo Vevo (13)				

Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Streamable Streamable (14)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = TED TED (15)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = LiveLeak LiveLeak (16)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Apple Tv Apple Tv (17)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Twitter (videos only, excluding for live stream content) Twitter (videos only, except for live stream content) (18)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = CDA CDA (19)				
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Other \${GC4_service/ChoiceTextEntry}				

Value/20} (20)				
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${GC4_service/ChoiceTextEntry Value/21} (21)				
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${GC4_service/ChoiceTextEntry Value/22} (22)				
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${GC4_service/ChoiceTextEntry Value/23} (23)				
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${GC4_service/ChoiceTextEntry Value/24} (24)				

 X^{\rightarrow}

GC15_VODpay Who pays for your VOD (video on demand) subscriptions?			
○ Me (1)			
○ My employer (2)			
O My parents (3)			
O My partner (4)			
O I don't have any paid VOD subscriptions (5)			
Other (6)	_		
Page Break ————————————————————————————————————			

GC16 ServPerDev Please indicate below which services you use on which device? (Multiple choice is possible)

Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = HBO GO Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Netflix Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Hulu Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Disney + Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Amazon Prime Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Showtime Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = YouTube (excluding live stream content) Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Tik Tok (excluding for live stream content) Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Instagram (stories and videos only, excluding for live stream content) Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Vimeo Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Dailymotion Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Facebook (only "watch" video section excluding for live stream content) Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Vevo Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Streamable Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = TED Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = LiveLeak Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Apple Tv Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = Twitter (videos only, excluding for live stream content) Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip... = CDA Display This Choice:

If Which of the following video on demand (VOD) services have you used during the last month? Multip = Other
Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty
Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty
Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty
Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

If If Z których z poniższych usług wideo na	Smartphone (1)	Tablet (2)	Laptop (3)	Desktop computer (4)	Projector (5)	TV (6)
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = HBO GO HBO GO (1)						
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Netflix Netflix (2)						
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Hulu Hulu (3)						
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Disney + Disney + (4)						
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Amazon Prime Amazon Prime (5)						
Display This Choice: If Which of the following video on demand (VOD) services have you used						

during the last month? Multip = Showtime Showtime (6)			
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = YouTube (excluding live stream content) YouTube (except for live stream content) (7)			
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Tik Tok (excluding for live stream content) Tik Tok (except for live stream content) (8)			
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Instagram (stories and videos only, excluding for live stream content)			
Instagram (stories and videos only, except for live stream content) (9) Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Vimeo			
Vimeo (10) Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Dailymotion Dailymotion (11)			
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Facebook (only "watch" video section excluding for live stream content) Facebook (only "watch" video section			
except for live stream content) (12)			

Display This Choice:			
If Which of the following video on demand (VOD) services have you used during the last month? Multip = Vevo			
Vevo (13)			
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Streamable Streamable (14)			
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = TED TED (15)			
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = LiveLeak LiveLeak (16)			
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Apple Tv Apple Tv (17)			
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = Twitter (videos only, excluding for live stream content) Twitter (videos only, except for live stream content) (18)			
Display This Choice: If Which of the following video on demand (VOD) services have you used during the last month? Multip = CDA CDA (19)			
Display This Choice: If Which of the following video on demand (VOD) services have you used			

### during the last month? Multip = Other \${GC4_service/ChoiceTextEntryValue/20} (20)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${GC4_service/ChoiceTextEntryValue/21} (21)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${GC4_service/ChoiceTextEntryValue/22} (22)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${GC4_service/ChoiceTextEntryValue/23} (23)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${GC4_service/ChoiceTextEntryValue/24} (24)						
Page Break	 	 	 	 	 	

Other (7)_____

GC19_Sur_People How many people are usually around you when you watch video on demand (VOD)?	
O No one (1)	
O 1 (2)	
O 2 (3)	
O 3 (4)	
O More than 3 (5)	
O It depends (6)	
End of Block: Purpose	
Start of Block: Quality attitudes and beliefs	
QA In this section, we would like you to describe your general beliefs on the factors influencing your experience with VOD services. Focus on your personal experience. If you need to, you can see be service we want you to think about when we ask for VOD. Please note that we want you to think only about recorded video materials available for online viewing.	∍low what type of
QA \${GC4_service/ChoiceGroup/SelectedChoices}	
X \rightarrow	
QA1_Iritation How annoying do you find video malfunctions while watching video on demand (such as low resolution, lack of smoothness, stalling, etc)?	
O Not at all (1)	
O To some degree (2)	
O Moderately (3)	
Oconsiderably (4)	
○ A lot (5)	

χ_{\Rightarrow}
QA2_Beh_call How much convinced are you that you would call your Internet operator or write an e-mail to the Service Owner, if you knew it may help you solve these problems?
O Not at all (1)
O To some degree (2)
O Moderately (3)
Considerably (4)
○ A lot (5)
$X \rightarrow$
QA2_Beh_refresh How convinced are you that you would refresh your browser to improve video quality on VOD services?
O Not at all (1)
○ To some degree (2)
O Moderately (3)
Oconsiderably (4)
○ A lot (5)
X \rightarrow
QA3_Beh_restart How convinced are you that you would restart your Internet connection to improve video quality on VOD services?
O Not at all (1)
O To some degree (2)
O Moderately (3)

Oconsiderably (4)

O A lot (5)

X	
QA4_Beh_pay How convinced are you that you would pay more to get better VOD quality?	
O Not at all (1)	
O To some degree (2)	
O Moderately (3)	
O Considerably (4)	
O A lot (5)	
X^{\Rightarrow}	
QA5_Beh_change How convinced are you that you would change Internet operator or VOD Service Provider due to the poor video quality?	
O Not at all (1)	
O To some degree (2)	
O Moderately (6)	
O Considerably (3)	
O A lot (5)	
$X \rightarrow$	
QA6_Cog How important is video quality to you?	
O Not at all (1)	
O To some degree (2)	
O Moderately (3)	
O Considerably (4)	
○ A lot (5)	

\sim	_	
, ,	٠,	٠,

In this section, we will ask you to evaluate various characteristics and **factors** in terms of how much you think they affect your VOD experience. Imagine how much the given events and characteristics make the experience pleasant or annoying.

Please mark it on a scale from "Not at all" to "A lot". If you think an aspect has a big impact, choose "A lot" and if not, select "Not at all".

We encourage you to differentiate as much as possible during the assessment. There are no "right or wrong" answers. If you do not understand an item, please select "I don't understand".

We want to know what may impact your personal experience with video-on-demand (VOD). Focus on your **general** experience that is not related to one specific memory.

Start of Block: Factors General unified all



Q1 In this section, rate **how much** these factors impact your experience with VOD services.

	Not at all (1)	To some degree (2)	Moderately (3)	Considerably (4)	A lot (5)	I don't understand (6)
Fluency of the video (e.g., Occurrence of stalling events, frame drop, freeze, time jumps, lack of continuity, etc.) (1)	0	0	0	0	0	0
Image and sound synchronization (2)	0	\circ	\circ	0	\circ	\circ
The presence of artifacts or distortion in the video (visibility of shapes that are strange and unnatural) (3)	0	0	0	0	0	0
Reproduction quality of dark / black parts of the video (visible blocks or other artifacts in the dark part of the video) (4)	0	0	0	0	0	0
Colors quality (reality, diversity, contrast) (5)	0	\circ	0	0	\circ	0
Video resolution (visible pixels, number of details, sharpness, etc.) (6)	0	0	0	0	0	0
Device type (resolution, size, quality) (7)	0	0	0	\circ	\circ	0
Network connection efficiency (8)	0	\circ	0	0	0	0
Application features (design, appearance, ease of use, ease of	0	0	0	0	0	0

access) (9)						
The presence of family, friends or a supervisor / boss / teacher (10)	0	0	0	0	0	0
Environment (lighting, time of day, comfort and temperature, etc.) (11)	0	0	0	\circ	0	0
Your attention (multitasking / other activity, lack of sleep, etc.) (12)	0	0	0	0	\circ	\circ
Your mood and emotions (13)	0	\circ	0	\circ	\circ	\circ
Previous experiences (screen time, significant events of this day, etc.) (14)	0	0	0	0	0	0
Cost / price (if access was paid, price of the service, how much money you have already spent on that service, etc.) (15)	0	0	0	0	0	0
Your interest in the content (16)	0	\circ	\circ	\circ	\bigcirc	\circ
Content importance / significance (17)	0	0	0	0	0	\circ
Number of crucial details (e.g. presence of small essential elements, little drawings / inscriptions, slides with graphics, etc.) (18)	0	0	0		0	0
Purpose of use - work, education, entertainment,	0	\circ	0	\circ	\circ	\circ

etc (19)						
Emotions evoked by the content (20)	0	\circ	0	0	0	0
Duration of the clip / video / movie (21)	0	0	0	0	0	0
Your familiarity with the content (how many times you've seen it, how much do you know what to expect) (22)	0	0	0	0	0	0
The fact that it was only available on one type of service (23)	0	\circ	0	\circ	0	0
The fact that it was or wasn't a premiere (24)	0	\circ	0	0	\circ	0
Your expectations regarding the content (e.g. based on reviews, other people's recommendations, etc.) (25)	0	0	0	0	0	0
Visibility of details in dark scenes - the quality of these scenes (26)	0	0	0	0	0	0
Your appreciation of the content (e.g. whether you find it interesting or boring) (27)	0	0	0	0	0	0
Content genre (e.g. comedy, sports, talk show) (28)	0	0	0	0	0	0
The presence of advertisements (playback interruption, screen covering, etc.) (29)	0	0	0		0	0

End of	Block:	Factors	General	unified all

Start of Block: R- reconstruciton

R- reconstruciton

Now, please think about the important event related to video-on-demand (VOD) over the past month. We want you to recall a **unique**, **memorable experience** (satisfying or unsatisfying) that you have had while using any type of video on demand application.

Take a few minutes to make sure you remember a personal, important experience and recreate the event as detailed and accurately as possible. To help you recall this memory, we will display some leading questions on the following pages. Some question doesn't require writing down the answer. However, thinking about them will help you complete the rest of the questionnaire. We provide minimum **15 seconds** for each question. Only after that time it will be possible to move on to the next question.

If you need, you can see below what type of service we want you to think about when we ask for VOD. Please note that we only want you to think about pre-recorded videos that are available for online watching.

reconstruciton \${GC4_service/ChoiceGroup/SelectedChoices}
ge Break

Q41 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)		
X→		
R1_day What day of the week it w	was (was it a weekend or a working day)?	
O Monday (1)		
O Tuesday (2)		
○ Wednesday (3)		
O Thursday (4)		
○ Friday (5)		
O Saturday (6)		
O Sunday (7)		
X→		
R2_Time What time of day was it?	t?	
O In the morning (1)		
O In the afternoon (2)		
O In the evening (3)		
O In the night (4)		
Page Break		

Q44 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

Page Break

Q45 Take a few seconds to remember: Where was it? Who did you watch video on demand with? The answer does not need to be written down. In 15 seconds you will be able to move on.						
Page Break ————————————————————————————————————						



R3_device What device of	lid you watch on?			
○ Tablet (1)				
O Phone/Smartphor	ne (2)			
O Laptop (3)				
O TV (4)				
O Desktop compute	r (5)			
O Projector (6)				

R4_service What service did you use at that time?
Display This Choice:
If Which of the following video on demand (VOD) services have you used during the last month? Multip = HBO GO
O HBO GO (1)
Display This Choice:
If Which of the following video on demand (VOD) services have you used during the last month? Multip = Netflix
O Netflix (2)
Display This Choice:
If Which of the following video on demand (VOD) services have you used during the last month? Multip = Hulu
O Hulu (3)
Display This Choice:
If Which of the following video on demand (VOD) services have you used during the last month? Multip = Disney +
O Disney + (4)
Display This Choice:
If Which of the following video on demand (VOD) services have you used during the last month? Multip = Amazon Prime
O Amazon Prime (5)
Display This Choice:
If Which of the following video on demand (VOD) services have you used during the last month? Multip = Showtime
O Showtime (6)
Display This Choice:
If Which of the following video on demand (VOD) services have you used during the last month? Multip = YouTube (excluding live stream content)
O YouTube (except for live stream content) (7)
Display This Choice:
If Which of the following video on demand (VOD) services have you used during the last month? Multip = Tik Tok (excluding for live stream content)
○ Tik Tok (except for live stream content) (8)
Display This Choice:
If Which of the following video on demand (VOD) services have you used during the last month? Multip = Instagram (stories and videos only, excluding for live stream content)
O Instagram (stories and videos only, except for live stream content) (9)
Display This Choice:
If Which of the following video on demand (VOD) services have you used during the last month? Multip = Vimeo
○ Vimeo (10)
Display This Choice:



Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty
○ \${GC4_service/ChoiceTextEntryValue/22} (22)
Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty
\$\(\GC4_\text{Service}\) (23)
Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty
○ \${GC4_service/ChoiceTextEntryValue/24} (24)
O Inne (25)
Page Break ————————————————————————————————————

Q48 Timing	
First Click (1)	
Last Click (2)	
Page Submit (3)	
Click Count (4)	
Q49 Take a few seconds to remember: For what purpose did you use video on demand (VOD)? How	w did you feel then? The answer does not need to be written down. In 15 seconds you will be able to move on.
Page Break ————————————————————————————————————	

X
R5_Plesure Was it a pleasant or unpleasant event?
O Pleasant (1)
O Unpleasant (2)
O Hard to say (3)
X
OUTLIER /= 4 Many people experience irritation or satisfaction when viewing a video due to various factors. In this study, we want to get to know this phenomenon better. For this purpose, we need to check how carefully people read our questions. Please choose the answer "Considerably" below. Then, you can move on to the rest of the study related to the remembered example experience.
O Not at all (1)
O To some degree (2)
O Moderately (3)
O Considerably (4)
○ A lot (5)
End of Block: R- reconstruciton
Start of Block: RECONSTRUCTION
R Having in mind the experience you just thought about, we ask you to re-evaluate the various factors and characteristics that may have influenced your experience. This time, please answer how strongly these factors have had a positive or negative impact on your impressions of that particular, one, remembered event. Think about how the given events and characteristics made the experience pleasant or annoying.
If they were very significant, select "A lot", and if not at all, select "Not at all". If any items did not exist in your memory, select "Absent". When an item is incomprehensible, please mark "I don't understand". We encourage you to differentiate your answers as much as possible. Remember that we need a description of your own experience. There are no "right or wrong" answers.
We want to see what your experience was like in this particular case.
This is the last part of the study. However, it is very important. Please do it carefully.
End of Block: RECONSTRUCTION

Start of Block: Factors reconstructed unified

Page 45 of 50



Q1 In this section, rate **how much** these factors influenced your **recalled** VOD experience.

QT III tills section, io	Absent (7)	Not at all (8)	To some degree (2)	-	Considerably (4)	A lot (5)	I don't understand (6)
Fluency of the video (e.g., Occurrence of stalling events, frame drop, freeze, time jumps, lack of continuity, etc.) (1)	0	0	0	0	0	0	0
Image and sound synchronization (2)	0	\circ	0	\circ	\circ	\circ	\circ
The presence of artifacts or distortion in the video (visibility of shapes that are strange and unnatural) (3)	0	0	0	0	0	0	0
Reproduction quality of dark / black parts of the video (visible blocks or other artifacts in the dark part of the video) (4)	0	0	0	0		0	0
Colors quality (reality, diversity, contrast) (5)	0	\circ	\circ	0	\circ	\circ	0
Video resolution (visible pixels, number of details, sharpness, etc.) (6)	0	0	0	0	0	0	0
Device type (resolution, size, quality) (7)	0	\circ	0	\circ	\circ	\circ	\circ
Network connection efficiency (8)	0	\circ	\circ	0	\circ	\circ	0
Application features (design, appearance, ease of use, ease of	0	0	0	0	\circ	0	0

1							
access) (9)							
The presence of family, friends or a supervisor / boss / teacher (10)	0	\circ	\circ	0	0	0	\circ
Environment (lighting, time of day, comfort and temperature, etc.) (11)	0	0	0	0	0	0	0
Your attention (multitasking / other activity, lack of sleep, etc.) (12)	\circ	0	0	0	0	\circ	0
Your mood and emotions (13)	\circ	\circ	\circ	\circ	\circ	\circ	
Previous experiences (screen time, significant events of this day, etc.) (14)	0	0	0	0	0	0	0
Cost / price (if access was paid, price of the service, how much money you have already spent on that service, etc.) (15)	0	0	0	0	0	0	0
Your interest in the content (16)	\circ						
Content importance / significance (17)	\circ	\circ	\circ	\circ	0	\circ	\circ
Number of crucial details (e.g. presence of small essential elements, little drawings / inscriptions, slides with graphics, etc.) (18)		0	0	0	0	0	0
Purpose of use - work, education, entertainment,	0	0	0	0	0	0	0

0	0	0
0	0	0
0		
		\bigcirc
0	0	0
0	0	0
0	0	\circ
0	0	0
0	0	0
0	0	0
0	\circ	\circ
0	0	0