

post_experiment_Live_Stream_english_word

Start of Block: Questionnaire description and agreement



Q1.1 Number of tested subject (filled by researcher).

Q1.2
In this survey, we want to better understand you as a customer. Please, answer closed questions about your experiences and preferences related to **live video streaming services**.

Whenever you are asked about live video streaming services, **think about all kinds of services where you can watch live events** (e.g., live broadcasts of sports, YouTube, or Twitch). Do not limit yourself to the mentioned services. We are interested in all kinds of live video streams available for online viewing. In this questionnaire, we use terms like live video streaming services, live stream, live broadcast interchangeably.

However, be careful. Consider **only** publicly available live video streams. Do not include recorded private videos (e.g., on Snapchat or Messenger), nor video chats (such as Zoom, Skype, WhatsApp, etc.), nor on-demand videos (television series and programs watched online, like Netflix, previously recorded videos from YouTube or Facebook, etc.). If you have any questions, please ask for help. Participation is voluntary and you can withdraw at any time. The study will take approximately 30 minutes.



Q1.3 Do you agree to participate in the study?

- ☐ Yes (1)
- ☐ No (2)

Page Break _____

Start of Block: General information

Display This Question:
If Do you agree to participate in the study? = Yes

Q1 First, we would like to receive general information about you. Choose the answers that are closest to the truth.



Q2 What is your current occupation?

- ☐ Student (1)
- ☐ Unemployed (2)
- ☐ Employee (3)
- ☐ Self-employed (4)
- ☐ Other (5) _____



Q3 What is your gender?

- ☐ Female (1)
- ☐ Male (2)
- ☐ Non-binary (3)
- ☐ Prefer not to answer (4)



Q4 How old are you?

- ☐ 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)



Q2.5 Which of the following live stream services have you used during the last month? Multiple choice is possible.

- ☐ YouTube (live stream only) (1)
- ☐ Twitch (2)
- ☐ Periscope (3)
- ☐ Younow (4)
- ☐ Tic Toc (live stream only) (5)
- ☐ Instagram (live stream only) (6)
- ☐ Facebook (live stream only) (7)
- ☐ Twitter (live stream only) (8)
- ☐ TVP Sport (live stream only) (9)
- ☐ Sportcast (10)
- ☐ Other (11) _____
- ☐ Other (12) _____
- ☐ Other (13) _____
- ☐ Other (14) _____
- ☐ Other (15) _____



Q6 Based on the time you spend watching livestream services, you would describe yourself as:

- ☐ Non-user (I don't use live streams) (1)
- ☐ Occasional user (I use live streams from time to time) (2)
- ☐ Regular user (I use live streams daily) (3)
- ☐ Intensive user (I use live streams several times a day) (4)
- ☐ Overwhelmed user (I feel like I watch too much live streams, multiple times a day) (5)



Q7 Please score how proficient you are in using electronic devices (smartphone, computer, etc.)?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ Highly (5)



Q8 Please select the type of Internet connection that you primarily use to access the livestream services:

- ☐ LAN (Internet cable) (1)
- ☐ Wi-Fi (2)
- ☐ Cellular network (mobile data) (3)
- ☐ It strongly depends on where I am (4)



Q9 How much mobile data is included in your mobile subscription (phone subscription)?

- ☐ I don't know (1)
- ☐ Up to 5 GB (2)
- ☐ More than 5 GB and up to 10 GB (3)
- ☐ More than 10 GB and up to 15 GB (4)
- ☐ More than 15 GB (5)
- ☐ I have a plan without data limit (6)
- ☐ I don't have mobile internet (7)
- ☐ Other (8) _____



Q10 Who pays for your **mobile subscription** (e.g. Internet on your phone)

- ☐ Me (1)
- ☐ My employer (2)
- ☐ My parents (3)
- ☐ My partner (4)
- ☐ I don't have any (5)
- ☐ Other (6) _____



Q11 Who pays for your **home Internet**?

- ☐ Me (1)
- ☐ My employer (2)
- ☐ My parents (3)
- ☐ My partner (4)
- ☐ I don't have any (5)
- ☐ Other (6) _____

Display This Question:
If Who pays for your home Internet? != I don't have any



Q12 Generally, how satisfied are you with your **home** Internet connection (speed, stability, range, etc.)?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)

Display This Question:
If Who pays for your mobile subscription (e.g. Internet on your phone) != I don't have any



Q13 Generally, how satisfied are you with your **mobile** Internet connection (speed, stability, range, etc.)?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)

Page Break



Q1 For which purpose (-s) have you used livestream 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)
- ☐ To engage with the broadcaster/creator (e.g., to receive a response or reaction from the broadcaster) (9)
- ☐ Social interactions with other participants of live broadcasts (e.g., online commenting, being visible during the transmission of donations, etc.) (10)
- ☐ Other (7) _____
- ☐ Other (8) _____



Q2 Please indicate below, which services have you used for what purpose. (Multiple choice is possible):

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = YouTube (live stream only)

Display This Answer:
If For which purpose (-s) have you used livestream services in the past month? (Multiple choice is p... = 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 livestream services in the past month? (Multiple choice is p... = Relaxation (e.g. Forgetting my daily duties, worries, distraction from stressful events, etc.)

Display This Answer:
If For which purpose (-s) have you used livestream services in the past month? (Multiple choice is p... = 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 livestream services in the past month? (Multiple choice is p... = Watching with friends or family

Display This Answer:
If For which purpose (-s) have you used livestream services in the past month? (Multiple choice is p... = 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 livestream services in the past month? (Multiple choice is p... = 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 livestream services in the past month? (Multiple choice is p... = 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 live stream services have you used during the last month? Multiple choice... = Twitch

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Periscope

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Younow

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Tic Toc (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Instagram (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Facebook (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Twitter (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = TVP Sport (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Sportcast

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = 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

	<div>Display This Answer: If For which purpose (-s) have you used livestream services in the past month? (Multiple choice is p... = Pleasure and entertainment (e.g. not to be bored, to pass some time, etc.) Pleasure and entertainment (1)</div>	<div>Display This Answer: If For which purpose (-s) have you used livestream services in the past month? (Multiple choice is p... = Relaxation (e.g. Forgetting my daily duties, worries, distraction from stressful events, etc.) Relaxation (2)</div>	<div>Display This Answer: If For which purpose (-s) have you used livestream services in the past month? (Multiple choice is p... = Learning and information seeking (e.g. updating information about important events, detailed information about how people do something step by step, etc.) Learning and information seeking (3)</div>	<div>Display This Answer: If For which purpose (-s) have you used livestream services in the past month? (Multiple choice is p... = Watching with friends or family Watching with friends or family (4)</div>	<div>Display This Answer: If For which purpose (-s) have you used livestream services in the past month? (Multiple choice is p... = To have a company (e.g. sound in the background or as a second activity, etc.) To have a company (5)</div>	<div>Display This Answer: If For which purpose (-s) have you used livestream services in the past month? (Multiple choice is p... = To separate from others (e.g. to have personal space for transportation or to be able to ignore surroundings, etc.) To separate from others (6)</div>	To engage with the creator (9)	Social interactions with other participants (10)	<div>Display This Answer: If For which purpose (-s) have you used livestream services in the past month? (Multiple choice is p... = Other \${Q1/ChoiceTextEntryValue/7} (7)</div>	<div>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 \${Q1/ChoiceTextEntryValue/8} (8)</div>
<div>Display This Choice: If Which of the following live stream services have you used during the last month? Multiple choice... = YouTube (live stream only) YouTube(livestream only) (1)</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>Display This Choice: If Which of the following live stream services have you used during the last month? Multiple choice... = Twitch Twitch (2)</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Periscope

Periscope (3)

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Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Younow

Younow (4)

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Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Tic Toc (live stream only)

Tik Tok (livestream only) (5)

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Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Instagram (live stream only)

Instagram (livestream only) (6)

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Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Facebook (live stream only)

Facebook (livestream only) (7)

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Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Twitter (live stream only)

Twitter (livestream only) (8)

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Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = TVP Sport (live stream only)

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TVP Sport (live online broadcast)
(9)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Sportcast

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Sportcast (10)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Other

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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#{Q2.5/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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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#{Q2.5/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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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#{Q2.5/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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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#{Q2.5/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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Q3 Who pays for your live stream subscriptions?

- ☐ Me (1)
- ☐ My employer (2)
- ☐ My parents (3)
- ☐ My partner (4)
- ☐ I don't have any paid live stream subscriptions (5)
- ☐ Other (6) _____

Q4 Please indicate below which services you use on which device? (Multiple choice is possible)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = YouTube (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Twitch

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Periscope

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Younow

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Tic Toc (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Instagram (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Facebook (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Twitter (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = TVP Sport (live stream only)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Sportcast

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = 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

	Smartphone (1)	Tablet (2)	Laptop (3)	Desktop computer (4)	Projector (5)	TV (6)
Display This Choice: If Which of the following live stream services have you used during the last month? Multiple choice... = YouTube (live stream only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YouTube(livestream only) (1)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Twitch

Twitch (2)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Periscope

Periscope (3)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Younow

Younow (4)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Tic Toc (live stream only)

Tik Tok (livestream only) (5)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Instagram (live stream only)

Instagram (livestream only) (6)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple choice... = Facebook (live stream only)

Facebook (livestream only) (7)

Display This Choice:
If Which of the following live stream services have you used during the last month? Multiple

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choice... = Twitter (live stream only)

Twitter (live stream only) (8)

Display This Choice:

If Which of the following live stream services have you used during the last month? Multiple choice... = TVP Sport (live stream only)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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TVP Sport (live online broadcast) (9)

Display This Choice:

If Which of the following live stream services have you used during the last month? Multiple choice... = Sportcast

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Sportcast (10)

Display This Choice:

If Which of the following live stream services have you used during the last month? Multiple choice... = Other

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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\$(Q2.5/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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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\$(Q2.5/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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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\$(Q2.5/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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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wybór. Inne Is Not Empty

#{Q2.5/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

#{Q2.5/ChoiceTextEntryValue/24}
(24)

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Page Break



Q5 Where have you used live stream services in the past month (multiple options can be selected)

- ☐ At home (1)
 - ☐ At work (2)
 - ☐ At school (3)
 - ☐ During transportation (e.g. in the car, on the bus etc.) (4)
 - ☐ Outside (e.g. in a park, in a garden, etc.) (5)
 - ☐ In a covered public place (e.g. at the shopping mall, at the airport, etc.) (6)
 - ☐ Other (7) _____
-



Q6 In which of these places have you watched live stream **most often**?

- ☐ At home (1)
 - ☐ At work (2)
 - ☐ At school (3)
 - ☐ During transportation (e.g. in the car, on the bus etc.) (4)
 - ☐ Outside (e.g. in a park, in a garden, etc.) (5)
 - ☐ In a covered public place (e.g. at the shopping mall, at the airport, etc.) (6)
 - ☐ Other (7) _____
-



Q7 How many people are usually around you when you watch live streams?

- ☐ No one (1)
- ☐ 1 (2)
- ☐ 2 (3)
- ☐ 3 (4)
- ☐ More than 3 (5)
- ☐ It depends (6)

End of Block: Goal

Start of Block: Quality attitudes and beliefs

Q1
In this section, we would like you to describe your **general beliefs** on the factors influencing your experience with livestream services. Focus on your personal experience. If you need to, you can see below what type of service we want you to think about when we ask for livestream. Please note that we only want you to think want you to think only about publicly available live stream videos.

Q2 \${Q2.5/ChoiceGroup/SelectedChoices}



Q3 How annoying do you find video malfunctions while watching live stream (such as low resolution, lack of smoothness, stalling, etc)?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)



Q4 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?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)



Q5 How convinced are you that you would refresh your browser to improve video quality on live stream services?

- ☐ Not at all (1)
 - ☐ To some degree (2)
 - ☐ Moderately (3)
 - ☐ Considerably (4)
 - ☐ A lot (5)
-



Q6 How convinced are you that you would restart your Internet connection to improve video quality on live stream services?

- ☐ Not at all (1)
 - ☐ To some degree (2)
 - ☐ Moderately (3)
 - ☐ Considerably (4)
 - ☐ A lot (5)
-



Q7 How convinced are you that you would pay more to get better livestream quality?

- ☐ Not at all (1)
 - ☐ To some degree (2)
 - ☐ Moderately (3)
 - ☐ Considerably (4)
 - ☐ A lot (5)
-



Q8 How convinced are you that you would change Internet operator or livestream Service Provider due to the poor video quality?

- ☐ Not at all (1)
 - ☐ To some degree (2)
 - ☐ Moderately (6)
 - ☐ Considerably (3)
 - ☐ A lot (5)
-



Q9 How important is video quality to you?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)

Page Break

Start of Block: Factors General

Q10

In this section, we will ask you to evaluate various characteristics and **factors** in terms of how much you think they affected experience during experiment. Think how much the given events and characteristics made 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".



Q1 In this section, rate **how much** these factors influenced your experience during experiment.

	Not at all (2)	To some degree (3)	Moderately (4)	Considerably (5)	A lot (6)	I don't understand (7)
Video smoothness (e.g. lags, frame drops, freeze, jumps in time, discontinuity, etc.) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picture and sound synchronization (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The presence of noise or distortion in the video (visibility of shapes that are strange and unnatural) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reproduction quality of dark / black parts of the video (visible blocks or other artifacts in the dark part of the video) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colors quality (reality, variety, contrast) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video resolution (visible pixels, number of details, sharpness, etc.) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Device type (resolution, size, quality) (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network connection efficiency (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application features (design, appearance, ease of use, ease of access) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The presence of family, friends or a supervisor / boss / teacher (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment (lighting, time of day, comfort and temperature, etc.) (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your attention (multitasking / other activity, lack of sleep, etc.) (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your mood and emotions (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous experiences (screen time, significant events of this day, etc.) (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost / price (if access was paid, price of the service, how much money you have already spent on that service, etc.) (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your interest in the content (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content relevance / significance (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of significant details (e.g. presence of small essential elements, little drawings / inscriptions, slides with graphics, etc.) (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purpose of use - work, education, entertainment, etc ... (19)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

