original\_version\_VOD\_english - word

Start of Block: Description and agreement

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Q1 Number of tested subject (filled by researcher).

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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.

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Q3 Do you agree to participate in the study?

* Yes (1)
* No (2)

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| Page Break |  |

End of Block: Description and agreement

Start of Block: General information

Display This Question:

If Do you agree to participate in the study? = Yes

GC- General Context First, we would like to receive general information about you. Choose the answers that are closest to the truth.

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GC1\_StatZ What is your current occupation?

* Student (1)
* Unemployed (2)
* Employee (3)
* Self-employed (4)
* Other (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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GC2\_sex What is your gender?

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

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GC3\_age 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)

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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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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GC5\_TimeS Based on the time you spend watching Video On Demand (VOD) services, you would describe yourself as:

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

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GC6\_Compet 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)

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GC7\_P\_Con\_T Please select the type of Internet connection that you primarily use to access the video on demand:

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

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GC8\_Mob\_P 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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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GC9\_Payment\_M 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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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GC10\_Payment\_H 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

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GC11\_Isat\_H 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

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GC12\_Isat\_M 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)

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| Page Break |  |

End of Block: General information

Start of Block: Purpose

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GC13\_PURPOUS 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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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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.&nbsp; 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.&nbsp; 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.&nbsp; 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.&nbsp; Inne Is Not Empty

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|  | 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.)  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) | 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.)  Learning and information seeking (3) | 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  Watching with friends or family (4) | 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.)  To have a company (5) | 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.)  To separate from others (6) | Display This Answer:  If For which purpose (-s) have you used video-on-demand services in the past month? (Multiple choice... = Other  ${GC13\_PURPOUS/ChoiceTextEntryValue/7} (7) | 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  ${GC13\_PURPOUS/ChoiceTextEntryValue/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/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.&nbsp; 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.&nbsp; 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.&nbsp; 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.&nbsp; Inne Is Not Empty  ${GC4\_service/ChoiceTextEntryValue/24} (24) |  |  |  |  |  |  |  |  |

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GC15\_VODpay Who pays for your VOD (video on demand) subscriptions?

* Me (1)
* My employer (2)
* My parents (3)
* My partner (4)
* I don't have any paid VOD subscriptions (5)
* Other (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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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.&nbsp; 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.&nbsp; 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.&nbsp; 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.&nbsp; Inne Is Not Empty

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|  | 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.&nbsp; 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.&nbsp; 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.&nbsp; 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.&nbsp; Inne Is Not Empty  ${GC4\_service/ChoiceTextEntryValue/24} (24) |  |  |  |  |  |  |

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GC17\_PlaceAll Where have you used video on demand (VOD) 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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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GC18\_Place\_Fav In which of these places have you watched VOD **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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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GC19\_Sur\_People How many people are usually around you when you watch video on demand (VOD)?

* No one (1)
* 1 (2)
* 2 (3)
* 3 (4)
* More than 3 (5)
* 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 below what type of 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.

QA ${GC4\_service/ChoiceGroup/SelectedChoices}

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QA1\_Iritation How annoying do you find video malfunctions while watching video on demand (such as low resolution, lack of smoothness, stalling, etc)?

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

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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?

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

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QA2\_Beh\_refresh How convinced are you that you would refresh your browser to improve video quality on VOD services?

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

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QA3\_Beh\_restart How convinced are you that you would restart your Internet connection to improve video quality on VOD services?

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

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QA4\_Beh\_pay How convinced are you that you would pay more to get better VOD quality?

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

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QA5\_Beh\_change How convinced are you that you would change Internet operator or VOD Service Provider due to the poor video quality?

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

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QA6\_Cog How important is video quality to you?

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

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Q33   
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.

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End of Block: Quality attitudes and beliefs

Start of Block: Factors General unified all

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

|  |  |  |  |  |  |  |
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|  | **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) |  |  |  |  |  |  |
| Image and sound synchronization (2) |  |  |  |  |  |  |
| The presence of artifacts or distortion in the video (visibility of shapes that are strange and unnatural) (3) |  |  |  |  |  |  |
| Reproduction quality of dark / black parts of the video (visible blocks or other artifacts in the dark part of the video) (4) |  |  |  |  |  |  |
| Colors quality (reality, diversity, contrast) (5) |  |  |  |  |  |  |
| Video resolution (visible pixels, number of details, sharpness, etc.) (6) |  |  |  |  |  |  |
| Device type (resolution, size, quality) (7) |  |  |  |  |  |  |
| Network connection efficiency (8) |  |  |  |  |  |  |
| Application features (design, appearance, ease of use, ease of access) (9) |  |  |  |  |  |  |
| The presence of family, friends or a supervisor / boss / teacher (10) |  |  |  |  |  |  |
| Environment (lighting, time of day, comfort and temperature, etc.) (11) |  |  |  |  |  |  |
| Your attention (multitasking / other activity, lack of sleep, etc.) (12) |  |  |  |  |  |  |
| Your mood and emotions (13) |  |  |  |  |  |  |
| Previous experiences (screen time, significant events of this day, etc.) (14) |  |  |  |  |  |  |
| Cost / price (if access was paid, price of the service, how much money you have already spent on that service, etc.) (15) |  |  |  |  |  |  |
| Your interest in the content (16) |  |  |  |  |  |  |
| Content importance / significance (17) |  |  |  |  |  |  |
| Number of crucial details (e.g. presence of small essential elements, little drawings / inscriptions, slides with graphics, etc.) (18) |  |  |  |  |  |  |
| Purpose of use - work, education, entertainment, etc... (19) |  |  |  |  |  |  |
| Emotions evoked by the content (20) |  |  |  |  |  |  |
| Duration of the clip / video / movie (21) |  |  |  |  |  |  |
| Your familiarity with the content (how many times you've seen it, how much do you know what to expect) (22) |  |  |  |  |  |  |
| The fact that it was only available on one type of service (23) |  |  |  |  |  |  |
| The fact that it was or wasn't a premiere (24) |  |  |  |  |  |  |
| Your expectations regarding the content (e.g. based on reviews, other people's recommendations, etc.) (25) |  |  |  |  |  |  |
| Visibility of details in dark scenes - the quality of these scenes (26) |  |  |  |  |  |  |
| Your appreciation of the content (e.g. whether you find it interesting or boring) (27) |  |  |  |  |  |  |
| Content genre (e.g. comedy, sports, talk show ...) (28) |  |  |  |  |  |  |
| The presence of advertisements (playback interruption, screen covering, etc.) (29) |  |  |  |  |  |  |

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.

R- reconstruciton ${GC4\_service/ChoiceGroup/SelectedChoices}

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| Page Break |  |

Q41 Timing

First Click (1)

Last Click (2)

Page Submit (3)

Click Count (4)

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R1\_day What day of the week it was (was it a weekend or a working day)?

* Monday (1)
* Tuesday (2)
* Wednesday (3)
* Thursday (4)
* Friday (5)
* Saturday (6)
* Sunday (7)

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R2\_Time What time of day was it?

* In the morning (1)
* In the afternoon (2)
* In the evening (3)
* In the night (4)

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| Page Break |  |

Q44 Timing

First Click (1)

Last Click (2)

Page Submit (3)

Click Count (4)

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| 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.

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| Page Break |  |

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R3\_device What device did you watch on?

* Tablet (1)
* Phone/Smartphone (2)
* Laptop (3)
* TV (4)
* Desktop computer (5)
* Projector (6)

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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

* 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.&nbsp; 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.&nbsp; 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.&nbsp; 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.&nbsp; Inne Is Not Empty

* ${GC4\_service/ChoiceTextEntryValue/24} (24)
* Inne (25) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| 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 did you feel then?** The answer does not need to be written down. In 15 seconds you will be able to move on.

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R5\_Plesure Was it a pleasant or unpleasant event?

* Pleasant (1)
* Unpleasant (2)
* Hard to say (3)

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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.

* Not at all (1)
* To some degree (2)
* Moderately (3)
* 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

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Absent (7) | **Not at all** (8) | **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) |  |  |  |  |  |  |  |
| Image and sound synchronization (2) |  |  |  |  |  |  |  |
| The presence of artifacts or distortion in the video (visibility of shapes that are strange and unnatural) (3) |  |  |  |  |  |  |  |
| Reproduction quality of dark / black parts of the video (visible blocks or other artifacts in the dark part of the video) (4) |  |  |  |  |  |  |  |
| Colors quality (reality, diversity, contrast) (5) |  |  |  |  |  |  |  |
| Video resolution (visible pixels, number of details, sharpness, etc.) (6) |  |  |  |  |  |  |  |
| Device type (resolution, size, quality) (7) |  |  |  |  |  |  |  |
| Network connection efficiency (8) |  |  |  |  |  |  |  |
| Application features (design, appearance, ease of use, ease of access) (9) |  |  |  |  |  |  |  |
| The presence of family, friends or a supervisor / boss / teacher (10) |  |  |  |  |  |  |  |
| Environment (lighting, time of day, comfort and temperature, etc.) (11) |  |  |  |  |  |  |  |
| Your attention (multitasking / other activity, lack of sleep, etc.) (12) |  |  |  |  |  |  |  |
| Your mood and emotions (13) |  |  |  |  |  |  |  |
| Previous experiences (screen time, significant events of this day, etc.) (14) |  |  |  |  |  |  |  |
| Cost / price (if access was paid, price of the service, how much money you have already spent on that service, etc.) (15) |  |  |  |  |  |  |  |
| Your interest in the content (16) |  |  |  |  |  |  |  |
| Content importance / significance (17) |  |  |  |  |  |  |  |
| Number of crucial details (e.g. presence of small essential elements, little drawings / inscriptions, slides with graphics, etc.) (18) |  |  |  |  |  |  |  |
| Purpose of use - work, education, entertainment, etc... (19) |  |  |  |  |  |  |  |
| Emotions evoked by the content (20) |  |  |  |  |  |  |  |
| Duration of the clip / video / movie (21) |  |  |  |  |  |  |  |
| Your familiarity with the content (how many times you've seen it, how much do you know what to expect) (22) |  |  |  |  |  |  |  |
| The fact that it was only available on one type of service (23) |  |  |  |  |  |  |  |
| The fact that it was or wasn't a premiere (24) |  |  |  |  |  |  |  |
| Your expectations regarding the content (e.g. based on reviews, other people's recommendations, etc.) (25) |  |  |  |  |  |  |  |
| Visibility of details in dark scenes - the quality of these scenes (26) |  |  |  |  |  |  |  |
| Your appreciation of the content (e.g. whether you find it interesting or boring) (27) |  |  |  |  |  |  |  |
| Content genre (e.g. comedy, sports, talk show ...) (28) |  |  |  |  |  |  |  |
| The presence of advertisements (playback interruption, screen covering, etc.) (29) |  |  |  |  |  |  |  |

End of Block: Factors reconstructed unified