

# Raport

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## Contents

|           |                             |           |
|-----------|-----------------------------|-----------|
| <b>1</b>  | <b>Introduction</b>         | <b>3</b>  |
| <b>2</b>  | <b>Albania</b>              | <b>5</b>  |
| <b>3</b>  | <b>United Arab Emirates</b> | <b>7</b>  |
| <b>4</b>  | <b>Argentina</b>            | <b>9</b>  |
| <b>5</b>  | <b>Australia</b>            | <b>11</b> |
| <b>6</b>  | <b>Austria</b>              | <b>13</b> |
| <b>7</b>  | <b>Belgium</b>              | <b>15</b> |
| <b>8</b>  | <b>Bulgaria</b>             | <b>17</b> |
| <b>9</b>  | <b>Brazil</b>               | <b>19</b> |
| <b>10</b> | <b>Canada</b>               | <b>21</b> |
| <b>11</b> | <b>Switzerland</b>          | <b>23</b> |
| <b>12</b> | <b>Chile</b>                | <b>25</b> |
| <b>13</b> | <b>Colombia</b>             | <b>27</b> |
| <b>14</b> | <b>Costa Rica</b>           | <b>29</b> |
| <b>15</b> | <b>Czech Republic</b>       | <b>31</b> |
| <b>16</b> | <b>Germany</b>              | <b>33</b> |
| <b>17</b> | <b>Denmark</b>              | <b>35</b> |
| <b>18</b> | <b>Spain</b>                | <b>37</b> |
| <b>19</b> | <b>Estonia</b>              | <b>39</b> |
| <b>20</b> | <b>Finland</b>              | <b>41</b> |
| <b>21</b> | <b>France</b>               | <b>43</b> |
| <b>22</b> | <b>United Kingdom</b>       | <b>45</b> |
| <b>23</b> | <b>Greece</b>               | <b>47</b> |
| <b>24</b> | <b>Hong Kong-China</b>      | <b>49</b> |
| <b>25</b> | <b>Croatia</b>              | <b>51</b> |

|                                    |            |
|------------------------------------|------------|
| <b>26 Hungary</b>                  | <b>53</b>  |
| <b>27 Indonesia</b>                | <b>55</b>  |
| <b>28 Ireland</b>                  | <b>57</b>  |
| <b>29 Iceland</b>                  | <b>59</b>  |
| <b>30 Israel</b>                   | <b>61</b>  |
| <b>31 Italy</b>                    | <b>63</b>  |
| <b>32 Jordan</b>                   | <b>65</b>  |
| <b>33 Japan</b>                    | <b>67</b>  |
| <b>34 Kazakhstan</b>               | <b>69</b>  |
| <b>35 Korea</b>                    | <b>71</b>  |
| <b>36 Liechtenstein</b>            | <b>73</b>  |
| <b>37 Lithuania</b>                | <b>75</b>  |
| <b>38 Luxembourg</b>               | <b>77</b>  |
| <b>39 Latvia</b>                   | <b>79</b>  |
| <b>40 Macao-China</b>              | <b>81</b>  |
| <b>41 Mexico</b>                   | <b>83</b>  |
| <b>42 Montenegro</b>               | <b>85</b>  |
| <b>43 Malaysia</b>                 | <b>87</b>  |
| <b>44 Netherlands</b>              | <b>89</b>  |
| <b>45 Norway</b>                   | <b>91</b>  |
| <b>46 New Zealand</b>              | <b>93</b>  |
| <b>47 Peru</b>                     | <b>95</b>  |
| <b>48 Poland</b>                   | <b>97</b>  |
| <b>49 Portugal</b>                 | <b>99</b>  |
| <b>50 Qatar</b>                    | <b>101</b> |
| <b>51 China-Shanghai</b>           | <b>103</b> |
| <b>52 Perm(Russian Federation)</b> | <b>105</b> |
| <b>53 Romania</b>                  | <b>107</b> |
| <b>54 Russian Federation</b>       | <b>109</b> |
| <b>55 Singapore</b>                | <b>111</b> |

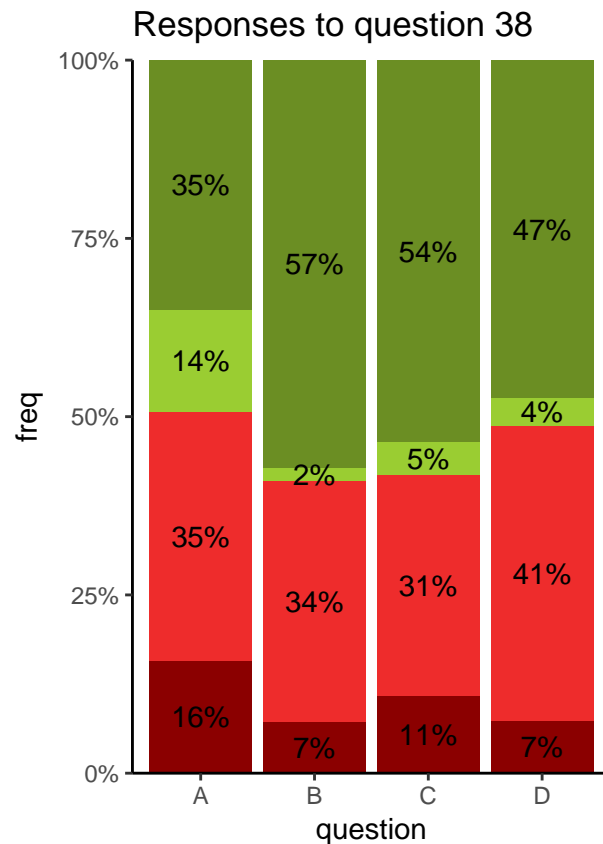
|                                    |            |
|------------------------------------|------------|
| <b>56 Serbia</b>                   | <b>113</b> |
| <b>57 Slovak Republic</b>          | <b>115</b> |
| <b>58 Slovenia</b>                 | <b>117</b> |
| <b>59 Sweden</b>                   | <b>119</b> |
| <b>60 Chinese Taipei</b>           | <b>121</b> |
| <b>61 Thailand</b>                 | <b>123</b> |
| <b>62 Tunisia</b>                  | <b>125</b> |
| <b>63 Turkey</b>                   | <b>127</b> |
| <b>64 Uruguay</b>                  | <b>129</b> |
| <b>65 United States of America</b> | <b>131</b> |
| <b>66 Vietnam</b>                  | <b>133</b> |

## **1 Introduction**

In this report we study how teenagers deal with broken technology (mobile phones). We observe differences between countries and check if there are any differences between gender within countries.



## 2 Albania



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

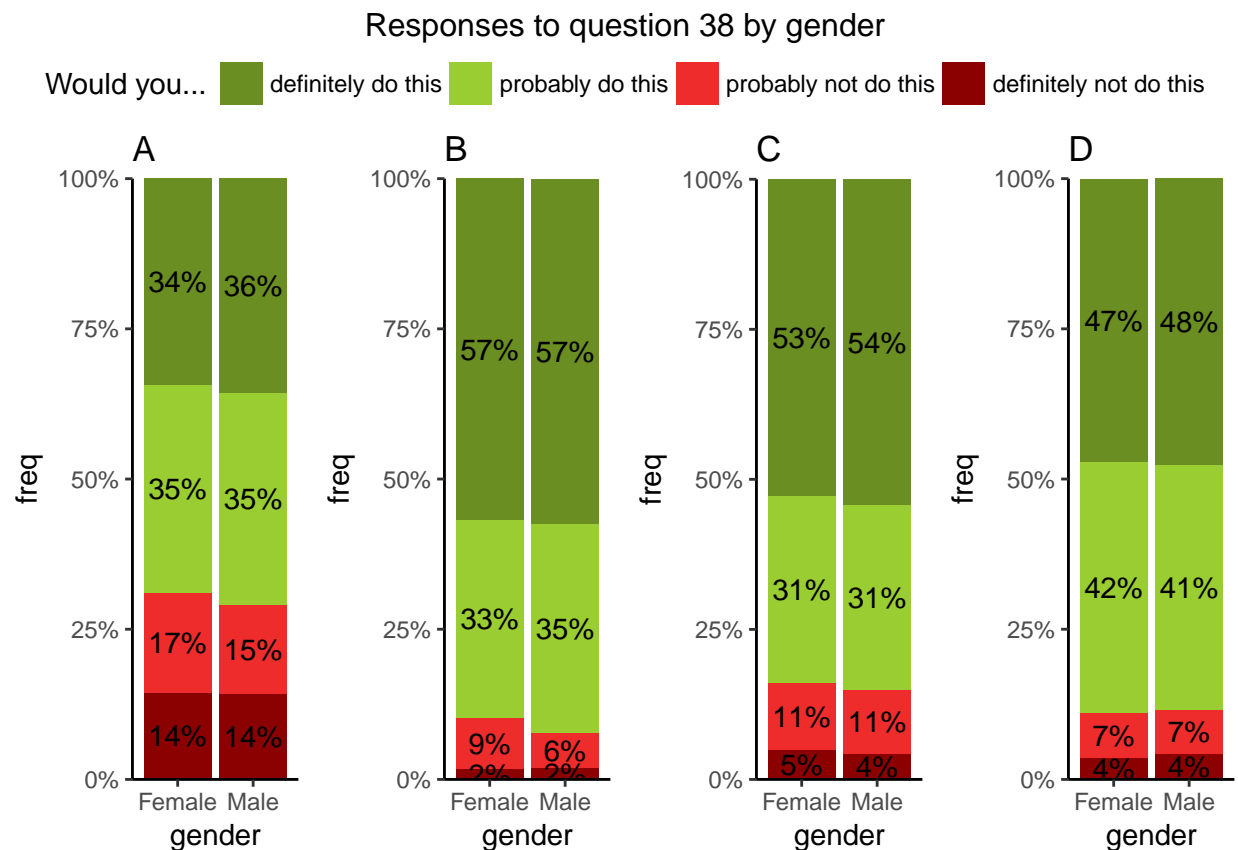
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

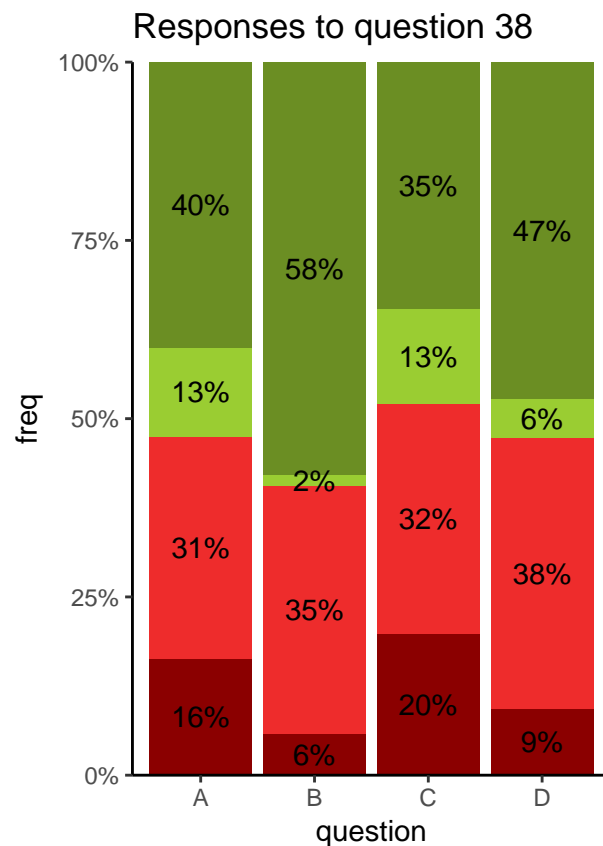
C = I read the manual.

D = I ask a friend for help.





### 3 United Arab Emirates



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

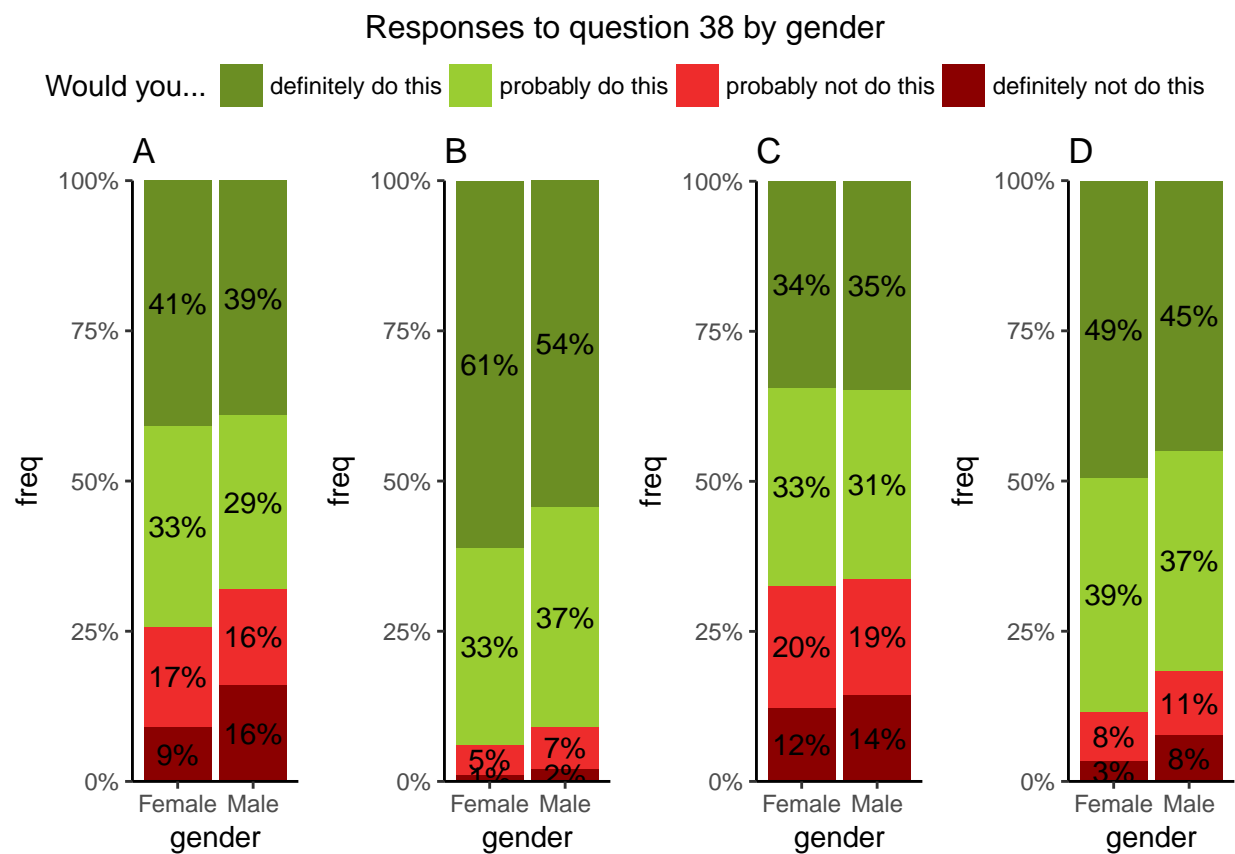
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

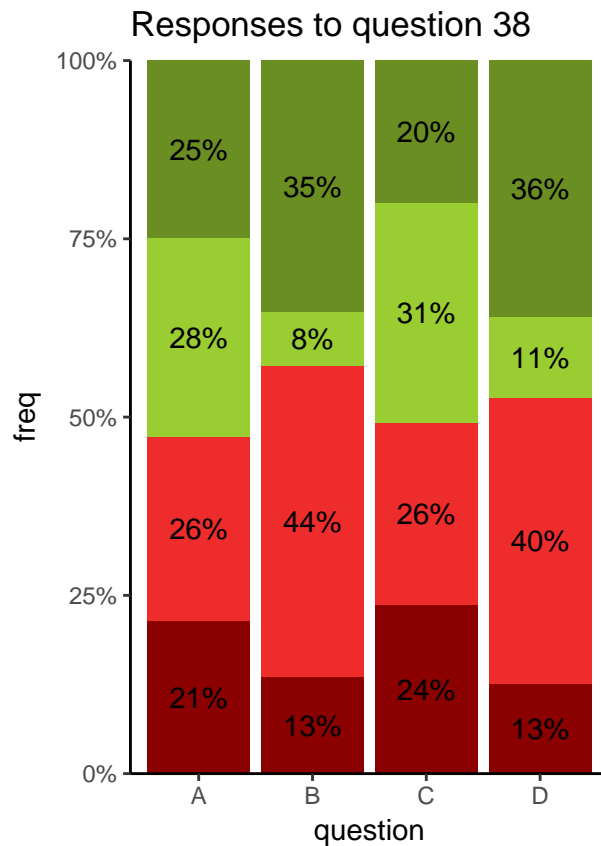
D = I ask a friend for help.







## 4 Argentina



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

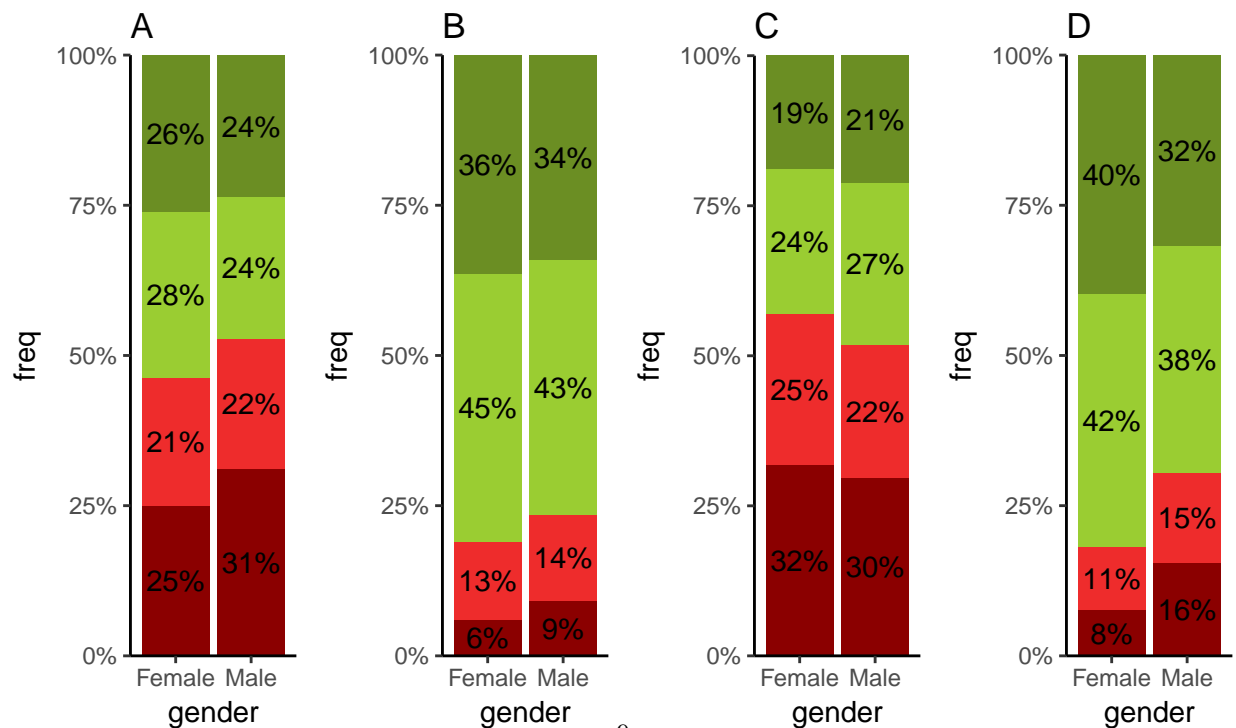
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

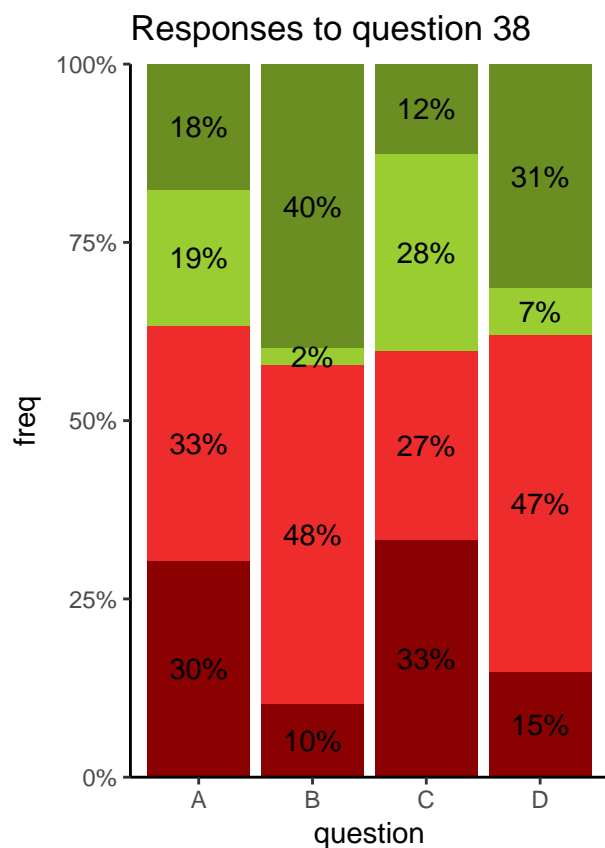
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 5 Australia



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

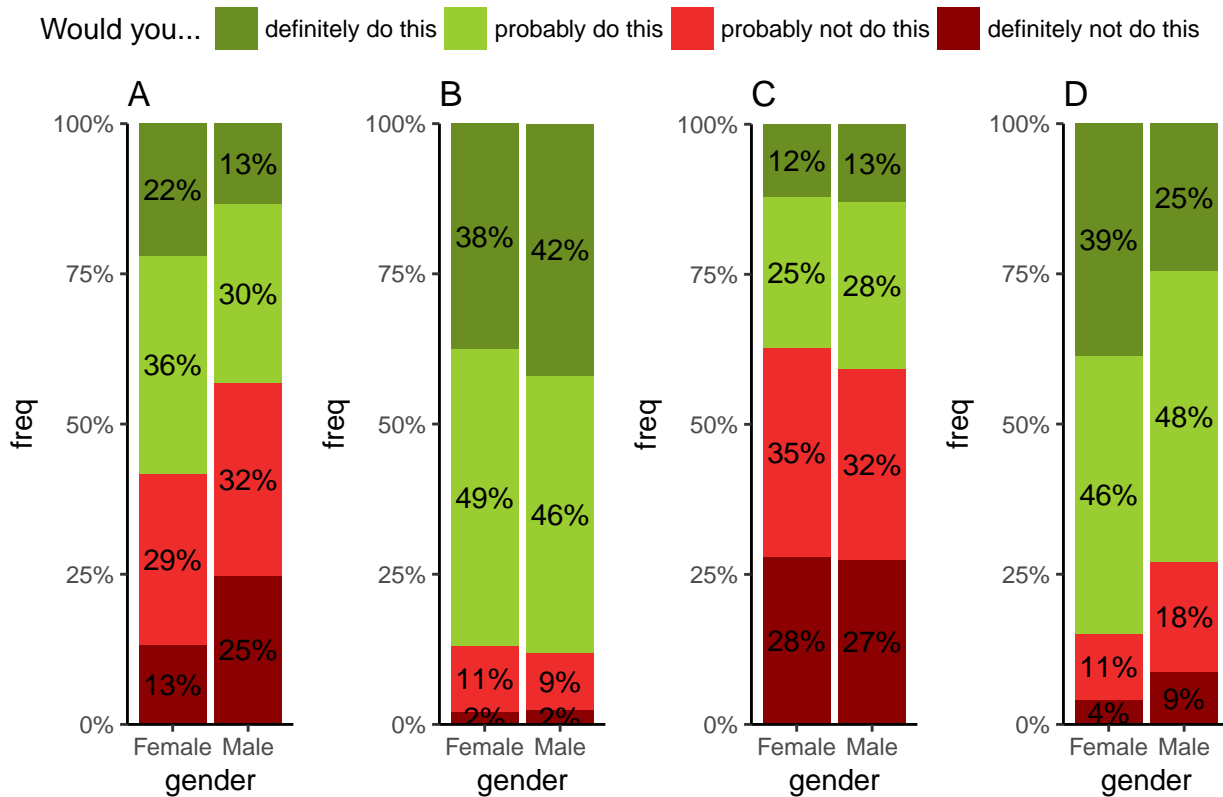
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

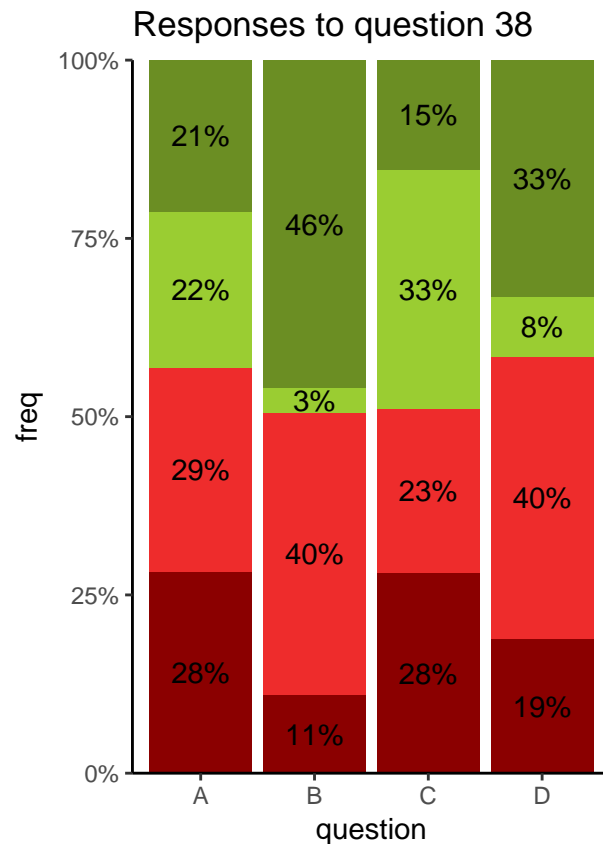
D = I ask a friend for help.

**Responses to question 38 by gender**





## 6 Austria



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

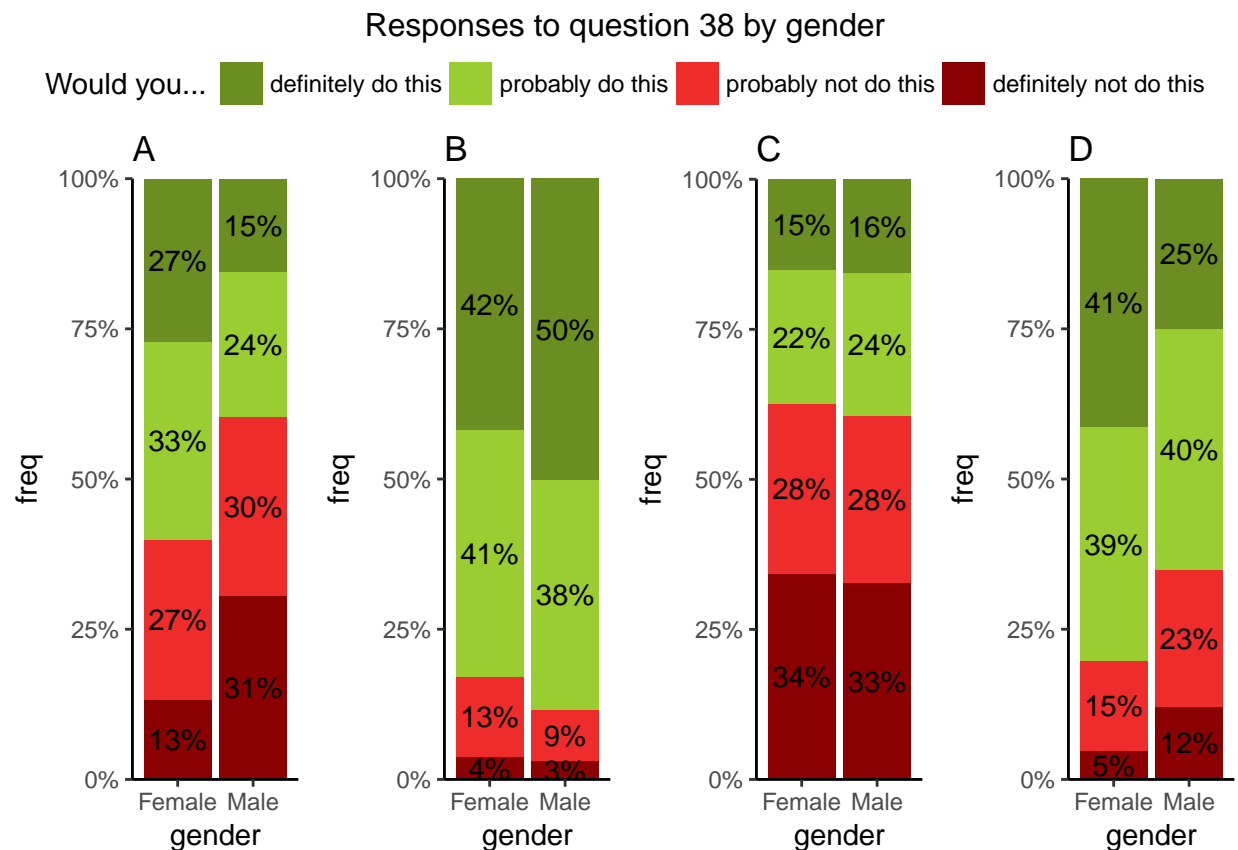
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

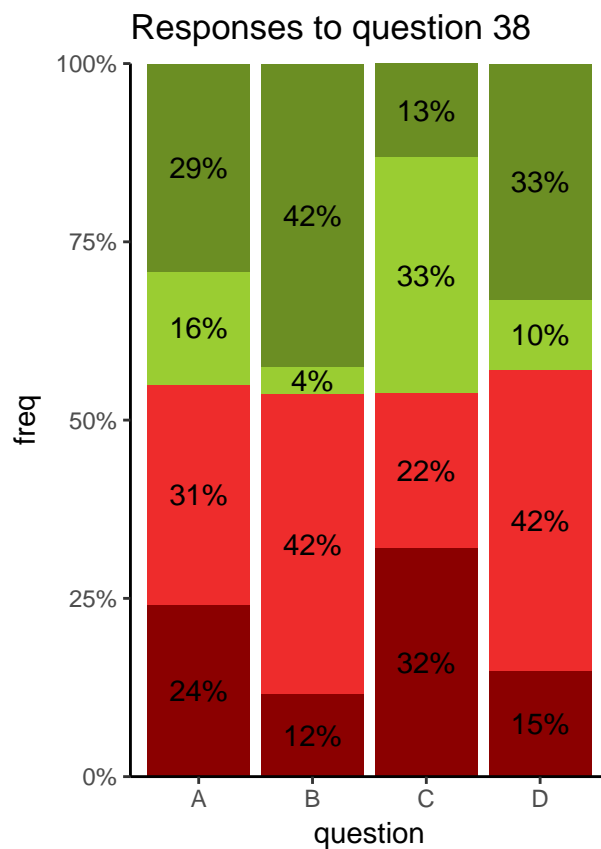
C = I read the manual.

D = I ask a friend for help.





## 7 Belgium



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

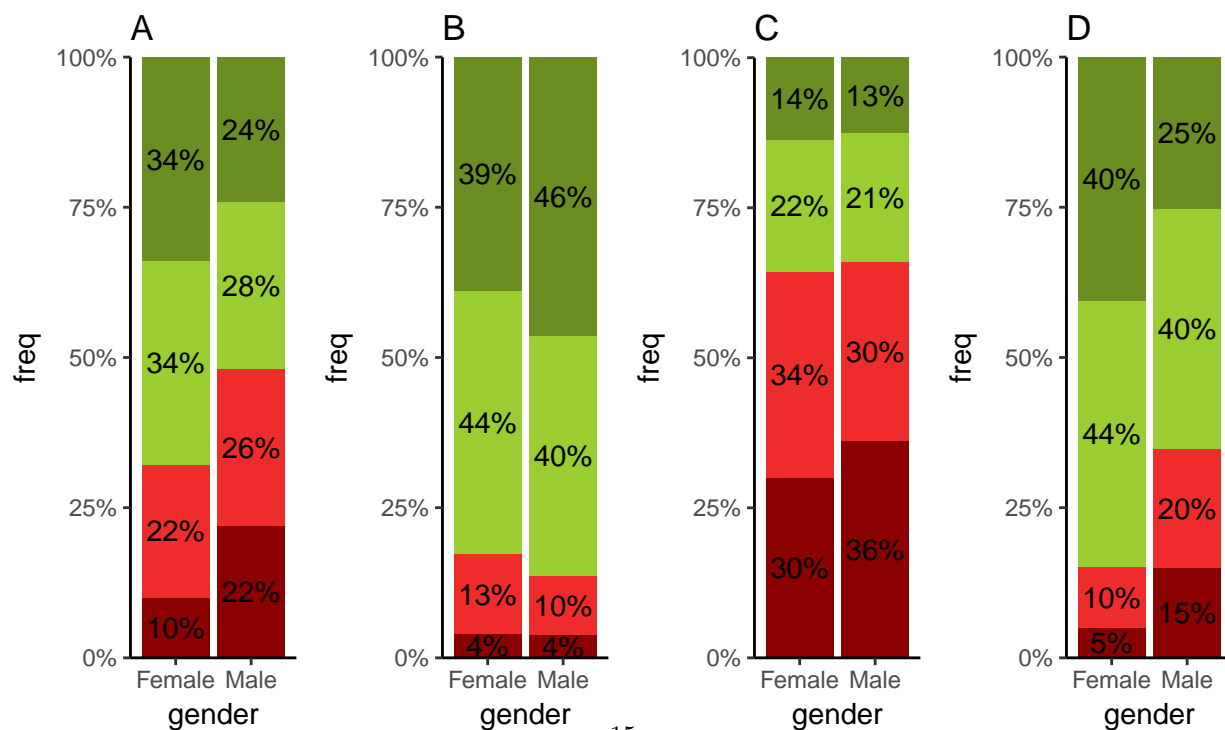
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

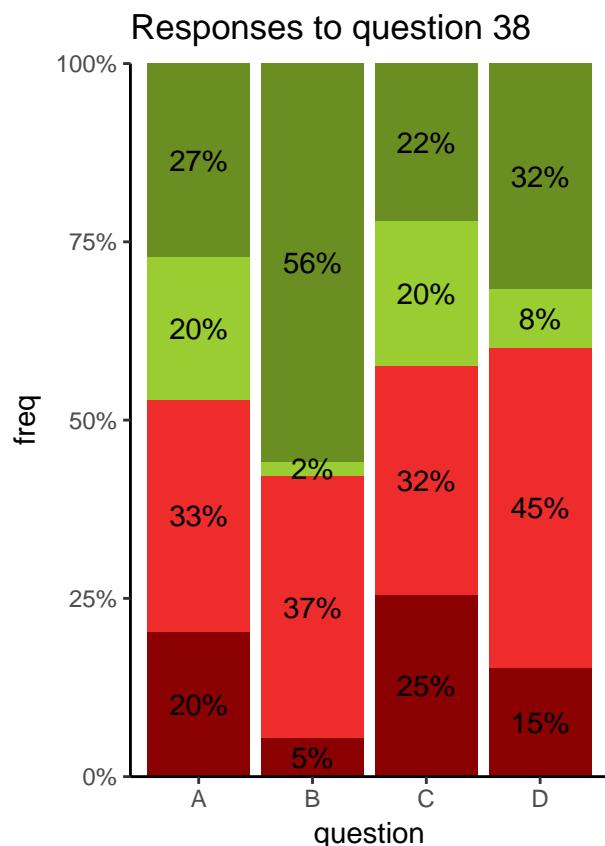
Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this







## 8 Bulgaria



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

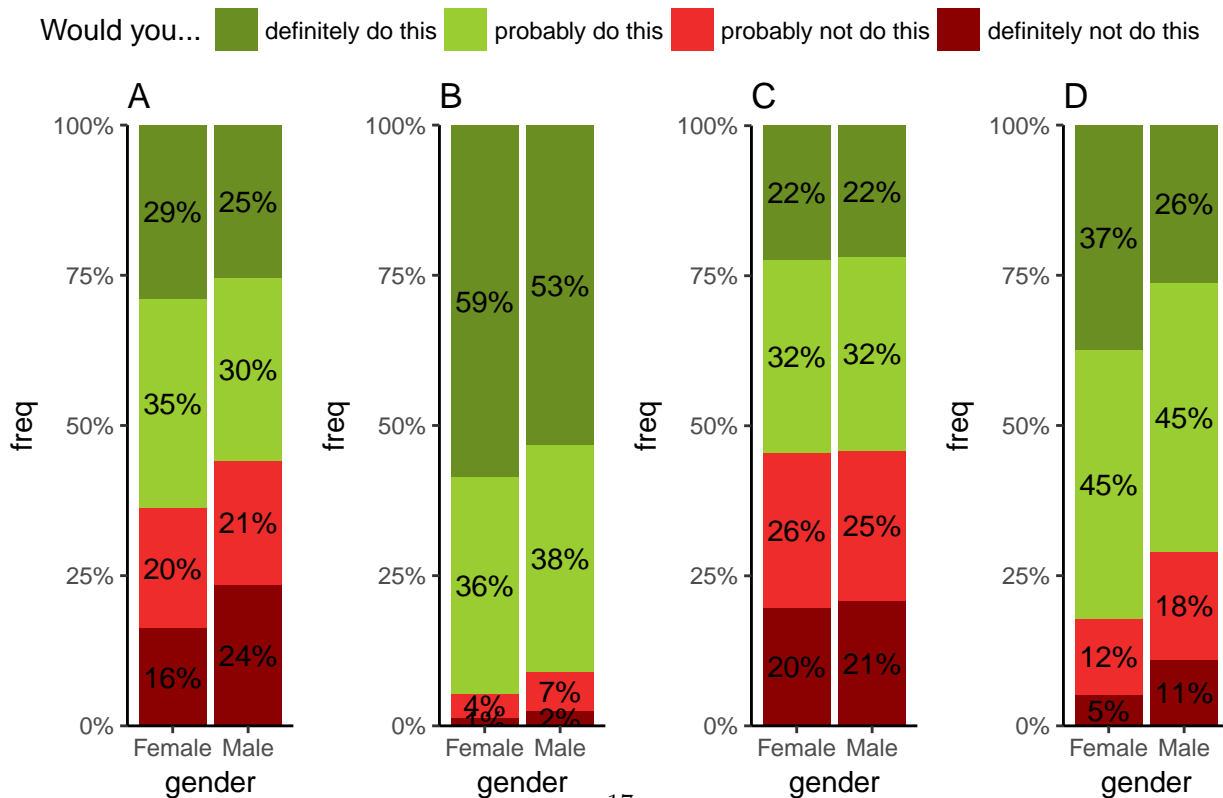
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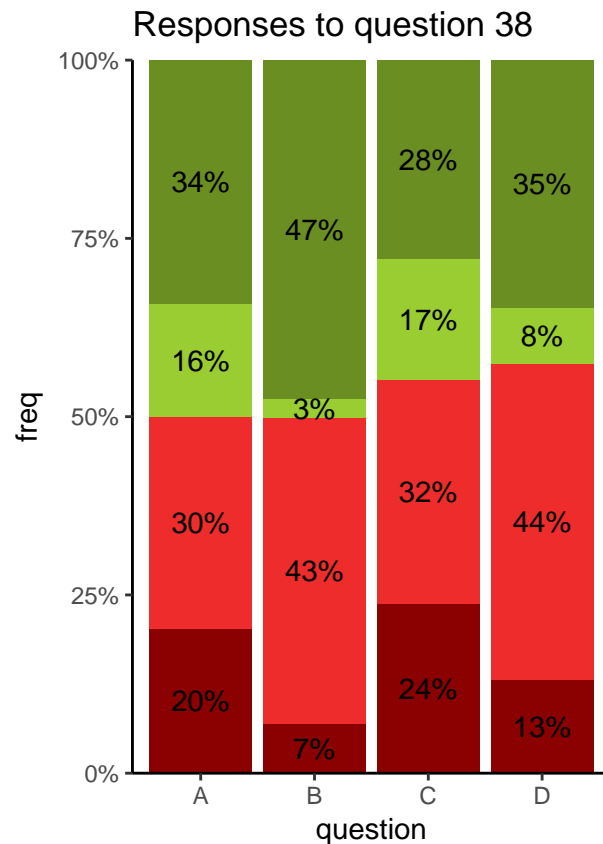
D = I ask a friend for help.

**Responses to question 38 by gender**





## 9 Brazil



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

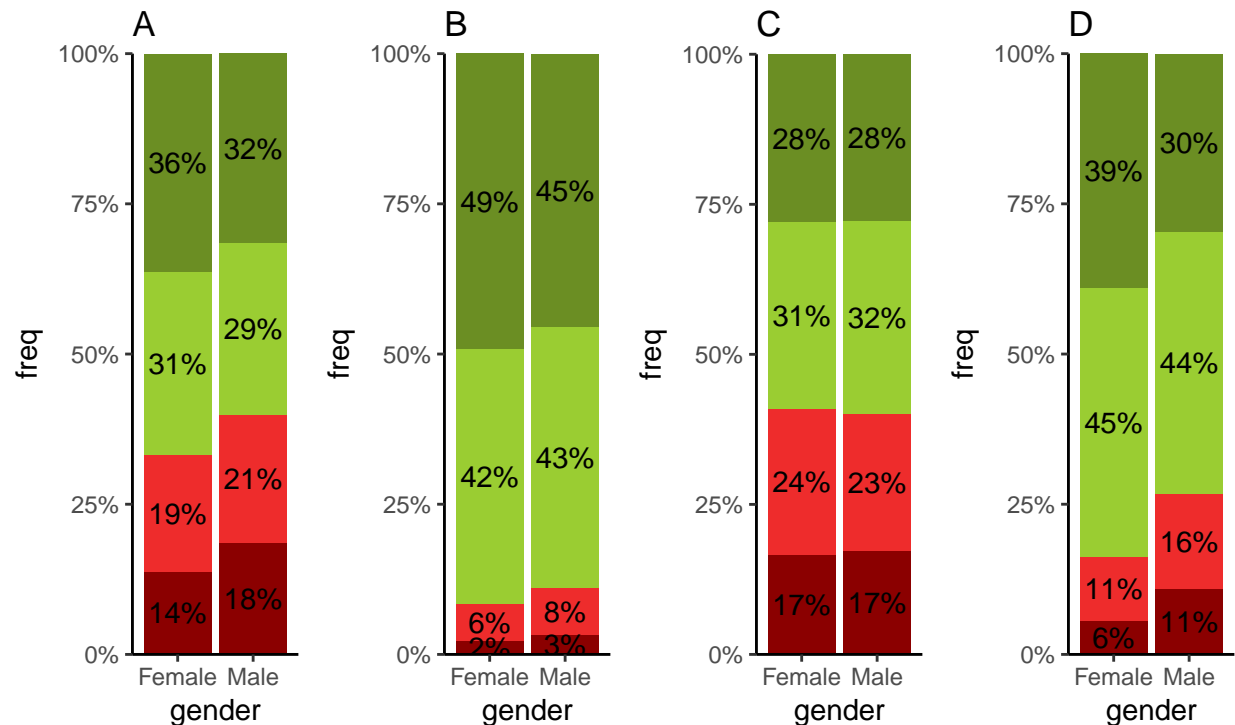
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

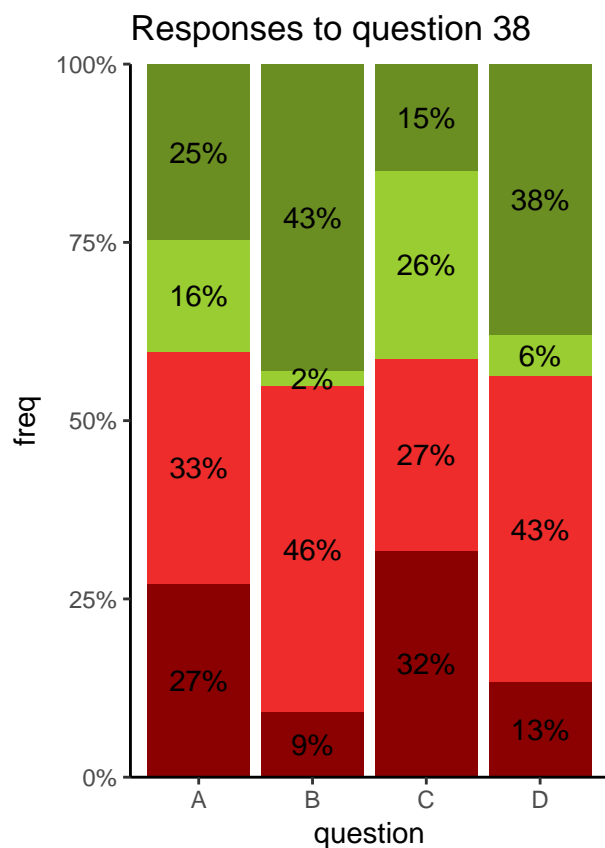
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 10 Canada



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

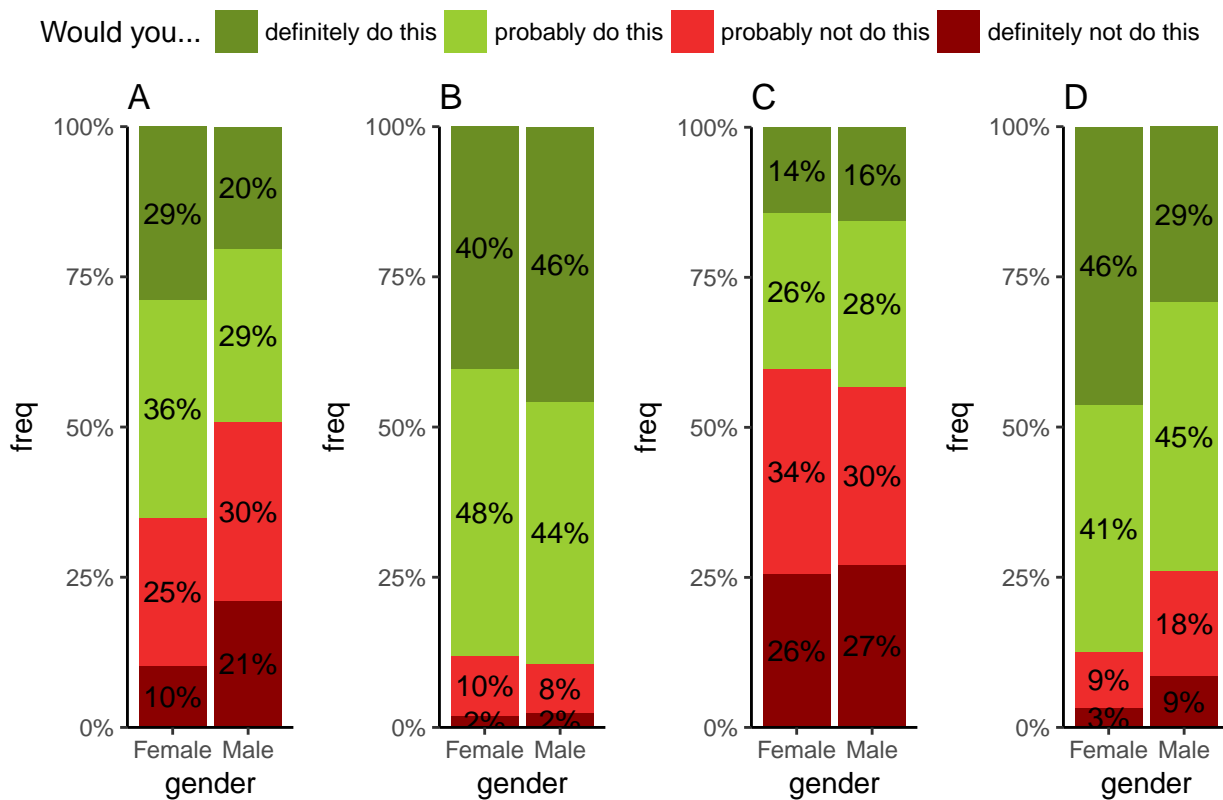
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

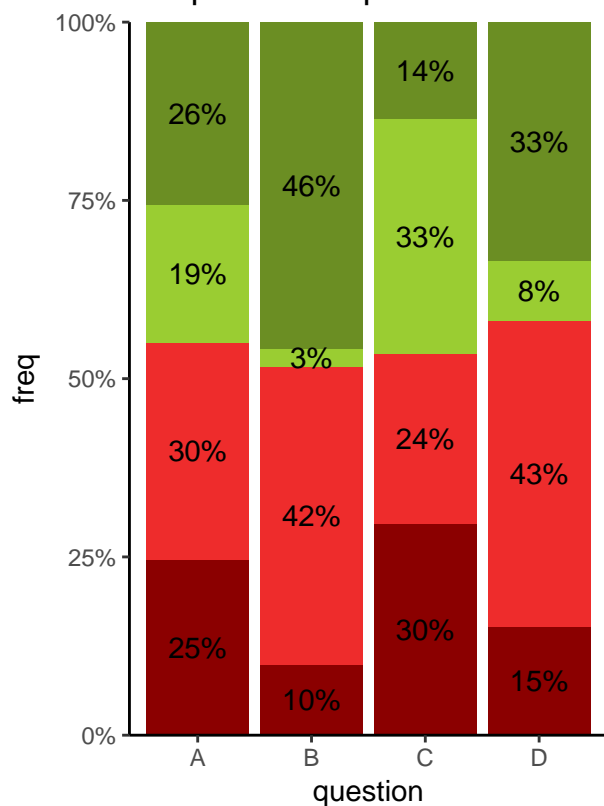
**Responses to question 38 by gender**





## 11 Switzerland

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

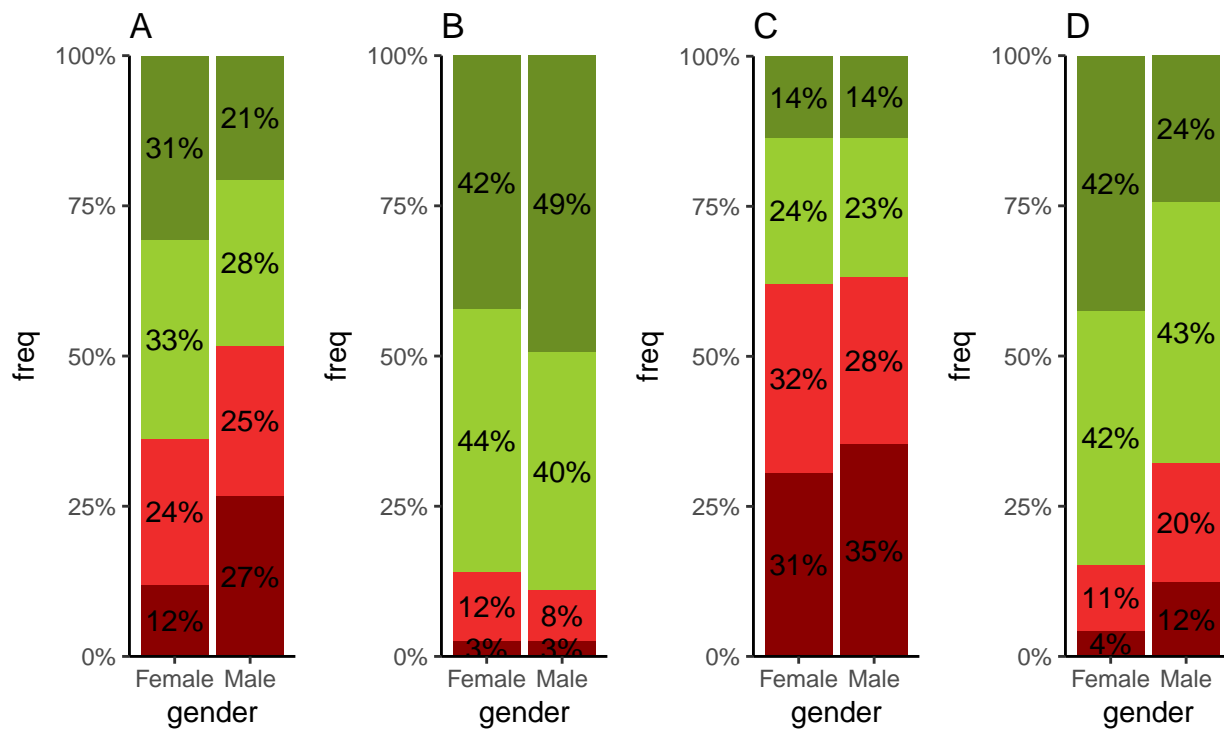
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

Responses to question 38 by gender

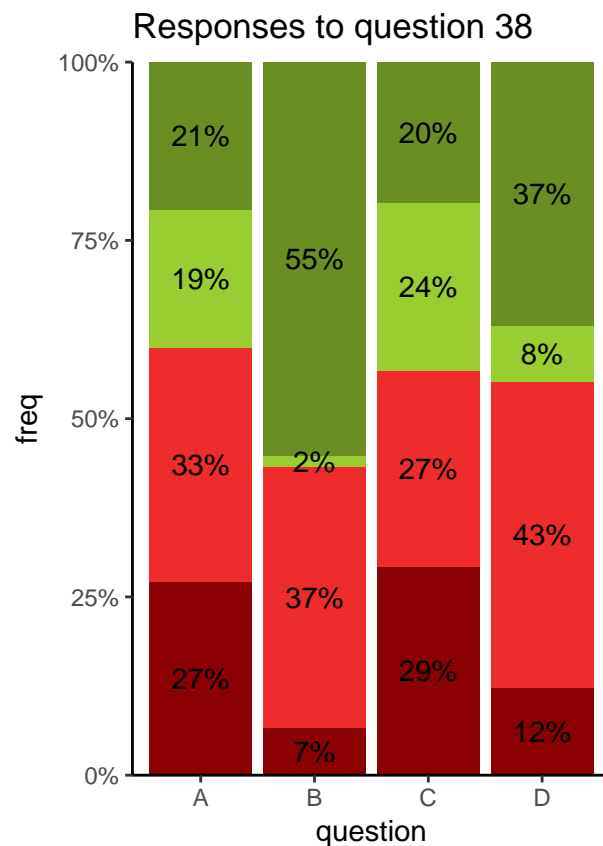
Would you... definitely do this probably do this probably not do this definitely not do this







## 12 Chile



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

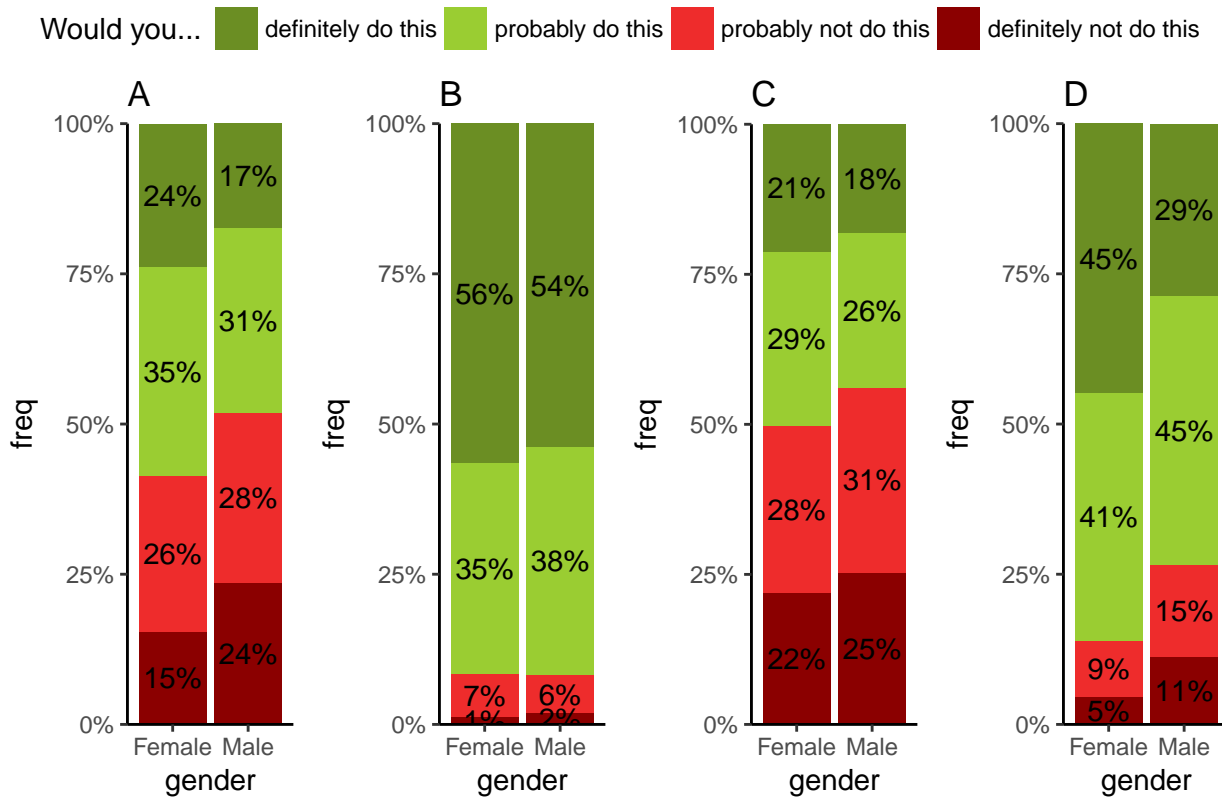
A = I press every button possible to find out what is wrong.

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C = I read the manual.

D = I ask a friend for help.

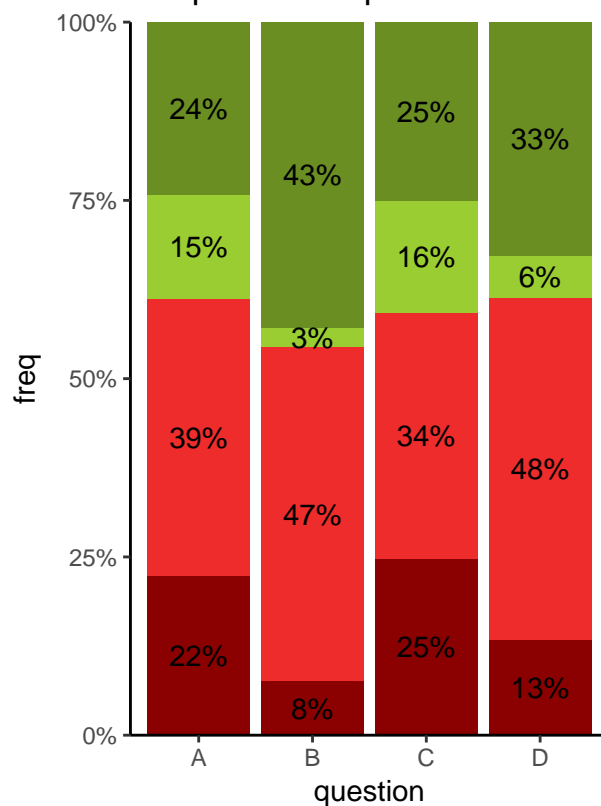
**Responses to question 38 by gender**





## 13 Colombia

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

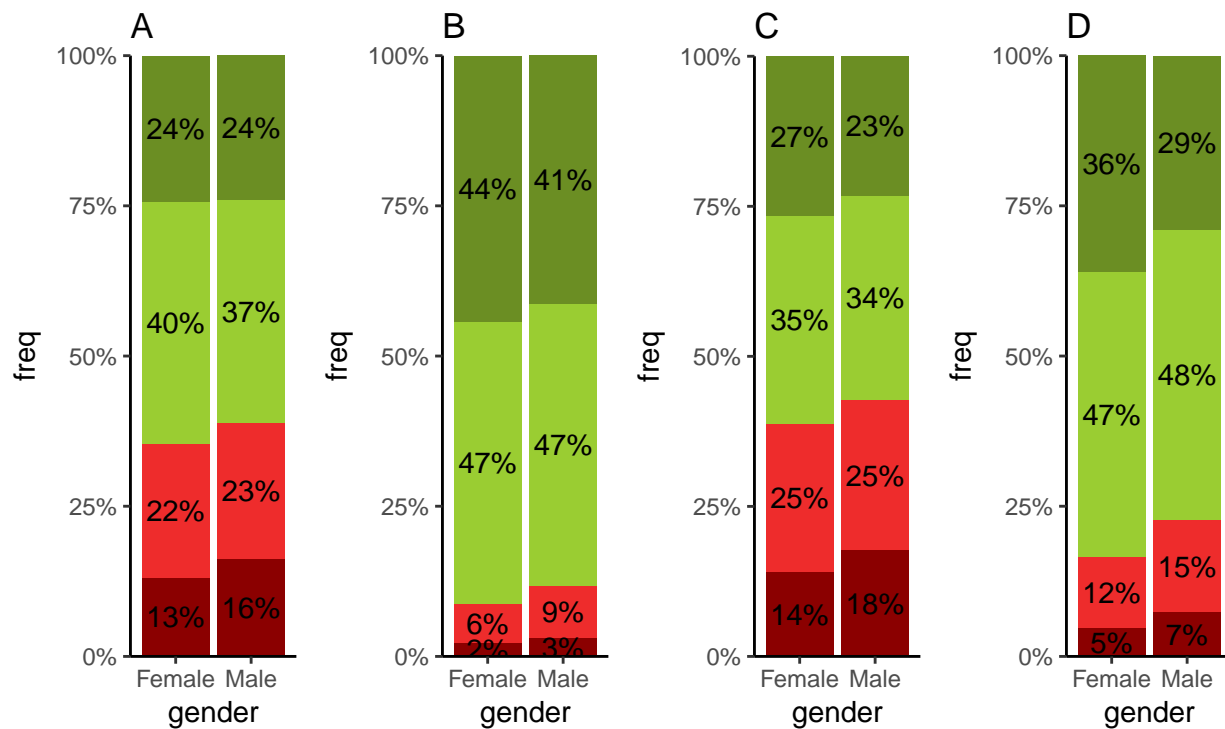
B = I think about what might have caused the problem and what I can do to solve it.

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D = I ask a friend for help.

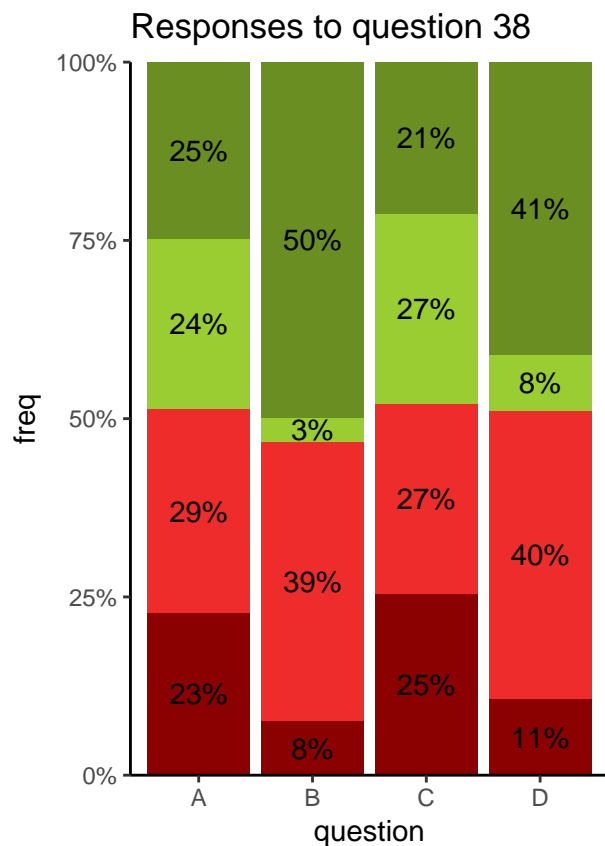
Responses to question 38 by gender

Would you... definitely do this probably do this probably not do this definitely not do this





## 14 Costa Rica



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

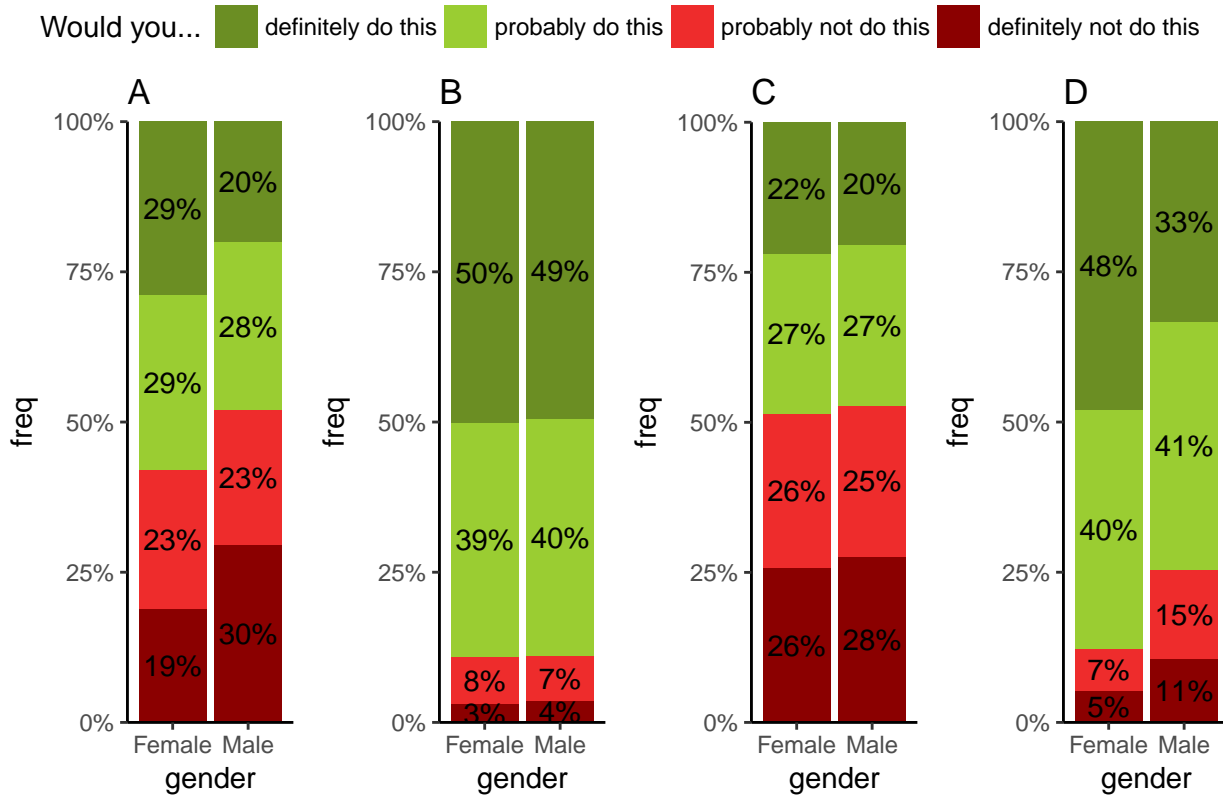
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

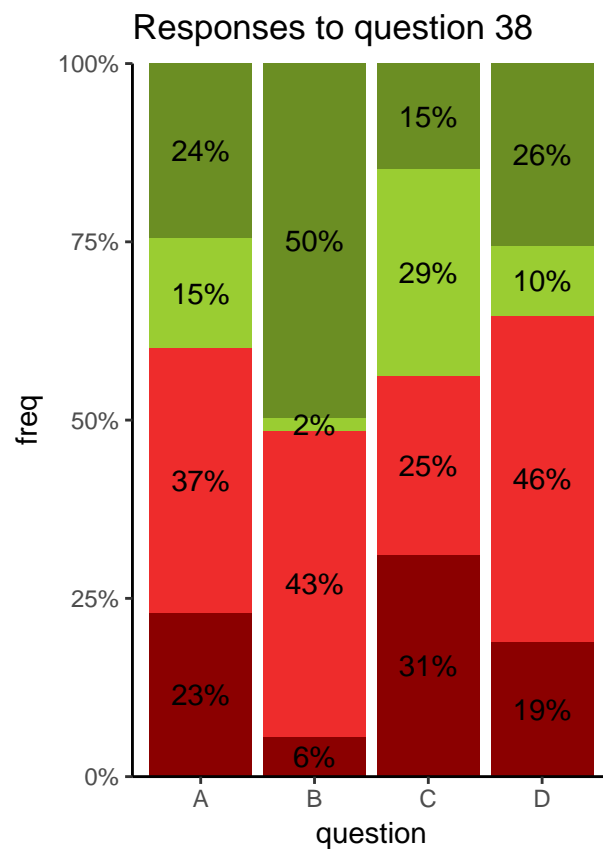
D = I ask a friend for help.

**Responses to question 38 by gender**





## 15 Czech Republic



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

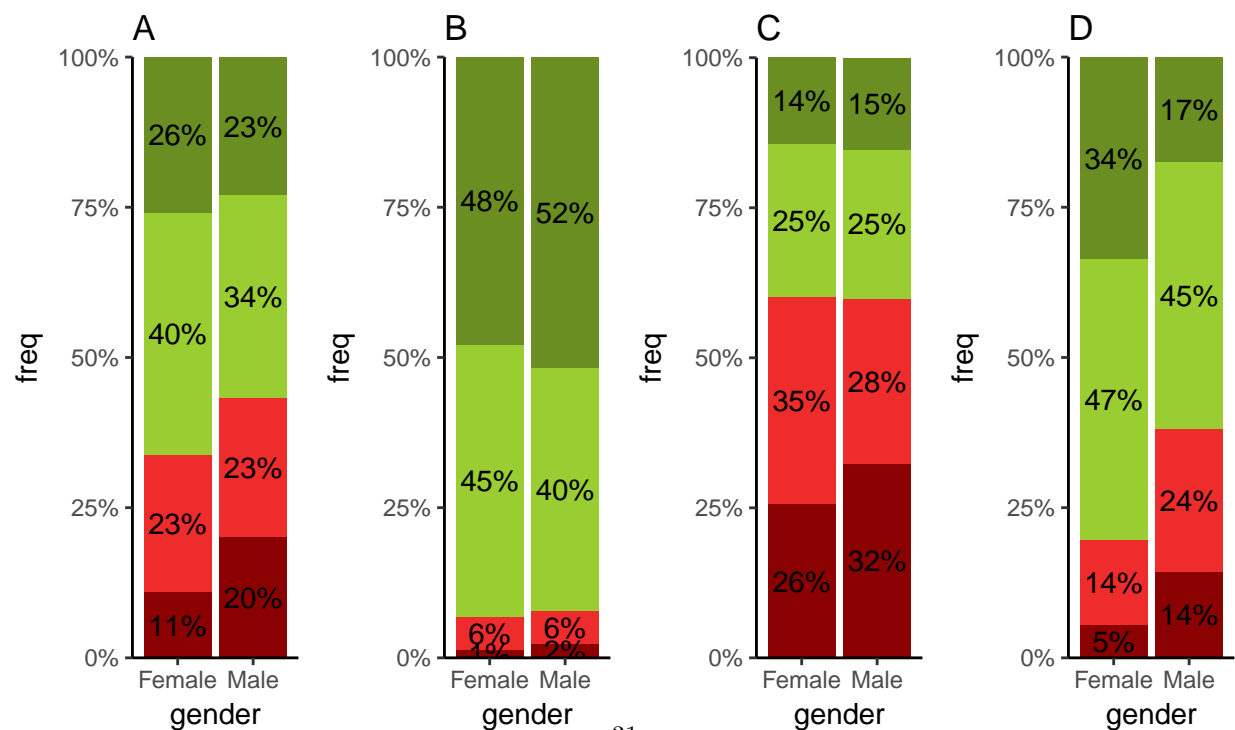
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

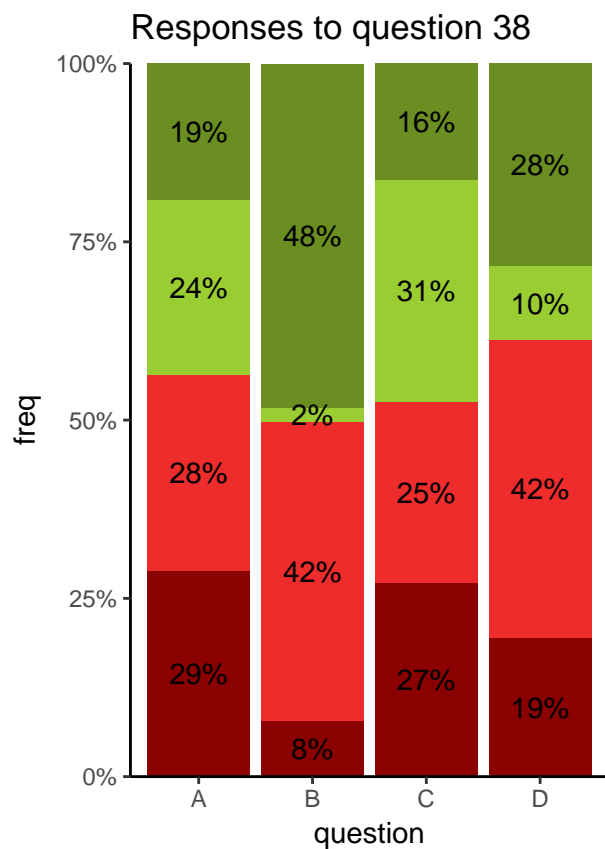
Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this







## 16 Germany



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

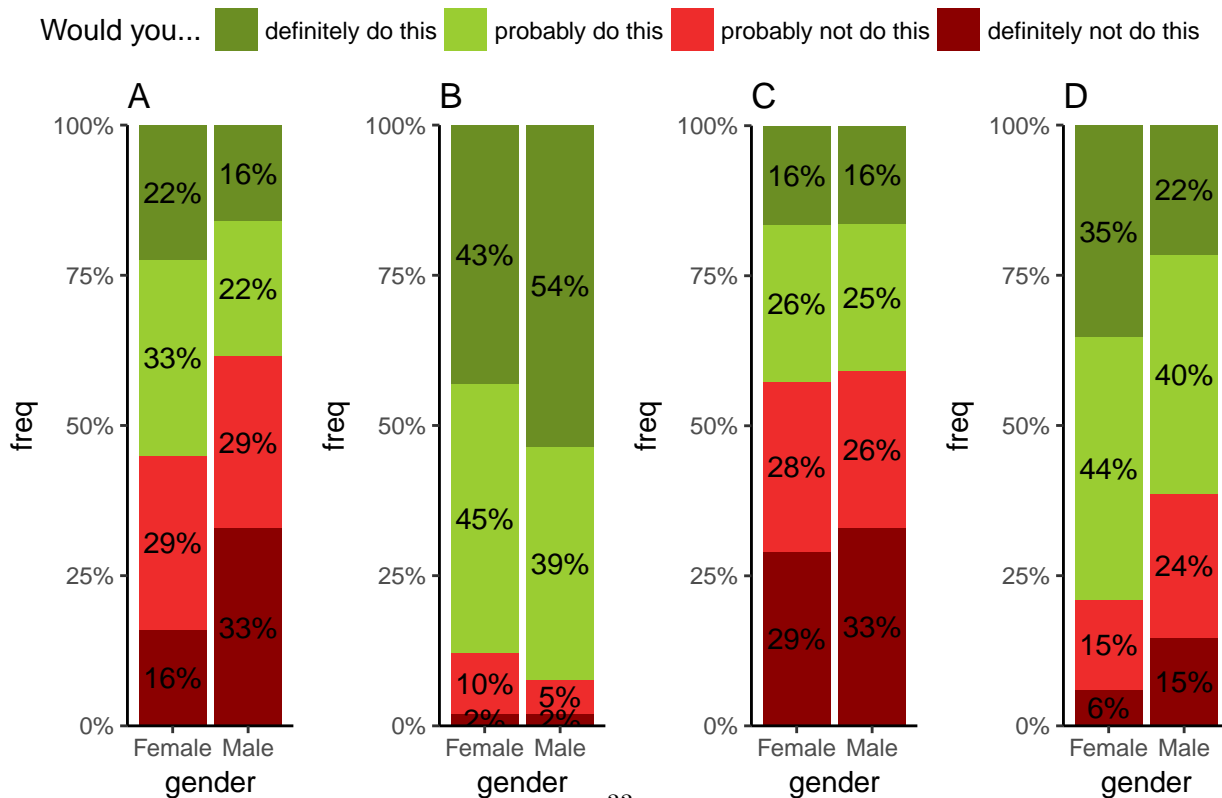
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C = I read the manual.

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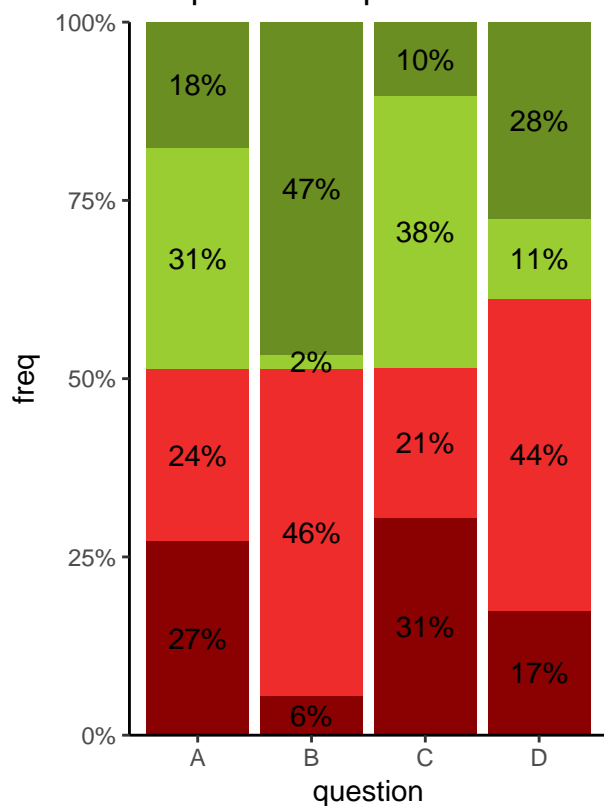
**Responses to question 38 by gender**





## 17 Denmark

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

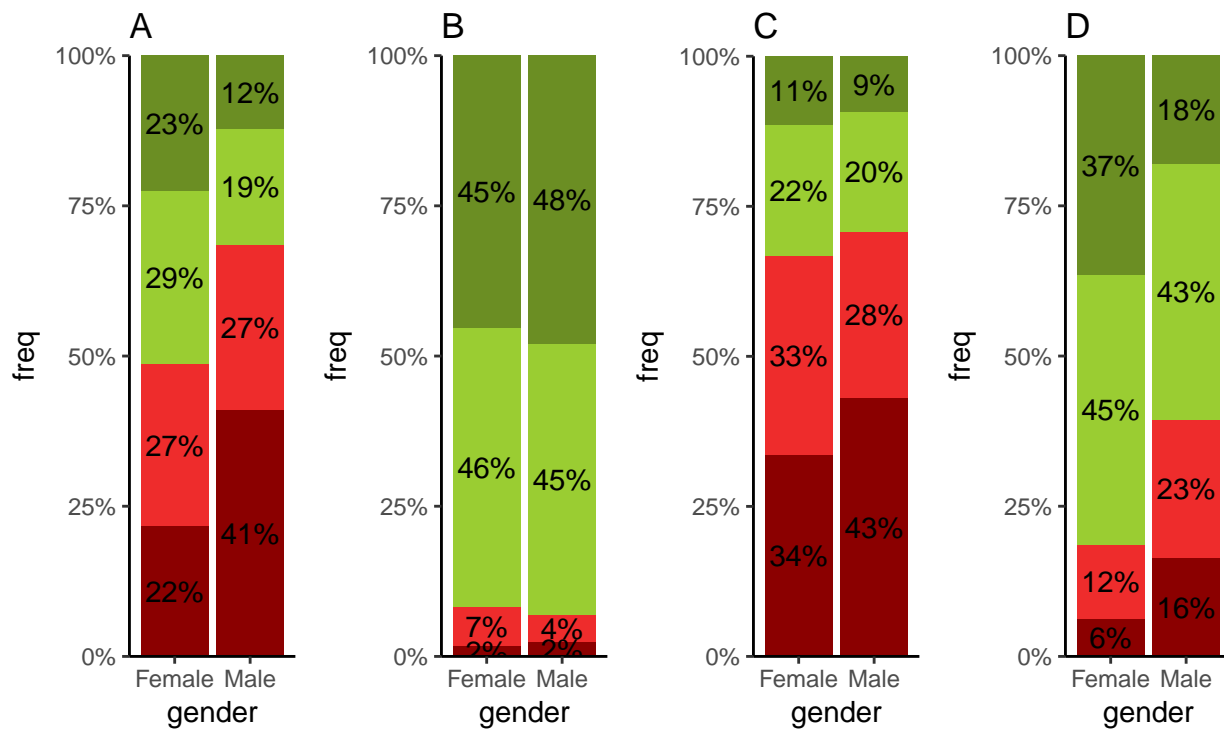
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

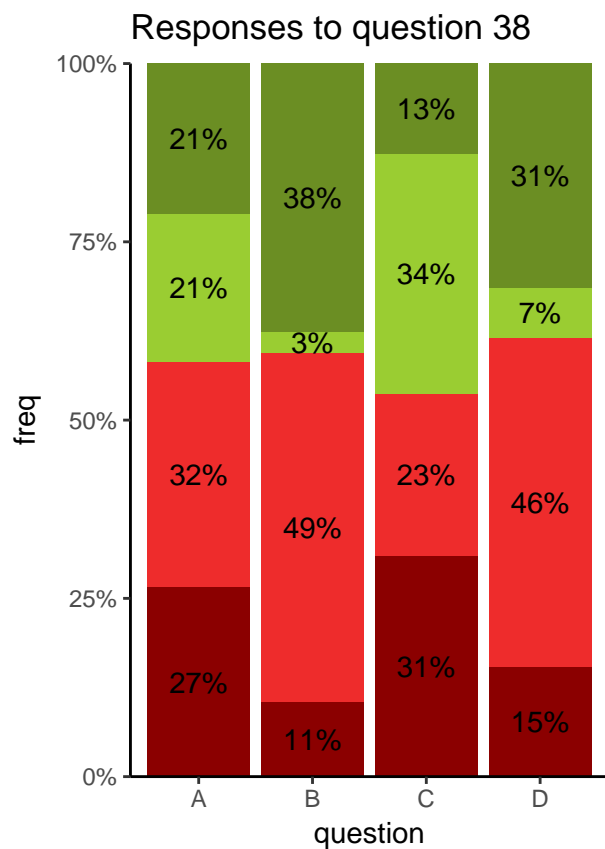
Responses to question 38 by gender

Would you... definitely do this probably do this probably not do this definitely not do this





## 18 Spain



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

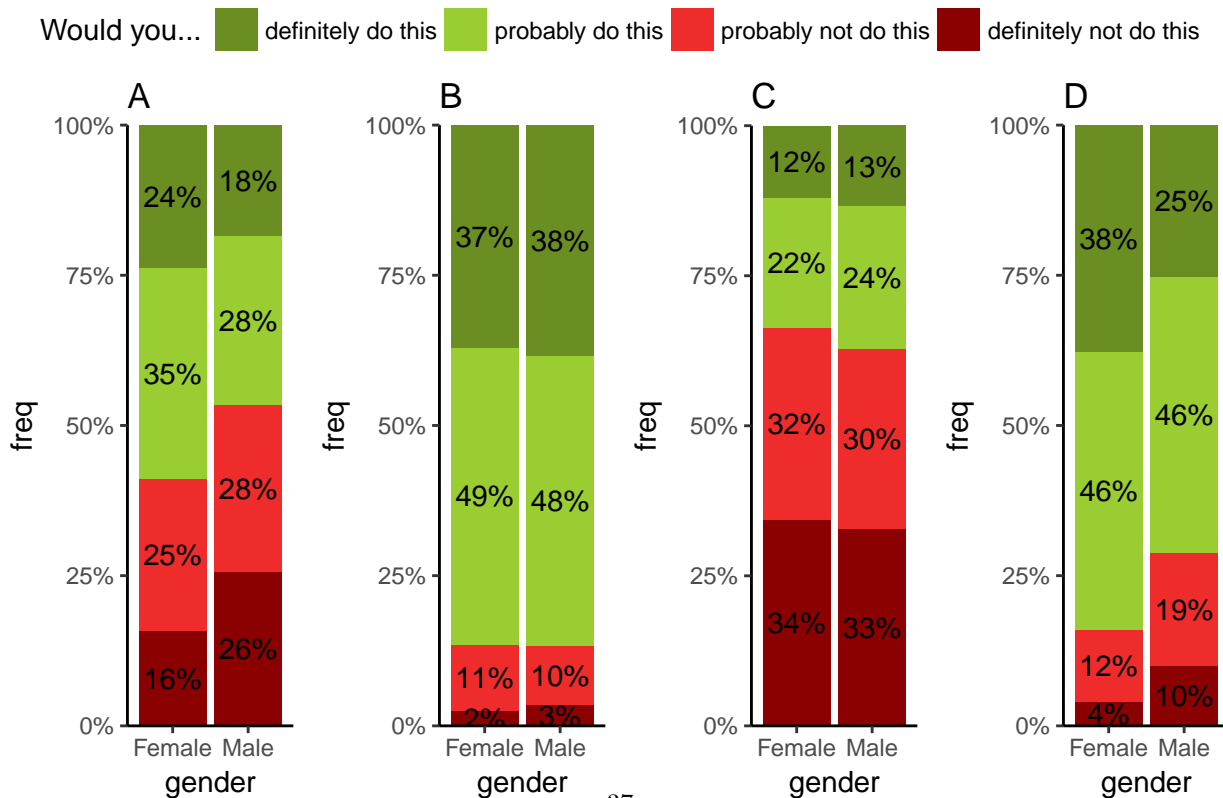
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

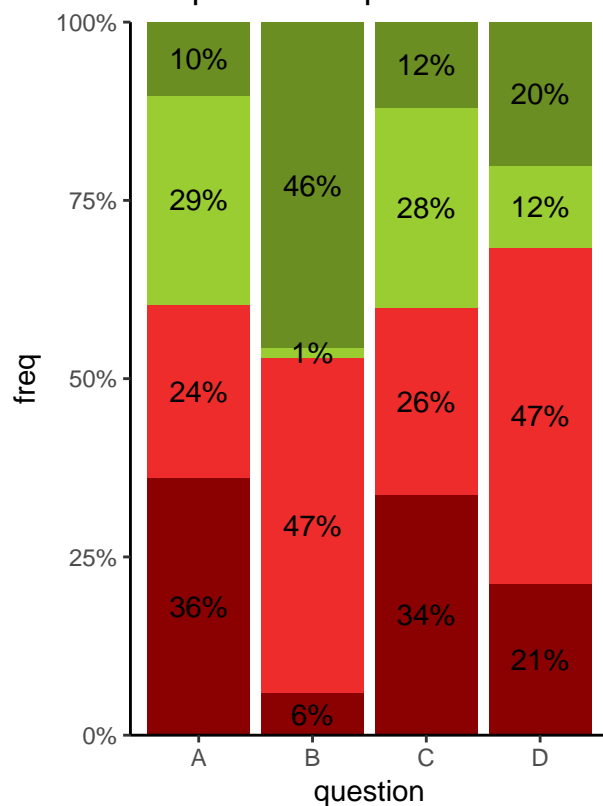
**Responses to question 38 by gender**





## 19 Estonia

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

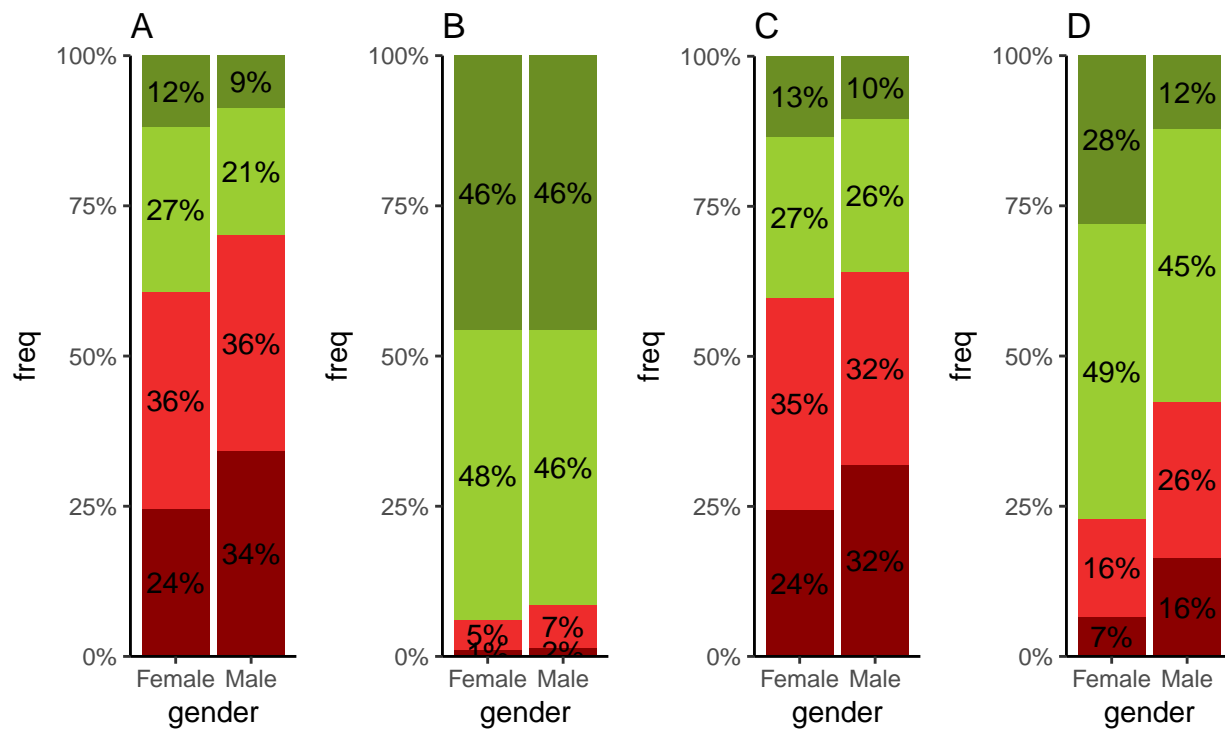
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

Responses to question 38 by gender

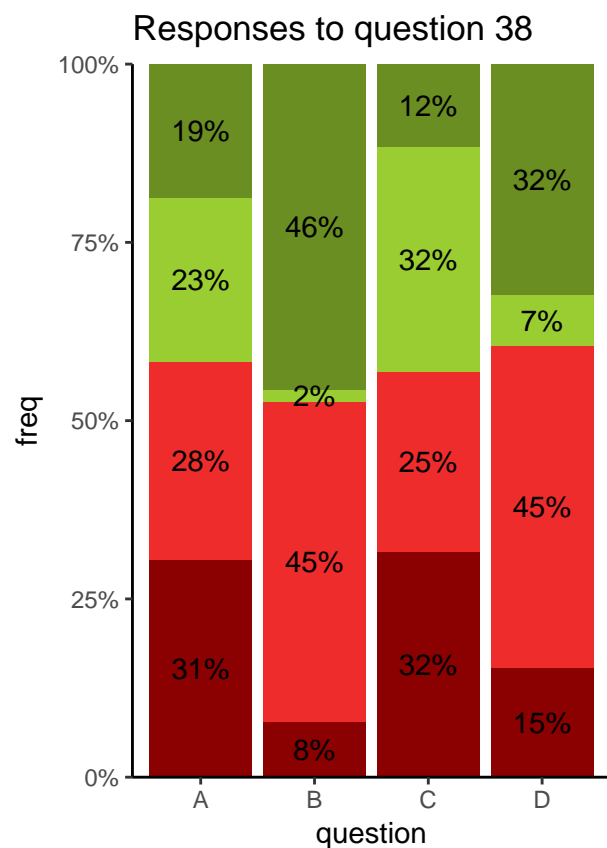
Would you... definitely do this probably do this probably not do this definitely not do this







## 20 Finland



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

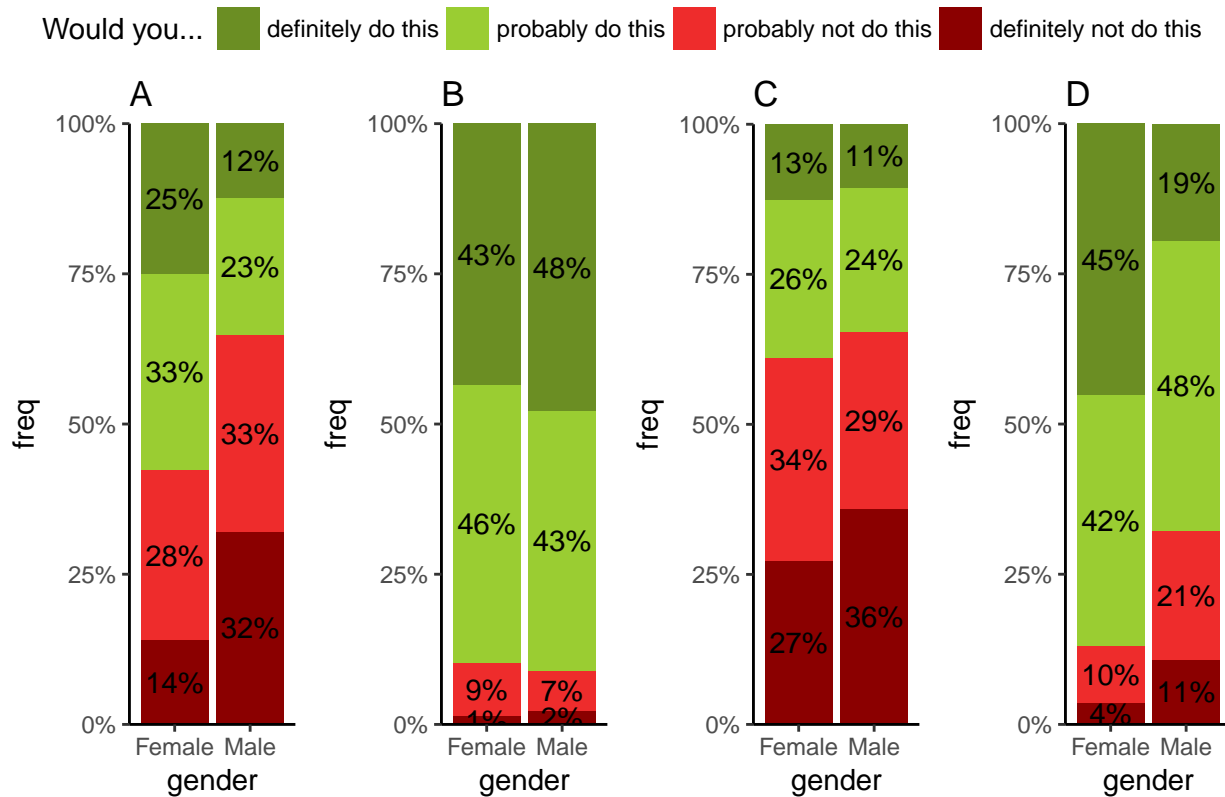
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

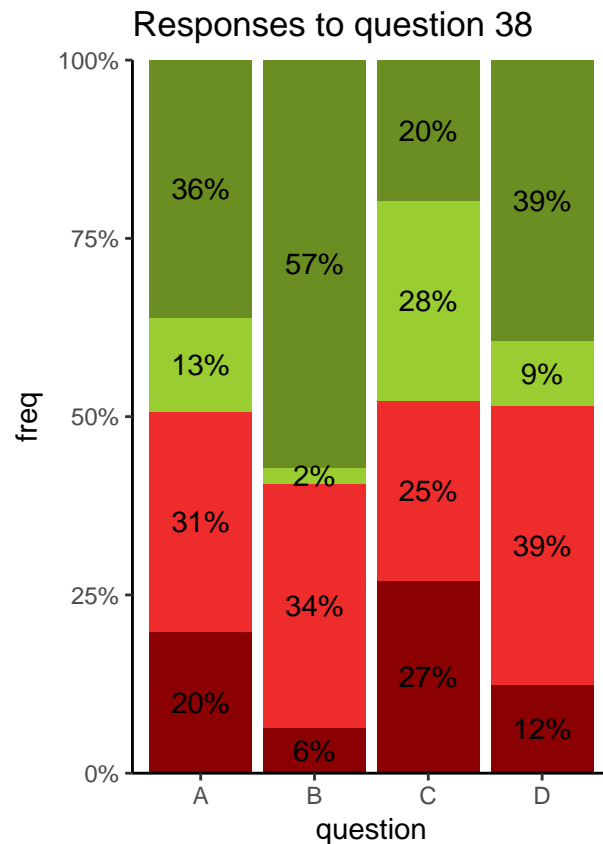
D = I ask a friend for help.

**Responses to question 38 by gender**





## 21 France



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

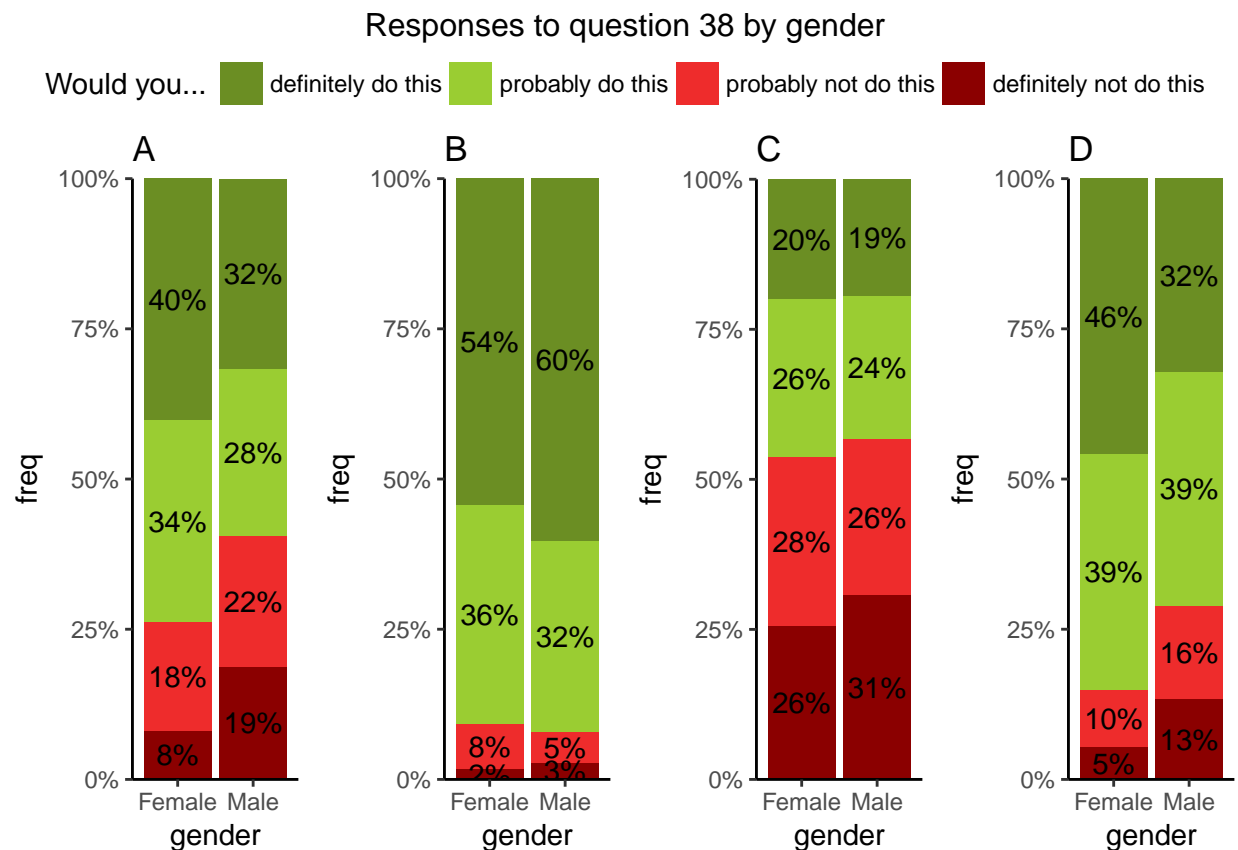
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

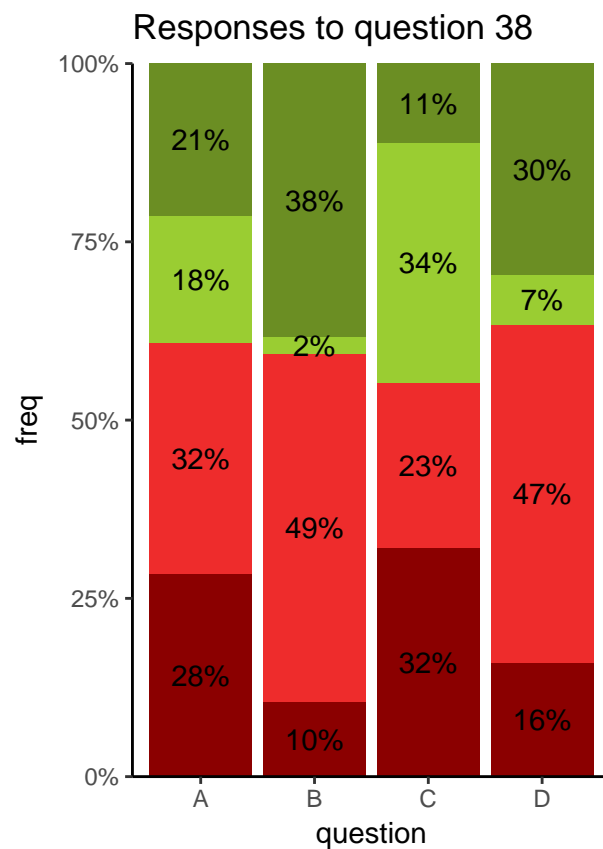
C = I read the manual.

D = I ask a friend for help.





## 22 United Kingdom



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

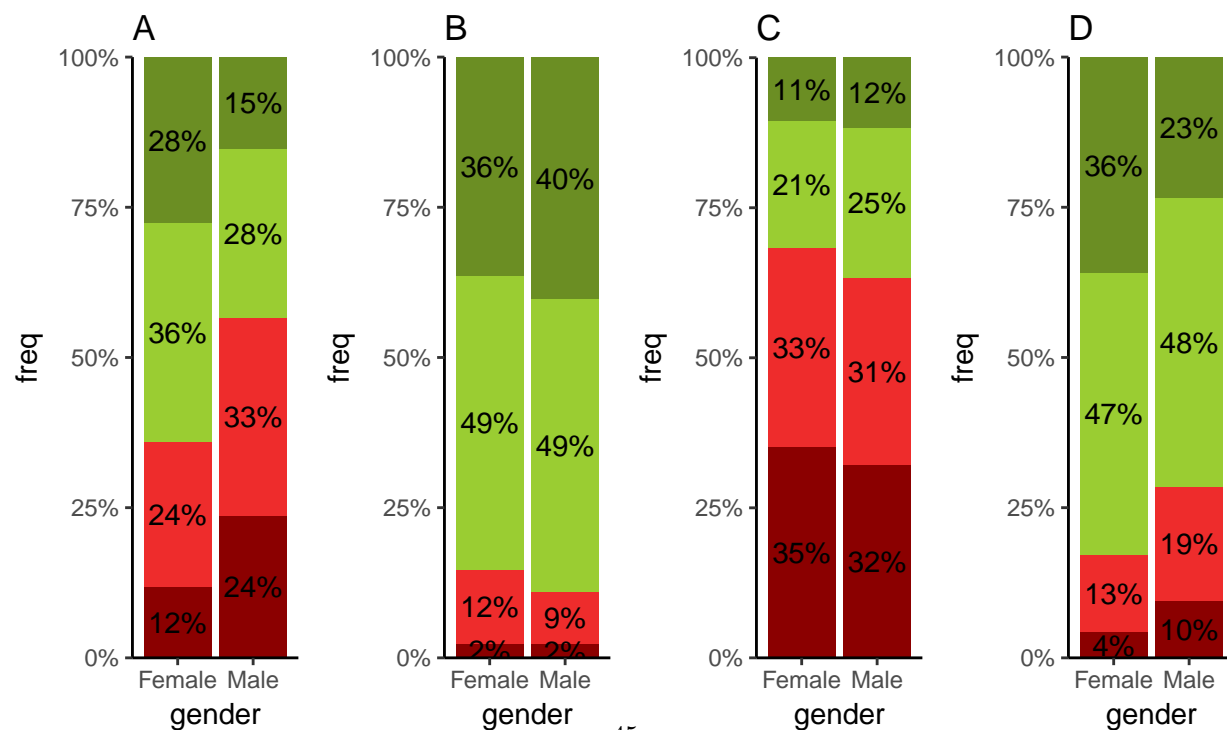
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

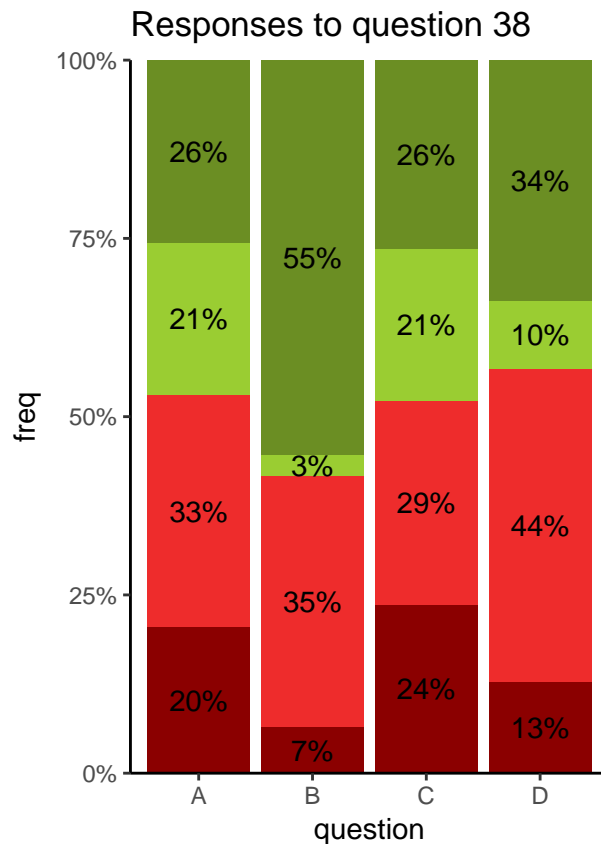
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 23 Greece



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

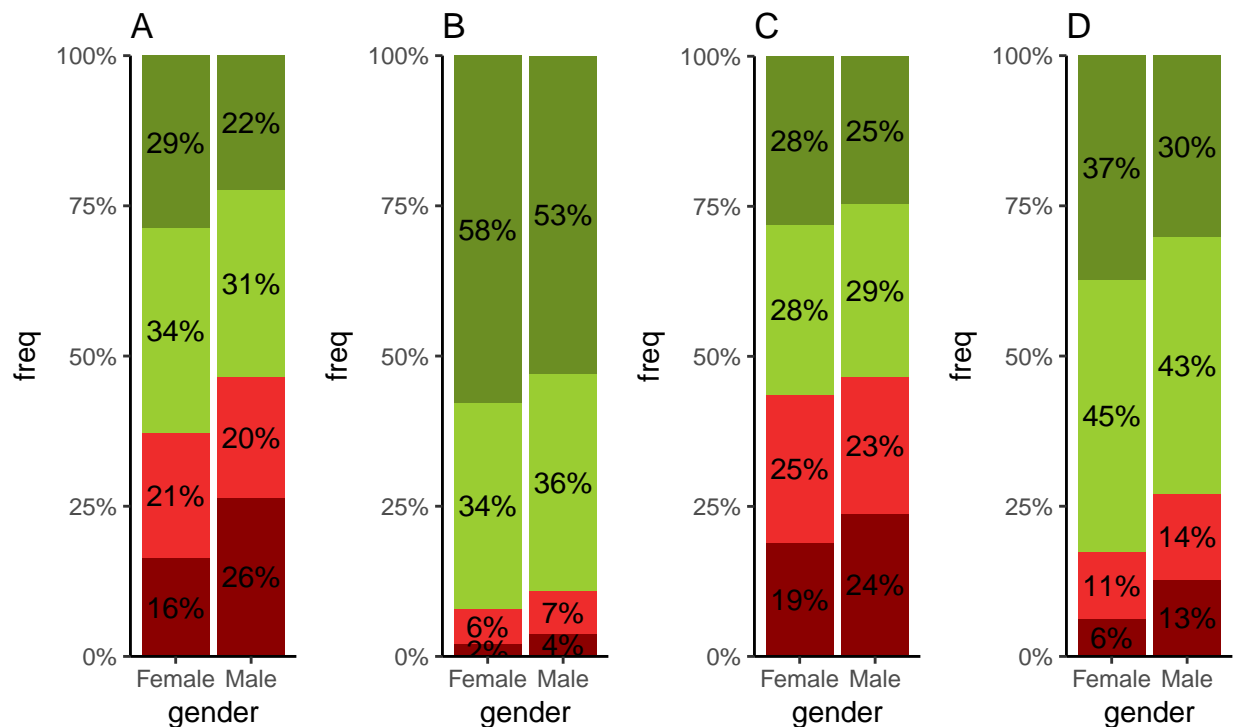
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

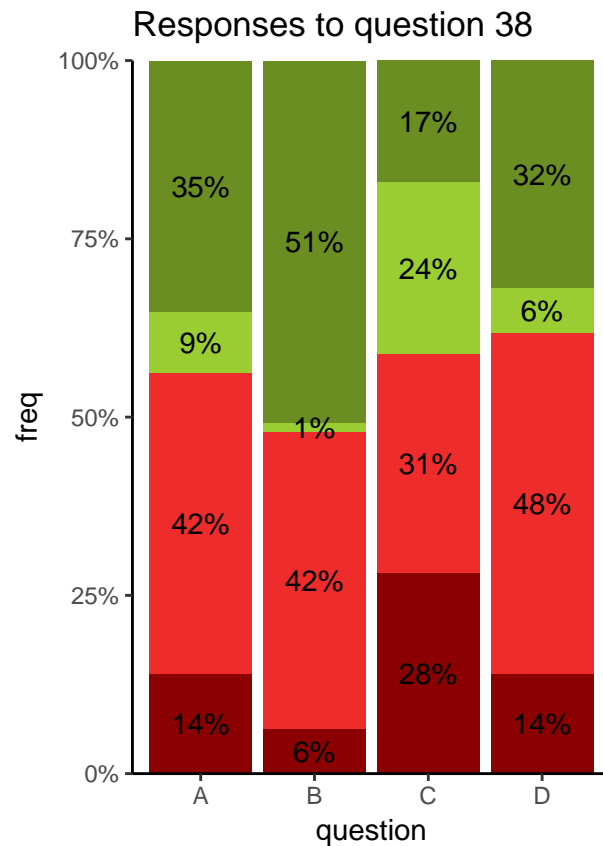
Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this







## 24 Hong Kong-China



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

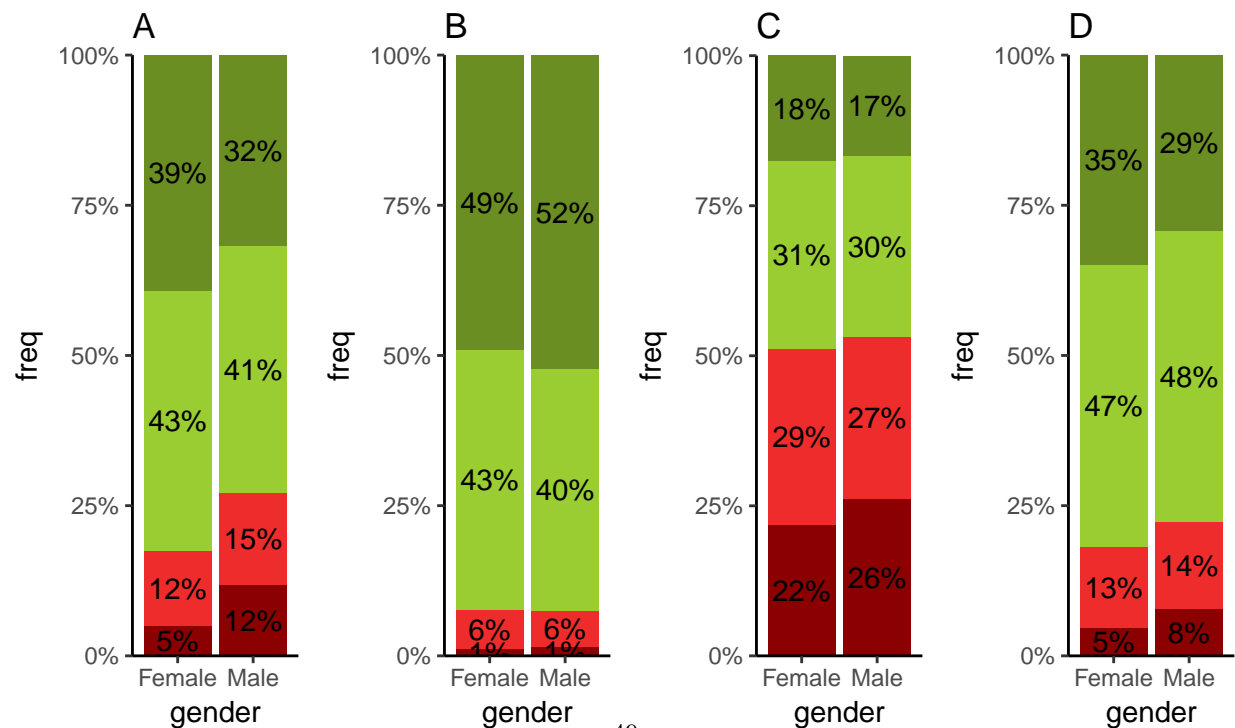
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

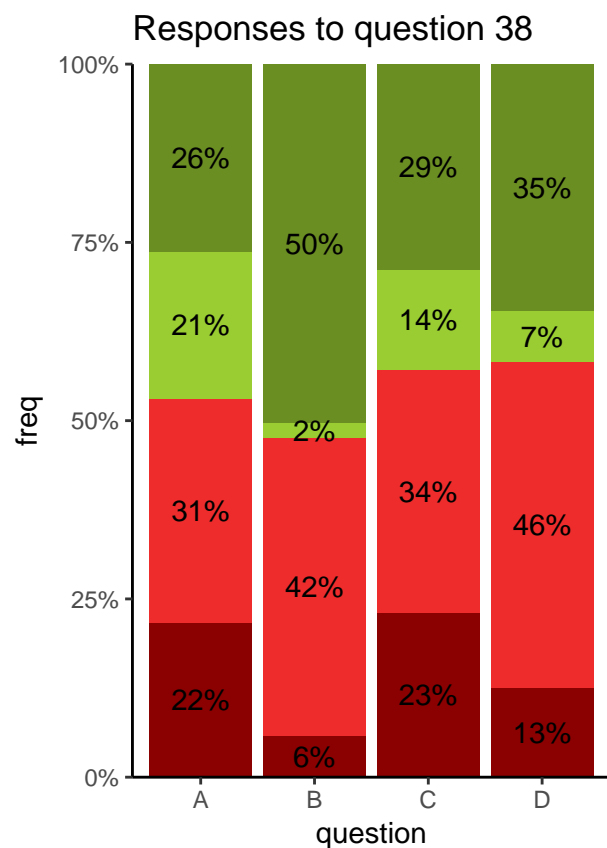
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 25 Croatia



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

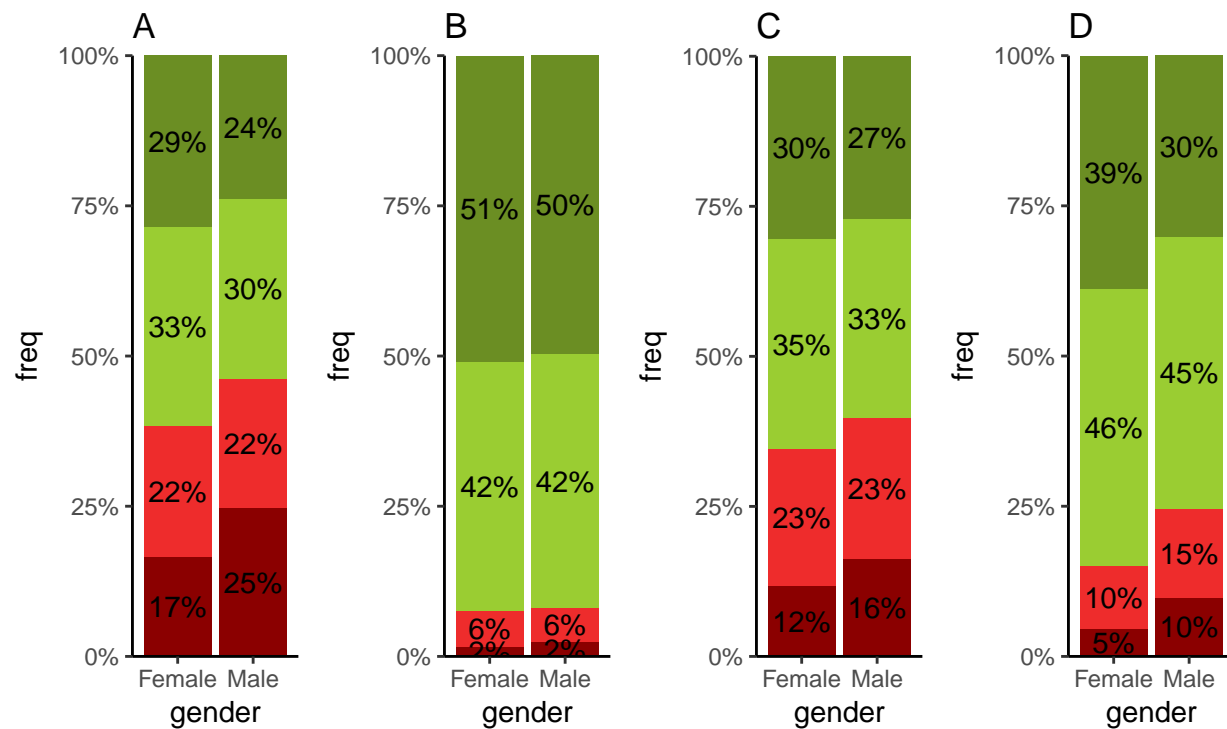
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

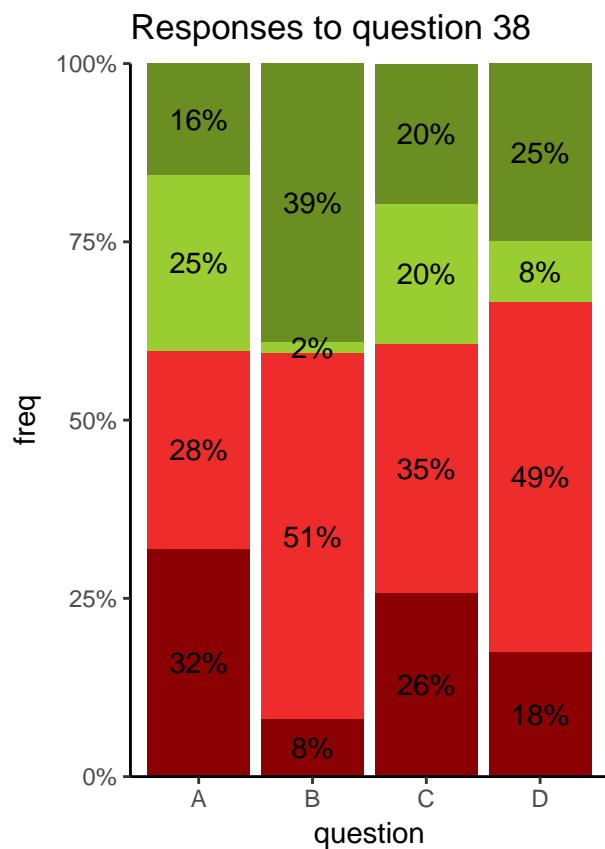
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 26 Hungary



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

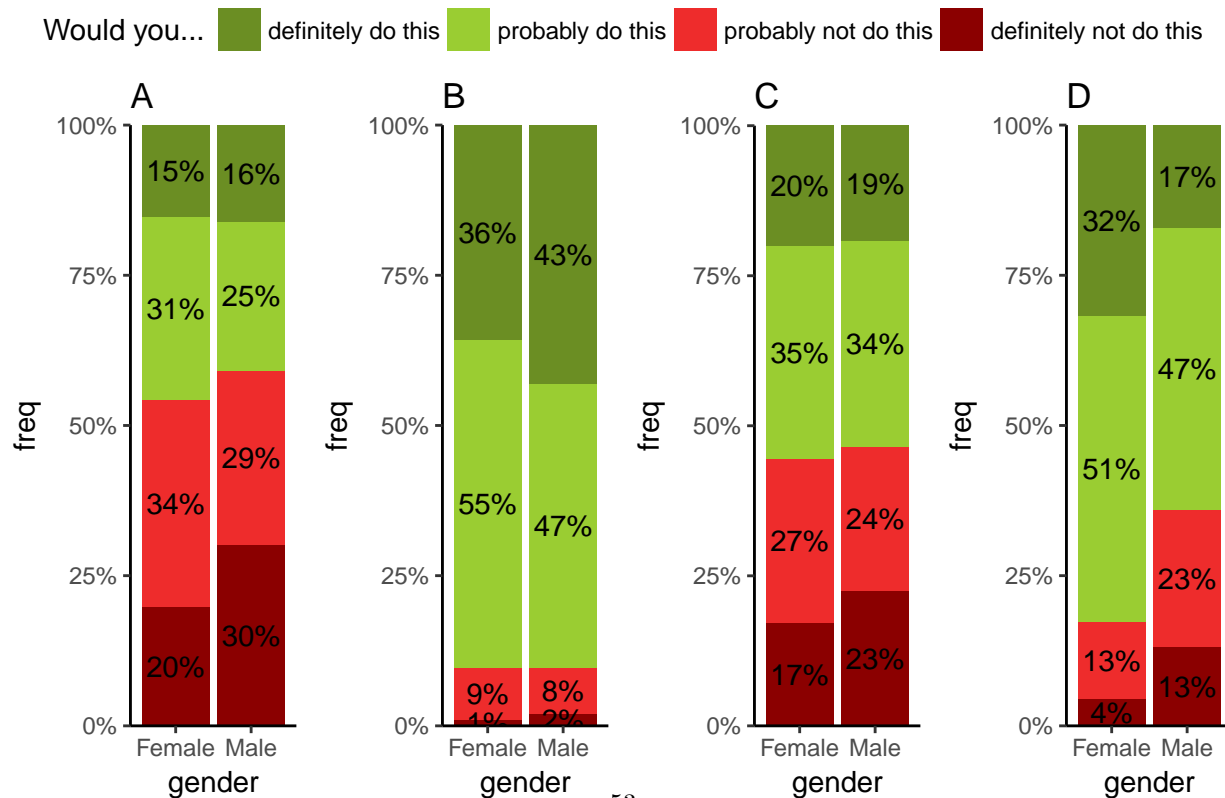
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

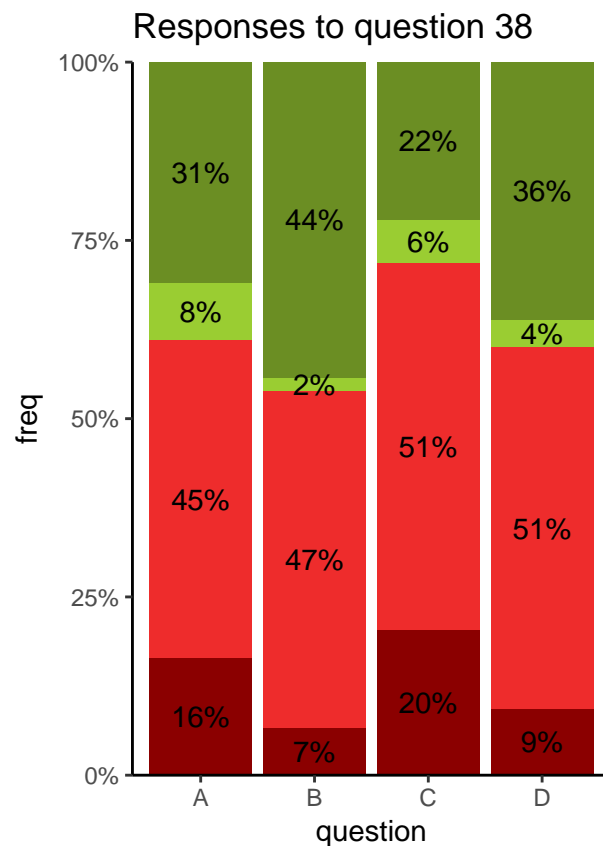
D = I ask a friend for help.

**Responses to question 38 by gender**





## 27 Indonesia



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

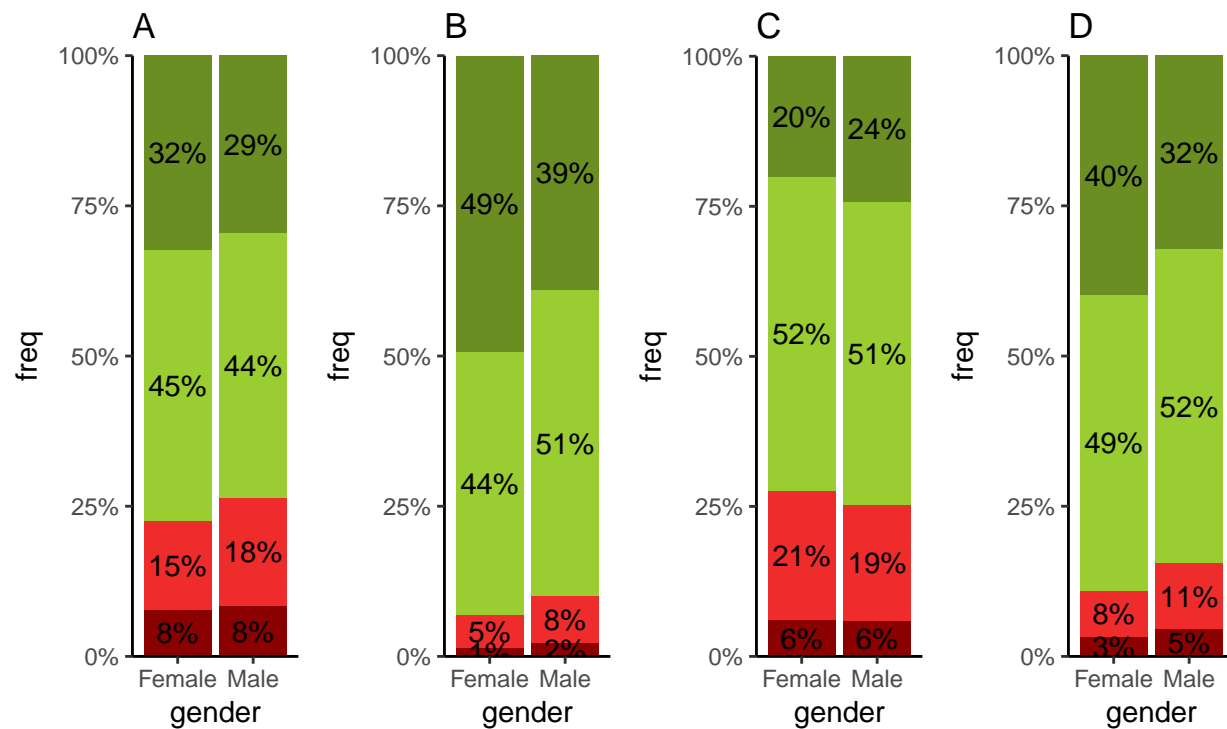
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this

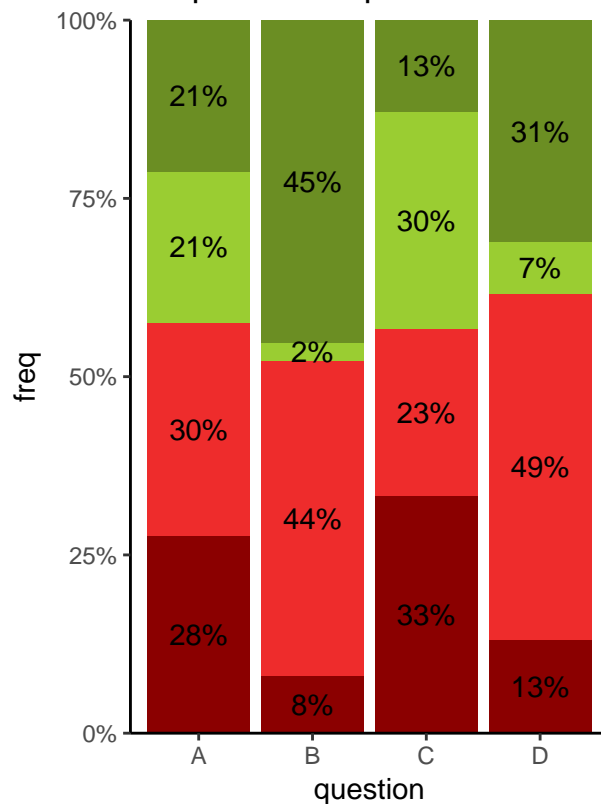






## 28 Ireland

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

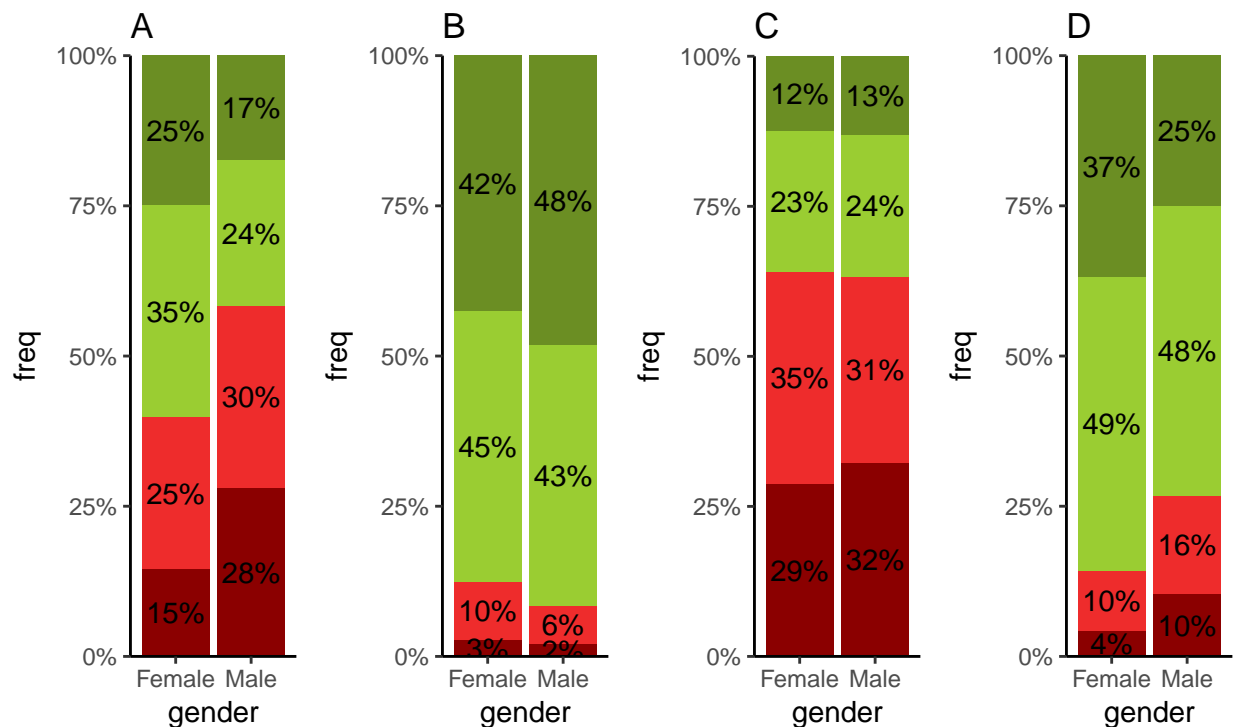
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

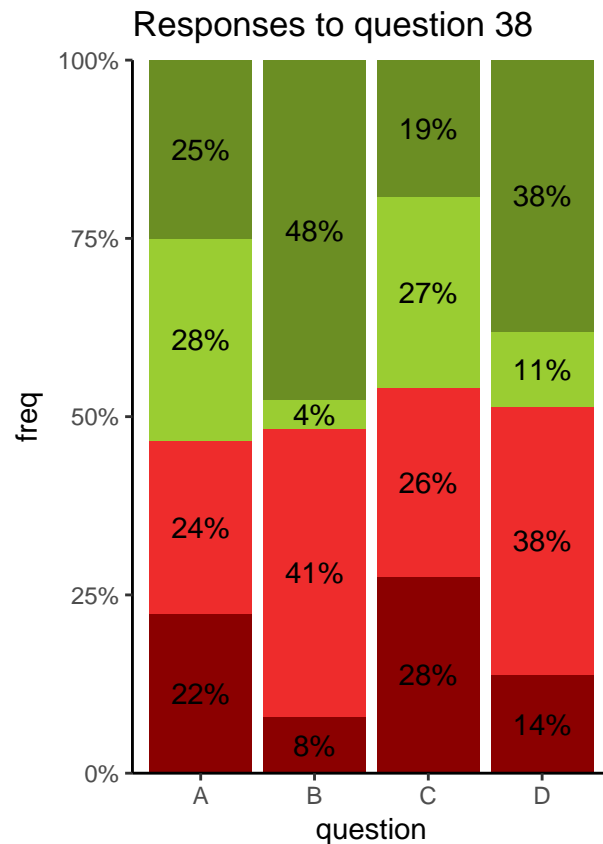
Responses to question 38 by gender

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 29 Iceland



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

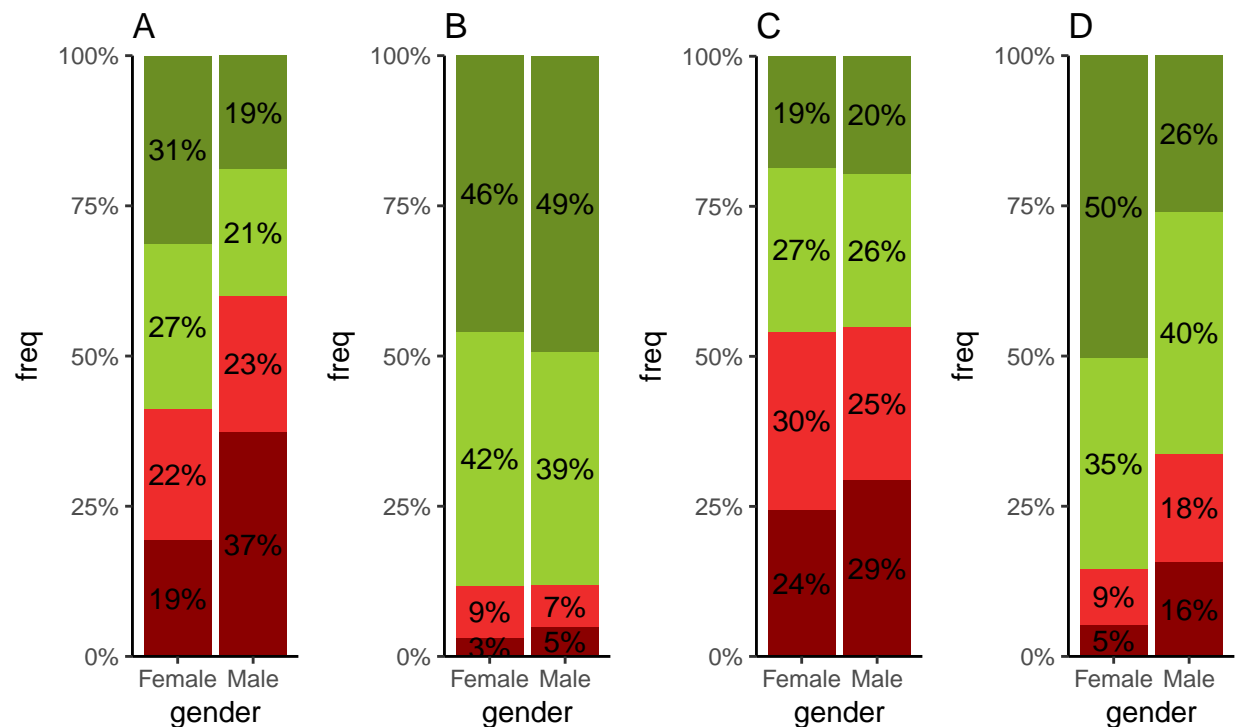
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

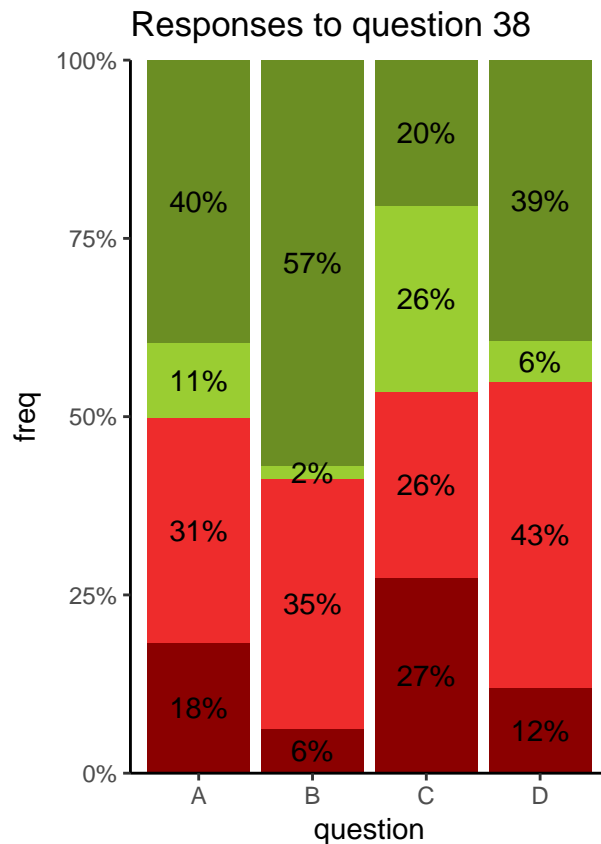
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 30 Israel



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

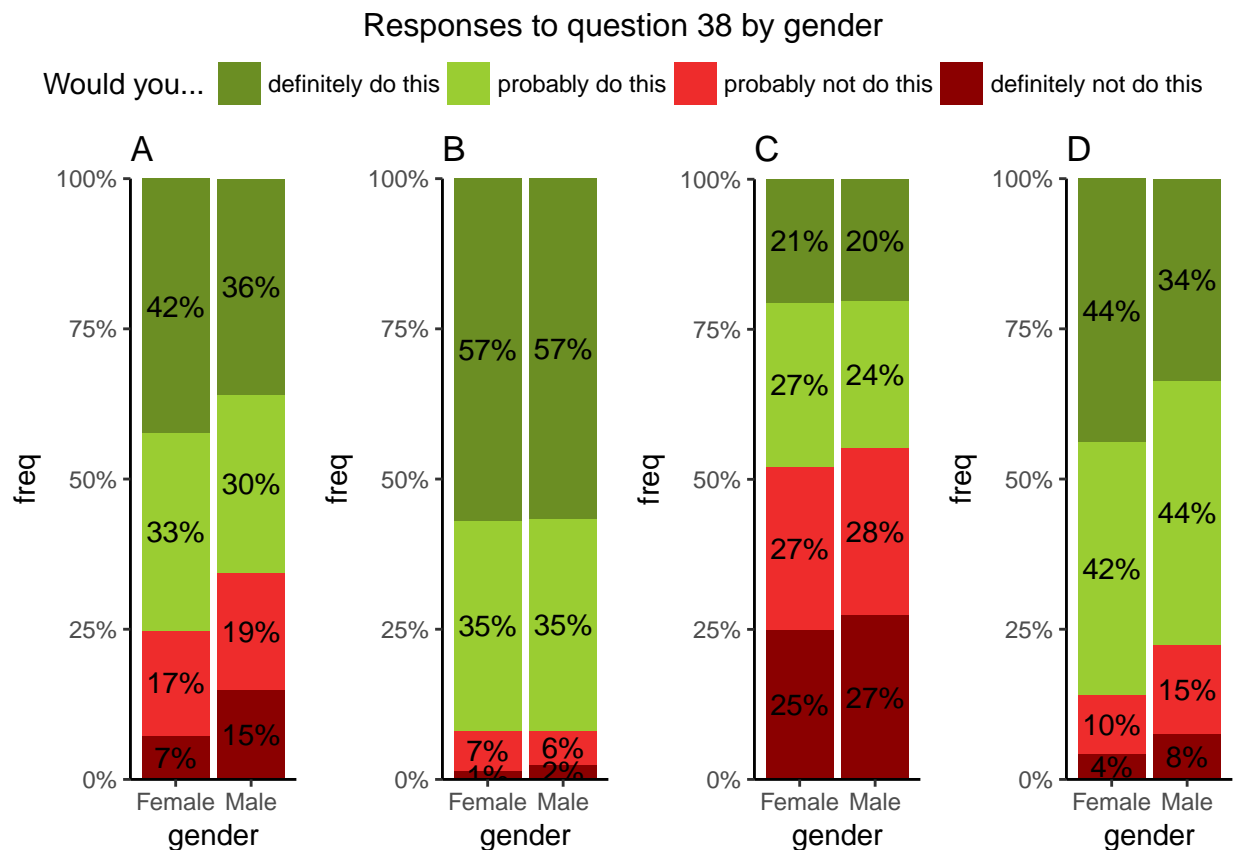
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

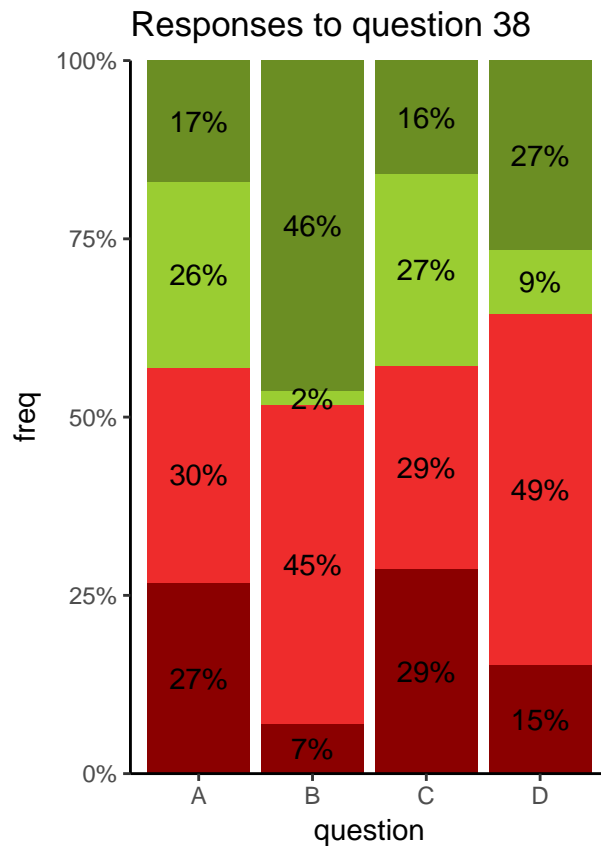
C = I read the manual.

D = I ask a friend for help.





## 31 Italy



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

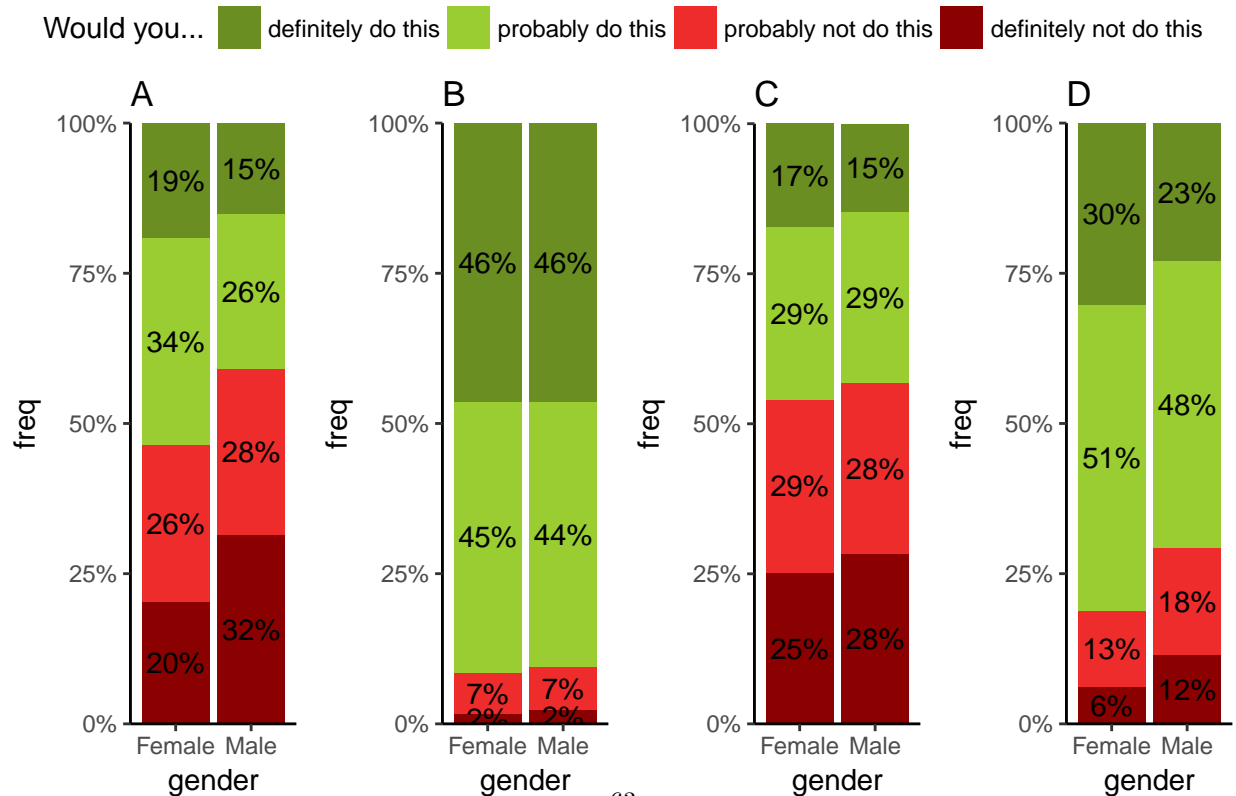
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

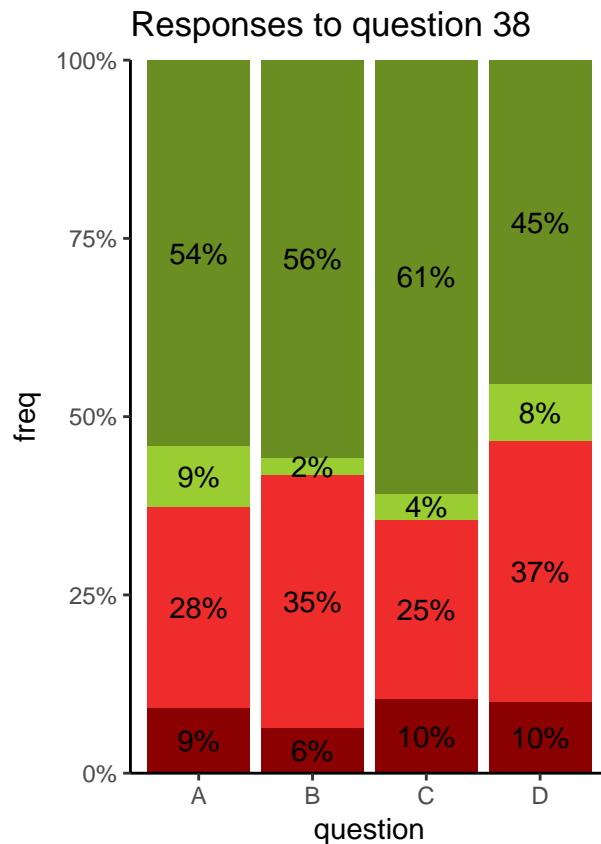
**Responses to question 38 by gender**







## 32 Jordan



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

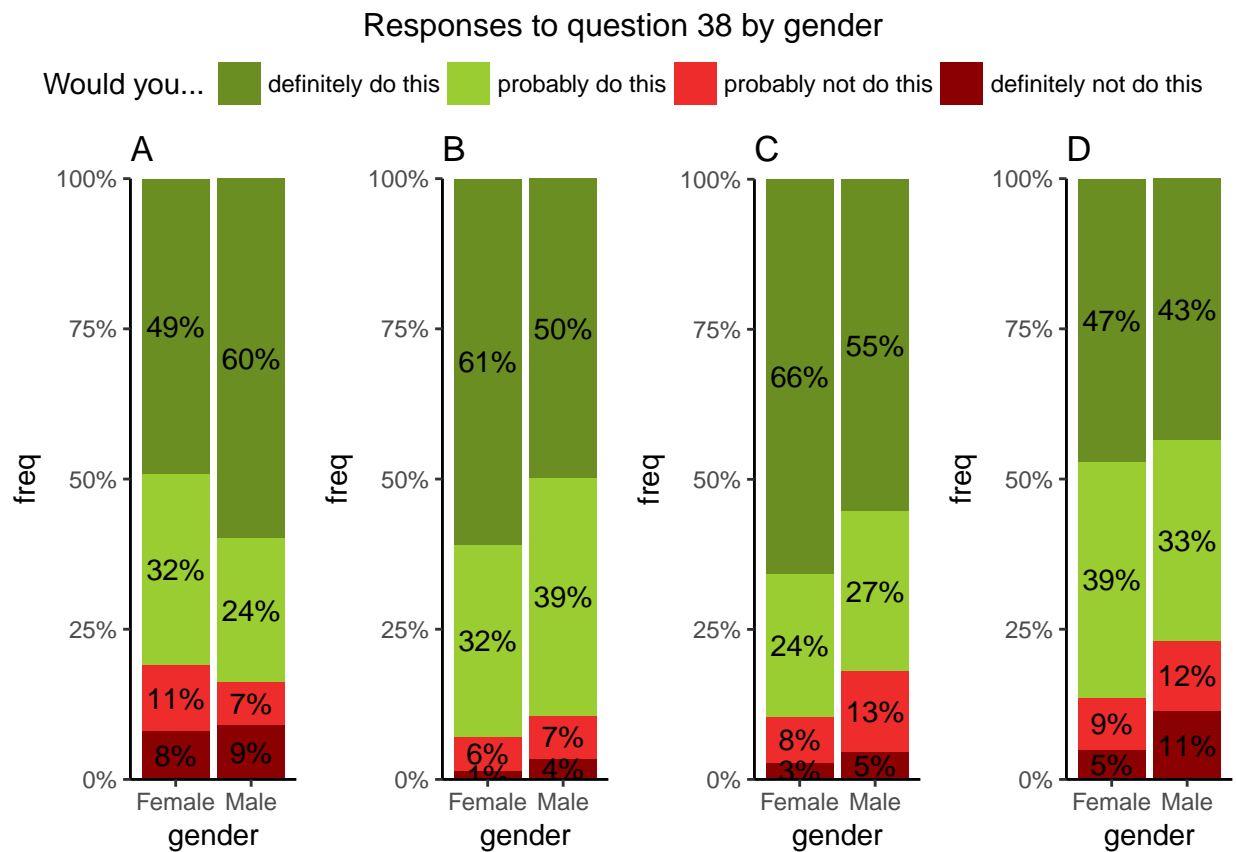
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

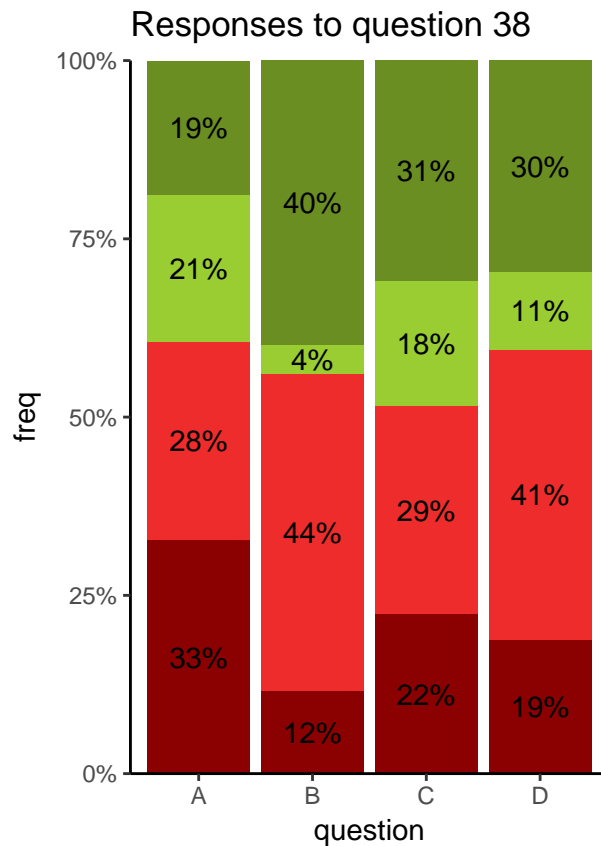
C = I read the manual.

D = I ask a friend for help.





### 33 Japan



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

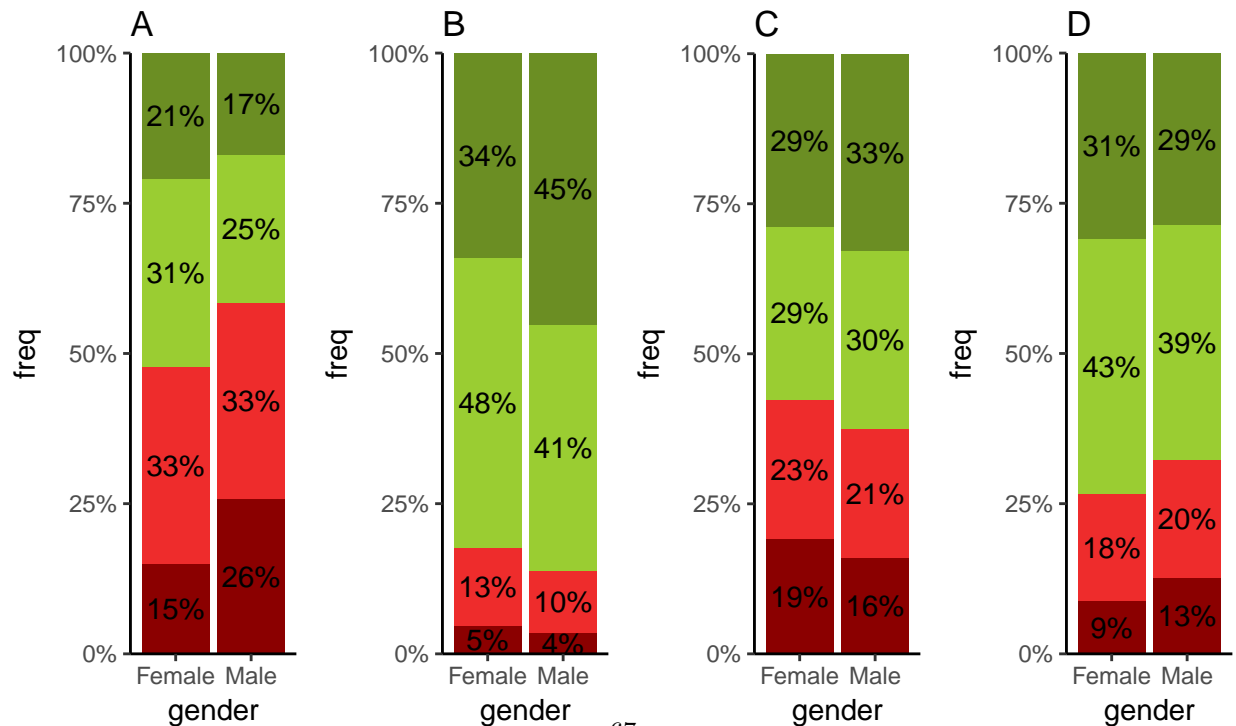
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

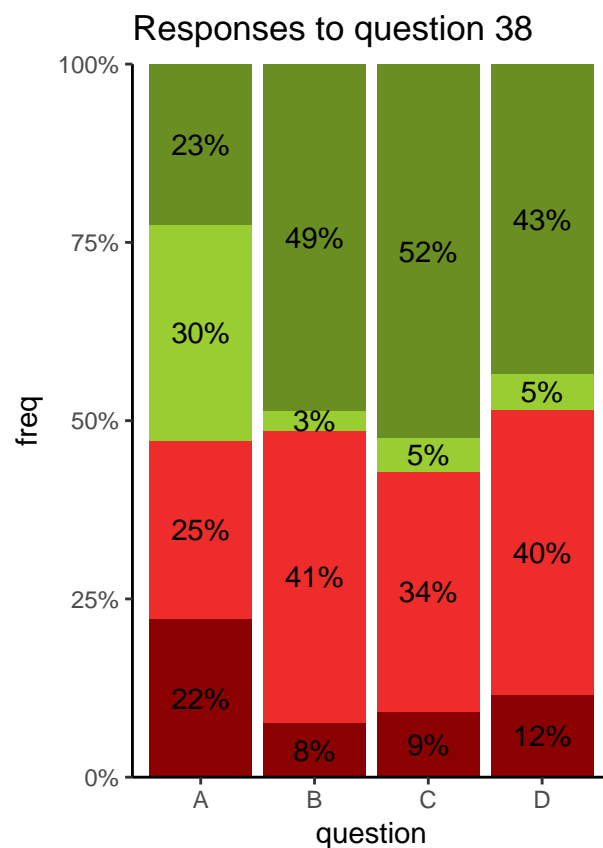
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 34 Kazakhstan



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

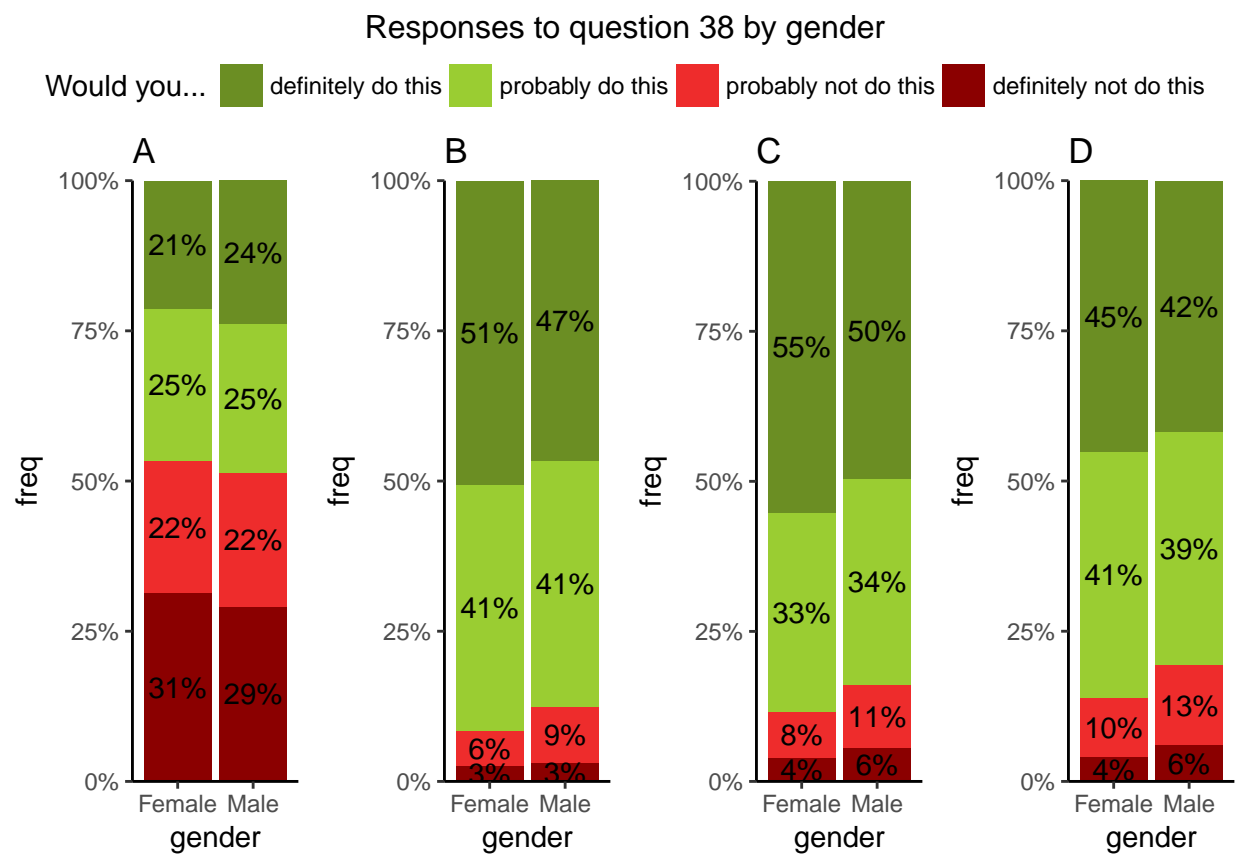
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

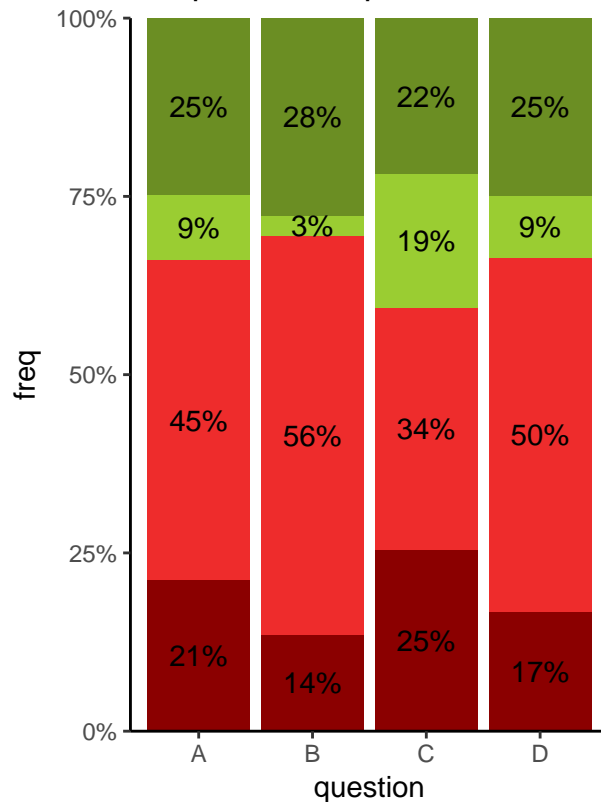
D = I ask a friend for help.





## 35 Korea

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

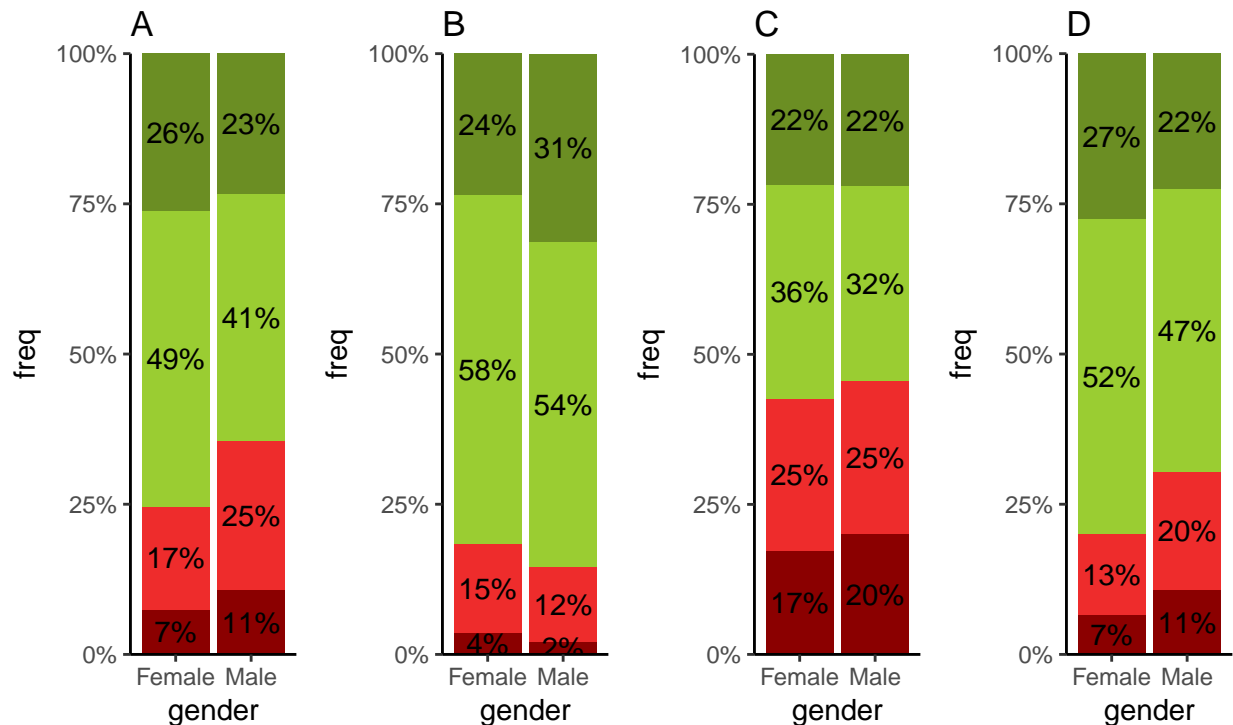
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

Responses to question 38 by gender

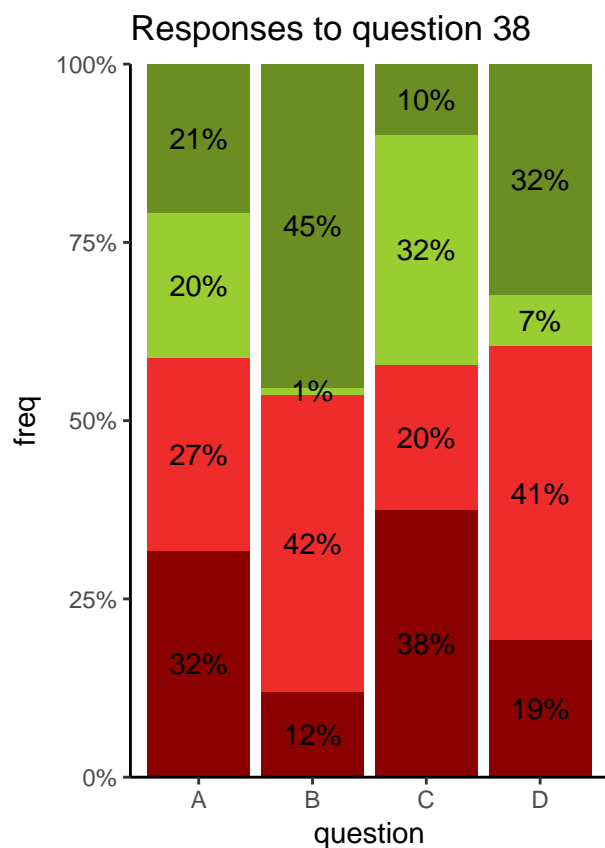
Would you... definitely do this probably do this probably not do this definitely not do this







## 36 Liechtenstein



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

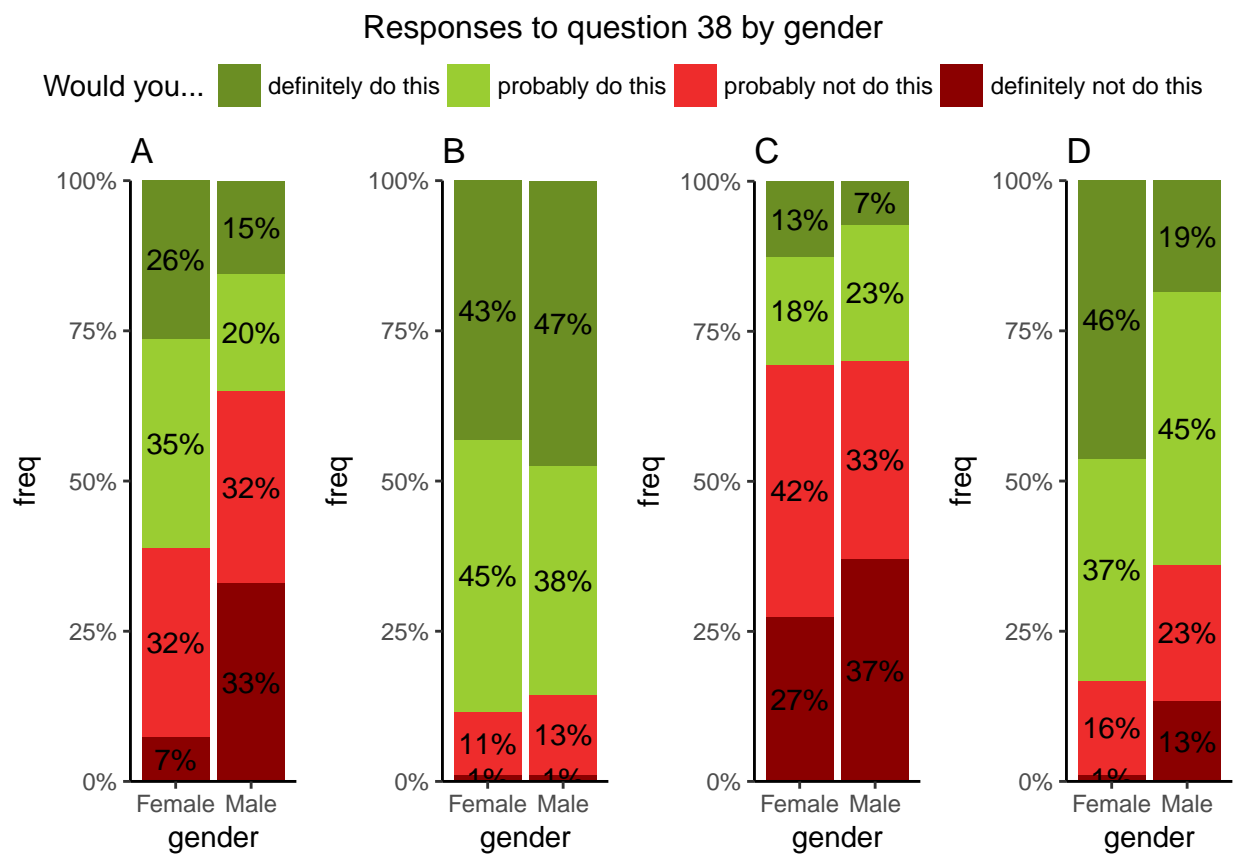
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

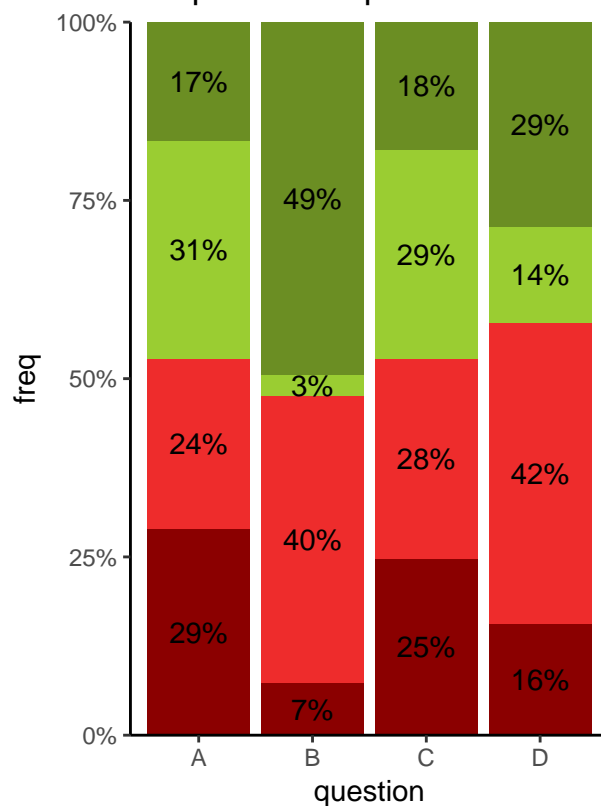
D = I ask a friend for help.





## 37 Lithuania

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

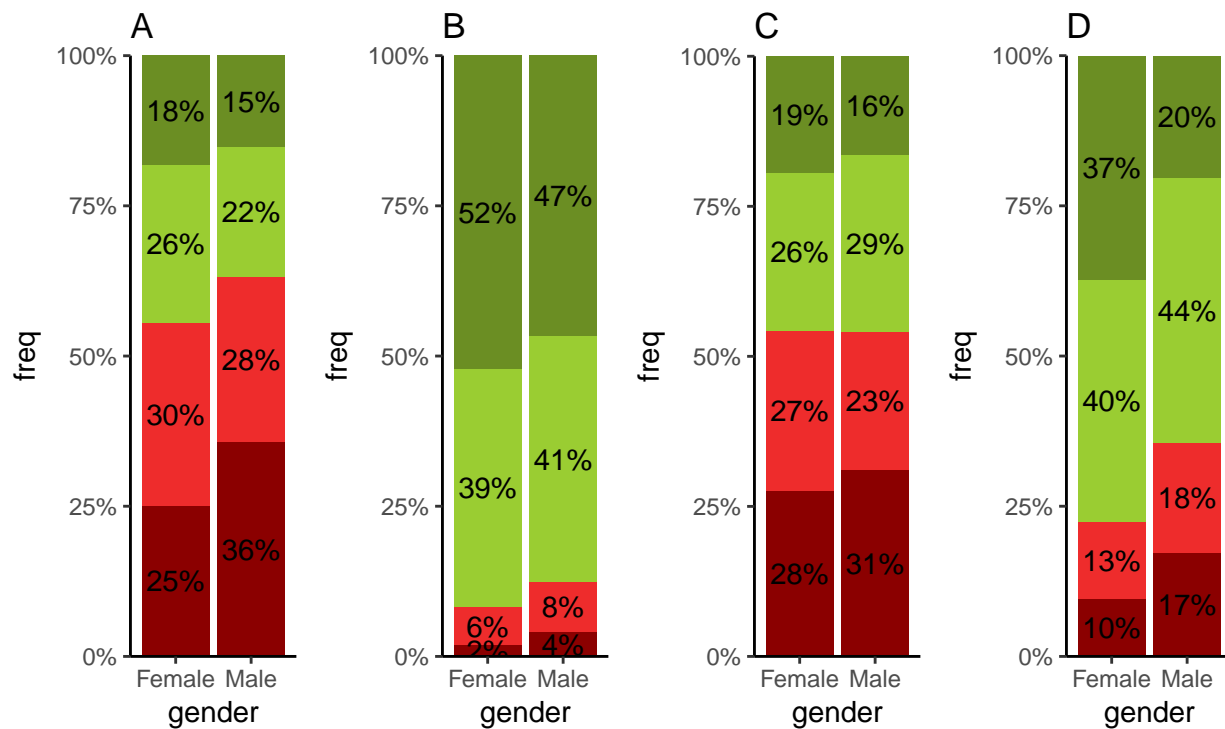
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

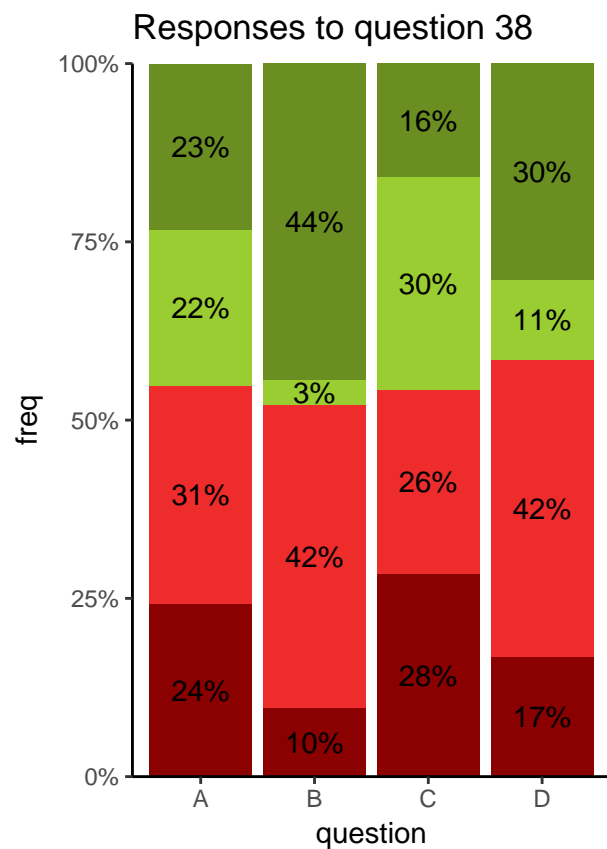
Responses to question 38 by gender

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 38 Luxembourg



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

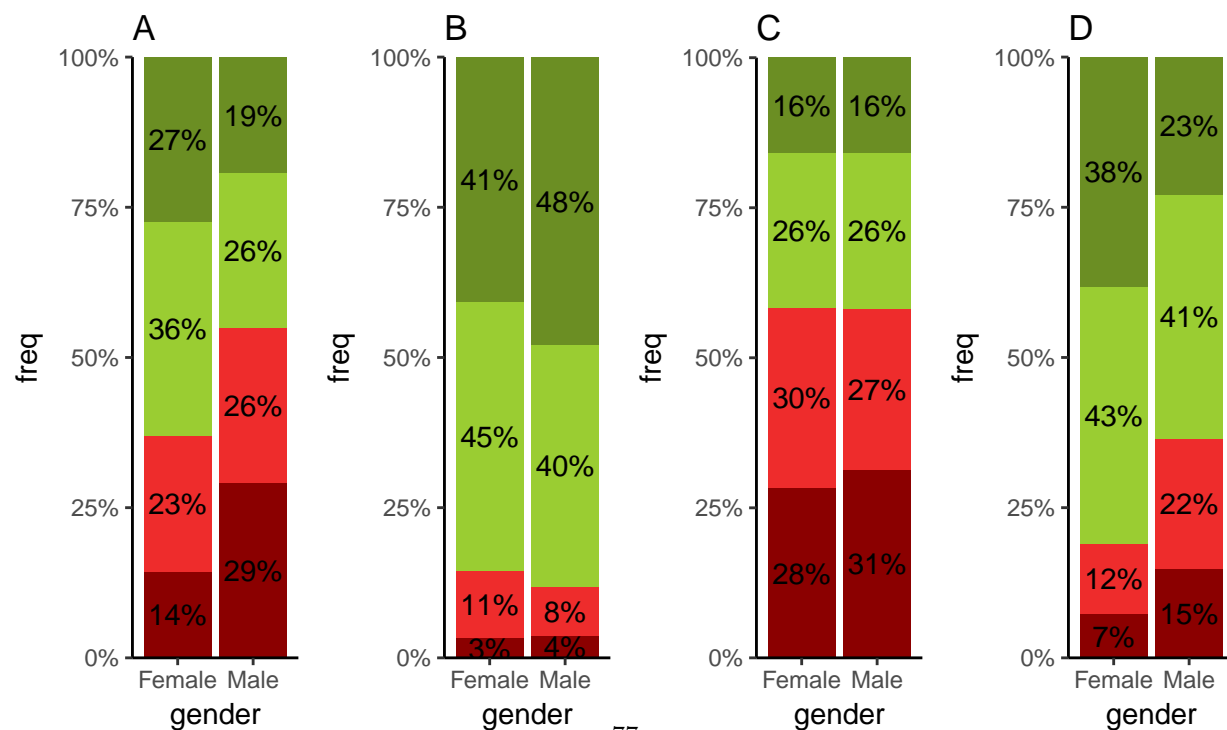
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

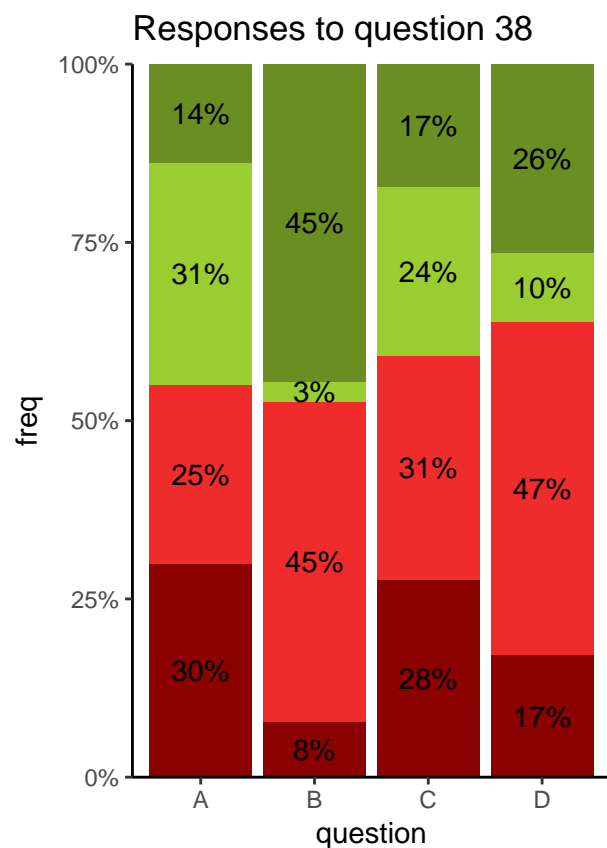
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 39 Latvia



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

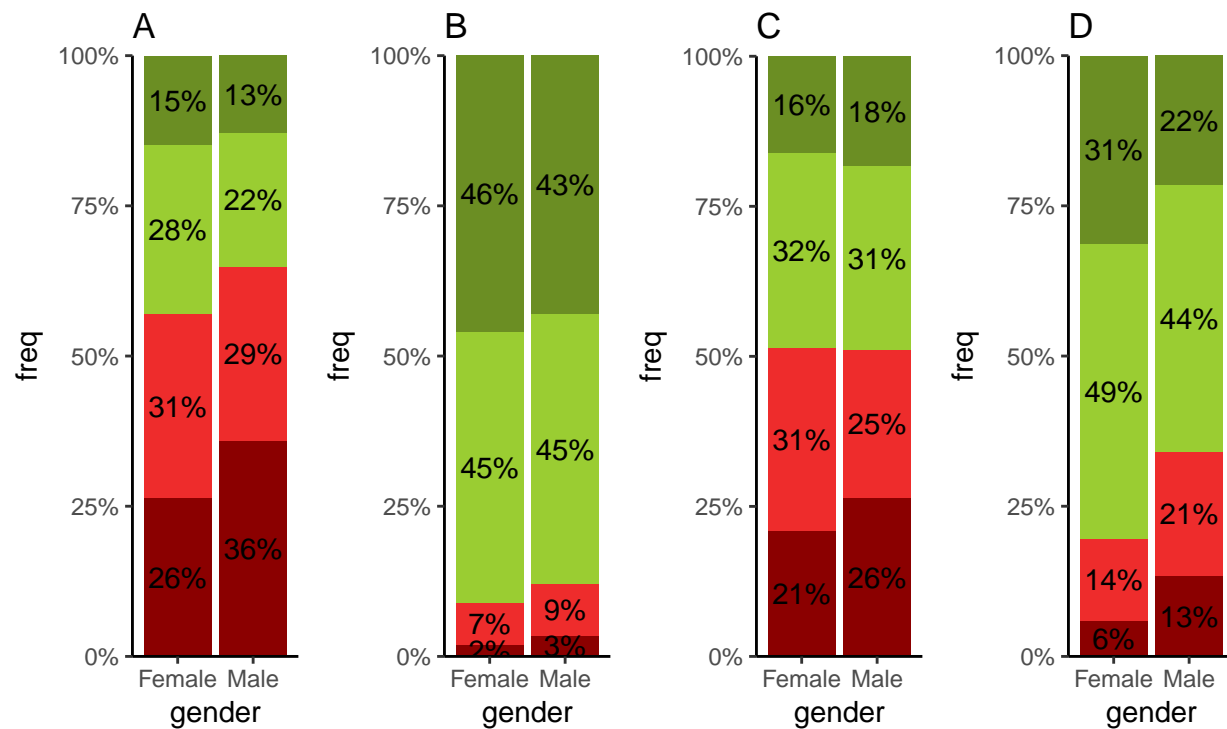
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

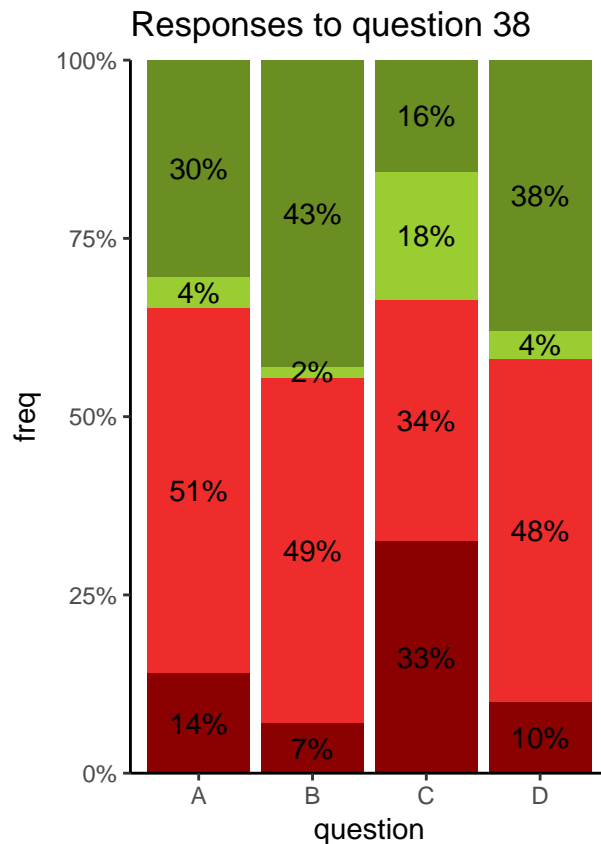
Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this







## 40 Macao-China



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

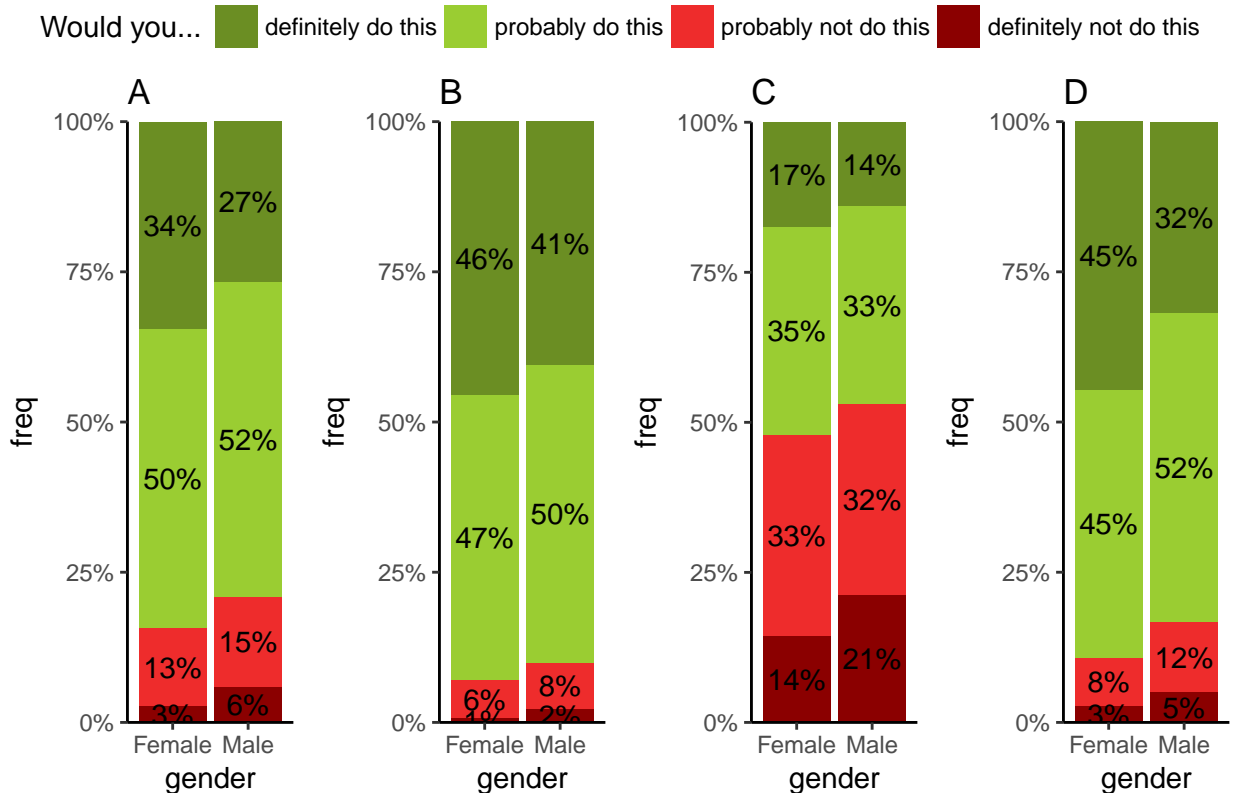
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

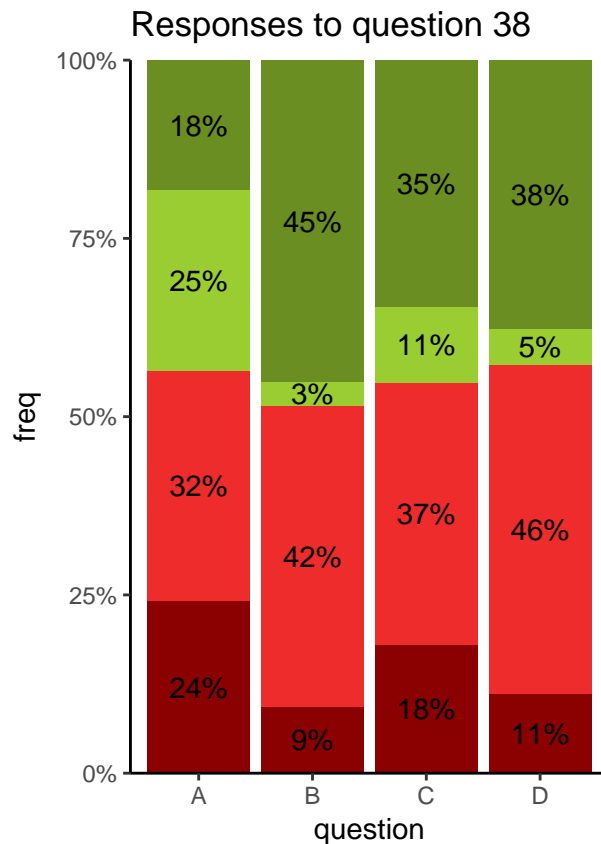
D = I ask a friend for help.

**Responses to question 38 by gender**





## 41 Mexico



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

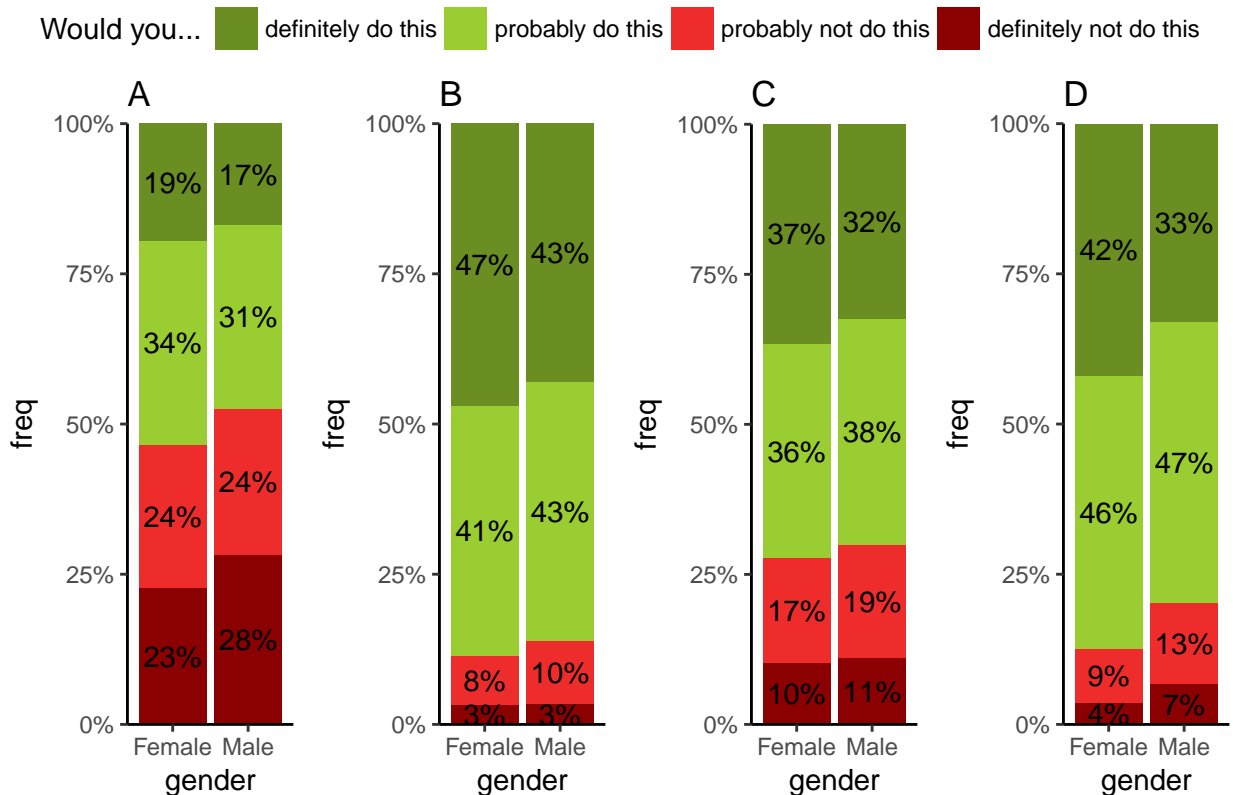
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

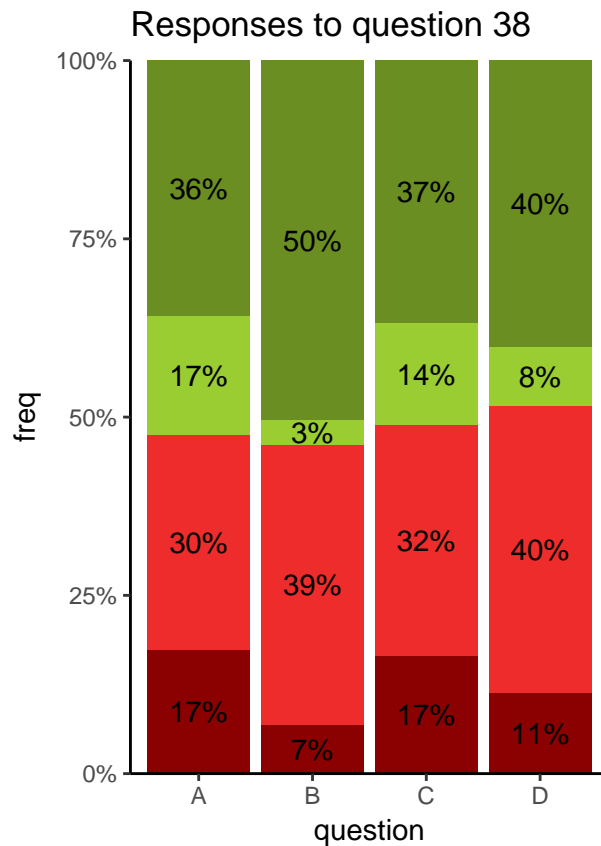
D = I ask a friend for help.

**Responses to question 38 by gender**





## 42 Montenegro



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

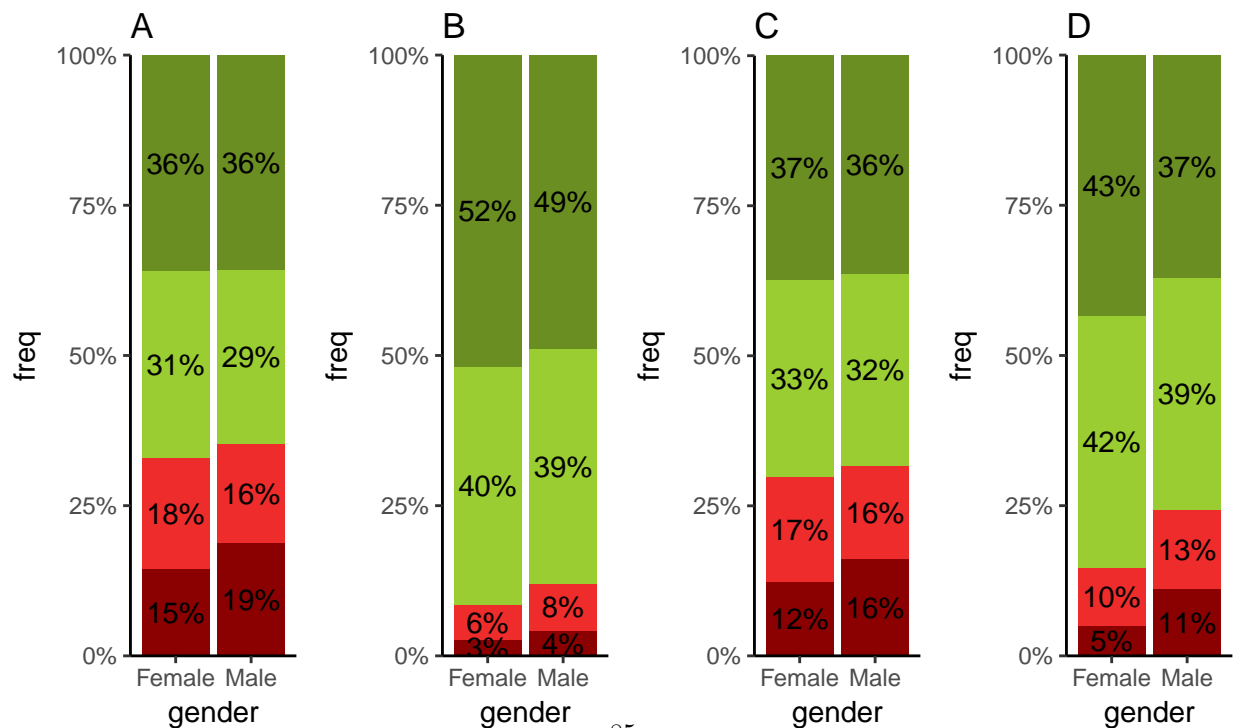
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

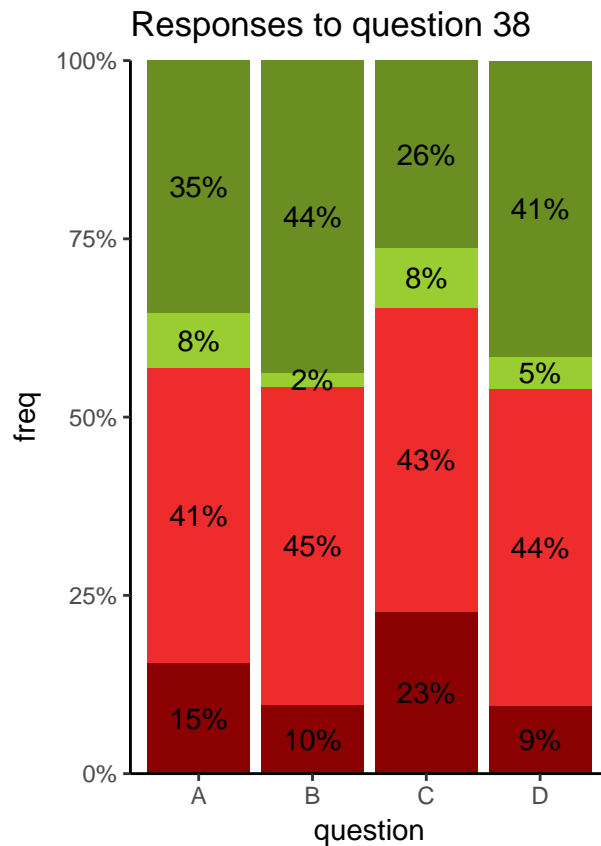
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 43 Malaysia



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

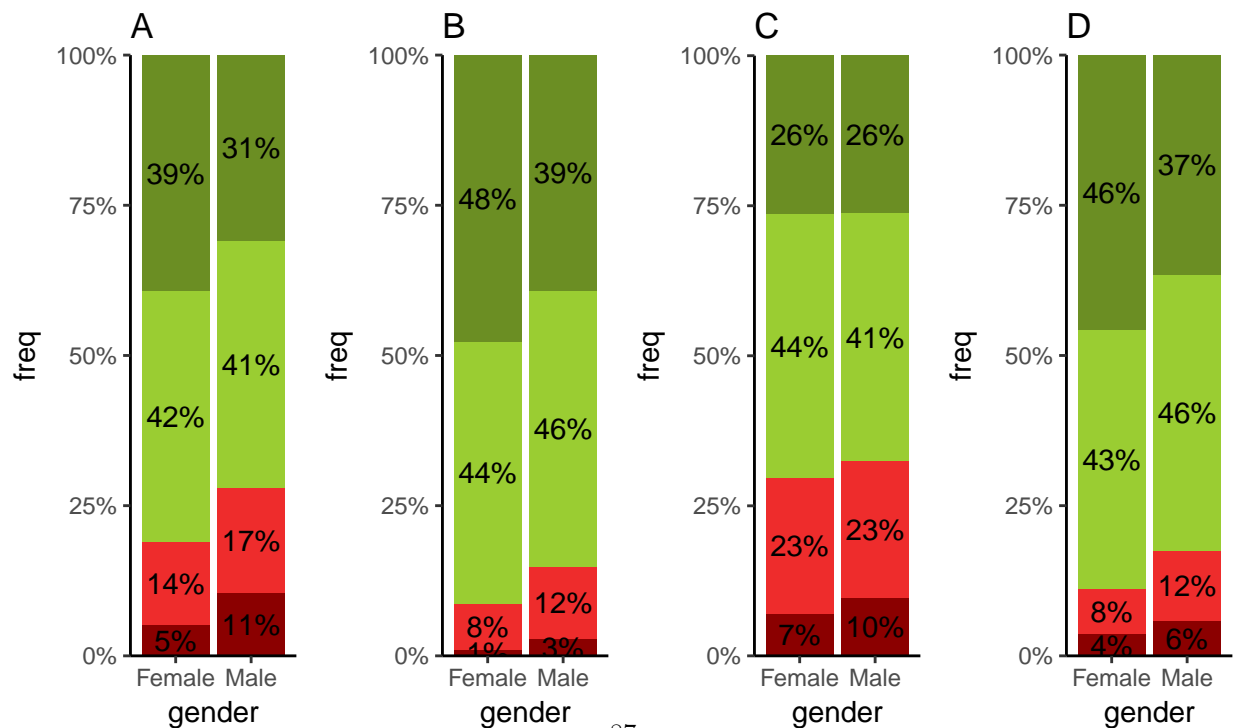
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this

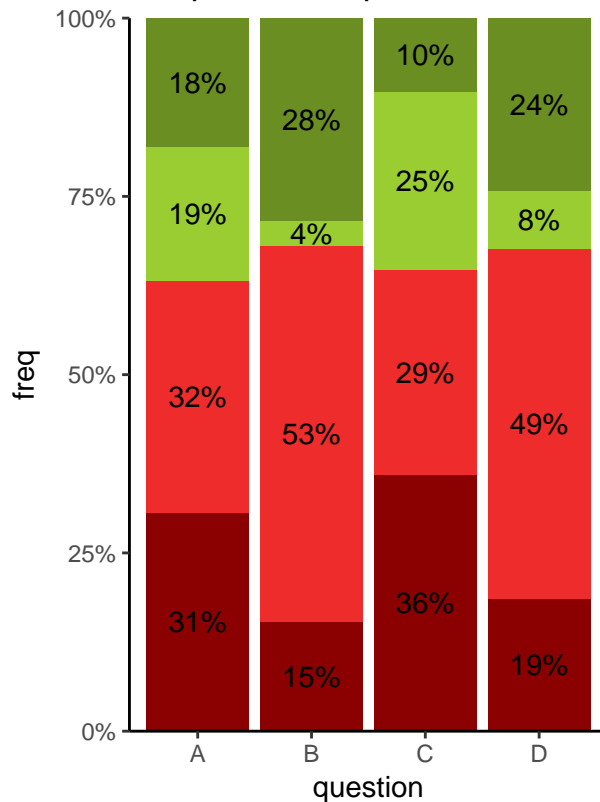






## 44 Netherlands

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

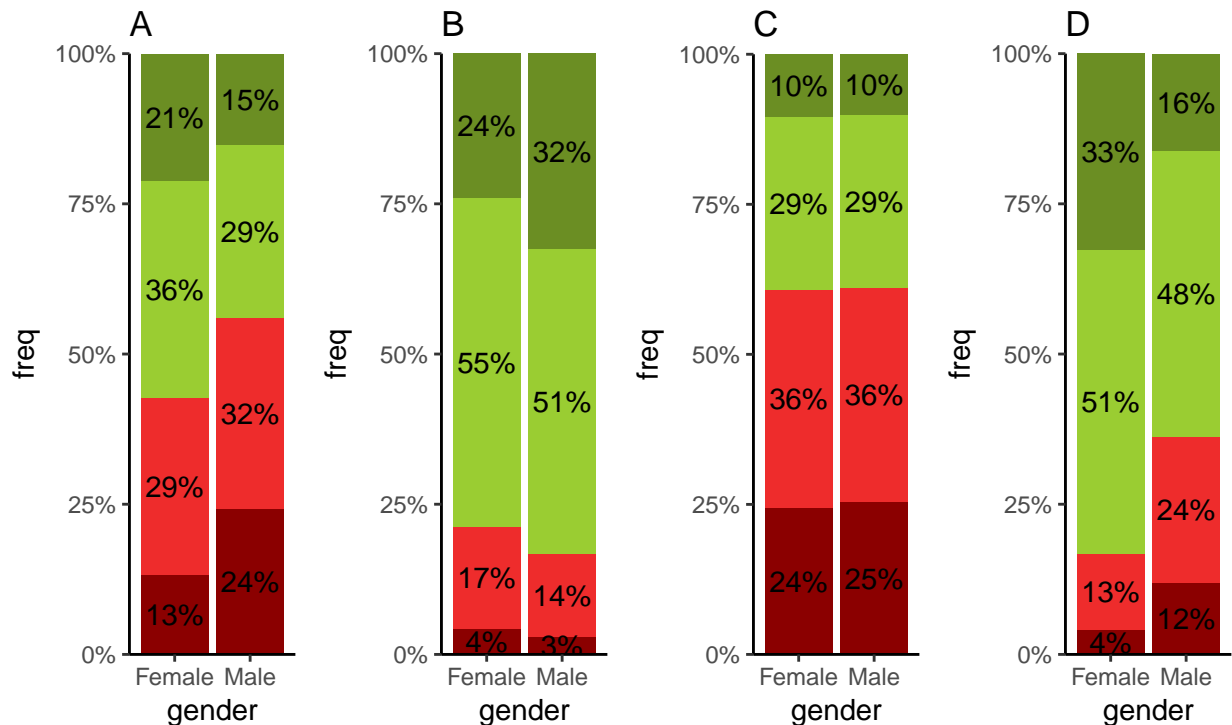
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

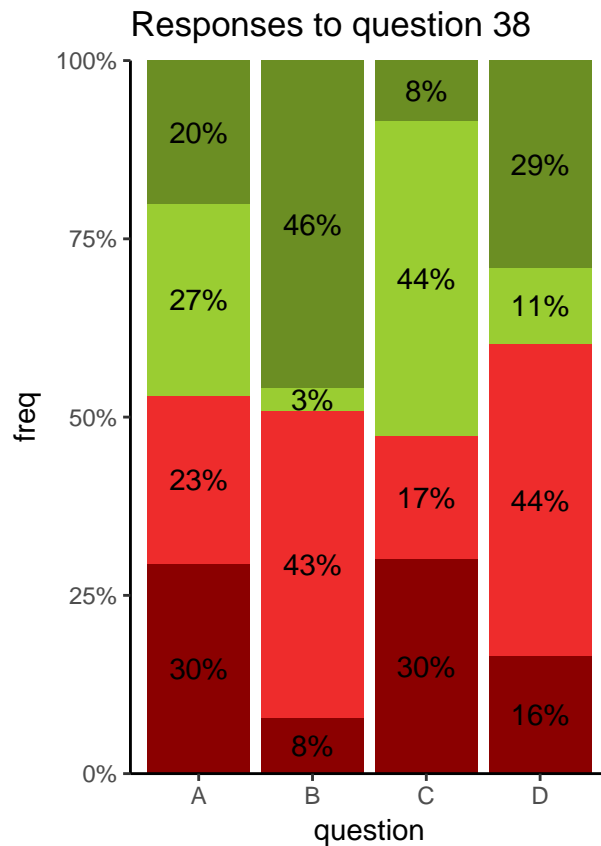
Responses to question 38 by gender

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 45 Norway



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

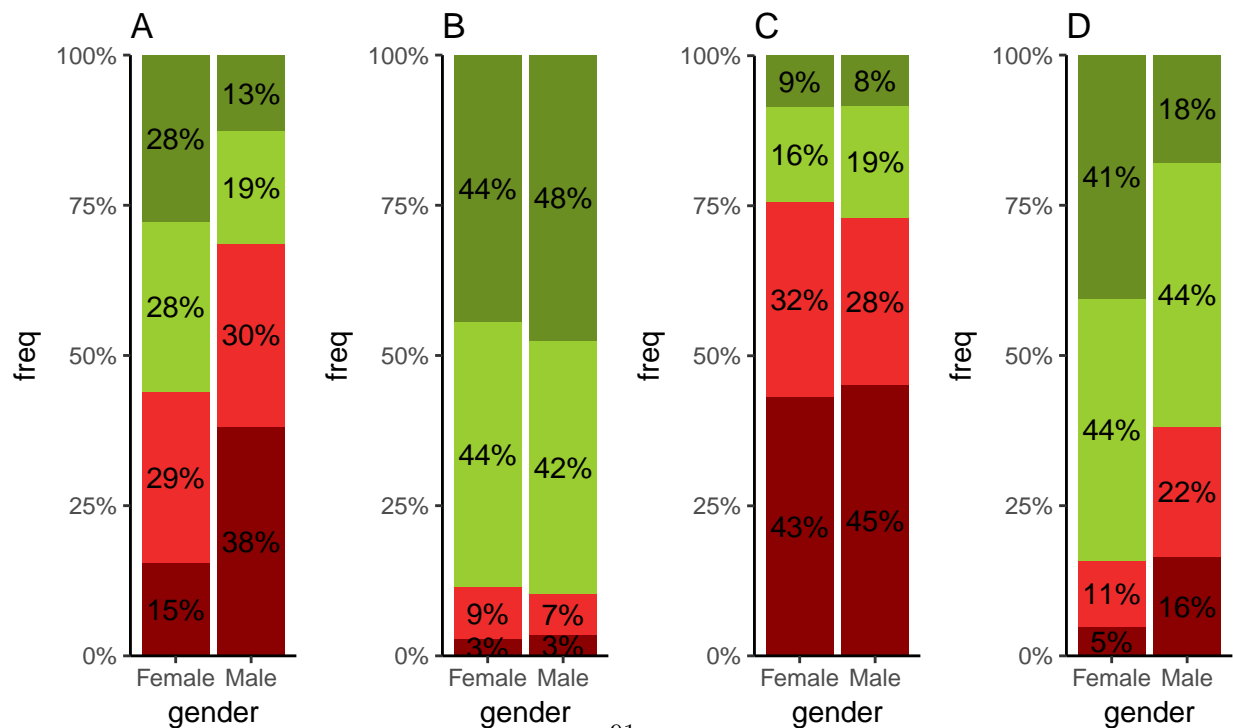
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

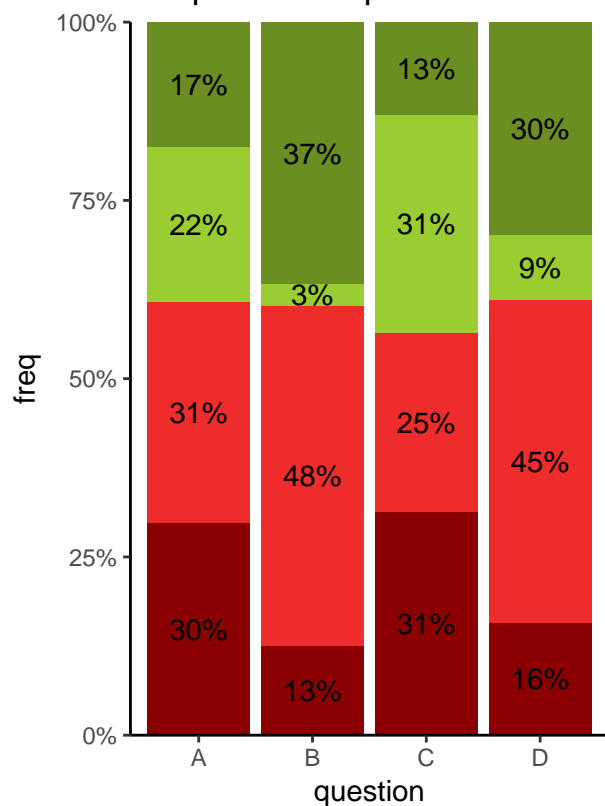
Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 46 New Zealand

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

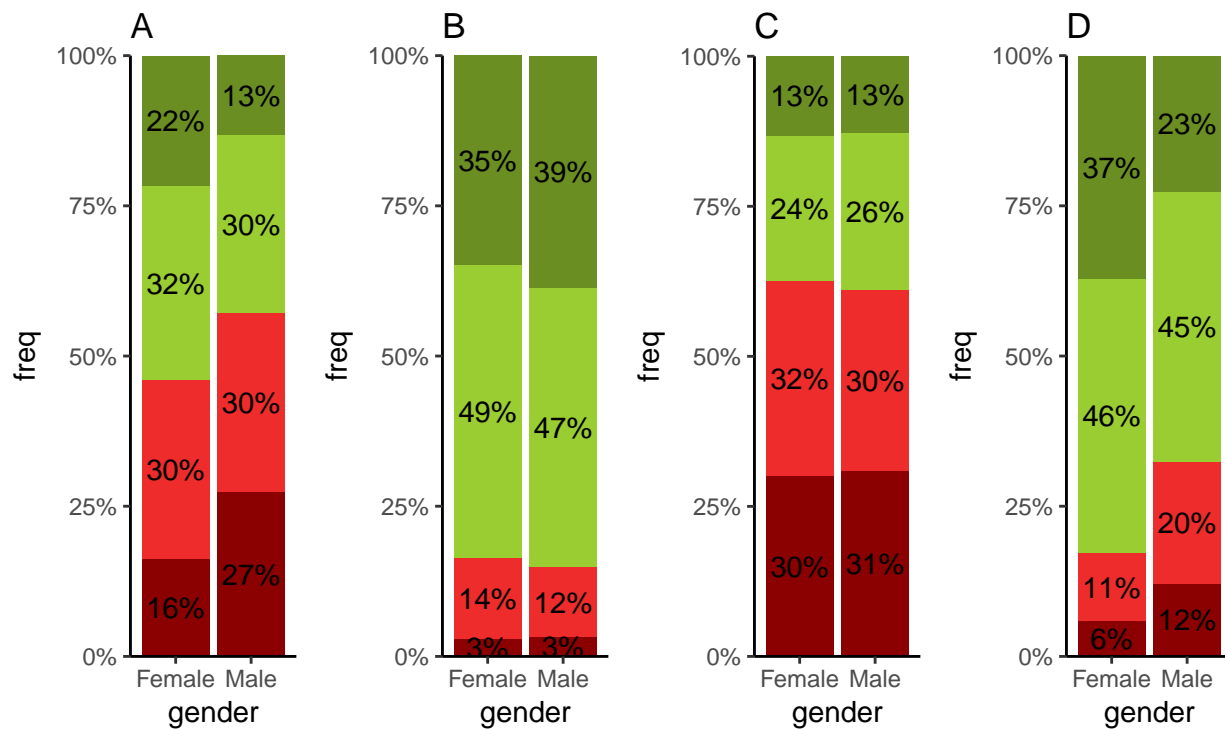
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

Responses to question 38 by gender

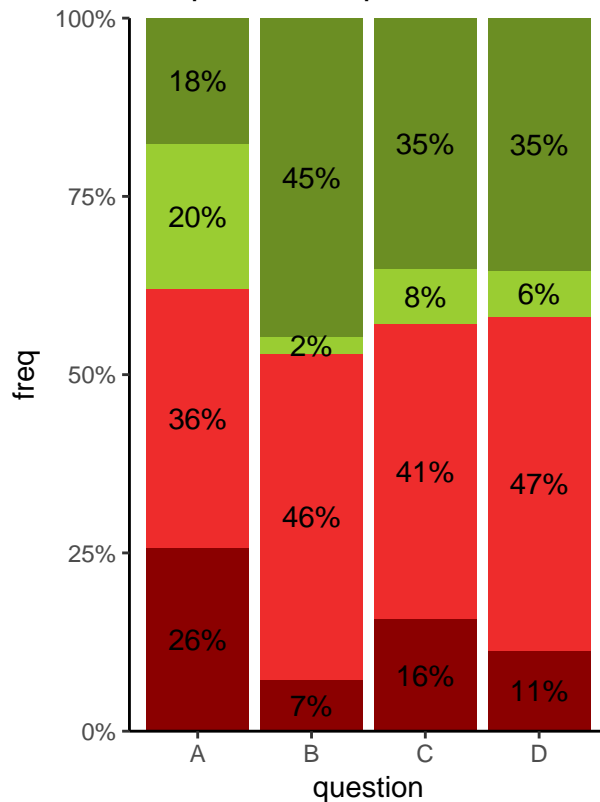
Would you... definitely do this probably do this probably not do this definitely not do this





## 47 Peru

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

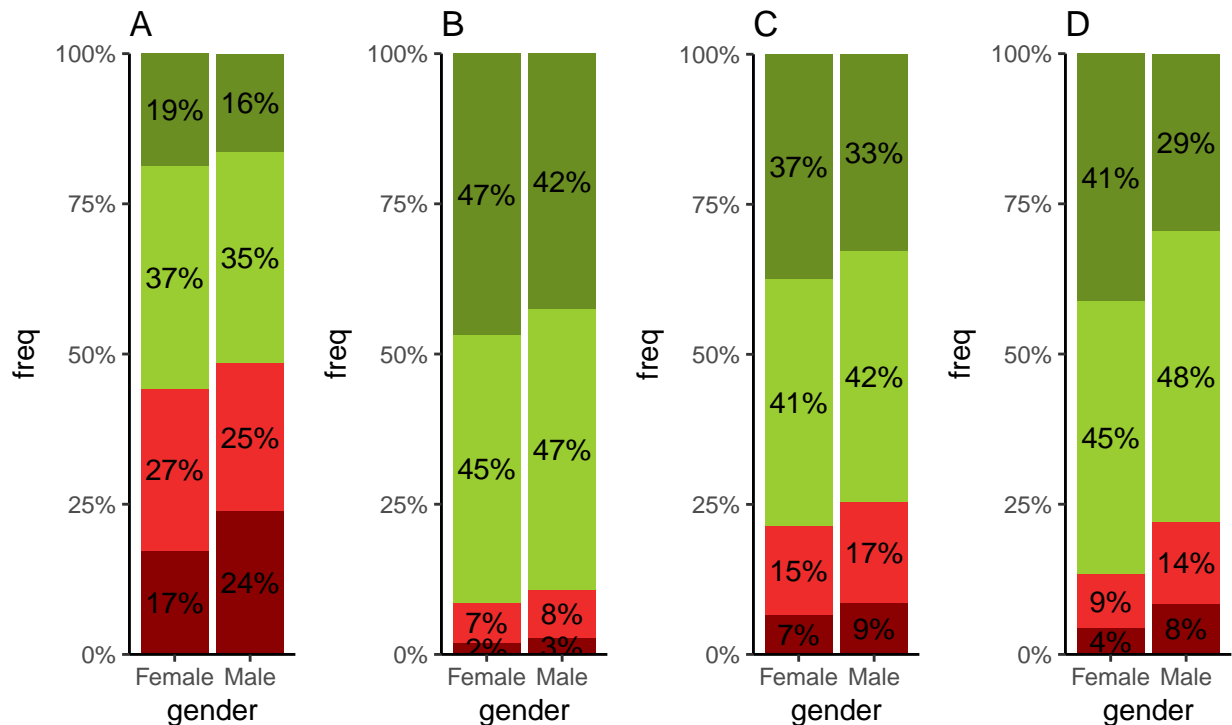
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

Responses to question 38 by gender

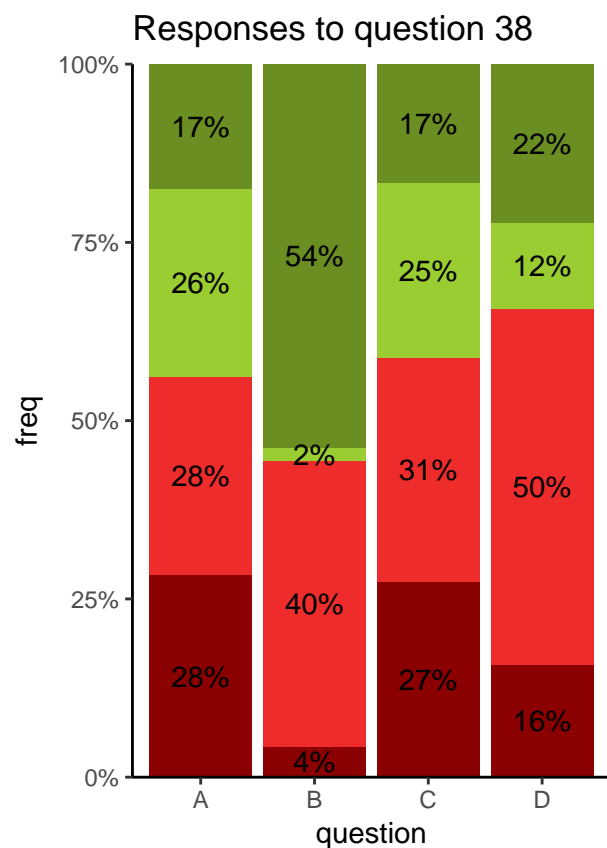
Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this







## 48 Poland



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

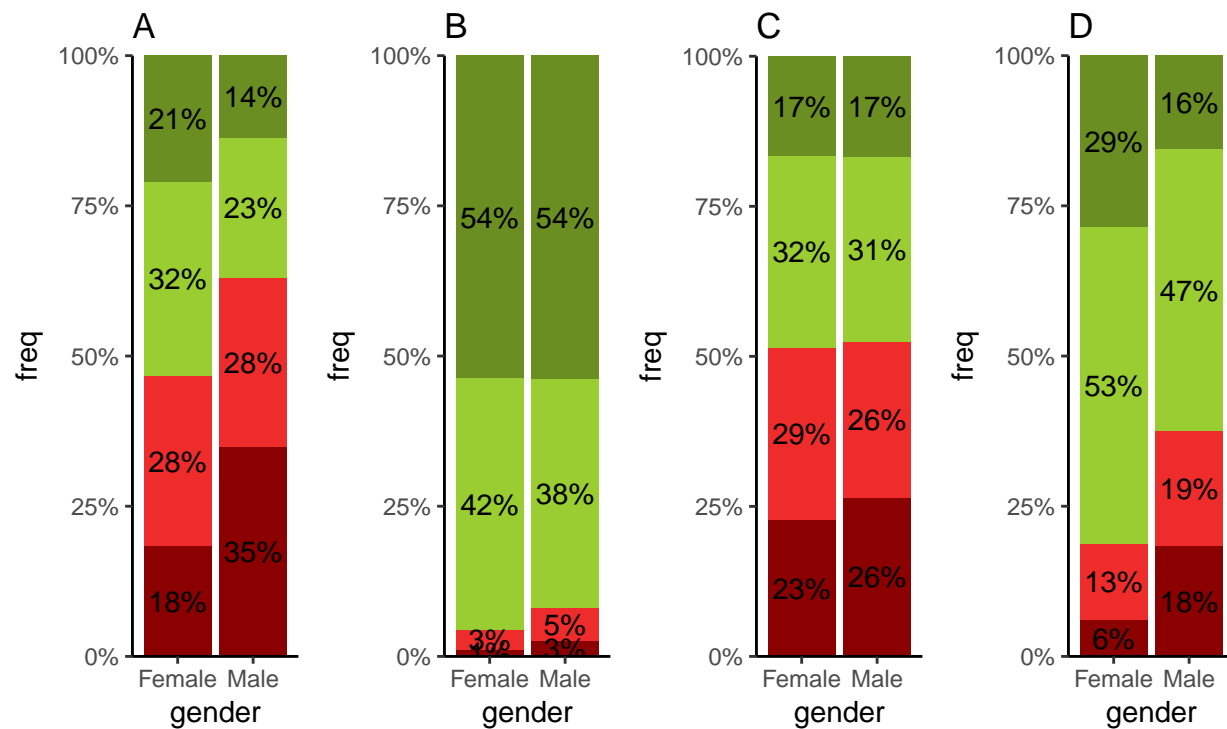
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

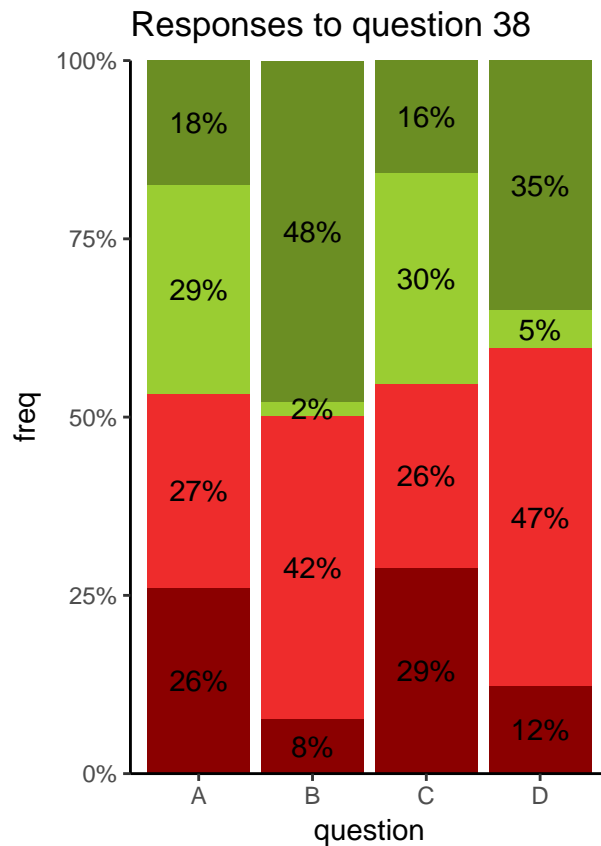
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 49 Portugal



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

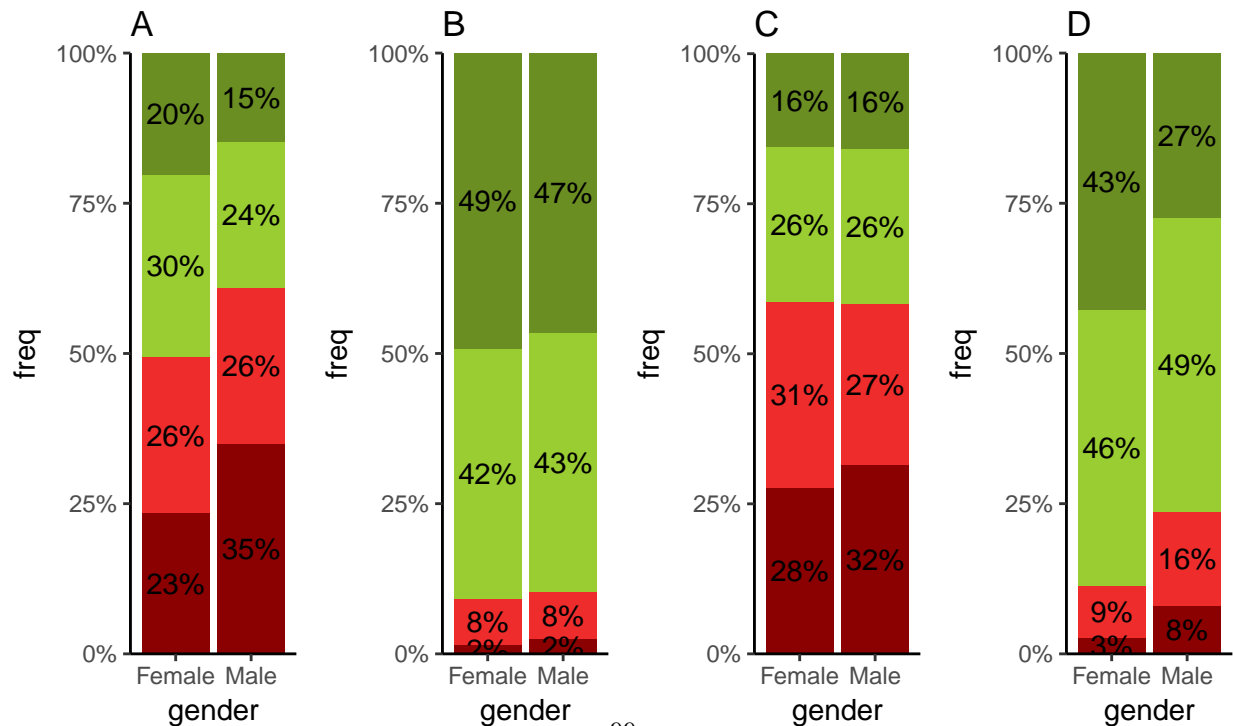
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

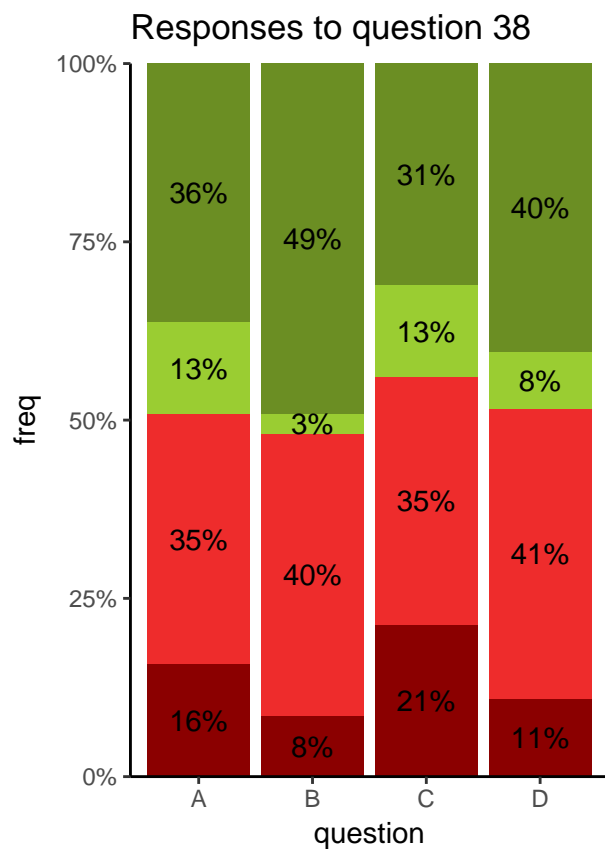
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 50 Qatar



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

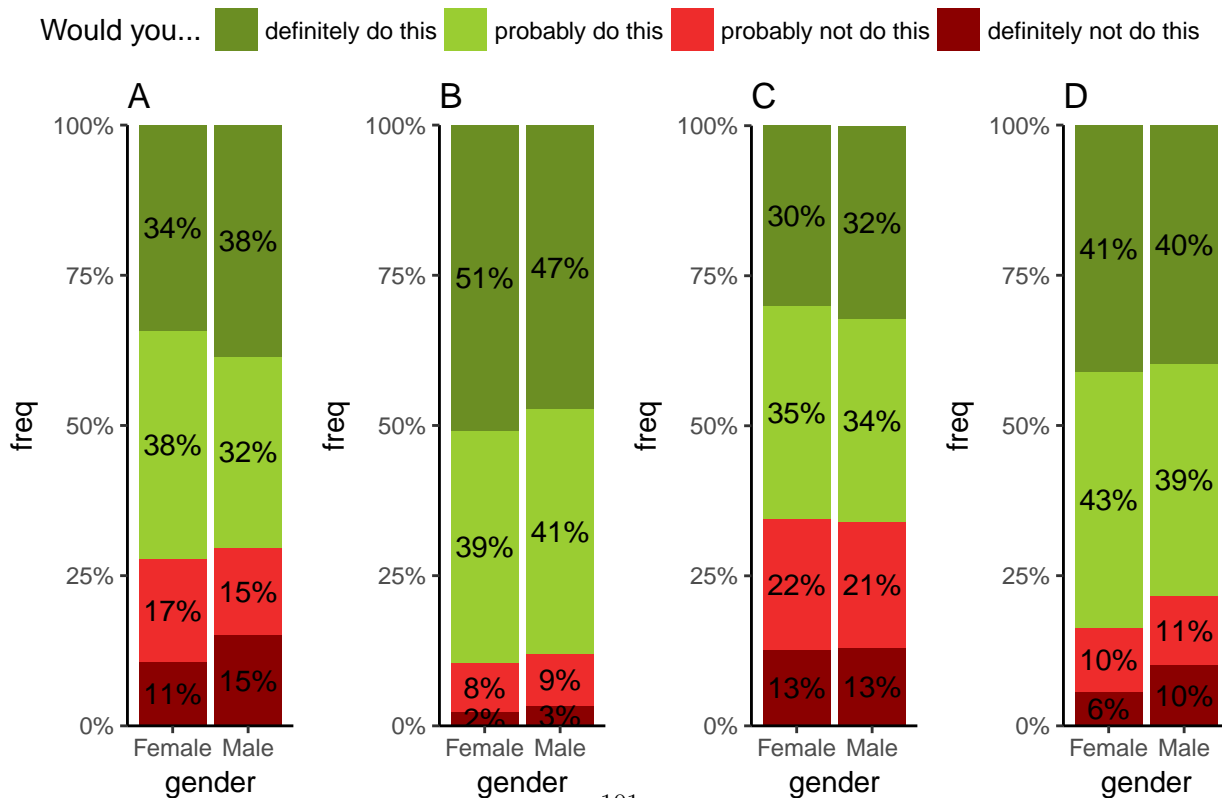
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

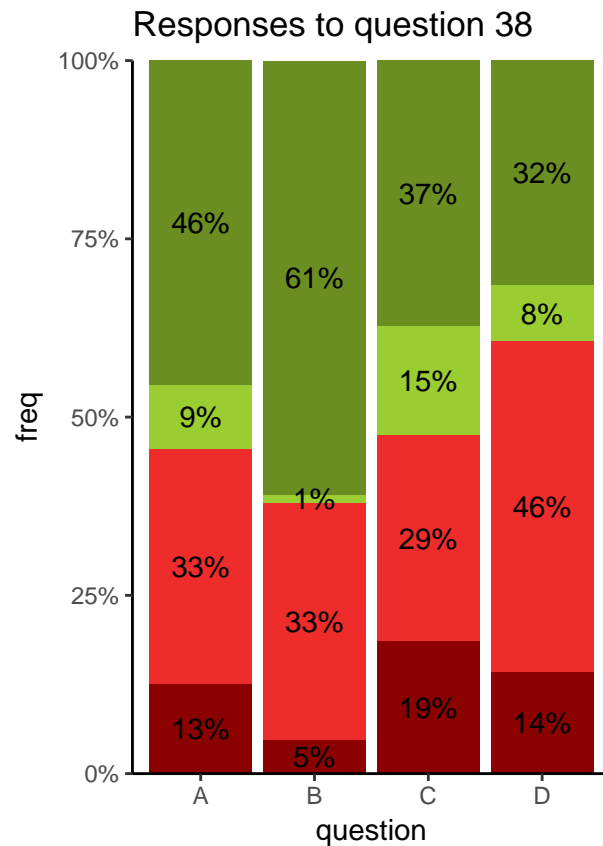
D = I ask a friend for help.

**Responses to question 38 by gender**





## 51 China-Shanghai



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

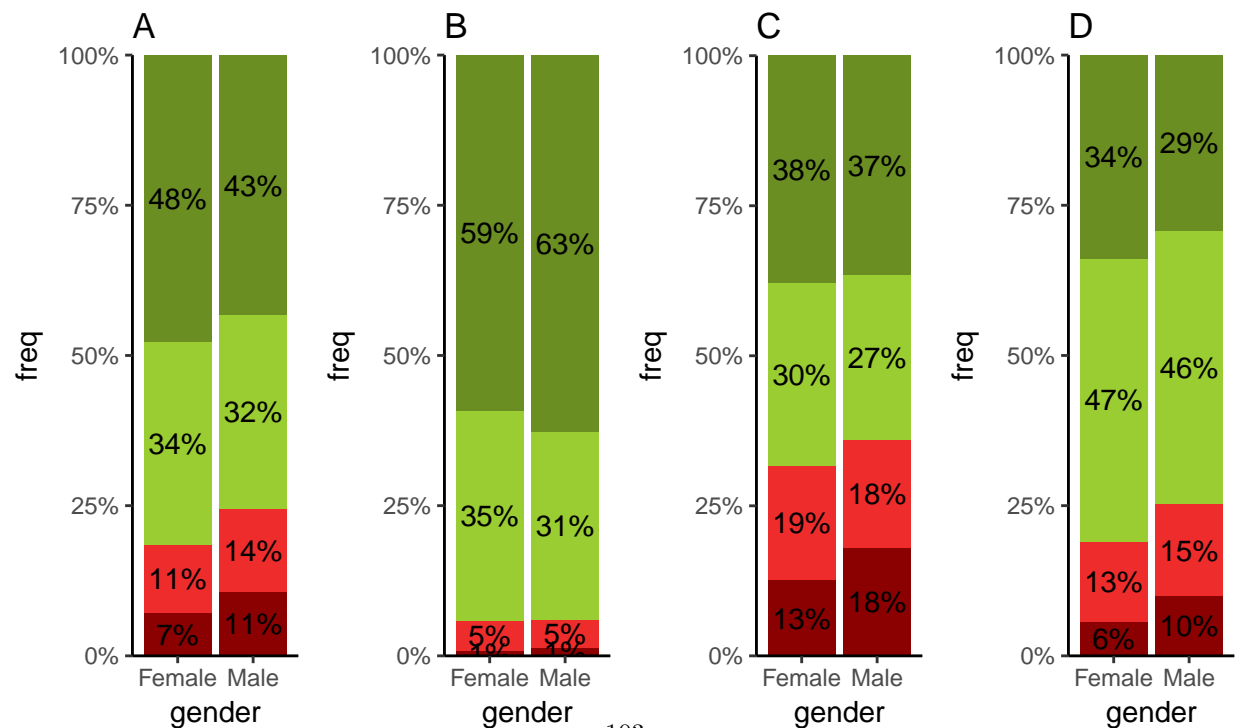
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

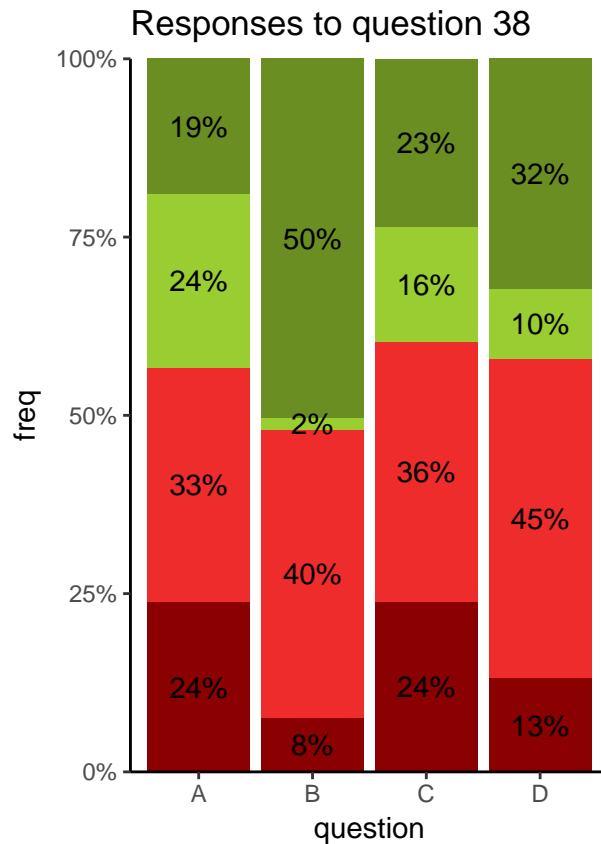
Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this







## 52 Perm(Russian Federation)



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

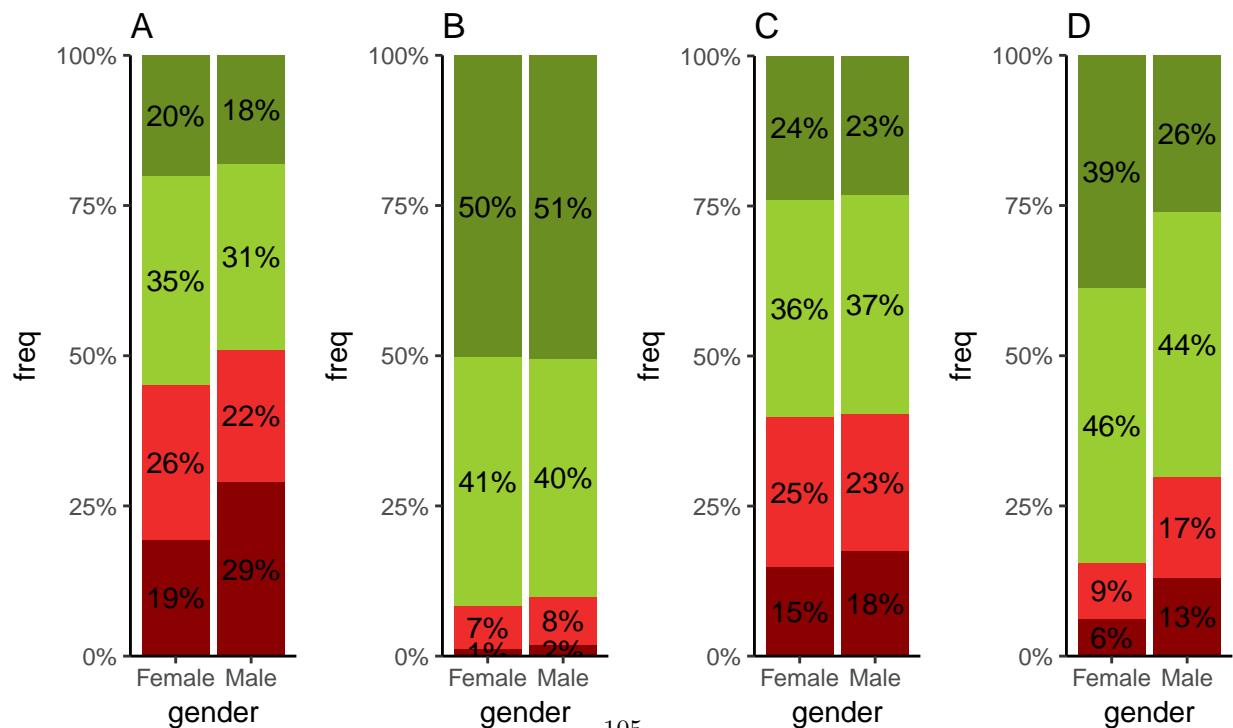
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

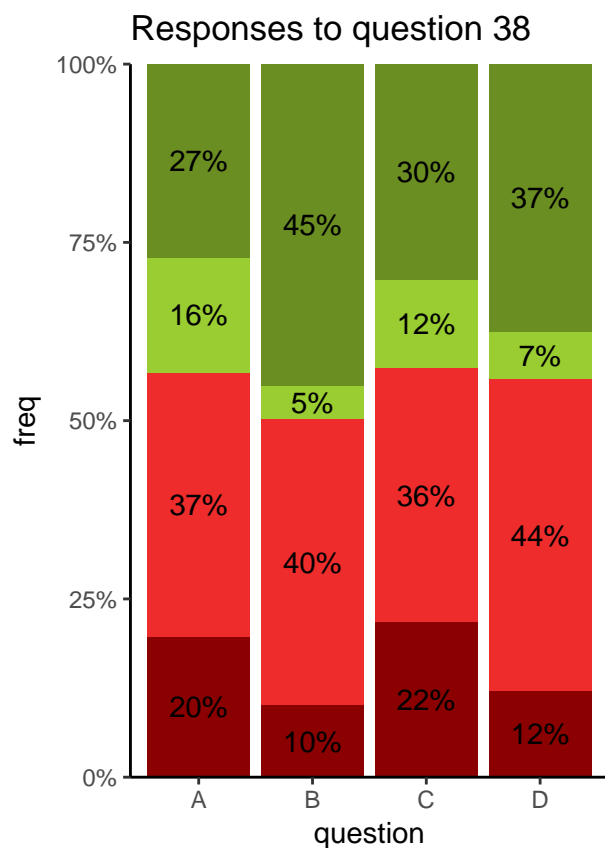
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 53 Romania



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

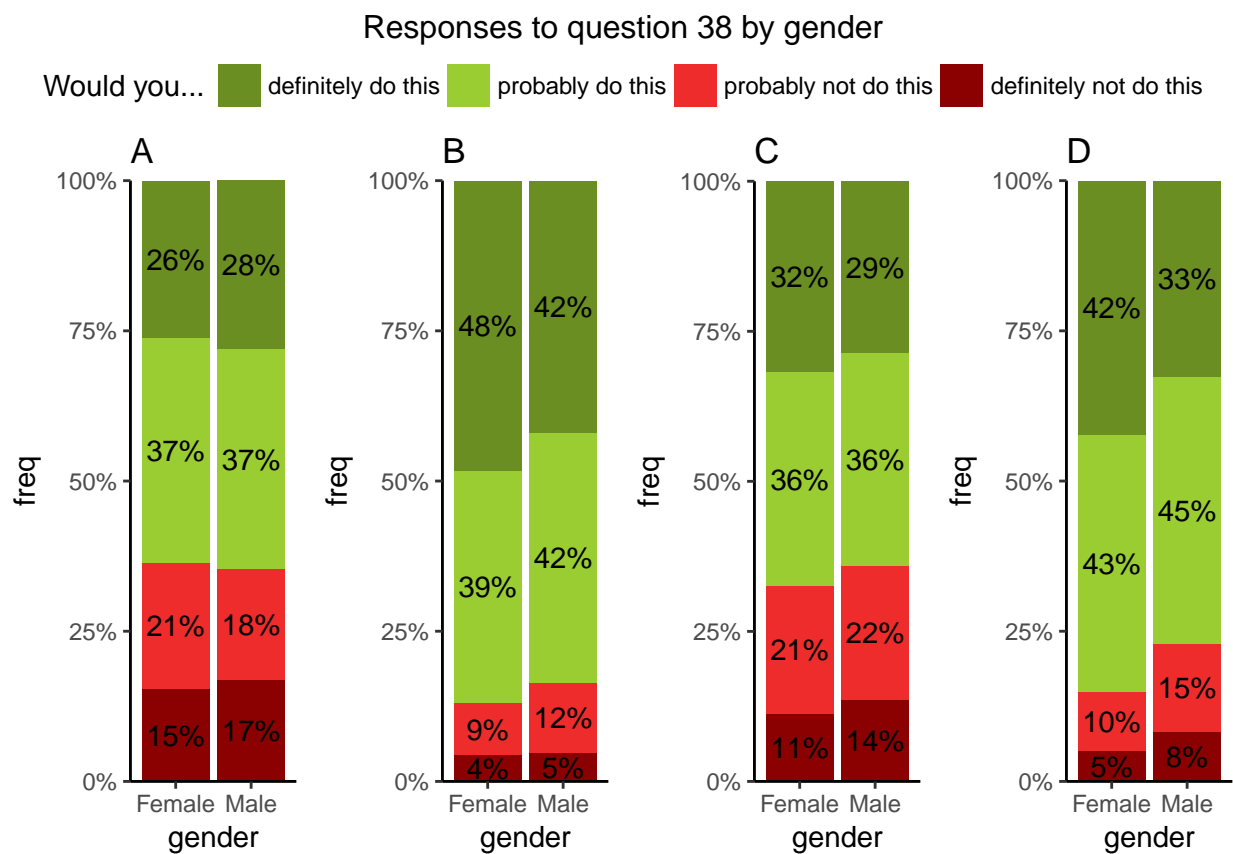
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

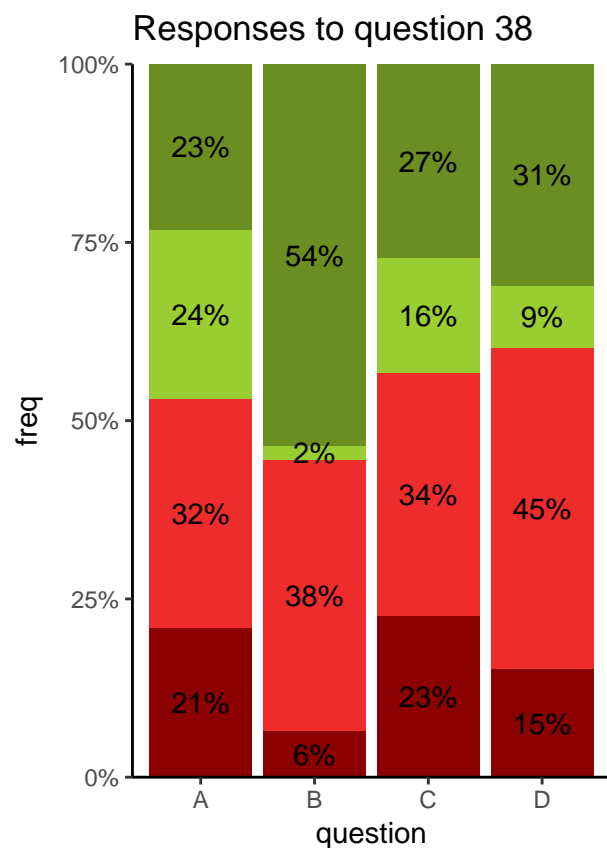
C = I read the manual.

D = I ask a friend for help.





## 54 Russian Federation



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

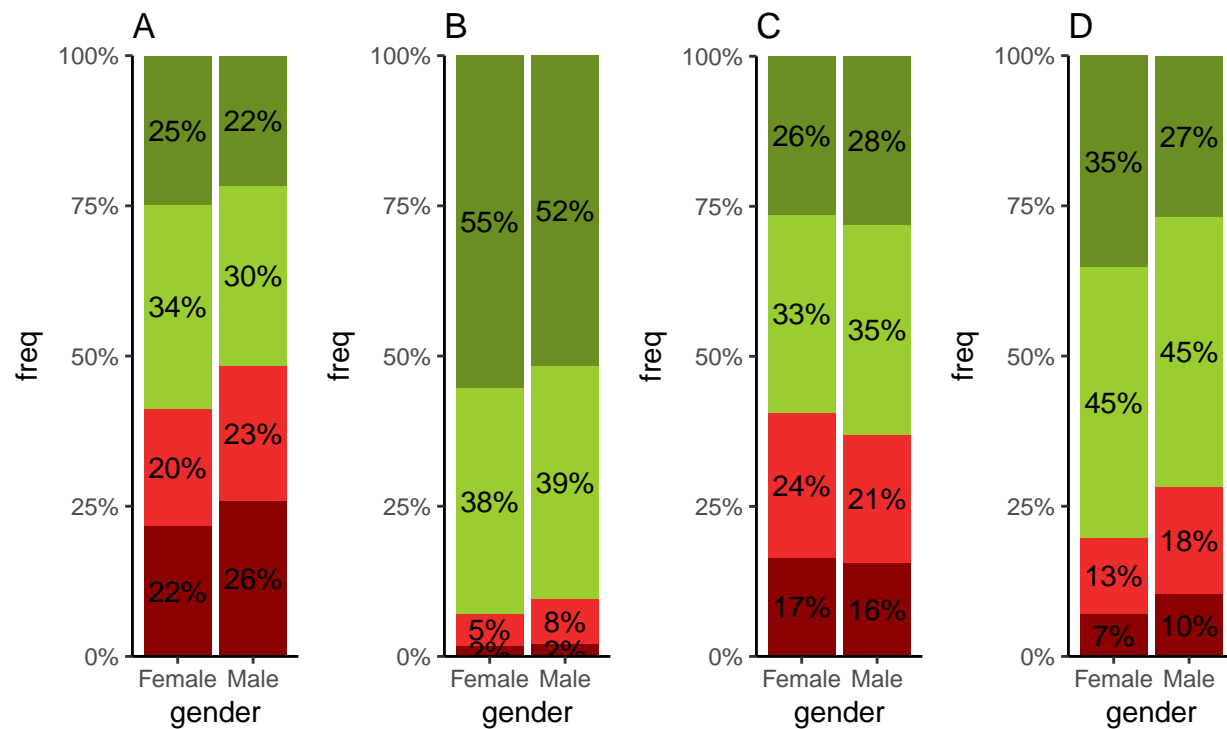
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

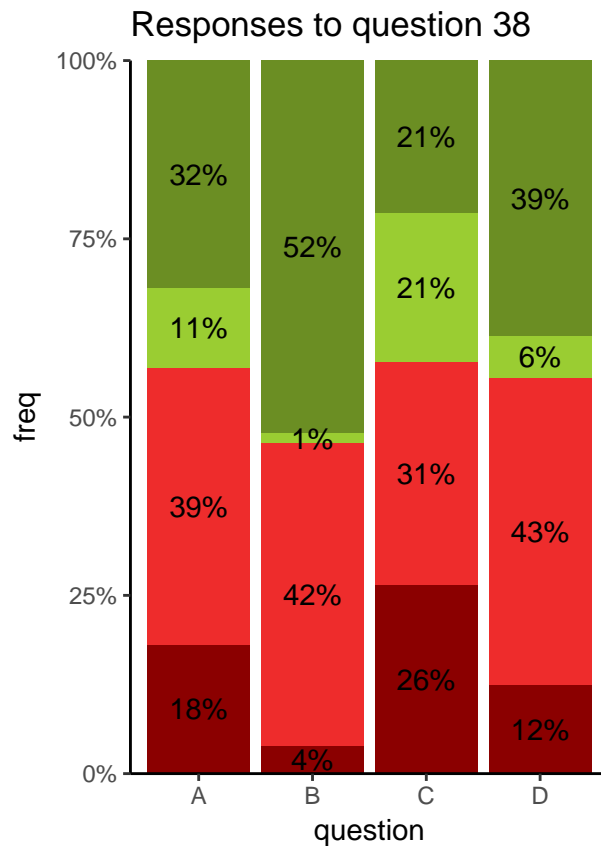
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 55 Singapore



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

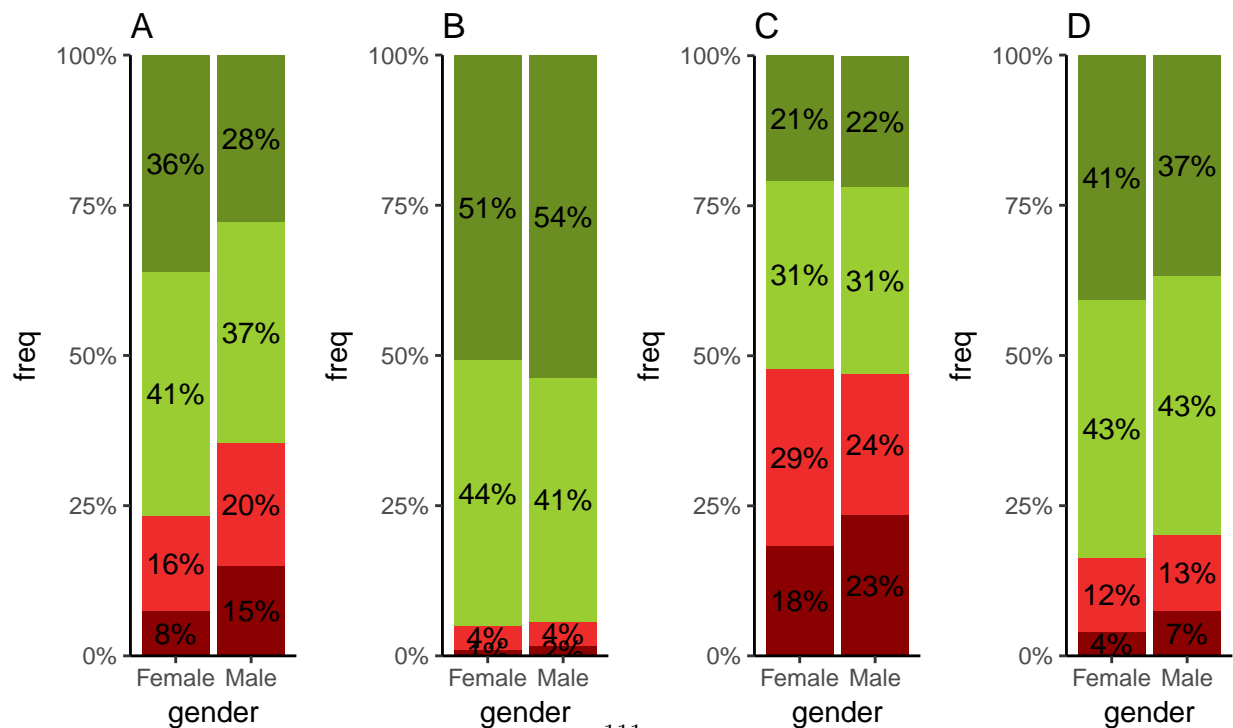
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

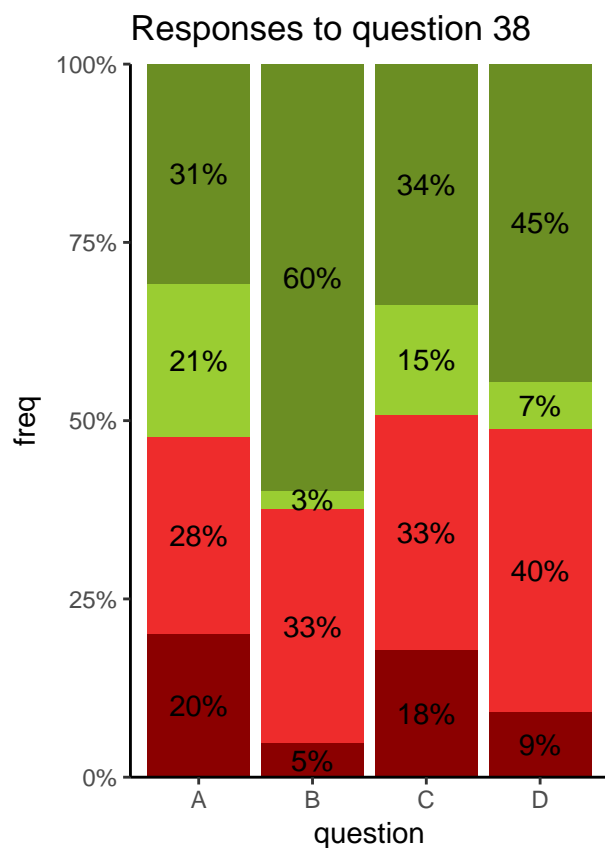
Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this







## 56 Serbia



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

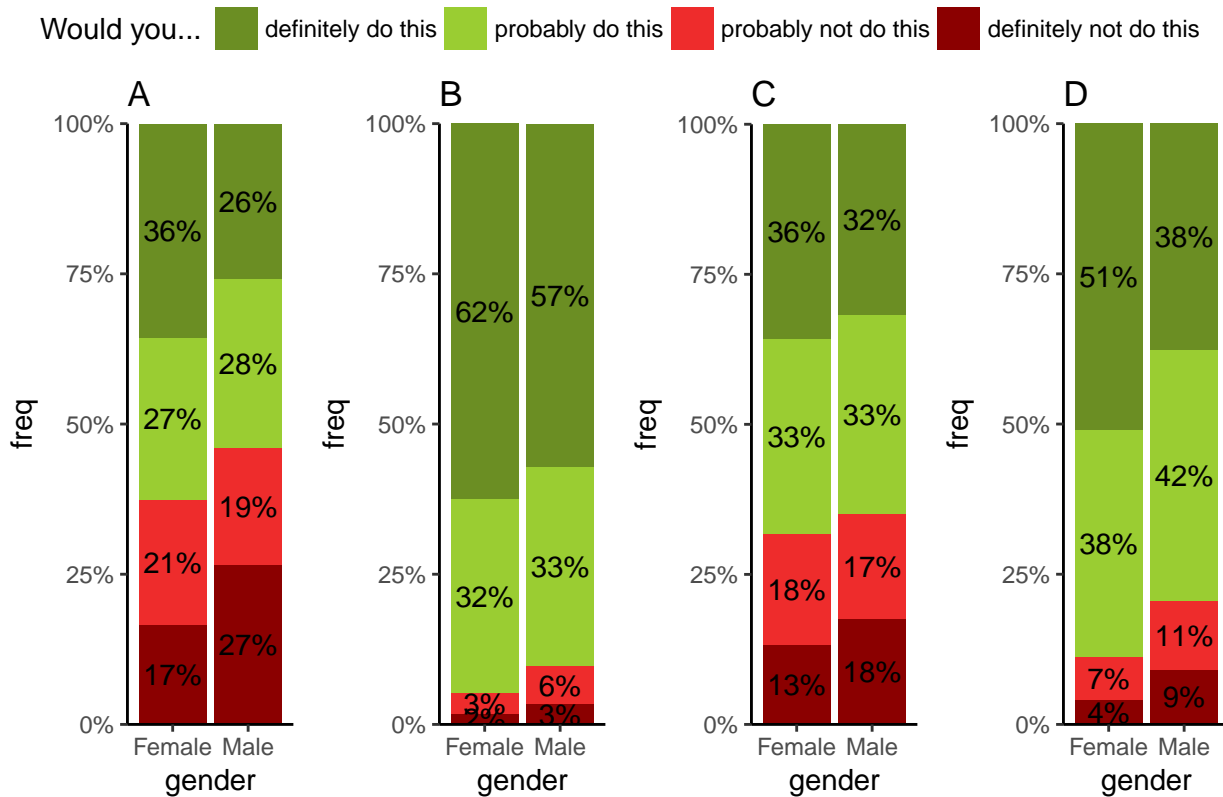
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

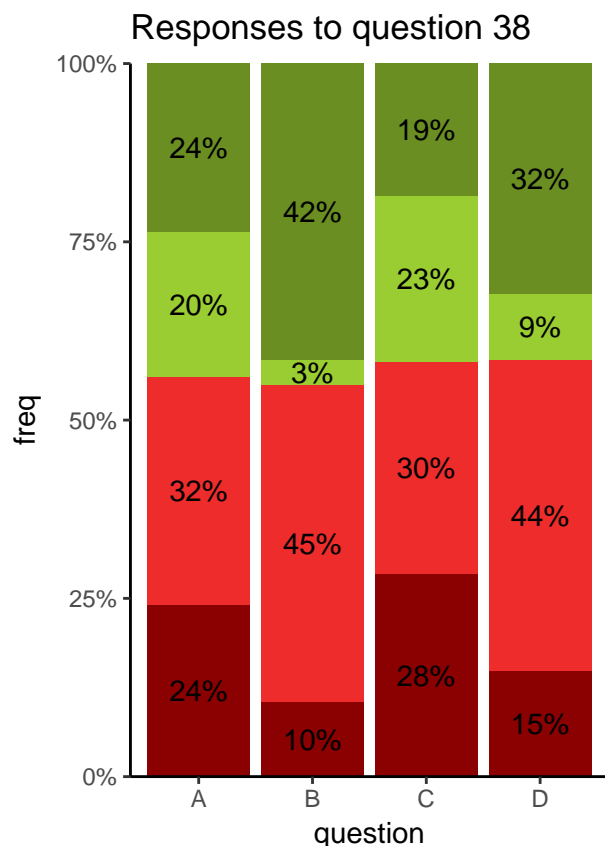
D = I ask a friend for help.

**Responses to question 38 by gender**





## 57 Slovak Republic



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

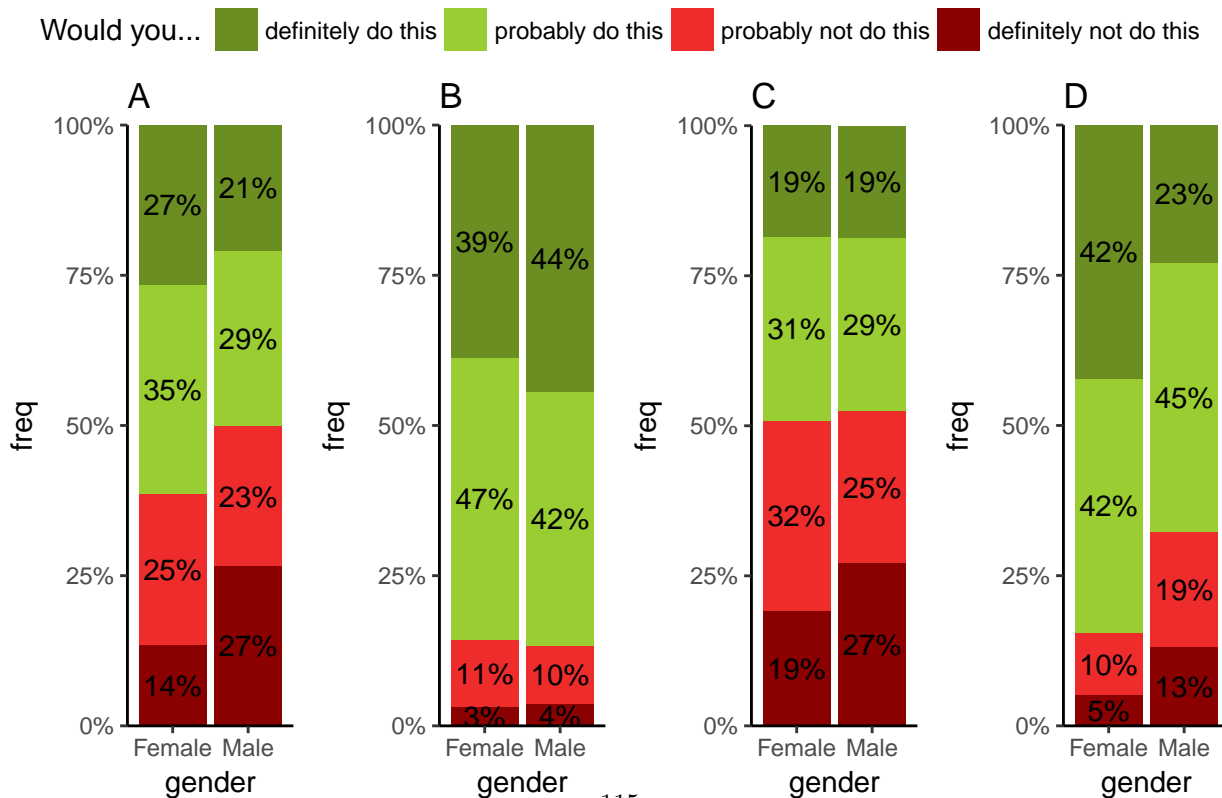
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

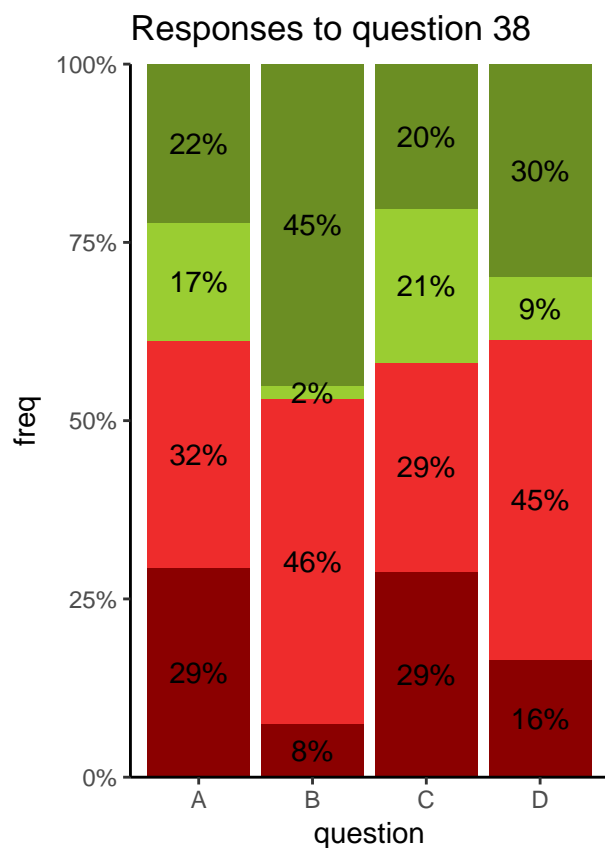
D = I ask a friend for help.

**Responses to question 38 by gender**





## 58 Slovenia



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

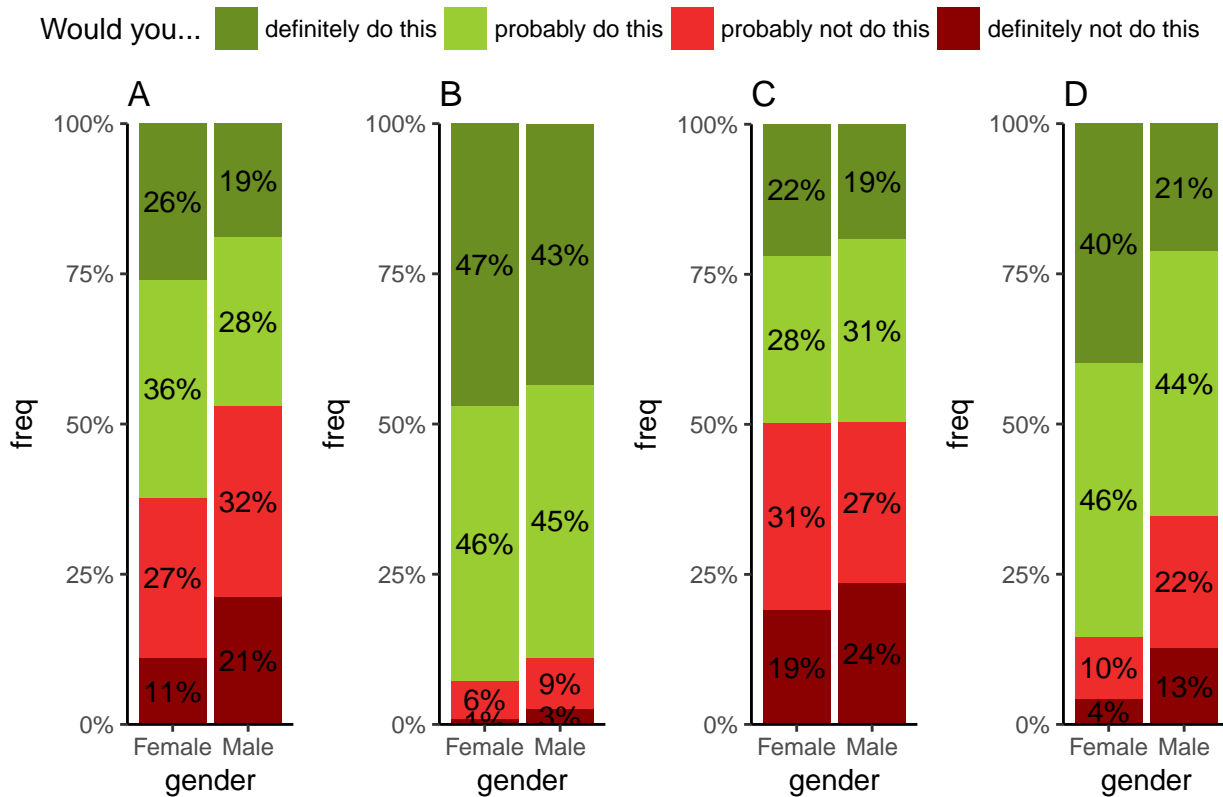
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

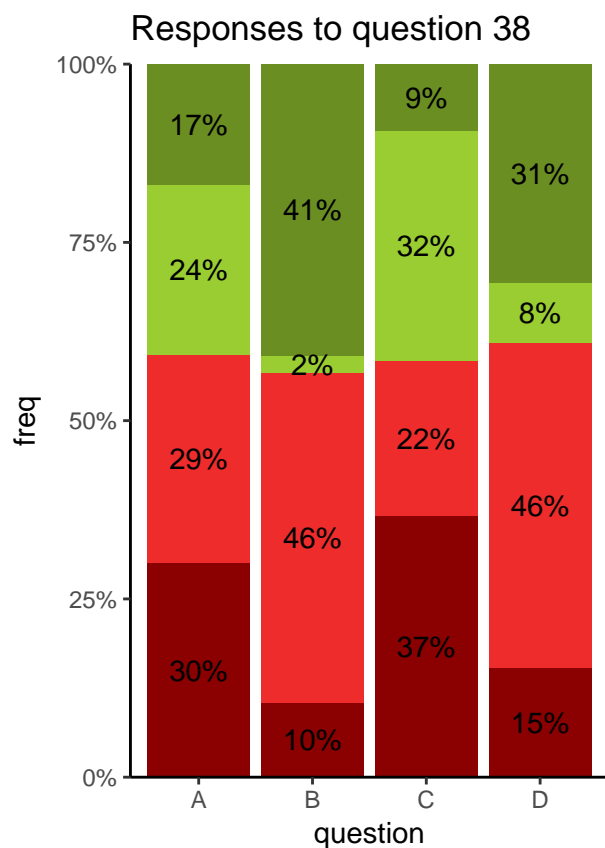
D = I ask a friend for help.

**Responses to question 38 by gender**





## 59 Sweden



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

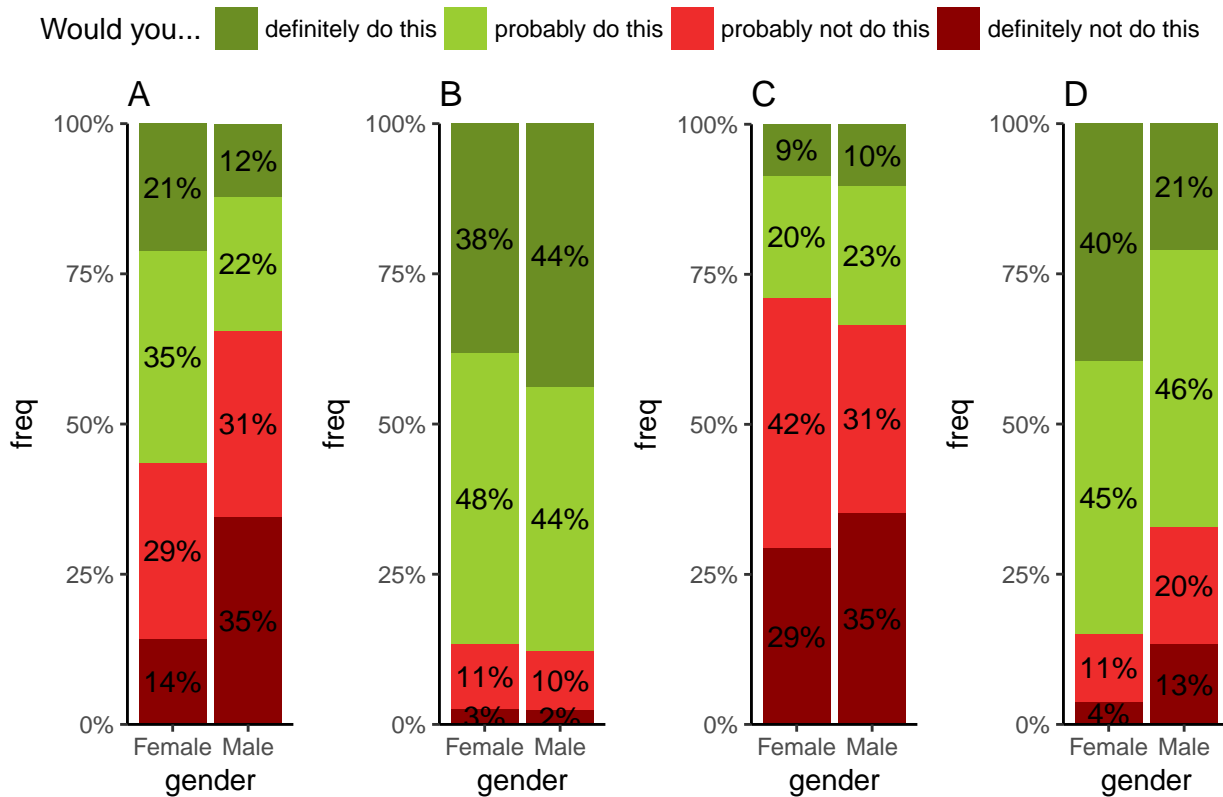
A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

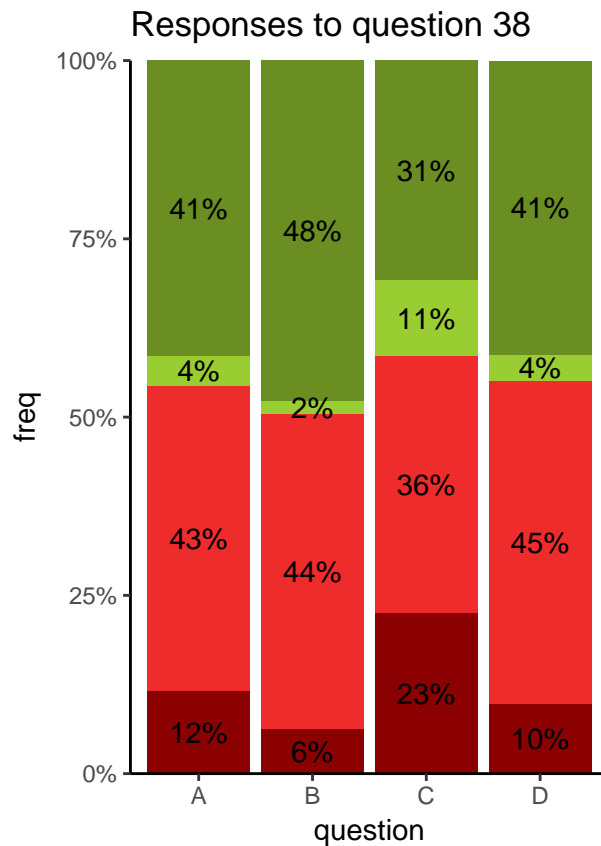
**Responses to question 38 by gender**







## 60 Chinese Taipei



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

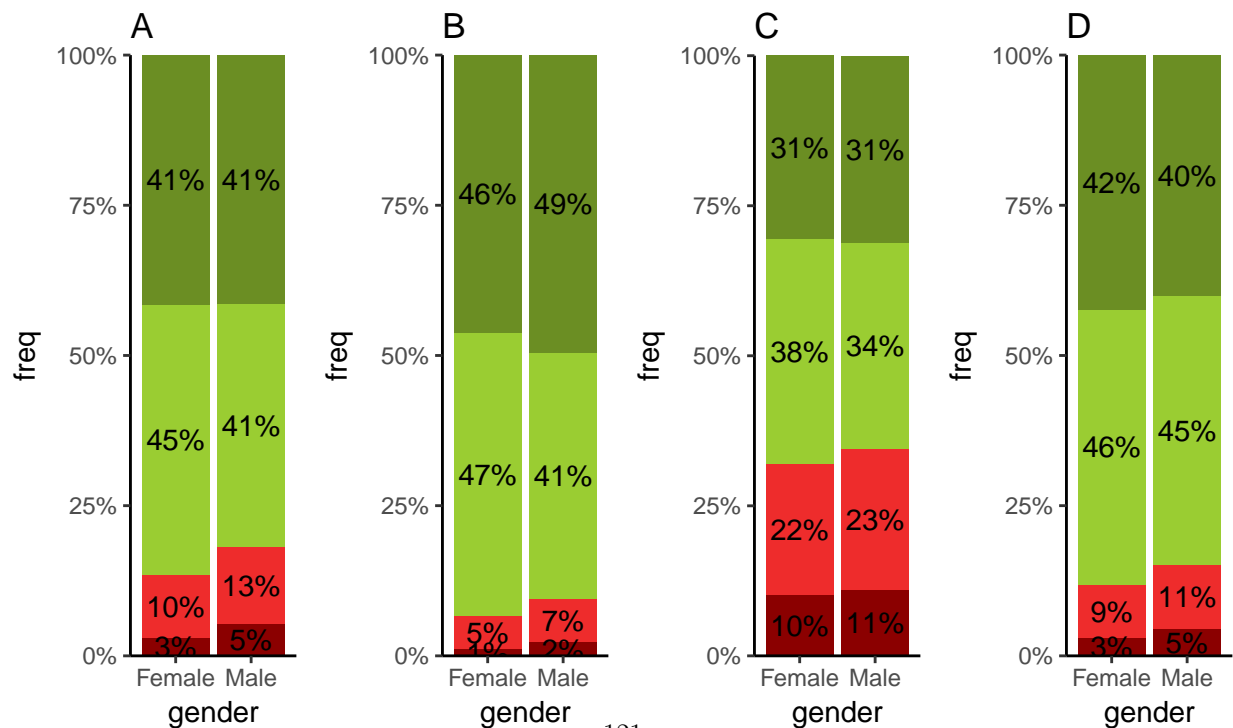
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

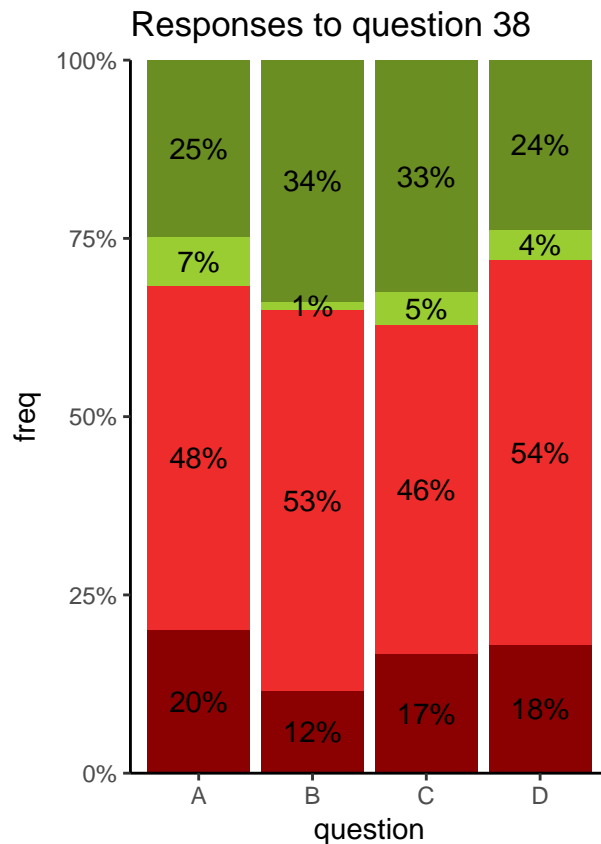
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 61 Thailand



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

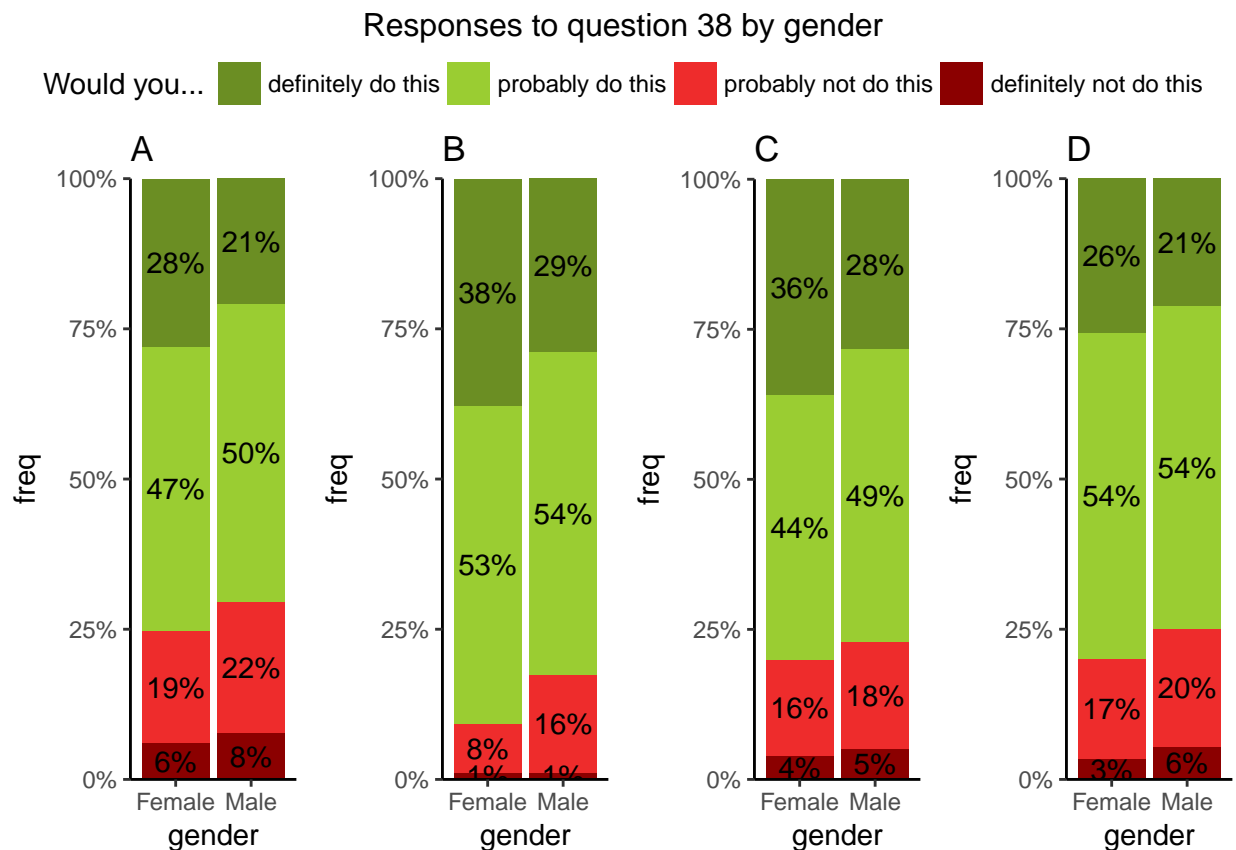
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

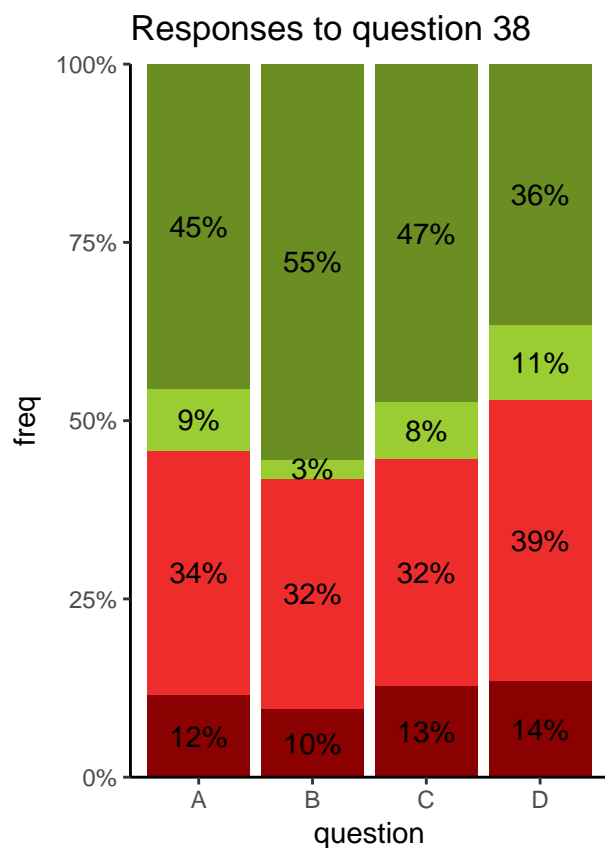
C = I read the manual.

D = I ask a friend for help.





## 62 Tunisia



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

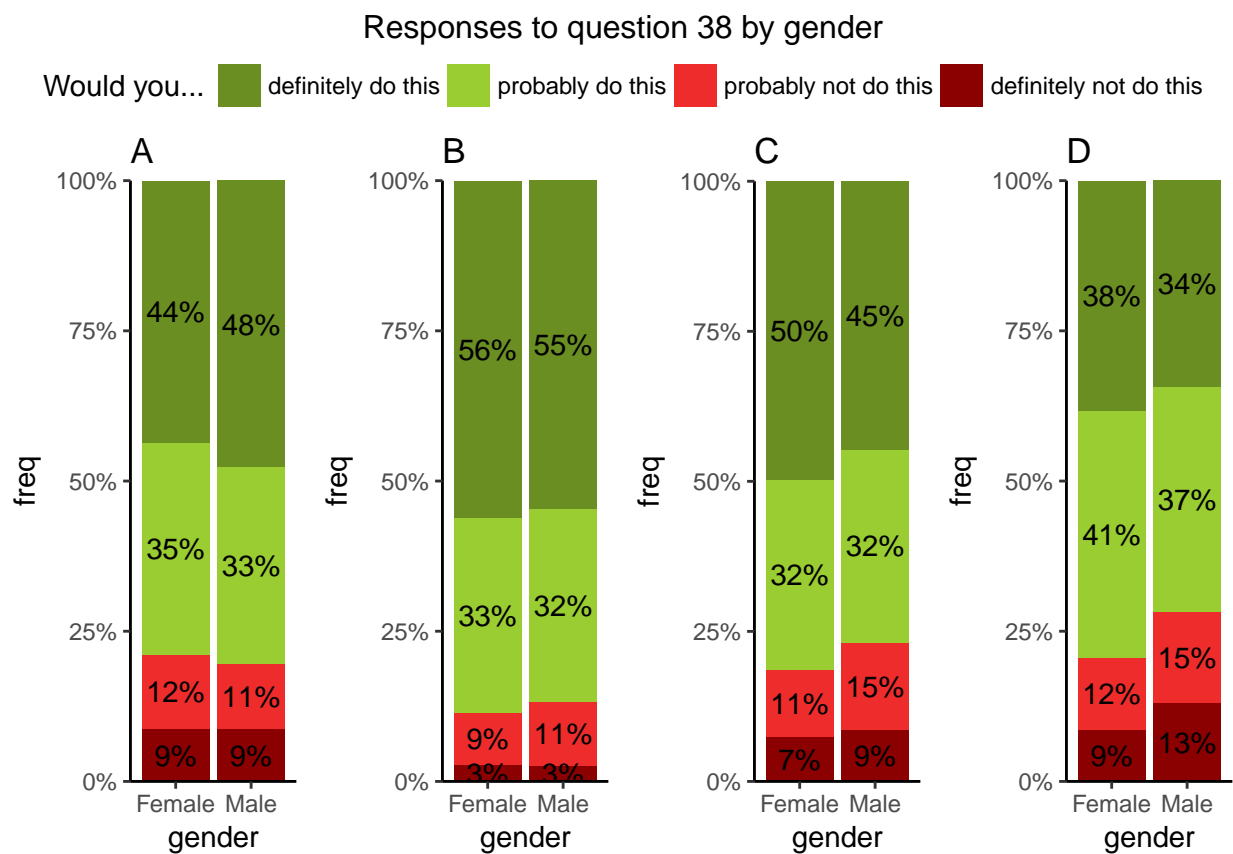
What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

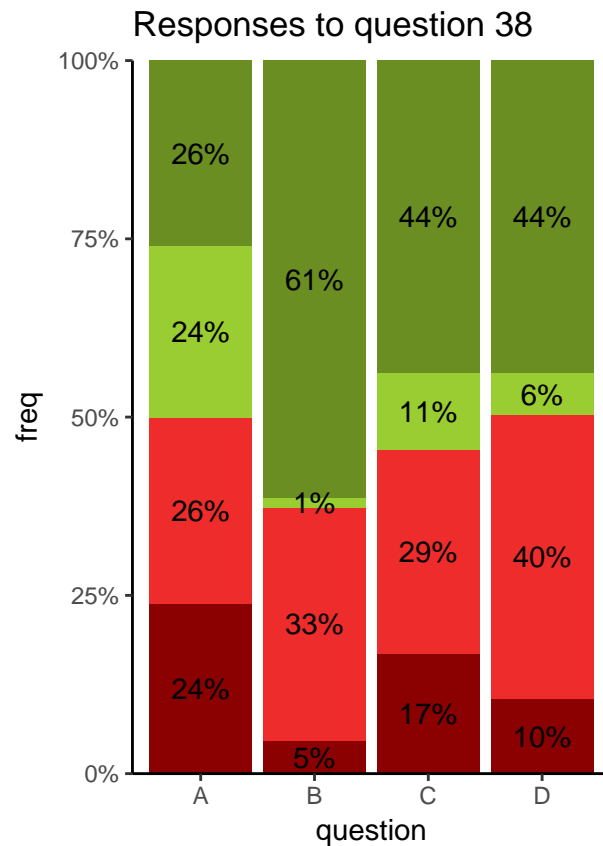
C = I read the manual.

D = I ask a friend for help.





## 63 Turkey



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

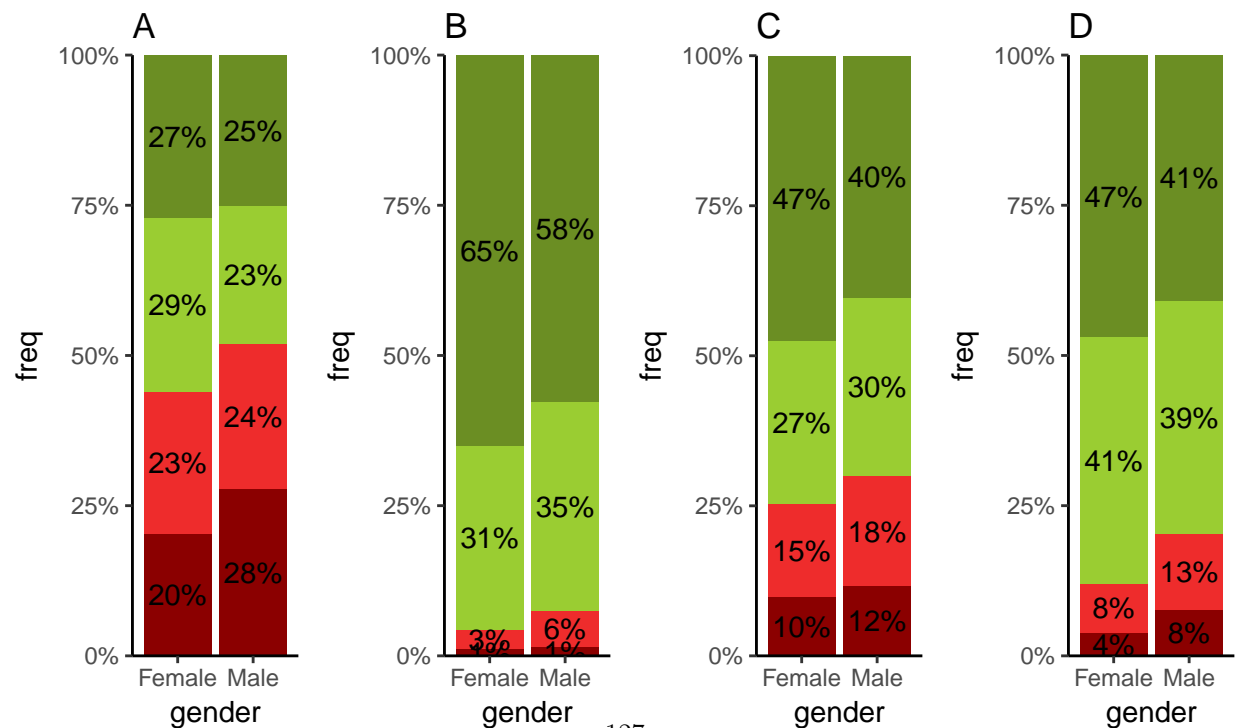
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

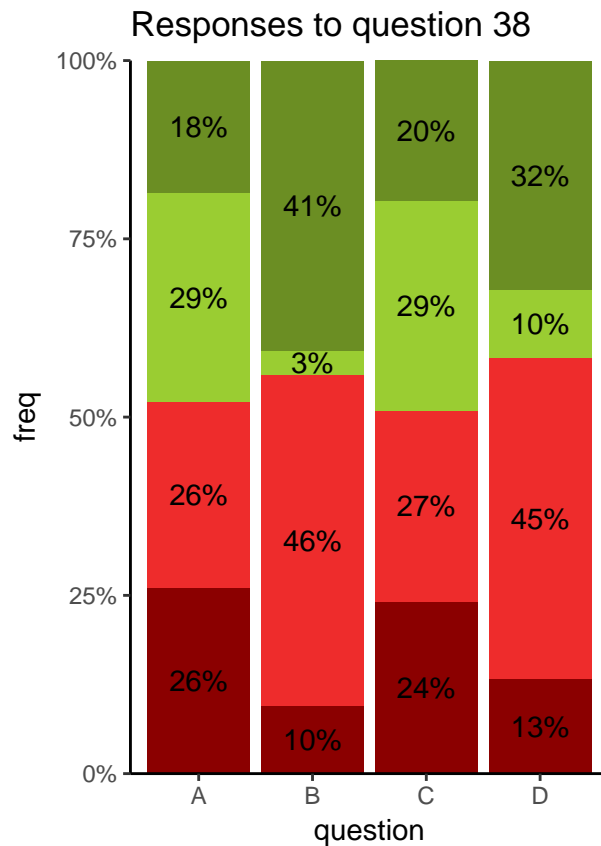
Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this







## 64 Uruguay



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

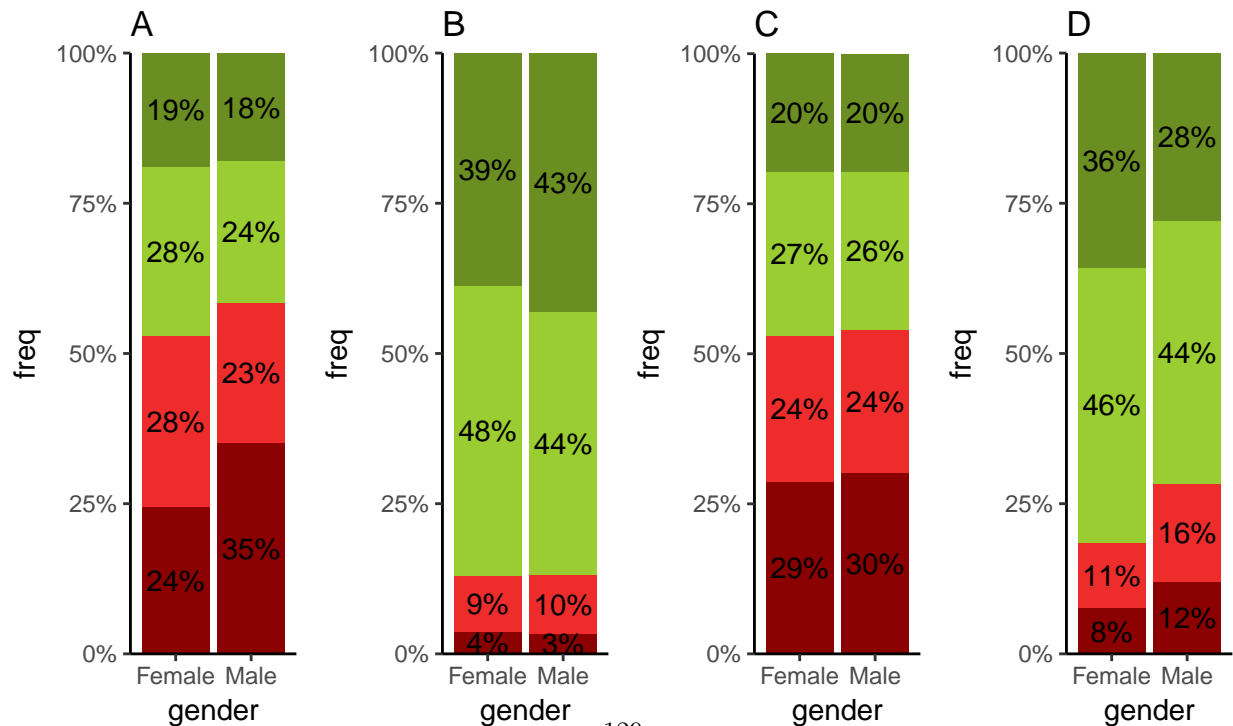
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

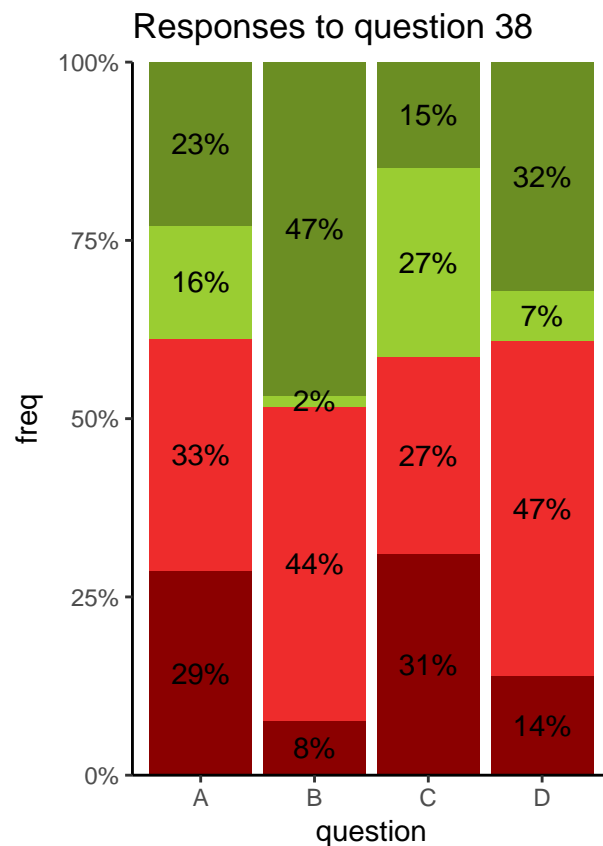
**Responses to question 38 by gender**

Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 65 United States of America



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

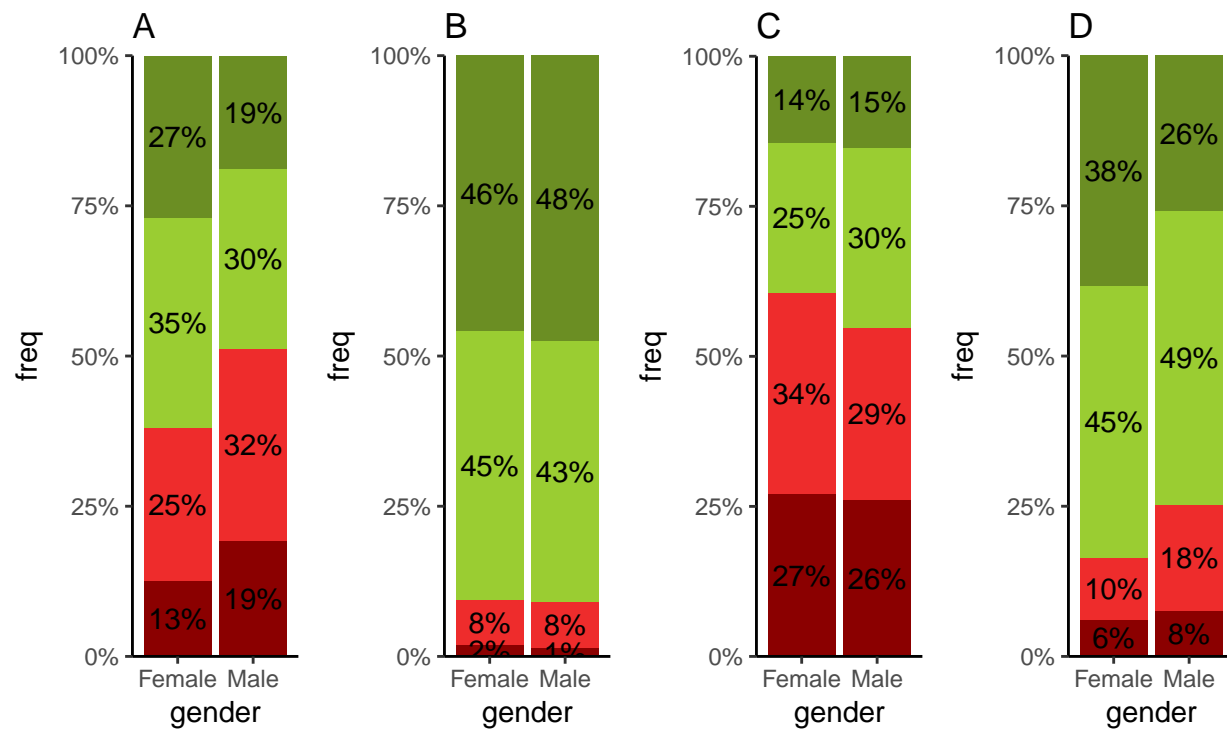
B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

**Responses to question 38 by gender**

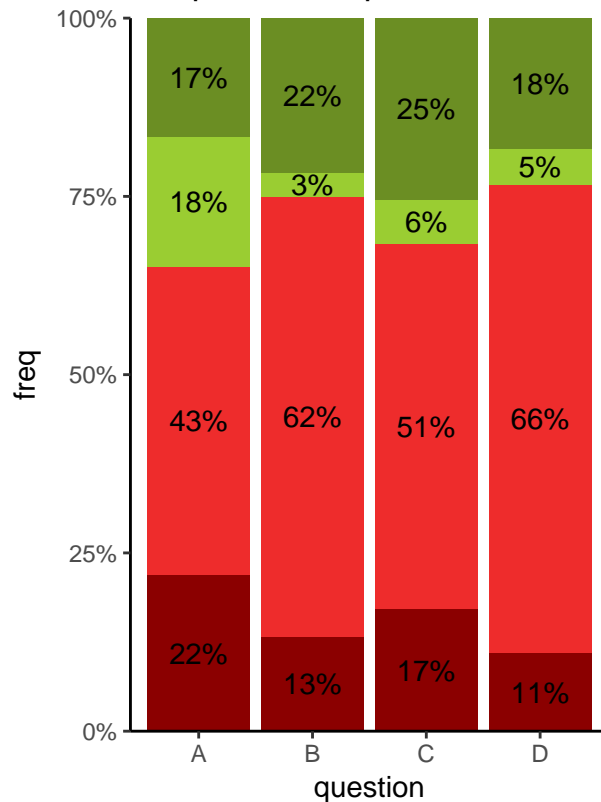
Would you... ■ definitely do this ■ probably do this ■ probably not do this ■ definitely not do this





## 66 Vietnam

Responses to question 38



Suppose that you have been sending text messages from your mobile phone for several weeks. Today, however, you can't send text messages. You want to try to solve the problem.

What would you do?

A = I press every button possible to find out what is wrong.

B = I think about what might have caused the problem and what I can do to solve it.

C = I read the manual.

D = I ask a friend for help.

Responses to question 38 by gender

Would you... definitely do this probably do this probably not do this definitely not do this

