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| --- | --- | --- | --- | --- |
| **Variables** | | **Males (n = 46)** | **Females (n = 74)** | **Whole sample (n = 120)** |
| Age (Years) Mean (SD)  Range | | 31.9 (11.7)  15 - 57 | 35.5 (11.3)  20 - 57 | 34.1 (11.6) 15 - 57 |
| Do you avail/use the current courier services available today? n (%) Yes  No | | 43 (93.5)  3 (6.5) | 69 (93.2)  5 (6.8) | 112 (93.3) 8 (6.7) |
| Do you use these courier services even before the pandemic? n (%) Yes  No  Have not availed any service | | 32 (69.6)  11 (23.9)  3 (6.5) | 60 (81.0)  9 (12.2)  5 (6.8) | 92 (76.6) 20 (16.7) 8 (6.7) |
| During the duration of Covid - 19, How many times have you used these delivery services n (%) 1-5 times  6-10 times  < 10 times  Have not availed any service | | 18 (39.1)  15 (32.6)  10 (21.7)  3 (6.5) | 41 (55.4)  9 (12.2)  19 (25.6)  5 (6.8) | 59 (49.1) 24 (20.0) 29 (24.2) 8 (6.7) |
| From January to March 2020 how many times have you used these delivery services n (%) 1-5 times  6-10 times  Have not availed the sevice before the pandemic  Have not availed any service | | 26 (56.6)  6 (13.0)  11 (23.9)  3 (6.5) | 53 (71.6)  7 (9.4)  9 (12.2)  5 (6.8) | 79 (65.8) 13 (10.8) 20 (16.7) 8 (6.7) |
| Note(s): “A” denotes further development potential via augmentation |

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| Category | Description | Frequency |
| Productivity | The comment concerns the convenience of using chatbots (whether they are easy or fast to use). Participants typically report using them to obtain assistance or information. | 100 |
| Entertainment | The comment concerns the entertainment value of using chatbots (whether they are fun to use). Some report that they use chatbots when bored to kill time. | 29 |
| Social/relational | The comment concerns the use of chatbots for social or relational purposes. Typically, chatbots are seen as a personal, human means of interaction that may have social value. Some also use chatbots to strengthen social interactions with other people. | 18 |
| Novelty/Curiosity | The comment concerns the use of chatbots out of curiosity or because they are a novelty. Often, the stated aim is to investigate chatbots’ capabilities. | 15 |
| Other | The comment concerns motivations that do not fit in the above categories and are not sufficiently frequent to justify a separate category. | 12 |

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| Advantages | Traditional interviews | Surveys | Chatbot interviews |
| Rich data | X |  | X |
| Personal/empathetic | X |  | X |
| Engaging | X |  | X |
| Laddering and probing questions | X |  | A |
| Body language Observation | X |  | A |
| Low cost |  | X | A |
| Broad reach/scalability |  | X | X |
| Fast deployment/speed |  | X | X |
| Flexible availability |  | X | X |
| Realtime analysis |  | X | X |
| Multiformat conversation availability |  |  | X |
| Automation |  |  | X |
| Adaptable personality |  |  | A |

Category Description

Productivity The comment concerns the convenience of using chatbots  
(whether they are easy or fast to use). Participants typically  
report using them to obtain assistance or information.

Entertainment

Social/relational

Novelty/Curiosity

Other