

## Questionnaire about Web Shops

### Instructions

For the multiple choice questions, please select one of the provided answers by entering an "X" into the appropriate box.

Example: *Do you live in Aberdeen?*

Yes: ☒

No: ☐

### Personal Information

1. How old are you? \_\_\_\_\_ *Years old*

2. Do you have children?

Yes: ☐

No: ☐

3. If **Yes**, how many do you have?

1: ☐

2: ☐

3: ☐

4: ☐

4+: ☐

4. How old are your children? \_\_\_\_\_

5. On average, how many hours do you use a computer per day?

*Never:* ☐

*1 hour:* ☐

*2 – 4 hours:* ☐

*4 – 6 hours:* ☐

*6+ hours:* ☐

### Web Shops in General

6. How often do you use web shop?

*Never:* ☐

*Once a year:* ☐

*2 – 6 times  
per year:* ☐

*Once a  
month:* ☐

*2 – 6 times  
per month:* ☐

7. Which of the following items do you normally buy online?

*Books:* ☐

*CDs/DVDs:* ☐

*Clothes:* ☐

*Electronics:* ☐

*Food:* ☐

*Others:* ☐

*Please specify:* \_\_\_\_\_

8. Do you mind creating an account when ordering online?

Yes: ☐

No: ☐

8.a) If **Yes**, can you state a reason why you don't like creating accounts?

\_\_\_\_\_

9. What is your preferred payment method, if shopping online?

*Credit Card:* ☐

*Debit Card:* ☐

*Bank  
transfer:* ☐

*Invoice:* ☐

*Pick up  
(cash):* ☐

*Other:* ☐

*Please specify:* \_\_\_\_\_

10. Can you think of any annoying features you have encountered on a web shop?

\_\_\_\_\_