

## Participant Consent Form

Thank you for agreeing to participate in our study. This consent form outlines the purpose of the research, what your participation will involve, and your rights as a participant. Please read the following information carefully before signing.

### 1. Purpose of the Study

The purpose of this study is to evaluate the usability and functionality of a mobile application for an electrical store. The data collected will help improve the application's design and user experience.

### 2. What Your Participation Involves

As a participant, you will be asked to perform specific tasks within the mobile application, such as viewing products, making purchases, and interacting with the AI chatbot. Your interactions will be observed, and you may be asked to provide feedback about your experience.

### 3. Voluntary Participation

Your participation in this study is completely voluntary. You may choose to withdraw at any time without any penalty or negative consequences.

### 4. Confidentiality



All data collected during this study will be kept confidential and used solely for research purposes. Your personal information will not be shared with any third parties.

### 5. Risks and Benefits

There are minimal risks associated with this study. However, you may discontinue your participation if you feel uncomfortable at any time. Your feedback will help improve the application's user experience, benefiting future users.

### 6. Consent Statement

By signing this consent form, you acknowledge that you have read and understood the information provided above. You agree to participate in this study voluntarily and understand that you can withdraw at any time.

Researcher Name: Nguyen Thi Thanh Hang Participant Name: Dinh Trong Minh  
Signature:  Signature: 

Date: 30/11/2024

Date: 30/11/2024

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Researcher Name:

Nguyen Thi Thanh Hang

Signature:

Date:

2/12 / 2024

Participant Name:

Ngan Pham Hoa Phuong

Signature:

Date:

2/12/2024.

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Researcher Name: *Nguyen Thu Thong*  
Signature: *[Signature]*

Date: *21/12/2024*

Participant Name: *Nguyen Quoc Sy*  
Signature: *[Signature]*

Date: *21/12/2024*