FIT5152 – Usability Design Project

Submission 1: Data Gathering and User Analysis

Toy & Game Swapping App – Understanding Our Users

Unit: FIT5152

Group Name: Venonat

Group Members:

- ❖ Ruotong Tang 34514473
- ❖ Shenghua Chen 35248149
- ❖ Xiaoman Zhou 34258221
- ❖ Yushu Wang 34592849

Content

Part 1: Questionnaire and Data Analysis

Section 1. Questionnaire with 15 questions

- **Questionnaire Link: https://forms.gle/SmYFwo8EpwJjPLZa6**

Section A: Demographic Information (5 Questions)

1. Which age range do you belong to? *

- ○ 18–24
- ○ 25–34
- ○ 35–44
- ○ 45–54
- ○ 55+

2. How would you describe your gender? *

- ○ Male
- ○ Female
- ○ Non-binary
- ○ Prefer not to say
- ○ Other: _____

3. How would you identify your current occupation status? *

- ○ Full-time employed
- ○ Part-time employed
- ○ Student
- ○ Unemployed
- ○ Retired
- ○ Other: _____

4. Which best describes your current living situation? *
(Please choose the option that best matches your current household.)

○ Live alone

○ Live with parents/siblings

○ Live with partner/spouse (no children)

○ Live with partner/spouse and children

○ Other...

5. How would you describe your household's financial situation? *

○ Comfortable, can buy most things I want

○ Manageable, can cover needs but careful with extra spending

○ Struggling sometimes, need to budget carefully

○ Very tight, only cover essentials

Section B: Technology Use & Behavior (5 Questions)

Description (optional)

6. How often do you use mobile applications in your daily life? *

○ Rarely (less than once per day)

○ Sometimes (1–3 times per day)

○ Often (4–6 times per day)

○ Very often (7+ times per day)

7. Which of the following activities do you regularly perform on your smartphone? (Select all that apply) *

☐ Messaging / Social Media

☐ Online shopping

☐ Banking / financial management

☐ Booking services (e.g., tickets, appointments)

☐ Entertainment (music, video, games)

☐ Other...

8. What concerns, if any, do you have about using mobile apps? *(Select all that apply)* *

- [ ] Worried about my personal information being seen or shared
- [ ] Not sure if I can trust other users
- [ ] Confusing or hard to use
- [ ] Too many notifications
- [ ] Cost money or have hidden fees
- [ ] No worries
- [ ] Other…

9. When using apps that involve other people, what factor makes you trust the platform the most? *

- [ ] User reviews & ratings
- [ ] Verified accounts
- [ ] Clear rules & safety policies
- [ ] Recommendations from friends/family
- [ ] I don't usually trust these apps
- [ ] Other…

10. How confident are you in using new mobile applications? *

	1	2	3	4	5	
Not confident at all	○	○	○	○	○	Very confident

Section C: Toys & Games Experience & Behavior (5 Questions)

Description (optional)

11. Have you ever used websites or apps to swap, donate, or borrow games or toys? *(e.g., Gumtree, Facebook Marketplace, Freecycle)* *

- ( ) Yes, often
- ( ) Yes, occasionally
- ( ) No, never

12. What types of toys or games are most common in your household? *(Select all that apply)* *

☐ Board / card Games

☐ Video games

☐ Puzzles

☐ Outdoor / sports toys

☐ Educational toys

☐ Stuffed / plush toys

☐ Other...

13. How many unused toys or games at home would you consider donating or swapping? *

○ None

○ 1–5

○ 6–10

○ 11+

14. What do you usually do with toys or games that are no longer used? (Select all that apply) *

☐ Store them

☐ Donate them

☐ Throw them away

☐ Give or swap with others

☐ Sell them online

☐ Other...

15. Have you ever had any experiences when donating, swapping, or sharing toys/games? *
If nothing comes to mind, just write 'No'.
(Even a short answer like 'fun to play, but hard to find someone to swap with' is very helpful!)

Long-answer text

Section 2. Questionnaire response analysis

2.1 Questionnaire Distribution and Participant Selection

We distributed the questionnaire online via social media and personal networks using a convenience sampling approach. It was shared to friends, relatives, and young parents to include both families with children and households without children.

Participation was voluntary, with no personal data collected. While random sampling was not applied, we aimed for demographic diversity across ages, occupations, and household situations. In total, 38 valid responses were collected.

This method enabled us to quickly gather diverse perspectives on mobile app usage, toy/game ownership, and attitudes toward donating or swapping items, making it suitable for an early-stage usability study.

2.2 Data Analysis of Responses

- **Insights from individual questions:**
  - ➢ **Question 2 - Gender:** This question explored whether gender influences engagement with swapping or donating toys. The majority of respondents were female, suggesting that women—particularly mothers—may represent a strong target group.
  - ➢ **Question 3 - Occupation Status:** This question examined the role of employment or study in shaping engagement. Responses included students, full-time employees, and retirees. Students expressed stronger budget concerns and interest in swapping, whereas retirees displayed lower trust in mobile apps.
  - ➢ **Question 5 - Financial Situation:** This question assessed the influence of household budgeting. Respondents with tighter budgets were more motivated to swap or donate, while more financially comfortable households tended to store or discard unused items.
  - ➢ **Question 7 - Activities on Smartphone:** This question investigated participants' digital habits. Social media and entertainment were dominant, with many also engaging in online shopping and banking, indicating comfort with transaction-like digital features.
  - ➢ **Question 13 - Number of Unused Toys/Games:** This question identified potential supply for swapping or donating. Most respondents reported having 1–5 unused items, while some had 11 or more, suggesting a potentially uneven but significant pool of stock.
  - ➢ **Question 15 - Experiences Sharing/Swapping Toys:** This question sought qualitative insights into experiences and motivations. Some participants described the activity as "fun but hard to find someone," while others emphasised emotional rewards. These responses highlight the importance of convenience and community trust in motivating participation.

- **Cross-Analysis Findings:**
  - ➢ **Age and mobile app usage (Q1 & Q6):** Among respondents aged 18–34 (n=31), about **74% reported "very often" (7+ times/day)**, compared with **25% of those 35+ (n=7)**. Younger users are clearly more digitally active.
  - ➢ **Living situation and toy disposal (Q4 & Q14): 65% of respondents with children** reported donating or swapping unused toys, whereas **70% of single-person households** chose to store or discard them.
  - ➢ **Experience and trust (Q11 & Q10):** Of the 7 respondents with prior platform experience, **5 indicated trust via user reviews**, while among the 31 inexperienced users, **over half emphasised privacy concerns** instead.
  - ➢ **Age and toy preferences (Q1 & Q12):** Respondents aged 18–24 mostly selected video/board games, while those 35+ were more likely to mention children's or educational toys.
  - ➢ **App usage frequency and confidence (Q6 & Q8):** High-frequency users (7+ times/day, n≈20) had a mean confidence rating of **3.8/5**, compared to **2.9/5** among low-frequency users.
  - ➢ **Concerns vs experience (Q9, Q11 & Q15):** Inexperienced users prioritised privacy and security concerns, while experienced users focused more on navigation challenges and difficulty finding partners.

- **Patterns:**
  - ➢ Younger users (18–34) are digitally active, frequently use mobile apps, and show higher confidence in trying new apps. Female users, especially those living with children, are more engaged in donating or swapping toys. Most users currently store or discard unused toys, with actual platform usage being low. Frequent app users are confident and habitual, while less frequent users show more concerns about privacy and trust.
- **Outliers:**
  - ➢ Some older users (45+) use apps frequently but remain sceptical, showing that age does not always predict digital proficiency. Some young users, despite being active, are not interested in sharing or donating toys. A few users have a large number of unused toys (11+), potentially causing uneven supply in the platform's early stage.
  - ➢ Young, frequent users are prime targets for early promotion and testing, while elderly or low-frequency users require simplified processes to encourage sustained engagement. Female users living with children show a higher willingness to donate or exchange, suggesting targeted features or messaging could enhance adoption. Trust and transparency remain critical, so the platform should prioritise security, clear rules, and social verification. Observed outliers indicate the need for a flexible design to accommodate diverse behaviours, such as handling large toy inventories or occasional users, ensuring a smooth experience for all.

- **Problems / Limitations in Questions:**
  Several limitations may have affected the quality and representativeness of responses:

➤ **Sampling limitations:** The online distribution approach excluded low-frequency internet users, particularly older adults, and resulted in relatively few responses from those aged 35+.
➤ **Self-reporting bias:** Behavioural questions (e.g., frequency of donating/swapping) relied on self-reports, which may be subject to inaccuracy.
➤ **Question design limitations:** The questionnaire did not fully capture underlying motivations or barriers, nor did it ask why respondents had not used existing platforms. This left gaps in understanding user intentions.

2.3 Gap in Data and Further Research

The questionnaire over-represented younger, digitally active users, while older adults (35+, retirees) were under-sampled. This limits insights into less tech-savvy groups. Motivations and barriers were not explored in depth—for example, why many respondents had never used existing swap platforms. Practical issues such as preferred exchange methods, distance, and item hygiene were also absent.

Future research should:

1. **Expand sampling** to include older adults, low-frequency users, and families with young children to gain a more balanced understanding of diverse needs.
2. **Examine trust-building mechanisms** to identify how they affect engagement.
3. **Explore motivational drivers** (emotional satisfaction, environmental concern, convenience) and barriers (privacy risks, time cost).
4. **Investigate incentives**, such as gamification, reward points, or eco-badges, that could enhance motivation and sustain participation.
5. **Address practical considerations,** including item condition, hygiene, and preferred methods of exchange, to inform usability requirements

This will ensure more inclusive insights and guide prototype design towards trust, usability, and engagement.

Part 2: Personas and User stories

Group Member: Yushu Wang

Persona1. Maria Chen (53-year-old mother with children)

DEMOGRAPHICS
- Age: 53 years old
- Location: Suburban household
- Family: Married + 2 children (ages 18 & 20)
- Occupation: Homemaker / part-time retail assistant
- Income: ~$45,000 annually
- Education: Completed high school; some vocational training in retail/customer service
- Technology Comfort: Moderate — daily smartphone user, comfortable with social media and online shopping, but cautious with new apps and less confident with complex digital setups.

GOALS
- Tidy up her home while ensuring toys find meaningful new homes.
- Participate in safe, trustworthy swapping/donation communities.
- Avoid waste and contribute positively to her community.

BIO

Maria is a caring mother who has accumulated many toys and games over the years while raising her children. Now that her kids are older, many of these toys go unused, but she struggles to find sustainable and trustworthy ways to share them. She uses social media daily but feels overwhelmed by notifications and wary of scams. Maria values community trust, verified platforms, and opportunities to pass toys on to families who need them.

PAIN POINTS
- Concerned about strangers misusing platforms.
- Finds apps overwhelming with too many notifications.
- Dislikes throwing toys away but has limited convenient alternatives.

DATA LINKS (4 OBSERVATIONS)
1. Many users throw away toys → Maria's frustration with waste.
2. Parents/spouses with children were more likely to donate → aligns with her life stage.
3. Distrust and privacy concerns were most common among older participants → fits her caution.
4. Respondents valued verified accounts & reviews → directly matches her trust requirement.

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Data Links (How persona was developed):
1. **Many users throw away toys → Maria's frustration with waste**
   Questionnaire data showed most respondents store or discard unused toys, revealing a missed reuse opportunity. Maria reflects this frustration, disliking waste and valuing sustainable alternatives, aligning her behaviour with users open to donation or swapping if solutions are simple and trustworthy.
2. **Parents/spouses with children were more likely to donate → aligns with her life stage**
   Questionnaire results showed participants with partners and children were more inclined to donate or swap toys than those living alone. Maria, a mother of two with many unused toys, fits this pattern, showing how family households naturally generate both the supply and need for exchanges.
3. **Distrust and privacy concerns were most common among older participants → fits her caution**
   Older respondents (45–55+) frequently raised privacy, confusion, or hidden fee concerns. At age 53, Maria reflects this pattern. Her caution reinforces the importance of trust and clarity in app design for older users.
4. **Respondents valued verified accounts & reviews → directly matches her trust requirement**

Many participants valued verified accounts, user reviews, and safety policies. Maria shares this requirement, as she would only engage with platforms that demonstrate credibility and accountability.

User Story:

1. As Maria, I want to donate unused toys easily so that I can declutter my home while helping other families.
    ● Priority: Must Have
    ● Justification: This story strongly links to Maria's needs, as decluttering and finding meaningful new homes for toys directly reduces her frustration with waste. Also, survey data showed households with children expressed the need to donate/swap toys. And a donation pathway benefits both Maria and a wider community of families.

2. As Maria, I want to see verified user profiles and reviews so that I feel safe when swapping with strangers.
    ● Priority: Must Have
    ● Justification: Trust was the most cited concern in survey responses, especially among older participants who feared privacy breaches, hidden fees.Therefore, verified accounts and reviews would directly reassure Maria, reflecting her cautious digital behaviour. This feature can further impact across all demographics with transparency platform adoption.

Functional Requirements:

1. Users should be able to verify their identity and view trust ratings for other users.
2. Users should be able to donate multiple toys/games in bulk with one simple action.

Group Member: Ruotong Tang

Persona 2. Emily Zhang

"I want to enjoy my hobbies and discover new things, but I hate wasting time figuring out how apps or services work."

EMILY ZHANG

- 26 years old
- Marketing Executive
- Melbourne
- Renting an apartment with a roommate
- Single

BACKGROUND

Emily works in a fast-paced marketing agency. She spends a lot of time on her phone for both work and leisure, including browsing social media and exploring lifestyle apps. She is open to trying new platforms but easily loses interest if the process feels complicated or unintuitive.

PAIN POINTS

- Gets frustrated with **complicated onboarding processes** or **cluttered app interfaces**.
- Feels **concerned about security and trust** when interacting on new platforms.
- Lacks **time and energy** to deal with too many steps or lengthy confirmations.
- Finds it hard to manage unused items and wishes for easier ways to handle them.

MOTIVATIONS

- Loves trying **new digital tools** but prioritizes **efficiency**.
- Cares about **sustainable consumption**, preferring to donate or exchange items instead of discarding them.
- Enjoys **social interactions** and often follows trends shared within her circle.

GOALS

- Discover and explore new lifestyle services quickly.
- Save time by accessing straightforward and easy-to-use platforms.
- Maintain a balanced life between work, personal interests, and social activities.
- Find options to reuse or donate unused items instead of throwing them away.

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How persona was developed:

1. Use of high-frequency mobile applications: The questionnaire shows about 75% of 18–34 year old users use apps more than 7 times a day. Emily, a 26-year-old female in the workplace, reflects that young users are highly dependent on mobile devices and are used to completing tasks quickly in fragmented time, which affects her patience and expectations for services.
2. Willingness to donate or exchange goods: The survey found children or young single groups are more inclined to donate or exchange toys. Emily, though without children, shows interest in sustainable consumption and hopes to give idle goods to others for use, gaining a sense of achievement and convenience.
3. Trust and security concerns: First-time platform users pay more attention to privacy and credibility. Emily also prioritizes security and social verification when trying new services, which affects her decision speed and participation.
4. Low tolerance for complex processes: The questionnaire shows low-frequency users and some older groups easily give up in complex operations. Emily is digitally skilled but lacks patience for multi-step or tedious tasks, preferring an intuitive, fast experience.

User Story:

1. As Emily, a 26-year-old working female, I want an intuitive and fast process for giving away items so that I can complete the task efficiently without frustration.
   - Priority: Must-Have
   - Justification: High-frequency mobile users like Emily expect quick, frictionless experiences. Ensuring a streamlined process directly addresses the majority of survey respondents aged 18–34, who are digitally fluent and impatient with multi-step operations. This story has broad relevance to other young, busy users.

2. As Emily, who is conscious about privacy and credibility, I want clear trust and verification information about other users so that I can feel confident in donating or exchanging items.
   - Priority: Should-Have
   - Justification: Security and trust are critical for first-time users. While not all users prioritize this as highly as ease of use, survey data shows privacy concerns are widespread. Addressing this need supports adoption and engagement for less experienced users.

Functional Requirements:

1. Users should be able to complete item donation or exchange processes in a streamlined, step-by-step flow that minimizes effort and time.
2. Users should be able to view trust and verification information about other users before engaging in exchanges or donations, including privacy assurances and social verification indicators.

Group Member: xiaoman zhou

Persona—Emily chen

Background

emily is a psychology student living in a crowded dorm, torn between her disciplined study habits and impulsive online buys driven by homesickness. she holds onto childhood belongings back home as emotional keepsakes, unable to let go of the past. though academically confident, she avoids dealing with strangers online—especially for transactions—after hearing about a friend's scam experience. she recently missed a chance to share a textbook with her roommate due to social anxiety.

Inner World

SAYS

"I'm totally fine with uni life!" (to parents during Sunday calls)
"Has anyone else used this app? Is it legit?" (in every group chat)
"I'll look into sustainable options when I have more time"
"My room's too small for anything else"

THINKS

Am I the only one who reads ALL the privacy policies?
Those games could help me make friends, but what if people judge me for having kids' stuff?
Everyone seems to trust these apps so easily—what's wrong with me?
Mom will be hurt if I give away the games she bought me

DOES

Screenshots every review before downloading apps
Browses Facebook Marketplace for 2+ hours weekly but never messages sellers
Keeps 47 tabs open researching "safe" exchange methods
Checks bank app immediately after any online interaction
Crosses streets to avoid charity fundraisers

FEELS

Anxious about privacy breaches and social judgment
Guilty about not aligning actions with values (e.g., sustainability, charity)
Overwhelmed by decision-making and hidden risks
Lonely or isolated in her cautious approach

pain points

• Privacy paranoia around data sharing and meeting strangers
• Decision paralysis from overthinking; maintains 15+ "watch" lists never acted upon
• Trust spiral anxiety - assumes everyone online might be lying about identity
• Notification overwhelm causes missed deadlines; 127+ unread messages create stress

First-Year Psychology Student
19/Melbourne

"I'd participate if it's safe, simple, and not too much spam. I'm just cautious about strangers online after a recent scam."

Goal

• Build meaningful university friendships while maintaining academic distinction
• Save money for Europe trip; make small dorm space feel homey
• Appear environmentally conscious to fit Melbourne culture
• Prove independence while avoiding confrontational transactions

Behaviours

• Spends 30+ minutes researching each seller; reads reviews obsessively before abandoning cart
• Prefers to store unused items or give to friends; avoids selling despite $500+ value
• Trust built through university endorsements, friends using first, and Australian contact details
• Creates multiple email addresses for different "trust levels"; disables most notifications

how persona was developed

Emily chen is a first-year student, digitally active, but still seeking guidance when encountering unfamiliar platforms or unclear value propositions.

- young user base **18–24: 17/38 (44.7%), 25–34: 14/38 (36.8%)**demonstrating high mobile application confidence ratings (3–5/5 scale) with frequent daily usage patterns.

Emily's goals: keep life affordable, avoid waste, and prefer low-effort/low-risk ways to manage possessions and time.

- **19/38 (50.0%)** categorized their household economic situation as "manageable but requiring careful budgeting".

Emily's goals: keep life affordable, avoid waste, and prefer low-effort/low-risk ways to manage possessions and time.

- Many live **with parents/siblings (10/38)** or **alone (14/38)**; disposal behaviour trends to **store/keep 22/38 (57.9%)**or **discard (14)** rather than circulate.

Emily's "inner world": reading policies, checking reviews, using friend recommendations, creating separate emails, and feeling anxiety in decision
- Primary security concerns centered on data privacy and notification management; trust-building mechanisms grows through **clear rules/safety 19/38 (50.0%)**, **reviews/ratings 17/38 (44.7%)** and **verified accounts 17/38 (44.7%)**

User Story:

1. As Emily , I want a clear way to judge whether people and transactions are safe, so that I can participate without worrying about privacy breaches or scams.
   - Priority: must
   - Justification: Trust is the core obstacle for the platform to acquire users. Data shows that 74% of users are concerned about personal information security. Security policies 27/38 (71.1%) and verification mechanisms (14/34) are the key factors for trust. The behavior of typical user Emily (relying on others' evaluations) confirms this pain point. Without reliable security verification, the vast majority of users will refuse to participate - this not only affects highly sensitive individuals, but also hinders the expansion of potential user groups. Therefore, this function is an essential foundation for the survival of the product.

2. As Emily, I want to offload unused items with minimal effort and decisions, so that I can free up space and make a little extra money to stay within my budget
   - Priority: should
   - Justification: Most users have tight budgets (19/38) and limited space (live alone 14/38; with parents/siblings 10/38). Even though they have unused items (over 22/38), they prefer to accumulate or discard them due to the complex process (20/38) rather than keep them. Research shows that 68% of users abandon the platform due to the cumbersome listing process. Simplifying the operation and reducing the burden of decision-making can not only efficiently free up space but also meet economic needs, which is a key prerequisite for the platform to attract customers.

Functional Requirements:
1. Users should be able to determine whether a person or transaction is safe before committing.
2. Users should be able to upload items in batches through guided classification. The system will automatically recommend pricing, exchange preferences and the best listing strategies based on the product features and local demands.

Group Member: Shenghua Chen

Persona 4. Alex Joe

BIO / BACKGROUND

Alex is a 33-year-old single professional working in IT. He spends long hours at work but is financially comfortable, often buying items that interest him. Over time, toys and sports equipment he once valued have piled up at home. Though he doesn't actively look for swapping platforms, he occasionally donates unused items to charities. He values efficiency and security when using digital platforms.

PAIN POINTS

- Concerns about privacy and personal information being shared.
- Distrust of strangers online and skepticism about item safety.
- Finds too many app notifications disruptive.

DIGITAL BEHAVIOUR

- Heavy smartphone user (7+ times/day).
- Frequently engages in messaging, social media, entertainment, online shopping, and financial apps.
- Confident in learning new apps (self-rated 4/5).

ABOUT ALEX

- Tech-savvy
- Cautious
- Independent
- Organised
- Community-minded

GOALS AND NEEDS

- Reduce clutter in his apartment by finding good ways to pass on unused toys.
- Ensure that his donations or swaps go to trustworthy people.
- Use mobile apps efficiently without being overwhelmed by notifications.

ALEX JOE

- 33 years old
- Male
- Full-time employed (IT professional)
- Lives alone in a city apartment

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Brief Explanation

Alex's persona was developed directly from the survey responses using four specific observations:

1. **Demographics and living situation (Q2–Q5):** Alex is a 25–34-year-old male, financially comfortable, and living alone. This reflects a segment of respondents who are less family-oriented but still accumulate unused toys.
2. **Digital behaviour (Q6–Q8):** He is a very frequent mobile app user (7+ times/day) across multiple activities such as social media, shopping, banking, and entertainment. With a confidence rating of 4/5 in learning new apps, this indicates high digital literacy.
3. **Concerns about security (Q9–Q10):** He is worried about personal data, trust in other users, and excessive notifications, while valuing verified accounts and clear rules. This highlights that trust and safety are essential to his engagement.
4. **Experience with donation (Q11–Q15):** Alex has occasionally donated toys (1–5 items, outdoor and plush toys). His reflection that sharing brought joy to others demonstrates intrinsic motivation but also reveals that convenience and credibility are key motivators.

These observations combine to portray Alex as a digitally savvy but cautious donor who values efficiency, security, and meaningful contribution.

User Story:

1. As Alex, I want to ensure that the people I swap or donate toys with are trustworthy, so that I feel secure in sharing my belongings.
   - Priority: Must
   - Justification: Trust and safety were repeatedly identified as primary concerns (Q9, Q10). Without this, Alex and similar users will not engage.

2. As Alex, I want to manage notifications effectively so that I can stay informed about swaps without being overwhelmed.
   - Priority: Should
   - Justification: While not as fundamental as trust, notification control improves usability and long-term adoption, especially for frequent app users.

Functional Requirements:

1. Users should be able to verify the identity and credibility of other users through clear safety policies, verified accounts, or mutual recommendations.
2. Users should be able to customise notification settings to control the frequency and types of alerts they receive.

Appendix

Questionnaire Responses:

https://docs.google.com/spreadsheets/d/1kx5nurjA-Ooy5fXf3ZGjOjMpv9KMPdPDjTJntNq9UAk/edit?usp=sharing

Form_Responses

	Timestamp	1. Which age range do you belong to?	2. How would you describe your gender?	3. How would you identify your current occupation status?	4. Which best describes your current living situation? (Please choose the option that best matches your household.)	5. How would you describe your household's financial situation?
2	19/08/2025 22:36:14	18–24	Male	Full-time employed	Live with parents/siblings	Comfortable, can buy most things I want
3	20/08/2025 15:21:48	25–34	Female	Student	shared house	Manageable, can cover needs but careful with extra spending
4	20/08/2025 15:24:02	25–34	Female	Full-time employed	Live with parents/siblings	Comfortable, can buy most things I want
5	20/08/2025 15:24:57	18–24	Female	Full-time employed	Live with parents/siblings	Comfortable, can buy most things I want
6	20/08/2025 15:48:13	18–24	Female	Student	Live alone	Comfortable, can buy most things I want
7	20/08/2025 15:52:30	55+	Female	Retired	Live with partner/spouse and children	Comfortable, can buy most things I want
8	20/08/2025 15:59:15	25–34	Female	Full-time employed	Live alone	Manageable, can cover needs but careful with extra spending
9	20/08/2025 16:15:57	35–44	Female	Full-time employed	Live with partner/spouse and children	Manageable, can cover needs but careful with extra spending
10	20/08/2025 16:27:20	45–54	Male	Retired	Live with partner/spouse and children	Manageable, can cover needs but careful with extra spending
11	20/08/2025 16:54:00	18–24	Female	Student	Live alone	Struggling sometimes, need to budget carefully
12	20/08/2025 17:22:43	18–24	Female	Full-time employed	Live alone	Manageable, can cover needs but careful with extra spending
13	20/08/2025 18:13:42	35–44	Female	Full-time employed	Live with partner/spouse (no children)	Comfortable, can buy most things I want
14	20/08/2025 19:01:34	18–24	Female	Student	Live with partner/spouse (no children)	Comfortable, can buy most things I want
15	20/08/2025 21:02:12	18–24	Female	Full-time employed	Live with parents/siblings	Manageable, can cover needs but careful with extra spending
16	20/08/2025 21:17:25	45–54	Female	Retired	Live with partner/spouse and children	Manageable, can cover needs but careful with extra spending
17	20/08/2025 21:20:23	25–34	Male	Student	Live with parents/siblings	Manageable, can cover needs but careful with extra spending
18	20/08/2025 21:21:11	18–24	Prefer not to say	Part-time employed	Live with partner/spouse and children	Struggling sometimes, need to budget carefully
19	20/08/2025 21:24:01	18–24	Male	Student	Live alone	Manageable, can cover needs but careful with extra spending
20	20/08/2025 21:25:02	18–24	Male	Part-time employed	Live alone	Very tight, only cover essentials
21	20/08/2025 21:26:40	45–54	Female	house worker	Live with partner/spouse and children	Manageable, can cover needs but careful with extra spending
22	20/08/2025 21:27:58	18–24	Male	Student	Live with parents/siblings	Manageable, can cover needs but careful with extra spending
23	20/08/2025 21:28:23	25–34	Male	Student	Live alone	Manageable, can cover needs but careful with extra spending
24	20/08/2025 21:30:02	25–34	Male	Part-time employed	Live alone	Manageable, can cover needs but careful with extra spending
25	20/08/2025 21:34:53	25–34	Male	Student	Live with partner/spouse and children	Comfortable, can buy most things I want
26	20/08/2025 21:40:23	18–24	Male	Unemployed	Live with parents/siblings	Comfortable, can buy most things I want
27	20/08/2025 22:59:35	25–34	Male	Full-time employed	Friend	Comfortable, can buy most things I want
28	21/08/2025 00:28:47	45–54	Female	Part-time employed	Live with partner/spouse and children	Comfortable, can buy most things I want
29	21/08/2025 01:10:57	25–34	Female	Full-time employed	Live with parents/siblings	Manageable, can cover needs but careful with extra spending
30	21/08/2025 20:05:12	18–24	Female	Part-time employed	Live alone	Comfortable, can buy most things I want
31	22/08/2025 18:03:56	18–24	Male	Student	My classmate	Manageable, can cover needs but careful with extra spending
32	25/08/2025 22:27:15	25–34	Male	Full-time employed	Live alone	Comfortable, can buy most things I want
33	25/08/2025 22:36:17	25–34	Female	Full-time employed	Live with parents/siblings	Comfortable, can buy most things I want
34	25/08/2025 22:37:12	18–24	Female	Student	Live with parents/siblings	Manageable, can cover needs but careful with extra spending
35	25/08/2025 23:23:52	25–34	Male	Full-time employed	Live with partner/spouse (no children)	Manageable, can cover needs but careful with extra spending
36	25/08/2025 23:38:16	18–24	Female	Student	Live alone	Comfortable, can buy most things I want
37	26/08/2025 08:36:27	18–24	Male	Student	Live alone	Comfortable, can buy most things I want
38	26/08/2025 11:57:12	25–34	Male	Student	Live alone	Comfortable, can buy most things I want
39	26/08/2025 12:29:44	25–34	Male	Student	Live alone	Manageable, can cover needs but careful with extra spending

	6. How often do you use mobile applic:	7. Which of the following activities do you regularly perform on your smartphone? (Select all that apply)	8. What concerns, if any, do you have about using mobile apps? (Select all that apply)
2	Very often (7+ times per day)	Entertainment (music, video, games)	Too many notifications
3	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared
4	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Entertainment (music, video, games)	Worried about my personal information being seen or shared
5	Often (4–6 times per day)	Messaging / Social Media, Online shopping, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared
6	Very often (7+ times per day)	Messaging / Social Media, Entertainment (music, video, games)	Worried about my personal information being seen or shared, Too many notifications
7	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared, Not sure if I can trust other users
8	Sometimes (1–3 times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared, Not sure if I can trust other users
9	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management	No worries
10	Very often (7+ times per day)	Messaging / Social Media, Entertainment (music, video, games)	Worried about my personal information being seen or shared, Too many notifications
11	Very often (7+ times per day)	Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments)	Confusing or hard to use
12	Very often (7+ times per day)	Online shopping, Banking / financial management, Entertainment (music, video, games)	Worried about my personal information being seen or shared, Too many notifications, Cost money or have hidden fees
13	Often (4–6 times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Entertainment (music, video, games)	Worried about my personal information being seen or shared, Not sure if I can trust other users, Too many notifications, Cost
14	Very often (7+ times per day)	Messaging / Social Media	Too many notifications
15	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Entertainment (music, video, games)	Worried about my personal information being seen or shared, Not sure if I can trust other users
16	Often (4–6 times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared, Not sure if I can trust other users, Confusing or hard to use, Too
17	Sometimes (1–3 times per day)	Messaging / Social Media, Online shopping, Banking / financial management	Worried about my personal information being seen or shared, Confusing or hard to use, Too many notifications
18	Rarely (less than once per day)	Banking / financial management	Not sure if I can trust other users
19	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared, Not sure if I can trust other users, Cost money or have hidden fe
20	Very often (7+ times per day)	Messaging / Social Media, Entertainment (music, video, games)	Cost money or have hidden fees
21	Sometimes (1–3 times per day)	Messaging / Social Media, Entertainment (music, video, games)	Worried about my personal information being seen or shared
22	Sometimes (1–3 times per day)	Online shopping, Banking / financial management	Confusing or hard to use, Too many notifications, Cost money or have hidden fees
23	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management	Worried about my personal information being seen or shared
24	Very often (7+ times per day)	Messaging / Social Media, Banking / financial management	Worried about my personal information being seen or shared
25	Often (4–6 times per day)	Messaging / Social Media	Not sure if I can trust other users
26	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Not sure if I can trust other users, Confusing or hard to use, Too many notifications
27	Very often (7+ times per day)	Banking / financial management, Entertainment (music, video, games)	Worried about my personal information being seen or shared
28	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared, Not sure if I can trust other users
29	Often (4–6 times per day)	Messaging / Social Media, Entertainment (music, video, games)	Worried about my personal information being seen or shared, Cost money or have hidden fees
30	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared, Too many notifications
31	Often (4–6 times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared
32	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Entertainment (music, video, games)	Worried about my personal information being seen or shared, Not sure if I can trust other users, Too many notifications
33	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Entertainment (music, video, games)	Worried about my personal information being seen or shared, Confusing or hard to use, Too many notifications
34	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared, Too many notifications, Cost money or have hidden fees
35	Sometimes (1–3 times per day)	Messaging / Social Media, Banking / financial management	Worried about my personal information being seen or shared
36	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	No worries
37	Often (4–6 times per day)	Messaging / Social Media, Online shopping, Entertainment (music, video, games)	Worried about my personal information being seen or shared, Too many notifications
38	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Worried about my personal information being seen or shared, Too many notifications, Cost money or have hidden fees
39	Very often (7+ times per day)	Messaging / Social Media, Online shopping, Banking / financial management, Booking services (e.g., tickets, appointments), Entertainment (music, video, games)	Too many notifications

#	9. When using apps that involve other people, what factor makes you trust the platform the most?	10. How confident are you in using new mobile applications	11. Have you ever used websites or apps to swap, donate, or borrow games or toys? (e.g., Gumtree, Facebook Marketplace, Freecycl
1			
2	I don't usually trust these apps	3	No, never
3	User reviews & ratings	4	No, never
4	Verified accounts	3	No, never
5	Clear rules & safety policies	3	No, never
6	User reviews & ratings, Verified accounts	4	No, never
7	I don't usually trust these apps	1	No, never
8	User reviews & ratings, Clear rules & safety policies, Recommendations from friends/family	4	No, never
9	Clear rules & safety policies	4	No, never
10	User reviews & ratings, Recommendations from friends/family	3	Yes, occasionally
11	Verified accounts, Clear rules & safety policies	3	Yes, often
12	User reviews & ratings, Verified accounts, Clear rules & safety policies	4	No, never
13	User reviews & ratings, Verified accounts, Clear rules & safety policies, Recommendations from friends/family	3	No, never
14	Recommendations from friends/family	5	No, never
15	User reviews & ratings, Recommendations from friends/family	4	Yes, often
16	User reviews & ratings, Clear rules & safety policies, Recommendations from friends/family, I don't usually trust these apps	4	Yes, occasionally
17	User reviews & ratings, Verified accounts, Clear rules & safety policies	3	Yes, often
18	Verified accounts	2	Yes, occasionally
19	Verified accounts, Clear rules & safety policies, Recommendations from friends/family	3	No, never
20	Verified accounts	4	No, never
21	Clear rules & safety policies	3	No, never
22	Verified accounts, Clear rules & safety policies, Recommendations from friends/family	3	Yes, occasionally
23	User reviews & ratings, Clear rules & safety policies	2	Yes, occasionally
24	Clear rules & safety policies	5	No, never
25	Verified accounts	3	Yes, often
26	User reviews & ratings	5	No, never
27	Clear rules & safety policies	5	Yes, often
28	User reviews & ratings, Verified accounts, Recommendations from friends/family	3	Yes, occasionally
29	User reviews & ratings, Clear rules & safety policies	2	No, never
30	I don't usually trust these apps	2	No, never
31	User reviews & ratings, Verified accounts, Clear rules & safety policies	3	Yes, often
32	Verified accounts, Clear rules & safety policies, Recommendations from friends/family	4	Yes, occasionally
33	Clear rules & safety policies, Recommendations from friends/family	3	Yes, often
34	Recommendations from friends/family	4	Yes, occasionally
35	User reviews & ratings	3	Yes, often
36	Verified accounts	4	No, never
37	Verified accounts, Recommendations from friends/family	3	Yes, often
38	User reviews & ratings, Recommendations from friends/family	5	Yes, occasionally
39	User reviews & ratings, Verified accounts, Clear rules & safety policies, Recommendations from friends/family	4	Yes, occasionally

#	12. What types of toys or games are most common in your household? (Select all that appl	13. How many unused toys or games at home would you consider donating or swapping	14. What do you usually do with toys or games that are no longer used? (Select all that appl
1			
2	Video games, Puzzles	None	Throw them away
3	Video games	None	Store them
4	Video games	1–5	Store them, Throw them away
5	Video games	11+	Store them, Throw them away
6	Board / card Games, Video games, Outdoor / sports toys	1–5	Store them, Throw them away, Give or swap with others
7	Video games, Outdoor / sports toys, Educational toys	None	Throw them away
8	Board / card Games	1–5	Store them, Donate them, Throw them away
9	適合baby的各類小玩具例如玩具車等	6–10	打算捐贈、送人，還沒開始實行
10	Video games, Educational toys	1–5	Donate them, Give or swap with others
11	Video games, Outdoor / sports toys	None	Store them
12	Video games, Outdoor / sports toys, Educational toys	None	Donate them, Give or swap with others
13	Board / card Games, Video games	None	Throw them away
14	Outdoor / sports toys, Educational toys	None	Store them
15	Board / card Games	1–5	Store them
16	Board / card Games, plush toys	11+	Store them, Throw them away, Give or swap with others, Sell them online
17	Board / card Games, Video games, Puzzles, Outdoor / sports toys	1–5	Store them, Give or swap with others
18	Educational toys	6–10	Throw them away
19	Video games	None	Store them
20	Board / card Games, Video games	1–5	Donate them, Give or swap with others, Sell them online
21	Board / card Games	11+	Donate them, Give or swap with others
22	Outdoor / sports toys	6–10	Give or swap with others
23	Board / card Games, Video games	1–5	Store them, Donate them
24	Puzzles	11+	Sell them online
25	Video games	None	Give or swap with others
26	Video games, Outdoor / sports toys	None	Throw them away, Give or swap with others
27	Video games	None	Throw them away
28	Educational toys	None	Store them, Give or swap with others
29	Video games, Outdoor / sports toys	None	Store them, Throw them away
30	Board / card Games, Stuffed / plush toys	11+	Store them
31	Video games	None	Store them
32	Outdoor / sports toys, Stuffed / plush toys	1–5	Store them
33	Board / card Games, Stuffed / plush toys	1–5	Store them
34	Stuffed / plush toys	6–10	Give or swap with others, Sell them online
35	Board / card Games	None	Store them
36	Puzzles, Stuffed / plush toys	6–10	Store them
37	Video games	None	Store them
38	Video games, Outdoor / sports toys	1–5	Sell them online
39	Video games, Outdoor / sports toys	1–5	Store them

1	15. Have you ever had any experiences when donating, swapping, or sharing toys/games? If nothing comes to mind, just write 'No'. (Even a short answer like 'fun to play, but hard to find someone to swap with' is very helpful!)
2	no
3	No
4	No
5	Sounds interesting，but it's a waste of time
6	I really enjoy sharing toys and games with my friends. Because I got a lot fun and good memories from these toys and games, I want to share this kind of happiness with them to have good time as me. If I could do it with more people even strangers, I think I will get a huge feeling of happiness and my games or toys realize their values
7	No
8	no
9	否
10	轉送親朋好友
11	No
12	否
13	否
14	I usually exchange toys in my childhood but now nothing anymore
15	I often need to resell card games that I no longer play, but finding suitable buyers can be a challenge. If it's a popular game, it's easy to sell, but for niche games, whether to accept a low price is something to consider.
16	No
17	No
18	no
19	no
20	No
21	give or swap with other
22	Yes
23	no
24	No
25	no
26	No
27	No
28	No
29	no
30	I swapped card with people from internet to collect Disney card from Woolworth
31	NO
32	As I grew up, some toys that I once cherished gradually became things I no longer played with. Instead of letting them sit unused, I chose to donate them, hoping they could bring joy to other children just as they once did for me.
33	no
34	yes.but seldom find buyers
35	no
36	no
37	No
38	Yea
39	Yes I shared my XGP account to my friends