

Questionnaire

New applications for mobile telephones

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Statistical information

a) Gender:

☐

Male

☐

Female

b) Age group:

☐

< 15

☐

15-20

☐

21-30

☐

31-40

☐

41-60

☐

> 60

c) Is your Education IT related?

☐

Yes

☐

No

d) Do you use a mobile phone?

☐

Yes, regularly

☐

Yes, sometimes

☐

No (go to question A11)

A) Questions – Phone usage:

1) What do you use your mobile phone for?

Voice calls:	<input type="checkbox"/> Yes, regularly	<input type="checkbox"/> Yes, sometimes	<input type="checkbox"/> No
Data (as modem):	<input type="checkbox"/> Yes, regularly	<input type="checkbox"/> Yes, sometimes	<input type="checkbox"/> No
Answering machine:	<input type="checkbox"/> Yes, regularly	<input type="checkbox"/> Yes, sometimes	<input type="checkbox"/> No
SMS:	<input type="checkbox"/> Yes, regularly	<input type="checkbox"/> Yes, sometimes	<input type="checkbox"/> No
WAP:	<input type="checkbox"/> Yes, regularly	<input type="checkbox"/> Yes, sometimes	<input type="checkbox"/> No
Address book:	<input type="checkbox"/> Yes, regularly	<input type="checkbox"/> Yes, sometimes	<input type="checkbox"/> No
Calendar:	<input type="checkbox"/> Yes, regularly	<input type="checkbox"/> Yes, sometimes	<input type="checkbox"/> No
Other:		

If you entered "yes" to **WAP**:

2) For what do you use WAP?

<input type="checkbox"/> News	<input type="checkbox"/> Sports
<input type="checkbox"/> Wether	<input type="checkbox"/> Shopping
<input type="checkbox"/> Travelservice	<input type="checkbox"/> Local informations
<input type="checkbox"/> Cinema	<input type="checkbox"/> Own WAP-Site
<input type="checkbox"/> Other:	

3) What do you **like most** about WAP?

.....

4) What do you **dislike most** about WAP?

.....

5) What are you missing about WAP?

.....

If you entered "No" to WAP:

6) Why don't you use WAP?

<input type="checkbox"/> I don't have a WAP-enabled mobile phone
<input type="checkbox"/> I don't know how to use WAP
<input type="checkbox"/> Not enough WAP-Sites
<input type="checkbox"/> Too expensive
<input type="checkbox"/> Other:

7) What would a reasonable price be – in your opinion – to be able to receive WAP data?

a) Flatrate (monthly)

<input type="checkbox"/> 10 DM	<input type="checkbox"/> 5 DM	<input type="checkbox"/> 1 DM	<input type="checkbox"/> 0,50 DM	<input type="checkbox"/> 0 DM
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b) Per minute

<input type="checkbox"/> 1 DM	<input type="checkbox"/> 0,20 DM	<input type="checkbox"/> 0,05 DM	<input type="checkbox"/> 0,01 DM	<input type="checkbox"/> 0 DM
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8) In what of the following situations do you use your phone **to call other people**?

<input type="checkbox"/> in the office/at work	<input type="checkbox"/> at home
<input type="checkbox"/> in a car	<input type="checkbox"/> on the bus/tram
<input type="checkbox"/> on the train	<input type="checkbox"/> in a restaurant
<input type="checkbox"/> in the street	<input type="checkbox"/> in church
<input type="checkbox"/> on a air-plan	<input type="checkbox"/> at the cinema
<input type="checkbox"/> in the theater	<input type="checkbox"/> in meetings
<input type="checkbox"/> during dinner	<input type="checkbox"/> during breaks
<input type="checkbox"/> when you go to bed	<input type="checkbox"/> outdoors (e.g. walking in the park)
<input type="checkbox"/>	<input type="checkbox"/>

9) In what of the following situations have you **received calls**?

- | | |
|--|--|
| <input type="checkbox"/> in the office/at work | <input type="checkbox"/> at home |
| <input type="checkbox"/> in a car | <input type="checkbox"/> on the bus/tram |
| <input type="checkbox"/> on the train | <input type="checkbox"/> in a restaurant |
| <input type="checkbox"/> in the street | <input type="checkbox"/> in church |
| <input type="checkbox"/> on a air-plan | <input type="checkbox"/> at the cinema |
| <input type="checkbox"/> in the theater | <input type="checkbox"/> in meetings |
| <input type="checkbox"/> during dinner | <input type="checkbox"/> during breaks |
| <input type="checkbox"/> when you go to bed | <input type="checkbox"/> outdoors (e.g. walking in the park) |
| <input type="checkbox"/> | <input type="checkbox"/> |

10) When do you switch your **phone off/silent**??

- | | |
|--|--|
| <input type="checkbox"/> in the office/at work | <input type="checkbox"/> at home |
| <input type="checkbox"/> in a car | <input type="checkbox"/> on the bus/tram |
| <input type="checkbox"/> on the train | <input type="checkbox"/> in a restaurant |
| <input type="checkbox"/> in the street | <input type="checkbox"/> in church |
| <input type="checkbox"/> on a air-plan | <input type="checkbox"/> at the cinema |
| <input type="checkbox"/> in the theater | <input type="checkbox"/> in meetings |
| <input type="checkbox"/> during dinner | <input type="checkbox"/> during breaks |
| <input type="checkbox"/> when you go to bed | <input type="checkbox"/> outdoors (e.g. walking in the park) |
| <input type="checkbox"/> | <input type="checkbox"/> |

11) In what of the following situations do you find it **annoying/dangerous when a phone rings**?

- | | |
|--|--|
| <input type="checkbox"/> in the office/at work | <input type="checkbox"/> at home |
| <input type="checkbox"/> in a car | <input type="checkbox"/> on the bus/tram |
| <input type="checkbox"/> on the train | <input type="checkbox"/> in a restaurant |
| <input type="checkbox"/> in the street | <input type="checkbox"/> in church |
| <input type="checkbox"/> on a air-plan | <input type="checkbox"/> at the cinema |
| <input type="checkbox"/> in the theater | <input type="checkbox"/> in meetings |
| <input type="checkbox"/> during dinner | <input type="checkbox"/> during breaks |
| <input type="checkbox"/> when you go to bed | <input type="checkbox"/> outdoors (e.g. walking in the park) |
| <input type="checkbox"/> | <input type="checkbox"/> |

B) Questions - Context-Call

Assume there is a system that allows you to share Information about your availability with potential callers. The caller gets this information when he/she tries to call you and has the choice to proceed with the call, to leave you a message or to cancel the call.

To specify the willingness to receive calls we use the traffic light metaphor. For your availability you can set your phone either to:

GREEN "I am available and happy to receive your call"

YELLOW "I am busy – still you can call me, but I expect you to have a god reason for interrupting me!"

RED "please do not call me now! Nevertheless you can call me if it is an emergency!"

1) Consider the following situations – how would you react?

You want to ask one of your colleagues if she joins you for a drink after work.

Her phone is set to yellow. ☐ call anyway ☐ leave a message ☐ cancel the call/call later

You realise that your partner took the file with the wrong prices for his meeting with the clients – you want to reach him immediately!

His phone is set to red. ☐ call anyway ☐ leave a message ☐ cancel the call/call later

You work for a tele-marketing company and you ask people how happy they are with their car.

Customers phone is set to yellow. ☐ call anyway ☐ leave a message ☐ cancel the call/call later

2) Would you like to use such a system as the caller?

☐ Yes ☐ Yes, sometimes ☐ No

3) Would you like to use such a system as the potential receiver of a call?

☐ Yes ☐ Yes, sometimes ☐ No

3) Would you be willing to provide the information (e.g. setting the traffic light)?

☐ Yes ☐ Yes, if it is easy ☐ Only if the phone does it automatically ☐ No

4) Do you think it is useful to have the ability to provide more information to callers - even if it makes it more complicated?

- ☐ Yes, short texts (e.g. meeting, at-home, busy, free, at-a-customer, ...)
- ☐ Yes, selective information (e.g. different messages for different people)
- ☐ Yes, but only if it makes the phone not more complicated (e.g. information automatically generated)
- ☐ No – GREEN, YELLOW, RED is sufficient

5) Would – if available on the market – these features described above have influence on the selection of a **mobile phone contract**?

☐ Yes ☐ to some extent ☐ No

6) Would – if available on the market – these features described above have influence on the selection of a **mobile phone model**?

☐ Yes ☐ to some extent ☐ No

C) Questions - Online-Phonebook:

If the phonebook of your mobile phone is provided online (e.g. using WAP) you can get additional information. Please rate how useful you consider the following feature and in the last column how dangerous it is (0=not dangerous, 3=very dangerous).

Phonebook Feature:	Very useful	Useful	Not much useful	Useless	I don't know	Danger for your privacy (0..3)
Location Information (e.g. you can see in the phone book if the one you want to call is at home, in the office, or on the road. See figure 1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Context Information (e.g. you can see in the phone book if the other person set his/her phone to GREEN, YELLOW, or RED. See figure 2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability Information (e.g. you can see in the phone book if you will call the answering machine or the person directly. See figure 3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proactive Reminder (e.g. you see that someone has set the phone to YELLOW – you don't call, but your phone tells you when the other person switched the phone back to GREEN again.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Context-aware shortcut list (e.g. you have a shortcut list with the numbers that are most likely that you will need them in the current situation.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

.....

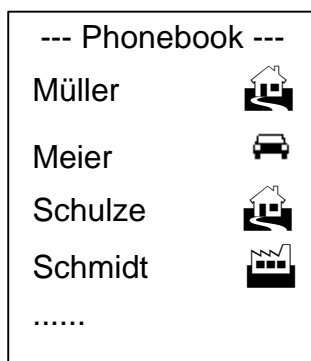


Figure 1

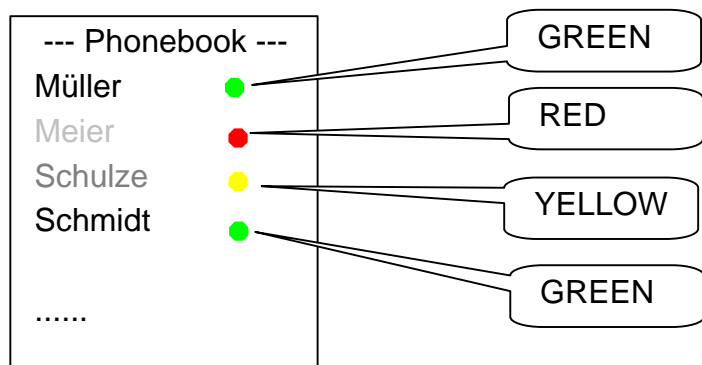


Figure 2

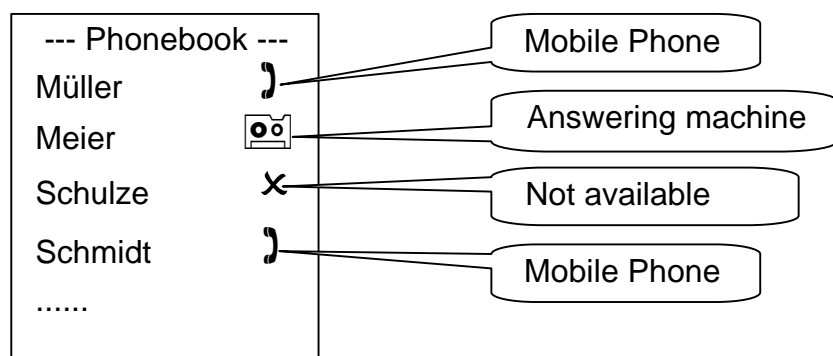


Figure 3

D) Questions -Context-Awareness:

Assume the phone could know the current situation by itself. Please rate whether or not it is useful when the phone would show different behaviour according to the situation:

<i>Mobile Phone Application:</i>	<i>Very useful</i>	<i>Useful</i>	<i>Not much useful</i>	<i>Useless</i>	<i>I don't know</i>
Ring mode setting (e.g. when you wear it in you pocket it would vibrate, when it is on the table it would ring in low volume, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gesture understanding (e.g. picking up the phone means I take the call, phone face down means don't ring)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application selection (e.g. in the office you see all incoming messages by default in the display, at home the current TV program)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incoming calls/messages filtering (e.g. in a meeting only calls that a sent a high priority will ring, at home not business related calls will ring)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display brightness/contrast adaptation (e.g. if you are outside an it is bright the backlight is not switch on)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display mode adaptations (e.g. increase the font size while you are walking)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Different key assignments (e.g. assign applications to buttons of the phone that are most likely to be used in that situation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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