From Songting, October 13, 2008

INTRODUCTION Phone Features

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Before we start, please make sure you are using Internet Explorer as your web browser for this study.

#### Qualification

There are two basic requirements:

- You are 18 years or older.
- · You need to be interested in owning a new mobile phone.

#### Privacy

All information collected in this study will only be used for research purpose, and your name and contact information will be deleted once the study is complete.

#### Contact Information

In order to ensure you receive the correct compensation, and that you have indeed registered for this study, we will need you to enter your contact information. You can proceed to the study once you fill in these information. Make sure you provide your complete email address.

First Name	Last Name	
Complete Email Address		

Start The Study

Hi, Guest

INTRODUCTION Phone Features

#### GENERAL INSTRUCTION

## What You Need to Do In This Study

The study has two parts:

- [1] You will finish the first part here today in the computer lab, which will take no more than 1.5 hours.
- [2] About two weeks after the above task, you will receive an email that will point you to a website to complete some additional mobilephone evaluations, and you can do it from any computer with an internet connection at your convenience.

#### INTRODUCTION

Phone Features

#### GENERAL INSTRUCTION

# Structure of Today's Study

This study has four tasks.

[1] Consideration Task:

You will be shown 32 different mobilephones. You need to first pick the ones you want to consider further, and then rank order those selected ones.

By considering further, we mean mobilephones that you would purchase if your most-preferred mobilephone were unavailable.

- [2] Teaching Agents to Buy Task:
  - You will teach human agents (people like you) how to buy a mobilephone for you. This is achieved through various instructions you will give them, regarding how to buy the right mobilephone for you. To help you compose instructions, you will be able to randomly generate configurations of mobilephones to stimulate your thinking.
- [3] This is the same task as [1], except with 32 different mobilephones.
- [4] Brief Survey
  You will complete a brief survey.

Hi, Guest

INTRODUCTION

Phone Features

#### GENERAL INSTRUCTION

## Mobilephone Features

While there mobilephone has many different features, this study will focus on the major features. You can assume anything that are not explicitly stated will be the same across ALL mobilephones you will see and they will meet or surpass the standard of the current market.

In the next few pages, you will see some details of each feature we used.

Drawings of mobilephones you will see in this study are not drawn to scale, and are only for illustrative purpose.

At any time during the study, you can view these features by clicking the "Phone Features" link in the upper right corner.

Hi, Guest

INTRODUCTION Phone Features

#### GENERAL INSTRUCTION

## Mobilephone Features

#### Brand

Four brands are selected: Motorola, Lenovo, Nokia, and Sony-Ericsson



Price: HK\$1780

INTRODUCTION

Phone Features

#### GENERAL INSTRUCTION

## Mobilephone Features

#### Camera Resolution

There're four types of camera resoultion: 0.5Mp, 1.0Mp, 2.0Mp, 3.0Mp



Price: HK\$1780

INTRODUCTION Phone Features

#### GENERAL INSTRUCTION

## Mobilephone Features

#### Color

There're four colors: Black, Blue, Pink, and Silver

(We illustrate below using bar phone as example)



INTRODUCTION

Phone Features

#### GENERAL INSTRUCTION

## Mobilephone Features

#### Screen Size

There're two types of screens: Small(1.8 inch) and Large(3.0 inch)

(We illustrate below using bar phone as example)





HK\$1780

INTRODUCTION

Phone Features

#### GENERAL INSTRUCTION

## Mobilephone Features

#### Thickness

There're two types of thickness: Slim(9mm) and Normal(17mm)

(We illustrate below using bar phone as example)





Price: HK\$1780

INTRODUCTION Phone Features

#### GENERAL INSTRUCTION

## Mobilephone Features

#### Design

There're four designs: Bar Phone, Flip Phone, Slide Phone, and Rotational Phone





Price: HK\$1780

Hi, Guest

INTRODUCTION Phone Features

#### GENERAL INSTRUCTION

## Mobilephone Features

#### Price

The price range is from HK\$1000 to HK\$2500



#### **Mobilephone Features**

Phone Features

#### Mobilephone Features

#### Brand

Four brands are selected: Motorola, Lenovo, Nokia, and Sony-Ericsson



#### Camera Resolution

There're four types of camera resoultion: 0.5Mp, 1.0Mp, 2.0Mp, 3.0Mp



### Price: HK\$1780

Brand: Lenovo

Black

Thickness Slim

Camera: 1.0 Mp

Screen: Small

(1.8 inch)

Design Slide

Phone

#### Color

There're four colors: Black, Blue, Pink, and Silver



#### Screen Size

There're two types of screens: Small(1.8 inch) and Large(3.0 inch)

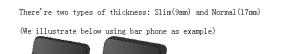
(We illustrate below using bar phone as example)





Price: HK\$1780

# Thickness





#### Design

There're four designs: Bar Phone, Flip Phone, Slide Phone, and Rotational



#### Price

The price range is from HK\$1000 to HK\$2500



Price: HK\$1780

1.0 Mp

Screen: Small

(1.8 inch)

Design Slide

Camera:

1.0 Mp

Small (1.8 inch)

Brand: Lenovo

Brand:

Lenovo

Black

Thickness Slim

(9mm)

Brand:

Lenovo











Close the Window

#### INTRODUCTION

Phone Features

#### GENERAL INSTRUCTION

## How You will be Compensated

Cash

EVERY individual will receive HK\$100 after completing both parts of the study.

A Prize Based on Lottery

One individual will be randomly selected from every 30 qualified participants. The winner will receive a specific mobilephone, plus cash that equals to difference between HK\$2500 and the price of the mobilephone.

The specific mobilephone a winner will receive is depended on his/her responses in the two parts of the study (which we will randomly decide). If today's part is chosen, the specific mobilephone will be determined according to the winner's responses in the two Consideration Task or Teaching Agents to Buy Task, and which task will be used is determined by coin flips. We describe in the next two screens exactly how we determine the specific mobilephone for the winners.

All your responses (in Consideration and Teaching Agents to Buy Tasks) will directly affect what actual mobilephone you will receive and the amount of cash you will receive. It is thus in your best interest to think carefully when you respond to these tasks. Otherwise you might end up with something that you prefer less, should you be selected as a winner.

#### INTRODUCTION

Phone Features

#### GENERAL INSTRUCTION

## If Consideration Task Is Selected

- 1. We will randomly pick one of the two consideration tasks.
- 2. We will randomly pick 4 mobilephones from the 32 mobilephones in that consideration task.
- 3. We will compare these 4 mobilephone with the phones you selected for further consideration in that task, and will only keep the phones (in the 4) that you have indicated you will further consider.
- 4. A mobilephone will be selected from this subset as follows:
  - o If there is no phone in this subset, we will repeat step 2-4 until there is at least one mobilephone in this subset.
  - o If there is 1 phone in this subset, you will receive it.
  - o If there are more than 1 phones in this subset, we will pick the phone you ranked the highest in the ranking component of that consideration task.
- 5. The chosen mobilephone will then be given to (bought for) you, we will also substract the price of this mobilephone from \$2500, and give you the remaining cash
  - o For example, if the phone selected is HK\$2280, you will receive the phone and HK\$220.

#### INTRODUCTION

Phone Features

#### GENERAL INSTRUCTION

## If Teach the Agent to Buy Task Is Selected

- 1. Your will receive one mobilephone from a list of 20 different mobilephones at different prices
  - o This list is secret now, but it will be made public once we conclude all studies
- 2. Two of your fellow students (agents) will independently evaluate the buying instructions you gave them, and identify which of the 20 mobilephones in this list you like the most (or none of them).
  - o If your instructions will not narrow the list down to one mobilephone, they will use their judgment based on your overall instructions
  - o If the two students have different conclusions as to which one you like the most, a third student will be asked to pick one from the two selections.
  - o The student agents' decisions will be audited, and they will not receive payment if they either ignored your instruction or made mistake in interpreting your instruction. As a result, they are 100% motivated to accurately select a mobilephone on your behalf.
- 3. This mobilephone will be given to (bought for) you, we will also subtract the price of this mobilephone from \$2500, and give you the remaining cash.
  - o For example, if the phone selected is \$2280, you will receive the phone and \$220.

Hi, Guest

INTRODUCTION Phone Features

Click the button below to start the study.

START

CONSIDERATION Phone Features

#### Introduction to Consideration Task

There are two parts in this task, shown in the next two screens:

#### Part 1. Select Mobilephones You Want to Consider Further

We will show you 32 mobile phones (in a random order), and ask you which mobile phone you would <u>consider</u> purchasing.

By considering purchaseing, we mean mobilephones that you would purchase if your most-preferred mobilephone were unavailable.

There are a total of three panels on this screen:

- <u>Left Panel</u>: this is the starting panel that contains the 32 different mobilephones. If you click on any of the mobilephone, you will see the complete description shown up on the center panel.
- <u>Center Panel</u>: once you have a mobilephone shown up here, you need to decide whether you want to consider it further or not, and there are two buttons corresponding to these two decisions. Once you click on *Consider*, the phone will show up on the right panel. If you click on *Not Consider*, it will disappear.
- <u>Right Panel</u>: by default, this panel shows all the mobilephones you have chosen to Consider further. If you change you mind about a particular mobilephone already here, you can click on a phone, and then click on *Not Consider*. You can switch to view all mobilephones that you will NOT consider by clicking *View Phones Not Considered*. In this view, you can also move a mobilephone from *Not Consider* to *Consider* by clicking the phone first, and then Clicking *Consider*.

When you have evaluated all mobilephones in the left panel, a new button (Next Step) will appear that allow you to move to the second part of the task.

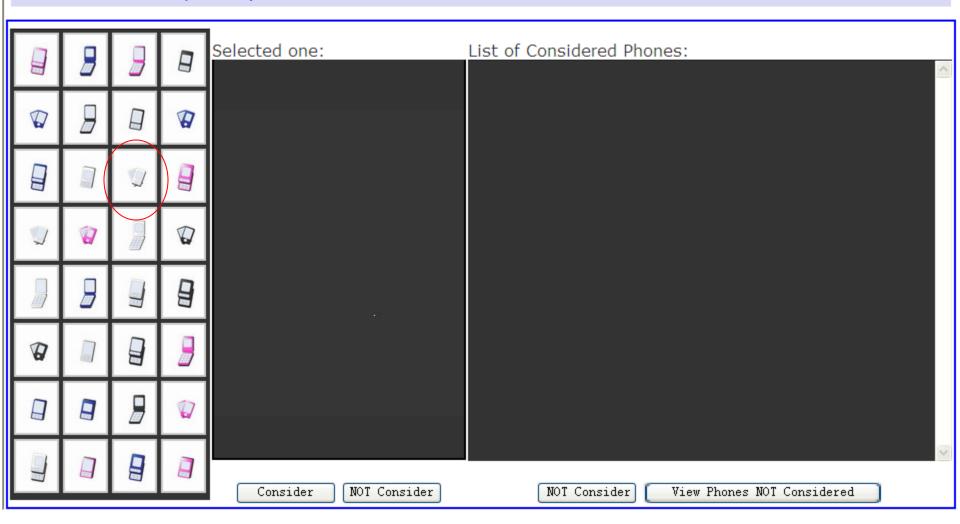
#### Part 2. Rank Order the Mobilephones Selected in Part 1

In this screen, you will be shown all mobilephones you have indicated that you want to consider further, and your job is to rank order them based on your preference.

These mobilephones are initially assigned a <u>random rank order</u>. The number on the upper left corner of each mobilephone indicates its current position in the rank order (1 is the most preferred mobilephone). You can rearrange the order by dragging mobilephones to different positions, and the numbers that indicate the preference order will be automatically updated once you drop a mobilephone into a new position.

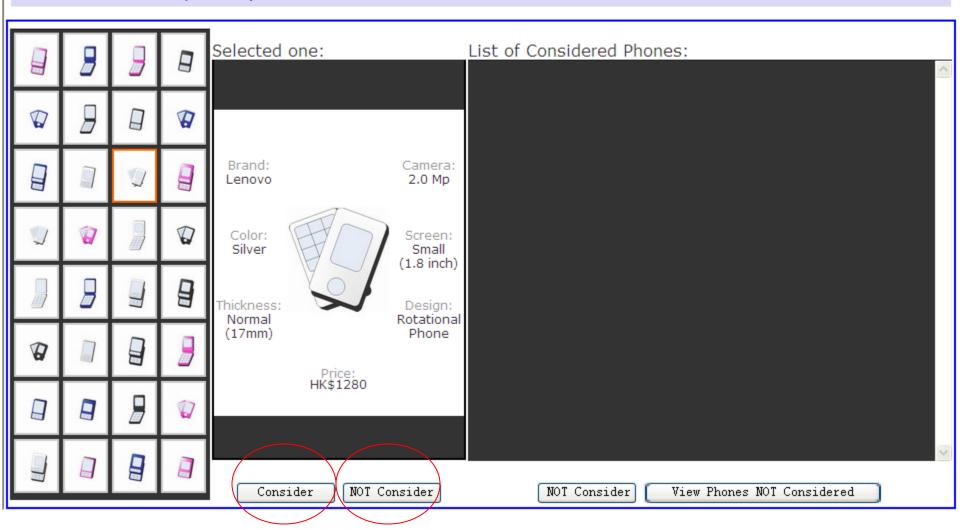
Hi, Guest

**CONSIDERATION (1st set)** 



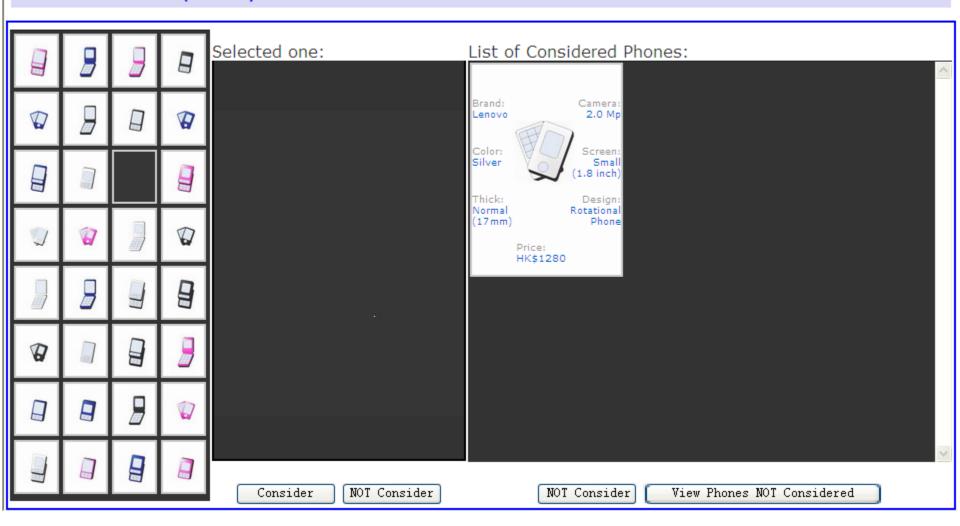
Hi, Guest

**CONSIDERATION (1st set)** 



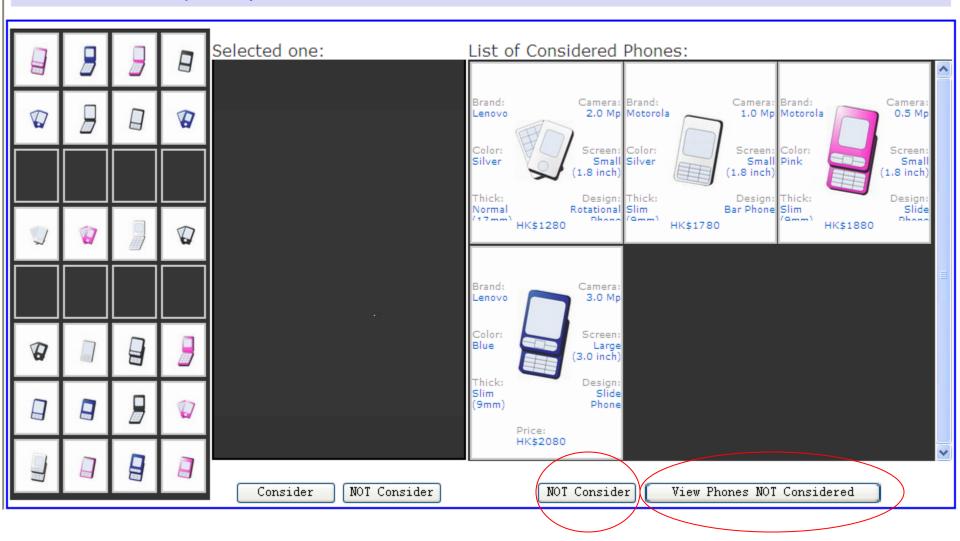
Hi, Guest

**CONSIDERATION (1st set)** 

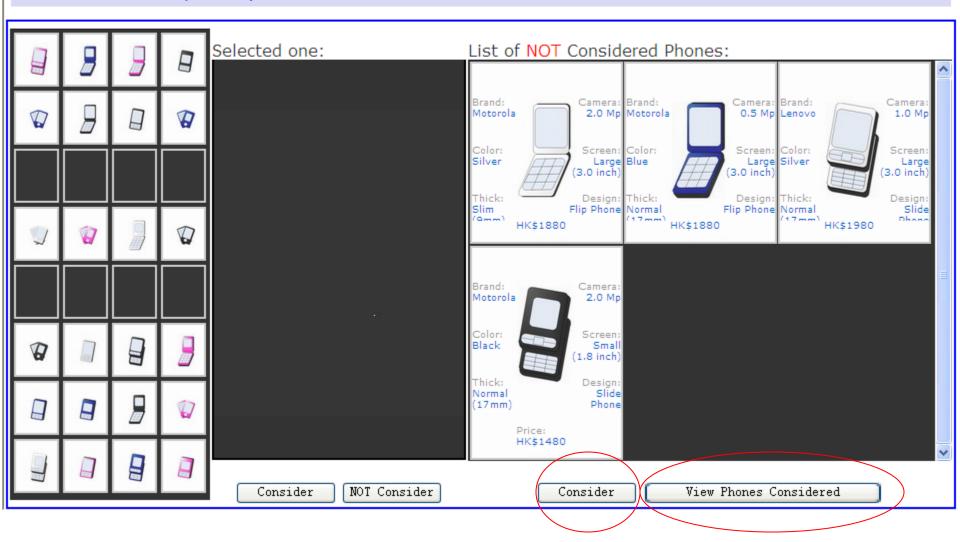


Hi, Guest

**CONSIDERATION (1st set)** 



**CONSIDERATION (1st set)** 



**CONSIDERATION (1st set)** 



## **CONSIDERATION (1st set)**

#### Phone Features













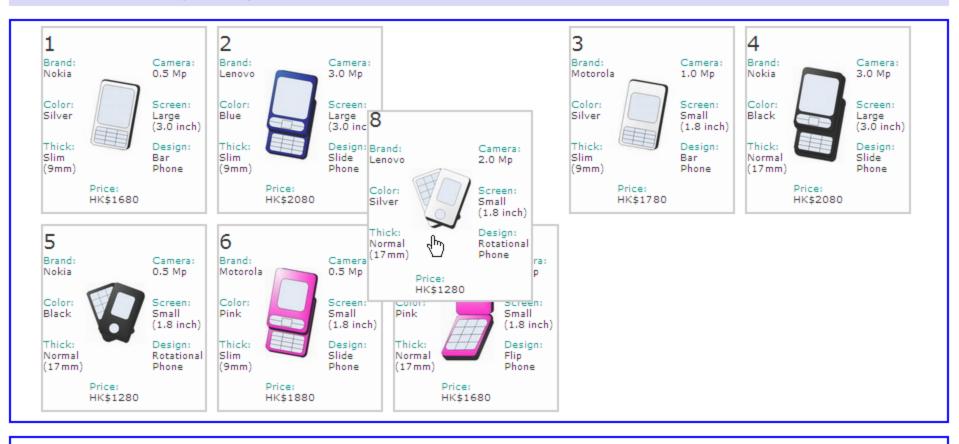




Next

## **CONSIDERATION (1st set)**

### Phone Features



Next

Hi, Guest

CONSIDERATION (1st set) Phone Features

You have completed this task, please click the button below to start the next task.

Next Task

Hi, Guest

**Teach Agents to Buy** 

Phone Features

#### Teach Agents to Buy for you Task

For this task, you will provide instructions to human agents (your fellow students) on how to buy you a mobile phone. If you are selected as a winner and this task will be used to determine your mobilephone, we will give all the instructions you stated here to two human agents. They will select the best possible mobilephone from a list of 20 based on these instructions.

#### How to structure your instructions

Here are a few suggestions on how to state your decision rules:

- You should state as many instructions as possible, so that agents will have maximum information to act on your best interest.
- Instructions should be easy for agents to follow (e.g., unambiguous)

lobilePhone Study	Hi, Gues
Teaching Agent to Buy	Phone Features
Rule #1:	<u>^</u>
Rule #2:	<u>^</u> <u>~</u>
Rule #3:	<u>^</u>
Rule #4:	
Rule #5:	
Add a Rule	

# **MobilePhone Study** Hi, Guest **Teaching Agent to Buy** Phone Features Examples: Details: Please input rules here: Rule#1: Rule#2: Rule#3: Rule#4: Rule#5: See More Examples Add a Rule

## Teaching Agent to Buy Phone Features

Examp	les:			Details:			Please inp	ut rules he	re:	
							Rule#1:			^
-	<u></u>			Brand: Sony-		Camera: 3.0 Mp	Rule#2:			~
Н			-	Ericsson		3.0 Mp	Rule#3:			V
<b>W</b>	Ø			Color:		Screen:	Rule#4:			<u>^</u>
Ø	3	0	Z	Blue		Large (3.0 inch)	Rule#5:			^
9				Thickness: Normal (17mm)		Design: Bar Phone				
					Price: HK\$1880					
Se	e More	Example	es						Add a Rule	

Hi, Guest

Teaching Agent to Buy Phone Features

You have completed this task, please click the button below to start the next task.

Next Task

Hi, Guest

Brain Teasers Phone Features

We will soon give you the second consideration task, but we thought you would like a break. The following questions are fun brain teasers. Please answer them to the best of your ability.

Your answers here will NOT affect your compensation for this study.

 A basketball and a volleyball cost HK\$120 in total. The basketball cost HK\$10 more than the volleyball. Question: How much does the volley ball cost?

Answer: HK\$

2. It takes 5 machines 5 minutes to produce 5 widgets.

Question: How long would it take 100 machines to produce 100 widgets?

Answer: I inutes

3. Mary is a girl. Her brother found that the number of his brothers is one more than the number of his sisters.

Question: Number of Mary's brother - Number of Mary's sister = ?

Answer:

I've finished

Hi, Guest

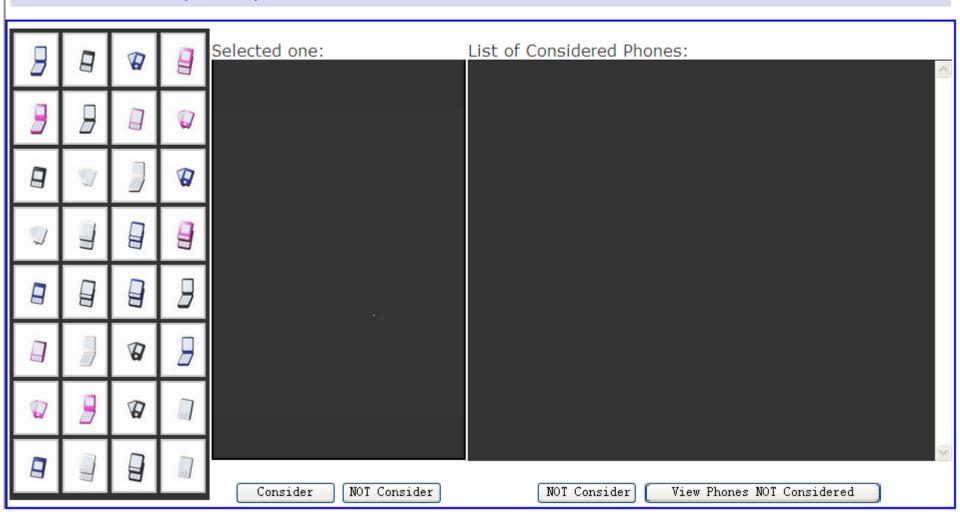
Brain Teasers Phone Features

You have completed the brain teaser. Please click the button below to start the second consideration task.

Next Task

Hi, Guest

**CONSIDERATION (2nd set)** 



## **CONSIDERATION (2nd set)**

#### Phone Features

















Hi, Guest

CONSIDERATION (2nd set)

Phone Features

You have completed this task, please click the button below to start the next task.

Next Task

SURVEY (Part 1) Phone Features

#### Part 1.

Please rank order the features within each attribute (e.g., brand) by rearranging features (drag and drop) below the right order (#1, #2, #3, #4).

#### **Brand:**

#1	#2	#3	#4
Motorola	Lenovo	Nokia	Sony-Ericsson

#### **Camera Resolution:**

#1	#2	#3	#4
0.5 Mp	1.0 Mp	2.0 Mp	3.0 Mp

#### Color:

#1	#2	#3	#4
Black	Blue	Pink	Silver

#### Screen size:

#1 #2 Small (1.8 inch) Large (3.0 inch)

#### Thickness:

#1 #2 Slim (9mm) Normal (17mm)

#### Design:

#1 #2 #3 #4
Bar Phone Flip Phone Slide Phone Rotational Phone

SURVEY (Part 1) Phone Features

#### Part 1.

Please rank order the features within each attribute (e.g., brand) by rearranging features (drag and drop) below the right order (#1, #2, #3, #4).

#### **Brand:**

#1	#2	#3	#4
Motorola	Lenovo	Nokia	Sony-Ericsson

#### Camera Resolution:

#1	#2	#3	#4
0.5 Mp		1.0 Mp	2.0 Mp
·	3.0 Mp		·

#### Color:

#1	#2	#3	#4
Black	Blue	Pink	Silver

### Screen size:

#### Thickness:

Hi, Guest

Phone Features

This is the end of the study, thank you again for participating.

Click the button below to exit.

EXIT

# Let's Start (use Internet Explorer)

http://www.galaxyj.org/tab\_cs/welcome.php