

## Default Question Block

### Lets play the serious game [FreightBooking.com](https://FreightBooking.com)

Great that you want to play the serious game **FreightBooking!** This serious game is part of the NWO project, TransSONIC. Of course, you may ask, what is the goal of this research? After playing the game, we will tell you more about this.

### But we can tell you this....

The game consists of a pre-questionnaire, gameplay, and post-questionnaire. The focus of the questionnaires and the game is on platformization in the transport and logistics industry. Do not worry, the pre-questionnaire will only take up to 3 minutes to fill in. The questions in this pre-questionnaire are focused on questions related to risks when transacting through a platform. When you have filled in the pre-questionnaire, you are ready to start playing FreightBooking!

### A. Data Management

When you play the serious game, we will gather gameplay information. This information will be used for scientific purposes (e.g., academic conferences, scientific articles). Your privacy will be protected according to the guidelines of Dutch law. No personally identifiable information will be requested. In addition, only researchers affiliated with the Trans-SONIC project will have access to your responses. The data collected as part of this study will be stored in a secure location (TUD servers, password-protected computers) and will be destroyed within ten years of the start of the study. Within the restrictions, the results of this study will be made available to you upon request. Your participation in this research is entirely voluntary. If you decide to participate in this research, you may stop participating at any time.

**Please tick the appropriate boxes**

|   | Yes                   | No                    |
|---|-----------------------|-----------------------|
| 1. I have read and understood the study information   | <input type="radio"/> | <input type="radio"/> |
| 2. I consent voluntarily to be a participant in this study and understand that I can refuse to answer questions, and I can withdraw from the study at any time, without having to give reason | <input type="radio"/> | <input type="radio"/> |
| 3. I understand that taking part in this study involves playing a serious game and answering questions in pre-and post-questionnaires (e.g., questions related to gameplay)                   | <input type="radio"/> | <input type="radio"/> |
| 4. I understand that information I provide will be used for scientific publications and presentations that will be developed within the TransSONIC project.                                   | <input type="radio"/> | <input type="radio"/> |
| 5. I understand that personal information, such as name, age, or where I will live, will not be collected during gameplay or in the pre-and post questionnaire                                | <input type="radio"/> | <input type="radio"/> |
| 6. I give permission for the game data of the survey to be archived in TU Delft repository so it can be used for future research and learning   | <input type="radio"/> | <input type="radio"/> |

**1. Please fill in the 5-character code you received for playing FreightBooking.**

**2. Which bachelor degree did you take?**

**3. What master are you following?**

The next 4 questions are about platforms and the risks involved.

**4. How often do you use a platform (e.g., Bol.com/Amazon) to buy a service/product?**

Never      Yearly

☐      ☐

Monthly

☐

Weekly      Daily

☐      ☐

**5. How is your overall experience when purchasing a service/product through an online platform?**

Very poor      Poor

☐      ☐

Acceptable

☐

Good

☐

Very good

☐

**6. How often have you had a negative experience with a seller on a platform when buying a product/service via the platform?**

Never

☐

Very rarely

☐

Rarely

☐

Occasionally

☐

Very  
frequently

☐

Always

☐

**7. How often have you had a positive experience with a seller on a platform when buying a product/service via the platform?**

Never

☐

Very rarely

☐

Rarely

☐

Occasionally

☐

Very  
frequently

☐

Always

☐

The next two statements are focused on possible risk involved when using a platform online to buy a product or a service.

**8. As I consider purchasing a service/product through an online platform, I become concerned about whether sellers/product offer services that will not perform as expected.**

Strongly  
disagree

☐

Disagree

☐

Slightly  
disagree



Neither  
disagree or  
agree



Slightly  
agree



Agree



Strongly  
agree



**9. As I consider purchasing a service/product through an online platform, I become concerned about whether sellers will behave opportunistically.**

Strongly  
disagree



Disagree



Slightly  
disagree



Neither  
disagree or  
agree



Slightly  
agree



Agree



Strongly  
agree

