# cut 25.mp4

**Xueqing:** [00:00:00] But you might have some questions about the system. That's not the problem for now, because you will use it. Yeah. No, it's.

**Participant 25:** [00:00:08] No.I'm just very curious to start using it, see how it works.

**Xueqing:** [00:00:14] You can start and I would like you to start from the small cup and fill it with cookies.

**Participant 25:** [00:00:23] So this one.

**Xueqing:** [00:00:24] Will be the cup you bring back home?

**Participant 25:** [00:00:27] Yes.

**Xueqing:** [00:00:28] And then you can use the large cup and fill it with whatever you want.

**Participant 25:** [00:00:34] Oh.

**Xueqing:** [00:00:35] The system. And the last one is your self container. Yeah. You can choose whatever you want from it.

**Participant 25:** [00:00:43] So I just have to fill those three.

**Xueqing:** [00:00:45] Yes, yes. And you can find all the cleaned ones over.

**Participant 25:** [00:00:48] Oh, I just take those.

**Participant 25:** [00:00:50] Okay. Can I start?

**Xueqing:** [00:00:53] And after you finish it, we can have the discussion.

**Participant 25:** [00:00:56] Okay. So I think that. What? Just courious why there are some dates on here.

**Xueqing:** [00:01:06] Yes, of course. I can explain to you that one is from the original language. This company is from Czech Republic. So that means the date the date of the resealing.

**Participant 25:** [00:01:19] They sealed that a month ago. Okay. That's interesting. So we have space to.Do it after.

**Xueqing:** [00:01:36] Perhaps you can.

**Participant 25:** [00:01:38] First and Cancel. Yeah.

**Xueqing:** [00:01:43] So this is called MIWA cup.

**Participant 25:** [00:01:45] Yes. And I don't have to do it to do that. And Spencer, by touching it with a chip. But. Okay. It's just a compromise.So I have to do. She?

**Participant 25:** [00:02:11] Thank you for your. Okay.

**Participant 25:** [00:02:25] It's not the same. But in this.

**Participant 25:** [00:02:27] Day of the push. Not pouring. You shake it.

**Xueqing:** [00:02:50] It's the same position but without the push labels. You can check the video. It's the same.

**Participant 25:** [00:02:59] I missed it. So it's here. Okay, I get it. Okay. No. So much. That's cool. Absolutely. You want me to?

**Xueqing:** [00:03:12] It depends on you. You can decide the quantity. Oh. Just to think about you.

**Participant 25:** [00:03:20] Okay. Print label. You should read them. Feel free to add more. No, thank you. Okay. That's fine. Continue shopping. Oops. Okay. Unlock dispensers. I can choose. Porridge. Oh. You can do whatever you want. This is okay.

**Xueqing:** [00:04:52] You can do whatever you want.

**Participant 25:** [00:04:56] Okay.There you go.Print label Scotland.

**Participant 25:** [00:05:20] on the scale. Choose any products and sponsors you can continue.

**Participant 25:** [00:05:35] Right? Here. Not. I'm saying it because I have students. That's that. It's. This is weird. I want to stop. Okay. Like this.

**Xueqing:** [00:06:34] Okay. Yeah. So you can take a seat.Thanks for shopping with the system. Yeah.

**Xueqing:** [00:06:41] And now we can move to our discussion about your opinions.

**Participant 25:** [00:06:45] Yeah. Yeah.

**Xueqing:** [00:06:47] So could you share with me what's your general opinions regarding the system?

**Participant 25:** [00:06:54] Well, as soon as you know how it works, it is very easy. So just the first time, I think you have to get used to it. Yeah. But in general, I like the idea and it works quite easy. I think once you know where the button is.

**Xueqing:** [00:07:15] Well, why do you like this idea?

**Participant 25:** [00:07:17] The idea, because it's friendly for the environment.

**Participant 25:** [00:07:23] Yeah, it's good to re-use these packages. That's why I like it. And I can see a supermarket with all these things standing next to each other. It would be the future, right? And you just take your containers with you and you fill them. Yeah, I can see that happening.

**Xueqing:** [00:07:41] That's one question that I will ask you on the phone.

**Participant 25:** [00:07:51] So that's why I. Yeah, yeah.

**Participant 25:** [00:07:54] I like it. I mean, yeah, it's very easy. You don't have to touch the products. It's just comes out of the dispenser. So that's okay. It's recognized. But I think I. Yeah, I'm not very careful in reading because I use it now and I'm still wondering should I have put a lid on or of when I was waiting for the label? I think I did it wrong.

**Xueqing:** [00:08:19] But that's not your fault. That's the issues of the communication design.

**Participant 25:** [00:08:24] Yeah. Yeah.

**Xueqing:** [00:08:25] That's why we do the research to figure out the yeah.

**Participant 25:** [00:08:28] Yeah, yeah. In the same with the picture you saw because to be sure she is. So because I tried to find a black push button but it was not there. Yeah. It's good if it matches the design, right. Yeah. But apart from.That, yeah, yeah it's good. And I also find it a bit confusing that it says push it. Yeah. Push this against the 'tap here' part. It's a bit strange because in the picture they do this, they don't do that.

**Xueqing:** [00:08:59] Yeah. Yeah.

**Participant 25:** [00:09:00] So I was wondering, should I just do that as well and well, it's still recognized as one or should I really do that. But anyway, it worked so I was happy.

**Xueqing:** [00:09:10] Yeah, actually you did it in a correct way I should be like this. Okay, because the chip is not strong enough to get the contact with the tap here.

**Participant 25:** [00:09:23] But then it would be easier if the picture shows the same thing. So someone putting the container on the side and.

**Participant 25:** [00:09:31] Yeah.

**Xueqing:** [00:09:32] And how do you feel concerning the two packaging solutions that you just experienced?

**Participant 25:** [00:09:39] Small and the big one. Or you mean this one and this one? Yeah. Oh yeah. For me it both works the same. It's just that you take this one from home and this one is from the system, but it works kind of the same.

**Participant 25:** [00:09:55] Right? So yeah, yeah, that's okay.

**Xueqing:** [00:09:58] Yeah. But to consider the whole process, you will use it. One is you bring your self containers to the supermarkets and the other one is you bring the empty reusable cup and you perhaps refill it, only you could return it. So there are two different processes behind them. True.

**Participant 25:** [00:10:23] But that's not really that different because this one is reusable as well. Yeah, it's just not from the system. It doesn't belong to that. But still, I clean it at home and I reuse it and this one is also being reused and cleaned. So to me it's not that different actually. Just which one I would use is depends probably on what I have available at home. If I still have some of these available, I would take it to the store I guess. Yeah. And if I don't have any empty ones available I just go to the store and get one of those. Yeah.

**Xueqing:** [00:11:01] Okay. So it's much more depends on the availability of self containers.

**Participant 25:** [00:11:06] Yeah. And whether or not I remember to take it to the store.

**Participant 25:** [00:11:11] Because if you forget to take the empty ones you have to use these ones, right.

**Participant 25:** [00:11:17] Yeah.

**Xueqing:** [00:11:18] Okay. And how would you judge the different steps during your experience, such as your first glance before you start to use it? How do you feel about the system?

**Participant 25:** [00:11:32] Before I started to use it. It's pretty clear where the products come out of the machine. So that's clear. And it's also clear you have to use the screen and you see the cups right away. Now, I like it. It's very clear what's in it and how you should use it, right? Yeah. Yeah.

**Xueqing:** [00:11:57] Yeah. And how do you feel when you are learning how to use it? Suppose I get the instructions on the touch screen.

**Participant 25:** [00:12:10] Yeah, I like getting the instructions because it was the first time I was using it. Of course. Yeah. So you need real clear instructions on what to do. It's just a bit confused when the picture didn't match my actions. Okay. And I like that it was very visual and not too much text because, as I said, I'm a lazy reader.

**Participant 25:** [00:12:38] So it helps if I just get this visual, if I should be doing instead of reading it. That really helps, I guess. So. No, that's. It's fine. It takes you through the process, step by step.

**Participant 25:** [00:12:51] So, yeah. Yeah, that's ok.

**Xueqing:** [00:12:53] After you get after. You already know how to use it. Do you still find the instructions?

**Participant 25:** [00:13:00] No, I wouldn't use. Now, once you know how it works, I think you would do it on auto pilot. Just sit down.

**Participant 25:** [00:13:10] Yeah. Probably be the first time. You really need it. Yeah.

**Xueqing:** [00:13:13] Yeah. And how do you feel when you were controlling the dispenser and feeling the product in the cup?

**Participant 25:** [00:13:24] Well, that's a bit because I didn't quite feel that I was in control of the amounts that came out of it.

**Participant 25:** [00:13:34] It was just. Yeah. Surprise every time. Okay, let's see how much I get now. I think it was related to to the amount of time you push the button.

**Participant 25:** [00:13:44] If you push it longer, you will get more products. But still, then it's a guess. How long you should push the button.

**Xueqing:** [00:13:53] Yeah, true. For the crackers. I noticed that it is a bit difficult for you to get more.

**Participant 25:** [00:13:59] Yeah, I thought it was empty actually. But or I should have done this more the I don't know. The shaking it. Could be, I don't know. But I actually my thought was it's probably empty. Because it was just a little bit.

**Participant 25:** [00:14:20] And I thought, well if I push it long enough. It should be more. Yeah.

**Xueqing:** [00:14:25] And how, how do you feel when it seems like empty, like this, this kind of situation?

**Participant 25:** [00:14:30] Well, here. It's okay if. If I'm really in the supermarket. So if I would really be in a supermarket and I need this product or I want this product, I don't know if I need it. But yeah it would be a bit of annoyed probably. Yeah, but that's the same as in the supermarket. If you need a product and the shelves are empty, it's not on the shelf anymore. It's the same experience. Yes. It's just. Yeah. So maybe if you really want it, you go and find someone from the supermarket to fill it for you. Probably. But there is a bit of a difference because now I wasn't sure if it was empty. If you look on the shelf and the product is not there, you're sure there's no product there. But now it was a bit guessing for me. Is it empty or am I not doing this correct? You're not sure what's the situation? So it's a bit different.

**Participant 25:** [00:15:28] Yeah.

**Xueqing:** [00:15:30] Why do you think that you couldn't know if it is empty?

**Participant 25:** [00:15:33] But you can't see anything. Maybe it said there. I don't know. I didn't watch the screen. Then that would. Yeah. If it would be empty, you might expect something on the screen. But I didn't think about it at the time, actually, to look at the screen.

**Participant 25:** [00:15:51] Did they say anything about being empty.

**Xueqing:** [00:15:54] No. Actually no.

**Participant 25:** [00:15:54] Oh, it should do that. But still, even if it would have done that, I wouldn't have noticed because I was too busy with the thing.

**Xueqing:** [00:16:04] Yeah. At that moment you are focusing on the.

**Participant 25:** [00:16:07] Yeah, exactly. You're not watching the screen. So it might be helpful if it's empty that there is like a red light or something. Something indicating that it's empty.

**Participant 25:** [00:16:20] Yeah.

**Participant 25:** [00:16:20] So you don't have to keep trying. There's nothing that indicates that it's empty.

**Participant 25:** [00:16:26] Yeah.

**Xueqing:** [00:16:29] Okay. And you can say anything you want, because I'm not the designer or the inventor of the system.

**Participant 25:** [00:16:37] Okay. Yeah. That's fine. Yeah.

**Xueqing:** [00:16:43] Okay. So what are the positive elements coming to our minds regarding the system?

**Participant 25:** [00:16:49] Besides the environmental friendly thing? It's about the positive things, about usage or in general.

**Xueqing:** [00:16:59] That's positive in general.

**Participant 25:** [00:17:02] In general. So I like this. I like the idea as well of having all these empty or half filled, I don't know, containers at home and it just have to go to the store and refill them. I like this. I'm not sure if I would ever use the app though, but I understand you need it.

**Participant 25:** [00:17:23] You have to provide some product information, so you see. But I don't see myself using it actually.

**Xueqing:** [00:17:28] Yes. Now on the label. You can also check the basic information of the product.

**Participant 25:** [00:17:34] Yeah. It's the natural ingredients.

**Participant 25:** [00:17:36] Yeah. So for me, that's not really necessary.

**Participant 25:** [00:17:40] But positive. Yeah. You just feel good. Yeah. Because you're. You're being future friendly, right?

**Xueqing:** [00:17:51] Yeah, future friendly.ahaha Yeah.

**Participant 25:** [00:17:53] Exactly. Makes you feel good. I can imagine it. Yeah. But. Yeah.

**Participant 25:** [00:18:00] But there has to be the right choices for you in there.

**Xueqing:** [00:18:08] Okay. If you get the reusable cup with you, would you prefer to reuse it, keep reusing it, or you prefer to use it and return it to get a refund? Like the bottle recycling system.

**Participant 25:** [00:18:29] I guess it depends on the products as well. If it's a product I use very often, I would just reuse it every time and fill it up. Maybe clean it once in a while.

**Participant 25:** [00:18:42] But if it's something I just need once, but then after it's empty, you can use another product, right? So it depends if you need another product at the moment.

**Participant 25:** [00:18:53] Yeah. So I would re-use it if I have a need for another for a refill or for another product. Yeah. Then I would keep using it. Okay. Maybe when it's very dirty, I would just take it back. Please clean it. I make another one.

**Participant 25:** [00:19:15] But these are dry products. So it should be fine. Okay.

**Xueqing:** [00:19:22] What's as a potential problem is coming to our mind regarding the system.

**Participant 25:** [00:19:27] Oh, any potential problems here?

**Xueqing:** [00:19:31] Like one problem. You are already met there.

**Participant 25:** [00:19:34] Yeah. You can't see when it's empty. That's one and another. And also that if the visuals don't match the real usage, that's confusing me.

**Participant 25:** [00:19:49] It might also be a problem. I don't know. Maybe it's somewhere on the screen as well. But you can't see the ingredients at this moment. So maybe I would be allergic to nuts or to, I don't know, any kind of ingredients. I can check which products. I can only check it after the label, but then it's already in the container. So that might be a thing.

**Xueqing:** [00:20:14] Where do you think they should put the information about the product?

**Participant 25:** [00:20:20] Yeah, I was thinking about it.

**Participant 25:** [00:20:23] Well, you can put it in the empty space, probably right? Just below the product's name. Yeah. That could work. Or put it somewhere on the screen. Make it an option. Do you want any information, extra information on any of these products?

**Xueqing:** [00:20:45] Yeah, actually, there is one function.

**Participant 25:** [00:20:47] On there is a screen.

**Xueqing:** [00:20:50] So it didn't attract you.

**Participant 25:** [00:20:52] No.But I wasn't looking for it. Because I'm not allergic to anything. I can imagine if you are allergic or for whatever reason you don't want any ingredients, then you start looking for it.

**Xueqing:** [00:21:05] Yeah, there is one button named the 'search for the product' that will show you all the products in the refill station about detailed information. Yeah.

**Xueqing:** [00:21:16] But you didn't notice that. That is a problem of the system.

**Participant 25:** [00:21:20] No, I didn't notice that.

**Participant 25:** [00:21:23] But that's also that wasn't my assignment. My assignment was to fill these cups. So I just went there and filled the cups. Right. I think if I had another mindset, I might have seen it. I don't know. It could be.

**Participant 25:** [00:21:40] Yeah, it would be hard to say, but any other things? I don't know.

**Participant 25:** [00:21:46] You have to. Yeah, no, no. You get these clean containers, right? So you don't have to clean it.No, I don't know. Actually.

**Xueqing:** [00:21:59] It's okay. We can move to.

**Participant 25:** [00:22:03] Just curious about because I still have this image of the supermarket with all these things. Would you do it for brands? Would you do it for products or? How would you arrange it?

**Xueqing:** [00:22:16] Now in the supermarket they put the products in the same brand in one station. Yeah, another one is another brand. So they are grouped by brands.

**Participant 25:** [00:22:27] And by type of product as well. Right? Yes. Yeah. Yeah. So you would probably do it kind of the same.

**Participant 25:** [00:22:35] Yeah. There's a lot of possibilities as well. You just put your container outside of the supermarkets in a machine and it goes here your containers with what you want. You get it back automatically. Exactly. Why not? I can see that happening. Okay.

**Xueqing:** [00:23:01] And to what extent would you use this system if this one is available in our supermarket?

**Participant 25:** [00:23:12] Well, it depends on the availability of the products. What products are in there, probably. If it's products that I use at home, yes, sure. I would use it. I would even, I think, shift from my usual brands to try something new if it's kind of similar. Yeah.

**Participant 25:** [00:23:32] To to use it.

**Participant 25:** [00:23:34] But I know myself I may not be the most organized person. So I wonder if I went out for groceries, if I would remember to take the containers with me.

**Xueqing:** [00:23:47] Yeah, that's true. Perhaps you need to take with you more than one container. Perhaps several.

**Participant 25:** [00:23:54] As well. But that's okay. Just take you have a bag with you anyway for groceries. So why not put the empty containers in there already?

**Xueqing:** [00:24:05] And then you need to consider how many containers you need

**Participant 25:** [00:24:09] Yes.Yeah.

**Xueqing:** [00:24:10] What kind of products you need at the moment before you go to the supermarket.

**Participant 25:** [00:24:16] Well, you can also decide in the supermarkets and get new containers. You might end up with a lot of containers at home, maybe then you go once a month to the supermarkets. We return all the empty containers. Might work like that. If I would really start using it. Could be. Could be, yeah. Yeah. Okay. Yeah.

**Xueqing:** [00:24:43] You mentioned about the other product options. So because today we only have six products in the lab and actually there are a lot of other products which are also suitable for the system. So now we will discuss about today. What other products would you find this system is useful in your daily grocery shopping now?

**Participant 25:** [00:25:08] The supermarket already has a system like this for nuts. Yeah, yeah.

**Participant 25:** [00:25:13] AH has it for nuts so that works. It used to have it for Hagelslag as well.

**Participant 25:** [00:25:23] It's a chocolate thing if you put on your bread.

**Xueqing:** [00:25:26] Oh so small pieces.

**Participant 25:** [00:25:28] Yes, exactly. Yeah. And sprinkles. Chocolate sprinkles in English. Yeah. But I think you could use it for anything that's dry. I don't know if it's very useful, if it's like a sauce or milk or, you know, anything. Breads, I don't know, might be become a mess, but anything dry might work. So nuts. It's a good one. What else do you have that's dry? Could be.

**Participant 25:** [00:25:56] Any kind of pasta and rice.

**Xueqing:** [00:25:58] And. Yeah.

**Participant 25:** [00:26:05] Yes, it should be small, so it should be able to come in portions. Right. So you don't put any apples in there or kind stuff and.

**Participant 25:** [00:26:14] It should be dry. I think those are the criteria. Right. Thinking about it. Yeah. So cereals could also go in there? Yeah. Why not? Candy might work as well.

**Xueqing:** [00:26:37] And why do you think the wet food are not suitable for it. What kind of feelings the wet food bring you?

**Participant 25:** [00:26:47] Messy. It would get very messy, I think. Yeah. When? When? I don't know. And maybe it over fills and then it's everywhere. I don't know. And it gets also into. Yeah, but this is the dispenser itself. It doesn't feel clean as well somehow. Yeah, because I know this one is clean, but I think that the thing, the round thing itself, it's not clean every time. So you have to be sure that supermarket cleans it often. If it's wet, something wet.

**Participant 25:** [00:27:23] And somehow maybe also that this is has a long expiry days and I think wet might expire sooner. So if you somehow it doesn't feel sealed. Do you get what I mean.

**Xueqing:** [00:27:45] And the seals that I didn't get the seals.

**Participant 25:** [00:27:48] No. Because you can. Yeah. The expiry date of this is okay. Right. You can keep it for a long time probably. But as soon as it's something wet, you should probably consume it within a couple of days. And I don't know how long it is in these containers, so.

**Participant 25:** [00:28:09] I didn't know how long you can use it.

**Participant 25:** [00:28:11] Especially when it's milk, right.

**Xueqing:** [00:28:14] So you need to cooling.

**Participant 25:** [00:28:16] Or especially the refrigerated things. Yes, definitely. But also other things that when you open it like if the apple sauce, right, as soon as you open it, you can only use it for, I don't know, a week or something.

**Participant 25:** [00:28:33] Yeah. So if you put it in, in this. Yeah. You have, you don't know how long it has been in this container when you put it in your own container. Yeah. So that would be a thing for me I guess also. Besides the messiness. Yeah.

**Xueqing:** [00:28:48] And how do you think about the non-food product.

**Participant 25:** [00:28:52] Non-food? Yeah. Well, it should be something that comes in portions again. Right. So like medicine or something else.

**Participant 25:** [00:29:03] What else could you put in there?

**Participant 25:** [00:29:05] Because the other things are not.What kind of other things do you have that's not foods and comes in small portions. I don't know etc..

**Xueqing:** [00:29:20] Some cleaning products.

**Participant 25:** [00:29:23] But that's wet again.

**Xueqing:** [00:29:25] Cleaning powder.

**Participant 25:** [00:29:26] Powder.

**Participant 25:** [00:29:28] Washing powder. That could be washing powder. Sure. Why not?

**Xueqing:** [00:29:32] My nuts and maybe the I don't know how to call it here. The capsule for the washing machine to wash it.

**Participant 25:** [00:29:42] Yes.

**Participant 25:** [00:29:44] But you buy this and.

**Xueqing:** [00:29:46] Now it is in the box.

**Participant 25:** [00:29:47] I know.

**Xueqing:** [00:29:48] Plastic box.

**Participant 25:** [00:29:51] But somehow I don't know.

**Participant 25:** [00:29:54] You have to be sure how many. Get this.

**Participant 25:** [00:29:57] It could work. Why not?

**Participant 25:** [00:30:00] So it does like ten every time. You push. This thing, right? Could be, yeah. Okay. I can see that as well. Why not? Actually be good with the washing. I also use those plastic things that go into your washing machine, right? Oh, yes. It would be good for that as well, actually, because now they come in these plastic packages and that's really not good. But I like the just the functionality of those things. But this would be better.

**Xueqing:** [00:30:38] Yeah, that's a product is to clean your washing machine.

**Participant 25:** [00:30:42] You know, it's not a clean washing machine. It's to clean the clothes.But it's the liquid that comes in the little plastic.

**Xueqing:** [00:30:51] Oh, yeah. The capsule.

**Participant 25:** [00:30:53] Yeah, exactly. Yeah. That's, that would be I would really use that if that comes out of this. Yes, definitely. Yeah. That could work.

**Xueqing:** [00:31:03] But for the liquid used to not find it suitable, such as for shampoo or some soap.

**Participant 25:** [00:31:16] Could be better than the liquid food.

**Participant 25:** [00:31:19] Because yeah, you don't have to eat it so you don't have to worry about is it still good or not.

**Participant 25:** [00:31:26] So it's okay, but would I agree to that? Use shampoo.

**Participant 25:** [00:31:32] Yeah, why not. If it's still your favorite shampoo you have, but it shouldn't be a container like this then. Right. I once my normal bottle that I can dispense. Yeah. Yeah, why not.

**Participant 25:** [00:31:52] But it would look different because this you can use for a lot of different products. But that's okay. I think for some people it might be a thing that you because if you you have your shampoo container somehow. It won't look like your normal shampoo. No, but the idea. Sure, it would work as well. Non-food liquids.

**Xueqing:** [00:32:24] Yeah. Okay. Do you think this system offers benefits for our environment?

**Participant 25:** [00:32:31] Yeah. And of course.

**Xueqing:** [00:32:36] Can you explain or describe what kind of benefits it will bring?

**Participant 25:** [00:32:41] Well, it's less plastic waste, right? Like I said, for the washing capsules.

**Participant 25:** [00:32:47] You have a lot of plastic containers. Uh, yeah, you don't need it if you. If you use those reusable ones.

**Xueqing:** [00:32:55] Yeah. Do you find some other environment benefits besides the plastic waste?

**Participant 25:** [00:33:13] You can buy the portion you need so you don't have to spill as much as you might do otherwise. Yeah, that's actually a big plus because if you only need a bit of corn, rice, corn rice porridge. And it's normally in a pre-packaged thing. You would have to buy a big package, right? And now you can only take the amount you need. Yeah, that helps as well, of course.

**Participant 25:** [00:33:46] Is there anything else? I think those are the most important ones. Yeah. Okay.

**Xueqing:** [00:33:56] And, you know, that's for this kind of packaging that the company will encourage you to reuse it as many times as you can. So could you imagine how many times you would reuse it or at which moments you would decide to return it or replace it?

**Participant 25:** [00:34:17] And that's what I said before. I guess.

**Xueqing:** [00:34:20] Is depend on the products inside.

**Participant 25:** [00:34:23] Yes. In a moment as well. Yeah. I would decide to return it. When at the moment I have no use for it. I might and I go to the supermarkets anyway so I can return it because otherwise there's just an empty container in my cupboards. That might be a reason to return to or when it's very dirty.

**Participant 25:** [00:34:47] No, I wouldn't do that. I would just clean it.

**Participant 25:** [00:34:52] Maybe once in a while I would. I would have been professionally. I don't know. No.

**Participant 25:** [00:35:00] I don't do it with these as well. Right. So why would I do it with those? No, I think it's okay. It depends on the moment and my product needs. Yeah.

**Xueqing:** [00:35:11] Oh, and one thing I need to let you know, this one is not suitable for the dishwasher.

**Participant 25:** [00:35:16] Oh, it's not true. Oh, that's different. Really? Why not!Okay.

**Xueqing:** [00:35:23] You think it's an important thing for you?

**Participant 25:** [00:35:26] Yes. Yeah.

**Participant 25:** [00:35:30] Not when I have one or two. That's okay. I can just do it by hand. But if I should use a lot of those, I would want to put it in my dishwasher. Yeah.

**Xueqing:** [00:35:42] I think this could be changed. Could be improved. They have another version which could be used in the dishwasher.

**Participant 25:** [00:35:50] But what happens if you put this in a dishwasher?

**Xueqing:** [00:35:53] Yeah, some participants, they put it in a dishwasher because they forgot. Forgot. And it's a little bit the shape changes a little bit.

**Participant 25:** [00:36:02] Oh yeah.

**Participant 25:** [00:36:05] Now that would be better if you could put the dishwasher. Yeah, yeah. Okay. Yeah.

**Xueqing:** [00:36:14] After several reuse circles, there might show some little scratches or the little damage on the surface of the cup. And how do you feel about that kind of signs of usage?

**Participant 25:** [00:36:28] It's the same with this one, right? It doesn't look very new, either. I still use it. It's even not white anymore.No. It's okay. And maybe if it really gets very bad, there are a lot of scratches and then you just return it and take a new one I would say.

**Xueqing:** [00:36:49] Yeah, but how about what if the little squares are not made by yourself, but made by the.

**Participant 25:** [00:36:56] Other one, other people? Sure. So in that case, I would get a container from there and you would already see the scratches, right?

**Xueqing:** [00:37:07] Yes. It's very little. But still, it shows you it was reused by the others before.

**Participant 25:** [00:37:14] You know, it's being reused. That's why you use it, right? So as long as it's sealed like it's now. So I'm really sure it's clean then I think it's okay. And if it's not sealed like that, then then it would make me wonder if it's clean.

**Xueqing:** [00:37:34] It would be resealed. So it has already been professional cleaning.

**Participant 25:** [00:37:38] Exactly. As long as that's the case and yeah. You know, it's being reused.

**Xueqing:** [00:37:43] Yeah. Yeah. That's, that's the whole purpose of the thing, right. At the moment, I would say that's all right, but I don't know if it would be in real life. And you never know how you react.

**Xueqing:** [00:38:00] Maybe you can check the cup. This one is already used by the others, but I professionally cleaned it and resealed. And there are still little scratches on the surface.

**Participant 25:** [00:38:16] Yeah, but this is OK. It looks clean enough for me here, you mean. But that's okay. It doesn't get worse than this. That's okay. For me at least. I don't know if it's okay for everyone. For me, it would be okay as long as it's clean.

**Xueqing:** [00:38:40] Okay, then. We're almost finished. Do you have any other thoughts or things that you want to share or add to the system? Any thoughts? I can answer you and then kind of questions now.

**Participant 25:** [00:39:02] But it's already in the supermarkets, right? Like I said, for the nuts, you already have steak. Well, it's not as nice as this one with the screen and it doesn't weigh it automatically. It doesn't have the labels, but still, it's sort of this system. Right. So can I expect this near future as well do you think?

**Xueqing:** [00:39:24] Yeah, this one is already existing in the Czech Republic.

**Participant 25:** [00:39:28] It's already used. Really. Oh, wow. Yeah.

**Xueqing:** [00:39:34] They are trying to explore in the other markets in the European countries.

**Participant 25:** [00:39:39] Yeah. I think it would be good, especially in this time. Right, when everybody is worried about.

**Xueqing:** [00:39:47] Yeah. And how do you feel about the.

**Xueqing:** [00:39:51] Climate change? Okay. I thought you will mention the

**Participant 25:** [00:39:52] Corona.

**Participant 25:** [00:39:54] No, I was thinking about the climate change. So you want to do something good for climate, right? For corona? Oh Yeah, that's a thing as well, right?

**Xueqing:** [00:40:04] So how do you feel about the hygienic of the system?

**Participant 25:** [00:40:10] Yeah, well, you don't have to touch anything. And there is I saw the the the plastic thing before there. So people can't really touch those as well. That's good. Yeah, but it's just. I wouldn't touch it. But would people really do this? It might be a thing. Normally I would say it's okay.

**Participant 25:** [00:40:42] But you're more careful now. This Corona. Yeah, it could be. That you start worrying about it? I didn't think about it yet. Actually, but now that you mention it, it could be a thing, right? That people might start. You don't know who touched it and your food is still coming. It's okay if it's maybe something nonfood. I think it would be better that your food goes through it. I don't know.

**Xueqing:** [00:41:21] Oh, do you think. Oh, how to improve the hygienic the protection of the food.

**Participant 25:** [00:41:31] I wonder if you can, because you need to be able to put the container. Yeah, there could be. If you put a container here. You put a container just here and it goes up automatically and fill and come back.

**Participant 25:** [00:41:47] Then no one can touch that. Yeah. It would be better, right? Just come up with some way that people can touch that thing.

**Participant 25:** [00:41:57] Then I would be totally fine with it.

**Participant 25:** [00:42:05] But still, I mean, I don't think people will touch it, but yeah, you can't be sure.

**Xueqing:** [00:42:11] Yeah, maybe sometimes. Yeah. They are trying to figure out what the problem.

**Participant 25:** [00:42:15] Could be. Exactly. And then you start doing that? Could be, yeah. So if you could find a way.Yeah.To say Yeah. And teach you to make sure nobody can touch that. Then there's no issue anymore. I would say. Yeah, that's the only thing. Right. That touches your food as well as can be touched by any, anyone else. Because this is being cleaned and this your own it is cleaned anyway.

**Participant 25:** [00:42:46] At least clean enough for yourself and. The screen and the mind as well.

**Participant 25:** [00:42:53] Yeah. Yeah. Yeah. It's an interesting thought. Yeah. I mean, think about it.

**Xueqing:** [00:43:05] Because the research is to let you have more overview, comprehensive consideration of the system. So it's not only about the positive elements, but also.

**Participant 25:** [00:43:18] Yeah.

**Xueqing:** [00:43:20] To get some insights from the consumers, understand their considerations for the concepts of the consideration.

**Participant 25:** [00:43:29] And like I said, for any wet foods, I would be a bit worried.About how long it has been in there. Yeah.

**Xueqing:** [00:43:40] But for the dry food, you will not worry too much about how long it is.

**Participant 25:** [00:43:46] Actually. No, no. That's strange, right? But it's just my feeling. You can keep this for much longer than milk, so that should be fine. You just have to trust the supermarket in that. And it's also those things being cleaned. Because if anything, wet, you have to be sure that it's been cleaned very often.

**Xueqing:** [00:44:15] Yeah, that's true.

**Participant 25:** [00:44:17] I wonder if supermarkets would really do this.

**Participant 25:** [00:44:22] It's like when I was pregnant. I didn't eat those soft ice things because you're never sure for these fast foods. Oh, yeah. Shops. If they, if they clean those machines, you know, that's the same feeling I would have here.

**Xueqing:** [00:44:41]

**Participant 25:** [00:44:44]

**Participant 25:** [00:44:47]

**Participant 25:** [00:44:50] So it's also kind of wet, right?

**Participant 25:** [00:44:52] Yeah. You don't know how often they clean it and how many bacterias are in there, so.

**Xueqing:** [00:44:57] Yeah, that's a good point I never consider. But actually it's very similar. It's still to dispense something.

**Participant 25:** [00:45:05] Yeah, exactly. You don't know how much the clean is. Yeah.

**Participant 25:** [00:45:12] So it would also be good at least from that perspective to because now you told me that these containers are being exchanged every time. It might be good to mention it somewhere. Yeah. That those are being replaced, maybe put a date on there that would work as well. So this has been replaced this morning at 9:00. Yeah, that would help me.

**Participant 25:** [00:45:40]

**Xueqing:** [00:45:50] I think we have reached the end of the interview.

**Participant 25:** [00:45:54] Yeah. I like it.

**Xueqing:** [00:45:56] To share your opinions and thoughts with me.

**Xueqing:** [00:46:02] So we do have the follow up interview and which is more focus on how you use the car at home so you can bring back the small cup with the coconut cookies and they're just like normal.

**Participant 25:** [00:46:18] So okay. So how I use it. Okay, but it's just a normal cup.

**Xueqing:** [00:46:25] It's a normal cup, I think. Yeah. Yeah. Okay. No, sure. I will use.

**Xueqing:** [00:46:31] The only thing is that it could not be put into the dishwasher.

**Participant 25:** [00:46:35] No, I really remember. Yes, definitely. Oh, this is also a thing because this is too big.

**Participant 25:** [00:46:42] Yes, exactly. Yeah.

**Participant 25:** [00:46:44] So that's why I put the lid on before I.

**Xueqing:** [00:46:48] There is one sticker on the container which explaines to you how you can use the cup, but it's in the Czech language.

**Participant 25:** [00:46:56] There is feature.

**Xueqing:** [00:47:01] Maybe you can take a look of the English version, but I think there are nothing very important for.You to know. It's just,

**Participant 25:** [00:47:07] Oh no, you get this one.

**Xueqing:** [00:47:10] Yeah.

**Participant 25:** [00:47:10] And then it fits better, right? Please use it for your.

**Xueqing:** [00:47:19] The only thing important here is it couldn't be used for the dishwasher and couldn't be put into the microwave.

**Participant 25:** [00:47:30] No, I wouldn't do that.

**Participant 25:** [00:47:33] 65 degrees I don't pour anything hot in this.This unit as well, right? Yeah. Clean clothes, small amounts of soap and water.

**Participant 25:** [00:47:48] Okay. Sure. So the end of your study is what is it? Advise on how to use this products in the Netherlands or what's the goal of your study to go?

**Xueqing:** [00:48:04] No, because I'm doing the research on the sustainable consumer behavior. So I want to figure out what are the barriers and enablers for this kind of system and understand what are the consumer's consideration to use it and also to test the usability of the current system.

**Participant 25:** [00:48:27] Okay.

**Xueqing:** [00:48:27] So I want to understand the logic behind the Yeah. On site part and how the that's why we also have the follow up interview. Maybe after several days you will change your mind and you will rethink about this kind of study.

**Participant 25:** [00:48:45] Yeah. Okay. I will see. Yeah.

**Xueqing:** [00:48:49] Not to take it back. Perhaps you will find it's not suitable everywhere. You will find it's. It's not very functional or not appealing.

**Participant 25:** [00:49:00] Yeah.

**Xueqing:** [00:49:01] Yeah. So there will be some more definitions.

**Participant 25:** [00:49:05] That you don't use often. And it's just you never use. We use it. Then it just becomes one of these.Yeah. Okay, I'll see.

**Participant 25:** [00:49:16] Okay.

**Xueqing:** [00:49:18] This is our thanks letter with a voucher.

**Participant 25:** [00:49:22] Thank you.