# cut 21.mp4

**Xueqing:** [00:00:02] This cop called me while cop, as you can see on the screen. It's a cop. There is a touch screen on your left.

**Participant 21:** [00:00:13] Oh, I have to put it on.

**Xueqing:** [00:00:17] And you can explore it.

**Participant 21:** [00:00:28] Well, you have to weight it. First I have to. There has to be something come out of it.

**Xueqing:** [00:00:56] You need to follow the instructions on the touch screen.

**Participant 21:** [00:01:02] This here. Oh, okay.

**Xueqing:** [00:01:11] No worries. Just do whatever you think is perhaps correct. And you try to explore. Worries and take our time.

**Participant 21:** [00:01:23] Yeah. I'm not so very smart.

**Xueqing:** [00:01:27] No worries. I am testing the machine. I'm not testing you.

**Participant 21:** [00:02:08] For. Okay. To look.

**Xueqing:** [00:02:25] Oh.

**Participant 21:** [00:02:26] Yes.

**Xueqing:** [00:03:07] You can continue with the second one.

**Participant 21:** [00:04:31] What?

**Xueqing:** [00:04:55] Yes. You can try it with your own container. Try this.

**Participant 21:** [00:05:03] And then I don't mind. What?

**Xueqing:** [00:05:07] Yeah, whatever you want. No, it's not a walk up anymore.

**Participant 21:** [00:05:19] I know. If.

**Xueqing:** [00:05:21] Yeah. Yeah. So you should choose other container on the first page. Tickets, which make sense for shopping with the system.

**Xueqing:** [00:06:52] To the discussion about feelings and experience of the system. So first, could you share with me your general opinions regarding the system?

**Participant 21:** [00:07:06] That's. I must. When I was in the supermarket. What do you want to know? If I want if I should use it or not?

**Xueqing:** [00:07:26] You can just share your feelings or opinions regarding the system.

**Participant 21:** [00:07:35] That I make many mistakes before.

**Xueqing:** [00:07:42] No, no worries. it is your first time to use it.

**Participant 21:** [00:07:45] Yes, I know, but I'm more. These things. I'm not so very. Cool. When I'm shopping and I have everything on my mind and I see a new thing. I think then when I do it very often that I can do it better than I did it now. So. But it's looking nice. So nice.

**Xueqing:** [00:08:28] Yeah. Why do you think it looked nice for you?

**Participant 21:** [00:08:31] Because of the prints. The prints of food and what you can put out of it. It looks friendly.

**Xueqing:** [00:08:49] What do you think is it looks friendly for you.

**Participant 21:** [00:08:55] Because of the colors, I think, and the things on it. Print of the food.

**Xueqing:** [00:09:11] And what kind of fittings? The print printing things. Print to you.

**Participant 21:** [00:09:22] Nice feelings. Food.

**Xueqing:** [00:09:29] Yeah. Yeah. So if you can use three words to describe the system, what would you say? System of. Or on your experience.

**Participant 21:** [00:09:46] Yeah. That's it. To say anything in English. I don't know how to say it. Sure.

**Xueqing:** [00:09:59] Only sentence is also fine. It's not necessary to be word, or you can use some simple sentences to describe it.

**Participant 21:** [00:10:11] Very handy.

**Xueqing:** [00:10:13] Why do you think it's handy?

**Participant 21:** [00:10:15] Because you can do it yourself and you can put in what you want. And not the. Something a little bit like when you did with candy things. This is not candy, but it's other product. Yeah.

**Xueqing:** [00:10:45] So did I mean, it reminds you of the candy when you see this system.

**Participant 21:** [00:10:50] A little bit.

**Xueqing:** [00:10:55] Okay. How do you feel considering the two packaging solutions you just experienced? One solution is to use the copy provided by the system, and the other one is to use your own container. Self container? Yes. How do you feel about the both solutions?

**Participant 21:** [00:11:16] This one is very heavy. This one is plastic. This looks like a pot for cream for your face. And I don't know, I don't see what's the only thing I had with me, so. The only thing is you have to weigh this one.

**Xueqing:** [00:11:52] And which one would you prefer to use your daily, daily shopping supermarket?

**Participant 21:** [00:12:00] Of this three.

**Xueqing:** [00:12:02] Yeah.

**Participant 21:** [00:12:05] It depends on if it's rice for the rice and the corn, I think to. Take this one for the little things. Yeah, I like what I like a lot when I want to coconut cookies and I like them a lot. I use this one.

**Xueqing:** [00:12:40] Would you consider to use the self container.

**Participant 21:** [00:12:51] Not likely because it's too heavy to. But I didn't have anything else at home. Just remove from another home. So.

**Xueqing:** [00:13:08] Yeah. Okay.

**Participant 21:** [00:13:09] Yeah. I don't have many things. I had to get some things like that.

**Xueqing:** [00:13:24] As you know this one? You could choose to reuse it or keep reusing it every time. So you need to bring it back after you finish the product and refill the things from the refill station. Or you can also choose to return it to the system. So which which one would you prefer? You will keep reusing it or you prefer to return it after you finish the product.

**Participant 21:** [00:13:54] Then get to that. I bring this one to the store. Yeah. I rather have something that I have for myself rather than I have to bring it back.

**Xueqing:** [00:14:14] Yeah. Okay. So would prefer to use your self.

**Participant 21:** [00:14:20] Yeah. But maybe not this one. This one. But something like this. Yeah. That I maybe I do that, but I maybe I think then that I, that they think I have stolen it.

**Xueqing:** [00:14:35] It's only.

**Participant 21:** [00:14:37] Because it's for myself, the camp that maybe they think I don't know how to explain.

**Xueqing:** [00:14:51] You mean the scene from the supermarket or store, the food product inside?

**Participant 21:** [00:15:03] No, I don't know how to explain what I mean.

**Xueqing:** [00:15:06] Meant or do you mean because you bring this container with you? But this one is it doesn't belong to the supermarket. It's just your self, your own stuff. So you feel. Yeah. I think I can understand. It's hard to describe.

**Participant 21:** [00:15:25] Yes, it is. Yeah, it's ok.

**Xueqing:** [00:15:30] How would you judge the different steps during exploration of the system? Such as when you have the first glance, the first look of it, before you start to use it? How do you feel at that moment when you see it before you use it?

**Participant 21:** [00:15:55] Little bit disorientated. These to use the things. Maybe because it's in when we're shopping, there are many things in your head. Then you have to look on the. On the board and it's in English. It's not my first language. Yes.

**Xueqing:** [00:16:35] Yes. Okay. After you start to use it, how do you feel when you are learning how to use it?

**Participant 21:** [00:16:45] The second time it went better. And the third time. It's working. But this one. Well.

**Xueqing:** [00:17:07] You know, for this one to have any difficulties when you use this one?

**Participant 21:** [00:17:13] I thought, oh, another one to push. But there was nothing coming out. But I don't have to.

**Xueqing:** [00:17:25] Yeah. Yeah that's actually there is a metal lever did you see. It's the metal. The. It's near the blue light. There is a metal lever you can shake.

**Participant 21:** [00:17:43] Yeah, yeah. That's thing.

**Xueqing:** [00:17:45] Yeah. That's is to help with you with that so you can shake them. The metal helps to protect it.

**Participant 21:** [00:17:58] Yeah, yeah.

**Xueqing:** [00:18:00] Yeah, yeah. Yeah. So you didn't notice that?

**Participant 21:** [00:18:08] No. This was the first thing I was. First? Yes. Okay.

**Xueqing:** [00:18:17] Then how do you feel when you are controlling the dispenser and the feel of the product in your cup? How do you feel about that moment when you are controlling the dispenser and filling the product in the cup?

**Participant 21:** [00:18:34] It went well, my good.

**Xueqing:** [00:18:41] So do you feel it's easy or difficult or a little bit difficult or some problems where you are controlling it?

**Participant 21:** [00:18:53] No. The only thing you. Yeah it weighs on the you can weigh it but when you have too much you come to the bed, so.

**Xueqing:** [00:19:08] Yeah.

**Participant 21:** [00:19:10] But it's the only thing. Yeah. Yeah. So.

**Xueqing:** [00:19:14] Yes. Okay. What's are the positive elements coming to your mind regarding the system?

**Participant 21:** [00:19:28] Yeah. The only thing was that when you use it for real, then I'm. I'm. This looks like medicine pots. Not some kind of pots when you think looking nice or something like that. But otherwise it's useful.

**Xueqing:** [00:20:03] I think it's useful. But what do you mean by useful?

**Participant 21:** [00:20:10] That you have it already in a pot when you can do this. So when you have a pot of rice and you take it from home and then you don't have to throw it away.

**Xueqing:** [00:20:26] And what's as a potential problems. Coming to our minds. When you use the system.

**Participant 21:** [00:20:38] That is very quick. Very quick. Empty, empty. Maybe. And there are many different things like coffee beans. And. Yeah. They're different things, but it makes it.

**Xueqing:** [00:21:25] How to evaluate the complexity of. No. Complex. Do you think it's complicated to use or.

**Participant 21:** [00:21:37] No, not for the. I don't think so.

**Xueqing:** [00:21:44] How do you evaluate the hygiene of. Hygiene. Hygiene. Hygienic o cleanliness of the system.

**Participant 21:** [00:21:57] Yeah. Maybe you can have some. Well, there's something. I don't think it's very unhygienic. It's not wet when you do things.

**Xueqing:** [00:22:33] And then some other thoughts about the. Agenda. Although some concerns about the. When you are using it, by the way, you are using it to do some other concerts over the.

**Participant 21:** [00:22:53] No.

**Xueqing:** [00:22:58] Okay. Do you think that you will use this system if this one is available in our supermarket?

**Participant 21:** [00:23:07] Maybe. I don't know for sure, but when I see something like the pumpkin crackers, it looks like maybe I want to try. But the rice is. It's very. The one you can choose only for cakes or for sweetness, and the other one for evening food. So there are many different things to too. Maybe I would try it, but I don't know. When I go shopping, I only have my list of what I have. So maybe I don't use it very often because I want to do it quick shopping.

**Xueqing:** [00:24:22] Yes.

**Participant 21:** [00:24:23] Then I have to think, oh, yeah, I have to take a cup of myself. I don't know. I'm not used to it.

**Xueqing:** [00:24:41] And do you use the photo recycling system in the supermarket? The bottle, the empty bottles and the Glass bottles.

**Participant 21:** [00:24:52] I used that.

**Xueqing:** [00:24:54] Let's go and return the bottles. It's a very similar concept, but this one, you can refuse a product. And then, yes, you can see today we only provide six products, but actually the real supermarket of your life. There are a lot of other products which could be used in the system. So now we can jump out of these six and think about the other possibilities for which kind of product. We do find the system is useful or suitable in your daily grocery shopping.

**Participant 21:** [00:26:00] A new. I don't even know what you mean. I, i. Must say products what I used for. For days.

**Xueqing:** [00:26:15] Yes. Yes. Yes. No nail in the coffin. Powder.

**Participant 21:** [00:26:31] Powder. Powder. Powder, maybe. Yeah. Maybe chocolate power to make chocolate milk or. Candy. But you already. For we know these things or tea.

**Xueqing:** [00:27:10] Tea bag t or the.

**Participant 21:** [00:27:12] Note.

**Xueqing:** [00:27:13] Leaves.

**Participant 21:** [00:27:15] The leaves. It's not another store. Hmm. Chocolate things. Cheese cookies. Cookie dough. But you already have to.

**Xueqing:** [00:27:44] And how about the non-food product? Besides the food product.

**Participant 21:** [00:27:55] Not. I quote.

**Xueqing:** [00:28:00] Oh, what?

**Participant 21:** [00:28:01] You mean what?

**Xueqing:** [00:28:02] That which is not eatable?

**Participant 21:** [00:28:07] Things to get out of debt?

**Xueqing:** [00:28:09] Not anymore. Not dateable. Because, no, all of them are food product. But besides the food product, how about the other kind of product you think could be also. You're in this for us.

**Participant 21:** [00:28:28] For the cats. Maybe get.

**Xueqing:** [00:28:32] Food. Yeah.

**Participant 21:** [00:28:41] You mean like. We're. I really don't know why.

**Xueqing:** [00:29:00] Such as cleaning powder or the.

**Participant 21:** [00:29:06] Little soap balls or something.

**Xueqing:** [00:29:11] I don't know how to call it the capsule, which you put it in your wash machine.

**Participant 21:** [00:29:17] Yeah. Oh, wasscaps. Scabs or. Yeah, something like that. But. Yeah.

**Xueqing:** [00:29:30] Maybe something to put in the dishwasher.

**Participant 21:** [00:29:35] Yeah. Well, cruel of me.

**Xueqing:** [00:29:51] And then for which kind of products using this system is not useful or not suitable.

**Participant 21:** [00:30:08] It's very. Well, it's tough. What is good for you to do it? You can't use powder two for in wash. Only the power of something like that. Then everything goes to. And things day things that. Yeah. You can't see that. You say that?

**Xueqing:** [00:31:06] Sorry. I hope I can understand but I couldn't.

**Participant 21:** [00:31:08] When it's in one day, you can't use it anymore. Things.

**Xueqing:** [00:31:22] What's fresh?

**Participant 21:** [00:31:23] Fresh product. Something like. Yeah. Okay.

**Xueqing:** [00:31:31] Do you think this system offers benefits for our environments?

**Participant 21:** [00:31:37] Yes.

**Xueqing:** [00:31:38] What kind of benefits?

**Participant 21:** [00:31:40] Do you mean that you can the people can use it.

**Xueqing:** [00:31:48] Benefits for the environment.

**Participant 21:** [00:31:51] Or for the recycling or.

**Xueqing:** [00:31:54] Planet benefits. You think this system could offer that?

**Participant 21:** [00:32:02] Can I use the plastic again?

**Xueqing:** [00:32:08] Yeah. Is there any other benefits besides the reduce the plastic waste? Is there any other benefits for the environment?

**Participant 21:** [00:32:25] When you use to blink or can when you don't have to recycle. But then you must have many of those things to buy for. Yeah. No, no, I'm not. I'm not good for recycling or something. Yeah.

**Xueqing:** [00:32:58] And for which kind of products do you think the system over the biggest environment is?

**Participant 21:** [00:33:07] Greatest one development.

**Xueqing:** [00:33:10] Oh.

**Participant 21:** [00:33:12] You mean some product? What? Everyone used a lot.

**Xueqing:** [00:33:18] Yeah.

**Participant 21:** [00:33:20] I think sweet sweetness, sweet things for students. Cookies of something like the coconut cookies or for rice. Right. Yeah. I think sweetness and something like that. Cookies. Something you can eat when you come home and you can eat out of it immediately. Some chips or. That, I think.

**Xueqing:** [00:34:08] You said that you will keep reusing it if you have one, this kind of cup. You will keep using it rather than returning it, right?

**Participant 21:** [00:34:19] Yeah. Something that I bring on my own. Yes.

**Xueqing:** [00:34:24] So you prefer to use your own. But when you get the ones like this, would you prefer to keep reusing it? Or you just return it and switch to your own?

**Participant 21:** [00:34:42] I don't know.

**Xueqing:** [00:34:45] So how would you deal with the cop if you get one from the system? Oh, you.

**Participant 21:** [00:34:52] Mean to get it back on.

**Xueqing:** [00:34:57] You? Such as today? Perhaps you will get back on that case with the cop. And if you. How will you deal with the cup.

**Participant 21:** [00:35:08] at home?

**Xueqing:** [00:35:09] If the the system is still available in the supermarket and how you want to deal with the cop, you will keep it and reusing it or you will return it.

**Participant 21:** [00:35:20] Thats remains on the product. I think when I take something to eat for maybe one time a year or something, you know, only in the summer or only in the winter and I put it back. And then when I yeah you can always, always get another one when you want something. Yes. Yeah.

**Xueqing:** [00:35:52] Yeah. And you know that this one will be after you return it. It will be cleaned and resealed again. Send it back to the system for the next. Consumer. So after several reviews, the circles near met show some scratch scratches on the surface.

**Participant 21:** [00:36:16] Oh, yeah.

**Xueqing:** [00:36:18] Would you feel about that kind of size of usage?

**Participant 21:** [00:36:23] Yeah.

**Xueqing:** [00:36:24] Scratched or they're a little old.

**Participant 21:** [00:36:28] I don't know. When it's looking very dirty. I don't want to put ityou mean when it gets back and it looks like it's used a lot.

**Xueqing:** [00:36:44] But still it is already cleaned. The cause of the scratch could to be cleaned. So they will remain on the surface.

**Participant 21:** [00:36:56] Yeah. Yeah. I don't know. I don't know if you still think.

**Xueqing:** [00:37:08] I do have some concerns. How do you feel about it?

**Participant 21:** [00:37:16] Yeah, if you finish the feeling, if it's clean. I don't know. What usually goes on inside. if Inside is clean.

**Xueqing:** [00:37:39] And it's just that when you pick up some cups from the box and you notice there are some little damage. Would you use it or you will give up.

**Participant 21:** [00:37:58] Or look for another one? Maybe. Yes. Or maybe that.

**Xueqing:** [00:38:08] It's okay. We'll move to the next section and discuss this, because besides this system, there are also some similar systems which also offer the consumers the options to reduce the packaging. Here there are three examples. The first one is called loop, and for this one, the producer will fill the products in the metal packaging. You can see that in the photo. So as could be the food product or also some cleaning products like the shampoo. And maybe it's for the clothes washing clothes product. So you still as a consumer, you still buy the products which is already filled in the supermarkets, like what do I do? Normally in supermarkets, but it's in the metal package. And you know, this one is a reusable package. So you get the product, you will also pay the deposit for the package. And after you finish the product inside, you will return the empty packaging to the system. Just like what you do for the bottle. Empty bottles. So for this one, you don't need to clean it by yourself, but you couldn't refuse them again. You just use it, finish it and return it and get your refund. This is the first one and the difference between Loop and the system you used today is loop. They have the the uses of metal as material of the packaging.

**Participant 21:** [00:40:00] This.

**Xueqing:** [00:40:01] Yeah, yes. Yes. And then they also have the, the brand information and the product information and then the branding things on the package which on this one, it doesn't show any brand o information and they only have the basic product information on the label, as you can see on the labels. It's very simple information about the name and the price weight and. The best before date. Yeah. And there's an ingredients. So that is a difference. And for the second one, it's a report. And this one, the producers will feel the product, the food product in the glass jar, and they will deliver the product, too. And also you can order it online in online import. Oh, yeah. And they can also go to the report shop and get your product there. And after you buy, still you need to pay for the deposit of the glass jar because it's not there. You finish the product inside, you can return the empty pot's empty jars through a pickup service so somebody will pick up at your door to collect the empty page. And then after you return the empty jars, you will get a refund. So for this one, as you can say, they use a glass jar as containers. It's another material.

**Xueqing:** [00:41:56] It's not a plastic animal. But still, they don't have any brand information on the jars. They only have the basic information about the product on the top and the lid of the the cover of the cup, the jars, the last years and the last one is the E cover. And for this one, they have their self owned brands and products and you buy the product in the supermarket, which is already filled by the producer, like we were doing the supermarket. And after you finish the product inside, you can bring the container back to the supermarket and refill the same product with your original package. So that is a cover in cover. You don't have any you don't need to pay for the deposit because it's an original product. They just provide you the option to review it rather than throw the the plastic bottles away. Okay. So this is three different but very similar system with the one you used today. And my question will be, have you ever used or experienced any kind of reusable packaging? So it could be the others? Those should not necessarily be the ones on the on the paper. The other kind of reusable packaging. No, no, no. I didn't use it, either.

**Participant 21:** [00:43:49] It before.

**Xueqing:** [00:43:50] Either. Yeah.

**Participant 21:** [00:43:52] Okay.

**Xueqing:** [00:43:52] So how do you evaluate these three systems in terms of the solutions they offer and in cooperation with the one you use today? You can try to share some feelings on each of those. The solutions, the systems.

**Participant 21:** [00:44:15] Can't be complicated.

**Xueqing:** [00:44:18] Yeah. Which part is complicated? I can explain to you.

**Participant 21:** [00:44:23] You mean to. Well, I think that I should do. Or what I think. No, no, it's too. Too much work.

**Xueqing:** [00:44:35] Yeah. So you can just share your feelings where you can.

**Participant 21:** [00:44:41] The branding of glass. I wouldn't do that. Too heavy, too.

**Xueqing:** [00:44:48] Yeah, but what if they deliver it to you? You don't need.

**Participant 21:** [00:44:52] To. Yeah, but it breaks very quickly and it falls one time. It's have every glass. Everyone. Yeah. So that don't. It. Don't. I don't want see a trip. attract Me.

**Xueqing:** [00:45:19] And how about the answer to the first one? Third one.

**Participant 21:** [00:45:27] To put something in the bottle gets must be cleaned also. Yeah.

**Xueqing:** [00:45:40] Yeah. For the last one, you need clean by yourself.

**Participant 21:** [00:45:43] Yes.

**Xueqing:** [00:45:44] Is your. Your container, your boat? It belongs to you.

**Participant 21:** [00:45:51] That's the same when you went there for the. When you go for drinks, then maybe that's useful.

**Xueqing:** [00:46:02] For drinks.

**Participant 21:** [00:46:03] Or. Yeah. For cola or something like that too. Yeah. Do it. Do it. Same. No, I don't know I. And yes, it's. The products are already there. So. You mean that all the products that you deliver to give back to the shop?

**Xueqing:** [00:46:46] Yeah, yeah. Because they use the metal packaging and you get your product in this kind of packaging.

**Participant 21:** [00:46:53] But then you have to have all these packages to.

**Xueqing:** [00:46:58] Yeah, when they are empty you need to return it otherwise you couldn't get the refund.

**Participant 21:** [00:47:05] Yeah, but it's so many. Then what you have to do to take back to the shop. Yeah.

**Xueqing:** [00:47:15] Or you can use the pick up service and someone will come to the home and collect.

**Participant 21:** [00:47:22] Yeah, but you then you pay also for that. I think. I think it's very difficult to do everything.

**Xueqing:** [00:47:44] Yeah. Okay, we're almost done.

**Participant 21:** [00:47:48] I have something at your home to pull it out. That's very. Then something comes. To put it in a container. And they. That's very. That's more. If you do it at home to put it away. To say when the garbageman comes. Maybe that's. I seem to. So. To do. I don't want to. When you do it with drinks, it's already difficult. Take all your things.

**Xueqing:** [00:48:45] It's very similar to the bottle. After you finish the drinks.

**Participant 21:** [00:48:50] When you do it with glass, that's what I think. No, I don't think so. Very handy.

**Xueqing:** [00:49:09] Okay. Then I have reached the end of the interview. Thanks for sharing your time and thoughts with me.