# cut3.mov

**Xueqing:** [00:03:36] it also helps you to track how many plastics you reduced.

**participant 3:** [00:03:50] Ok. Oh, where you get a kind of reward.

**Xueqing:** [00:05:08] You can follow the instructions on the screen. And you can think aloud during your exploration.

**participant 3:** [00:06:00] I'm not doing the right thing

**Xueqing:** [00:06:02] The chip is on the bottom of the cup. Maybe it's a little bit misleading in the video. It's on the bottom

**participant 3:** [00:06:12] Or the bottom. Yeah, but they don't do it over here. Yeah, it's a little bit. Oh, OK. Now it's unlocked. It's not that simple for old ladies, push. Where is the push? Oh here.

**Xueqing:** [00:06:58] No worries

**participant 3:** [00:07:00] Well, you have to stop yourself. Stupid. I can't even close it.

**Xueqing:** [00:07:28] You can remove some.

**participant 3:** [00:07:35] But the instructions are a little different because the push here is labeled. Yes. So I were searching for the label, but there is no one. Ok, continue shopping. I Made a mess of it. And I could choose what I want. Ok. That's it. Yeah, that's it. Sorry for the mess. The second and the third one is better.

**Xueqing:** [00:09:52] No worries. Ok. Thanks for the shopping and we will move to the discussion about your experience. Yeah.

**participant 3:** [00:10:01] You saw a little bit from my experience.

**Xueqing:** [00:10:04] Ok, first, could you share with me your general opinion towards this system?

**participant 3:** [00:10:10] After the first one, it was easy.

**Xueqing:** [00:10:12] Why do you feel the first one is not easy?

**participant 3:** [00:10:14] I didn't know the chip that was placed over here because the structure was different and I was searching for the push button, according to the instruction, but it was not labeled over there. So it makes a bit difficult for me.

**Xueqing:** [00:10:32] And what else other opinions towards it?

**participant 3:** [00:10:35] No, otherwise it's a good system. Yeah.

**Xueqing:** [00:10:40] Ok. And if you could use three words to describe it, What would you say?

**participant 3:** [00:10:46] Uh, I think it's a good system. I think I should use it if it was in the stores in my neighborhood.Yeah. Other words, handy. Because the fact is I was just searching myself before this research. Pieter Pot. I don't know if you know it, with heavy glass. And that's not my piece of cake. So I was looking everywhere. I found these are light. That's what I like. The containers are very light. It's an easy system. It's good.

**Xueqing:** [00:11:38] Yeah, OK. And how do you feel considering the two solutions that you just experience, the two solution means one is to use the smart cup, another one is your own container.

**participant 3:** [00:11:52] I think these ones are better. I didn't know exactly what I had to take with me because this one I use mostly for leftovers and some of the products are here in the in the machine. Uh, I don't put in containers at home. Uh, I, uh, use the original package from the store. So it's not really comparable these containers, but I think they are because of the weight, you can take it easily with you, isn't heavy. The closing is easy. And I think it's good. Yeah, I like it. Yeah.

**Xueqing:** [00:12:42] So if you know what you will buy from the supermarket, then which kind of solution do you prefer? still this one (miwa).

**participant 3:** [00:12:46] Better. Yeah.

**Xueqing:** [00:12:49] What do you think your own container is not?

**participant 3:** [00:12:52] It's not handy because the top is very big. So if I put something on it on a plate, everything goes right and that's with these containers much better. And I like the top better that you can turn it close it. This one is press and open at once.I don't use this one. Yeah.

**Xueqing:** [00:13:25] Ok. Yeah. And how would you judge the different steps during your experience in a system. Such as your first glance? How do you feel about the system?

**participant 3:** [00:13:37] I feel OK. But the first container I used was a disaster because I didn't get the instructions. Yes, in the right way, but the second and the third, Yeah, fine. It's fast. It's easy. Yeah, but you have to know it.

**Xueqing:** [00:13:52] Yeah. And how do you feel when you are learning how to use it from the instruction?

**participant 3:** [00:14:01] The instructions were not really right because it was a chip and the push button, so that has to be better. The only thing I wonder is, isn't that a relatively little container for store? Too little. Yeah, because I have three children and husband, so I need bigger containers, large, even bigger and see almost this one. Yes. So if two customers have used rice, then the rice is finished. But that's a problem of the store owner. But I think that they should be a little bigger. I like the system. I really do. I hate to waste all the packages that are now in the supermarket.

**Xueqing:** [00:14:51] Yeah, yeah. And when you are trying to control the dispenser, how do you feel?

**participant 3:** [00:14:56] It's easy.It's simple. It's light. I only had to get used to that you press it continuously. But with that one, I pressed too long. You had to stop at the right moment.

**Xueqing:** [00:15:17] Yeah. And how do you feel when you dropped some pieces around?

**participant 3:** [00:15:21] I hated the mess I made. Yeah, but the second and the third went better. So but I think you have to learn the little ones when to stop. Yeah, but this one, I had the impression that it stopped itself. Is it right?

**Xueqing:** [00:15:44] Yes, it will stop and you need to press again.

**participant 3:** [00:15:52] Yeah, exactly. And that would be better with this one if it stopped earlier. With this one, I thought, Oh, the machine is stopping. Ok. Yeah. So that would have been better with this one. Then you don't have to clean the mess.

**Xueqing:** [00:16:10] No worries about that.

**participant 3:** [00:16:11] So maybe this is something that has to be better improved. It has to be improved. It's a bit like the orange juice you can make in the supermarket yourself. It's always sticky around. They're not perfect those machines. Yeah. Yeah.

**Xueqing:** [00:16:33] Ok, and what are the positive elements come to your mind?

**participant 3:** [00:16:36] I don't spill too much packages from the store.

**Xueqing:** [00:16:41] And what else?

**participant 3:** [00:16:44] What else? Yeah, nothing else, I think.

**Xueqing:** [00:16:53] Ok, what are the potential problems come to mind towards this?

**participant 3:** [00:16:58] Let people stop at the right moment. So I think what the machine did with the rice stop when the the amount was likely for this one and then you have to press again. I think that's a good system and you can spoil too much food over there. Yeah. So that has to be, uh, improved or told to the people better because I didn't get the instructions. Um, but I think when you use it the right way, the structures are OK, you don't spill any food. So it's Ok. Yeah, yeah.

**Xueqing:** [00:17:34] And which steps do you think may hinder you from using this system?

**participant 3:** [00:17:40] It's not the only problem of problems and problem when your, uh, you finished work and suddenly you think, Oh yeah, I have to, I need some rice. Now you don't have a container with you, but you can buy one. Yeah. So it's not really a problem.

**Xueqing:** [00:18:00] And how do you evaluate the system in terms of the hygiene?

**participant 3:** [00:18:13] Oh about cleaning in between customers and things like that? Oh yeah. Isn't that the responsibility of the customers to clean your hands before and after? Yeah. I don't have concerns. And when people, if you can put, uh, something like that aside. Yeah, I didn't even think about it.

**Xueqing:** [00:18:44] That's good. That means it brings you the safe feelings.

**participant 3:** [00:18:50] Yeah, yeah. What I'm vaccinated. So I'm not proposing anymore. When you enter the stores, there are still disinfected dispenser. Yeah. And when you go out you use it again. So doesn't scare me. No.

**Xueqing:** [00:19:06] Ok, OK. And to what extent would you use this system if this one appears in the local supermarket?

**participant 3:** [00:19:16] I would use it. The question I have is, um, most of the time I order my shoppings and they bring them once a week if they would use them themselves. I would like that. Yeah.

**Xueqing:** [00:19:32] And would you have a plan before you go to the supermarket or just

**participant 3:** [00:19:39] I always have a list. Otherwise I order all the chocolate things. That's no good. I always have a list of what I need.

**Xueqing:** [00:19:46] If you use the system that you need to remember to bring your own container over there.

**participant 3:** [00:19:54] Yeah, it's me that I'm saying I would like to eat rice tonight, but I didn't order that this week. So I have to buy rice. Yeah, afterwards. But it's not often that I go to supermarket. Ok. But I would like it very much when the shop, when you order your products that they use it.

**Xueqing:** [00:20:17] So you prefer to order these and then they deliver them to your home.

**participant 3:** [00:20:25] Oh, but that's because I don't go to the supermarket over there very often. Yeah, I like the system that they bring it home. Ok. It's very easy.

**Xueqing:** [00:20:36] Yeah. Yeah, OK. You can see today, we only provide six products. Examples, but actually, there are a lot of product possibilities which could be used in this system.

**participant 3:** [00:20:50] Tea, sugar, cereals, pasta, all kinds of things.

**Xueqing:** [00:20:57] Yeah. So now we will discuss about the product possibilities.

**participant 3:** [00:21:02] Ok. Yeah.

**Xueqing:** [00:21:03] Yeah. For which kind of product would you find this system useful?

**participant 3:** [00:21:12] Pasta. Because I always have to buy the packages in plastic. Yeah, I don't like it plastic. But I think it's usually useless that I buy it in plastic. I put it at home in a container. It's easier and better. They put directly in the container. So the pasta. I think the sugar, the sugar is in the paper bag. So it's not that bad. And uh, tea, cereals. Brinta, a cereal in Holland. And all kinds of the quinoa. Yeah, I think a lot of products can be used for this. Uh, all the things. Wash your clothes. Soap for the washing machine.

**Xueqing:** [00:22:18] Maybe detergent?

**participant 3:** [00:22:20] Or something like that. The ideal system. Because it's the kind of thing, so I buy is always in plastic. So it would be a very good idea to put the cans, but the cans need to be a little bigger. But yeah,

**Xueqing:** [00:22:41] Yeah, yeah, that's a good choice and that's also what I want to ask you for the next. Besides the food product, what kind of products do you think it would be in somebody the way it is?

**participant 3:** [00:22:56] Other products? Yeah, all kinds of cleaning stuff. I don't know anything else at the moment.

**Xueqing:** [00:23:18] Yeah, that's ok. Or we can think about what kind of product you think this system is not useful?

**participant 3:** [00:23:29] I think the coconut cookies are very little, but you also have bigger cookies, yeah, and I think the system is not good for the bigger ones because they will, uh, cripple what you call it. Break. Yeah, yeah. Then the system is not good enough because it drops in container, so the risk of breaking cookies. So for the bigger ones, I don't know. I think I have to walk to the supermarket to see it.

**Xueqing:** [00:24:13] Just to think about what you normally buy from the supermarket.

**participant 3:** [00:24:16] Yeah. And so some products like bread. I have a little package for the bread from. Would you call it like a nylon package? That's where the bread spreads, containers are going to used for bread. You couldn't even use it for meat if you eat meat. All the meat and the stuff you put in your bread are all in plastics, yeah. So maybe another form of container like this one more use for meat or bread? That's a lot of things you put on your bread, like the chocolate and all. Yeah, you can use the containers. Yes. So when you let me sit here while however I have a lot of products,

**Xueqing:** [00:25:35] And do you think this system offer benefits for the environment?

**participant 3:** [00:25:40] Yes, yes. Sure.

**Xueqing:** [00:25:42] What kind of benefits?

**participant 3:** [00:25:44] I don't know what it costs to make this machine if you build a machine and I don't know what kind of materials, but if I look at myself, I would be very pleased not to waste all the packages I have now. Yeah, especially the plastic, of course. Because when I. I've searched for a word. All the things you, you the garbage when you when you add your garbage, have the green garbage of the plastics. My plastic is much more than the others. Yeah, it's awful. Yeah. So I would be very pleased with those kind of machines that that reduces the plastic. Yeah. Yeah.

**Xueqing:** [00:26:38] And so for which product do you think the system will offer the greatest environment benefits?

**participant 3:** [00:26:48] All the dry foods. Yeah. Like pasta, we eat a lot of pasta. So this pops up in my mind all the time. That goes in a lot of plastic with that.

**Xueqing:** [00:27:03] And you know that this one should be reused again. Yeah, yeah, yeah. Yeah. And how how many times do you imagine that you reused it before you return it to the system or before you replace it?

**participant 3:** [00:27:27] I wouldn't return it to the system because when it's my container for my rice and I don't even have to wash it in between, I can keep on using it. Yeah, that's a lot of time, it is my containers at home. No, I don't arrange containers each day, so I can use it a lot of times. I think I only would would return it when it's broken or something like that.

**Xueqing:** [00:27:52] Actually this one will also be reused by the others before it becomes your own container. So there might be show some scratch on the surface.

**participant 3:** [00:28:10] Yeah, that's that's not the problem.

**Xueqing:** [00:28:11] You think that is not a problem? Even though it could be caused by the others.

**participant 3:** [00:28:17] No problem.

**Xueqing:** [00:28:21] Ok. And the we can move to the next section, which I prepared several examples showing the similar systems, which also include the Pieter pot you mentioned.

**participant 3:** [00:28:34] Too heavy in weight.

**Xueqing:** [00:28:37] Yeah. So this section we will discuss about how would you compare the system you experienced today with the other similar solutions.

**participant 3:** [00:28:50] (Ecover) This also looks like a good one, because it's all the liquids. Yeah, you can use this one for milk(miwa). We use a lot. Yeah. To me and this one,(loop) You can read on the side what it's in there because I like to see it, so I know I'm sure this rice. Oh yeah, and Loop. You can't see it. You can only read it. So if someone put something else in it, you don't know. Yeah, this one you see immediately, (miwa)Oh, there's no rice. So I don't like this one(loop). This one? Oh yeah, yeah. Yeah, yeah, yeah. I wouldn't use this one. (pieter pot)This one neither because these are too heavy, but this one, (ecover)I think I would use it. But with this system ? Because this is it's all the bottles you spare, although the in the packaging from the milk and the cork and then you name it and then a product, you cannot put in these ones. So I think this system and this system, then you have a lot of profit for the climate. Yeah. When you use them together.

**Xueqing:** [00:30:27] Yeah, and for the cover, the last example you read it. That means that you will buy a product from the shop. And after you finish the product inside, you need to refill it again with the original packaging. So there has some branding or some visual information on it,

**participant 3:** [00:30:52] You don't use the one from a chocolate milk for the milk. Yeah, yeah. You use it for the same.

**Xueqing:** [00:31:01] You fill the same product. Yeah, yeah. The information on it. Yeah.

**participant 3:** [00:31:08] But you can also see it at least the one in front. You can see what's in. Yeah. And I'd like to see what's in things. Yeah. Not open it and oh what's in there. Yeah.

**Xueqing:** [00:31:20] And for the loop, you already said it's not visible. No, I don't think it's yeah, but it's one. It has a branding information on that.

**participant 3:** [00:31:31] Yeah, but you can also see it. Yeah, it's not that I hate the branding information, but I just want to see this product. Yeah, yeah.

**Xueqing:** [00:31:41] Ok, you've said you already bought the pieter pot? And in comparison to this system or what advantages and disadvantages do you think this system offers?

**participant 3:** [00:32:00] I think Peter Port, I wouldn't buy myself because I think all the containers are very heavy and there are not yet many shops. Not at all. They're using it, so they use cars to bring it home. Yeah, I think it's not a good idea. If I had the system for profits for the climate and after that you use your car to bring it around. So I don't see. Yeah. With this system, they can bring it home, but you can also go to the shop it wastes nothing. So that's a big advantage, I think. The lightness of the containers. Yeah. I should just practice my English before.

**Xueqing:** [00:32:53] No, it's great. I can understand you. Then what do you think of the disadvantage? This system will bring you compared to Peter Port or compared to other solutions?

**participant 3:** [00:33:08] Not really. The only thing is that I wonder if the store would use it themselves when I order my shopping at home. Because it's a lot of work for them. Yeah. If they pick up some packages of pasta or they have to fill five containers. Yeah. And what I think when I go to the shop myself with an empty container, I use it for rice. I don't have to wash it in between. But the shop owner has to wash it every time because I don't know what kind of container I get from him. So I return my containers. And then you have to clean it every time.

**Xueqing:** [00:34:05] Yeah, but the cleaning work are not done by the shop. It is done by the company.

**participant 3:** [00:34:12] Yeah, I understand it. But the cleaning is, for example, 10 times when I order it in the shop. And I wouldn't clean it 10 times myself. If I go to the shop and use my own container, that's what I mean. So you use more water, when they bring it at home, because then just working every time. Yeah, that's a little different, I think. Yes. And cleaning is a little bit overrated, I think sometimes when you use stuff yourself. You don't have to clean it every day.

**Xueqing:** [00:34:50] Oh yeah, but if the others, they don't clean the containers and refill the product again. Would you mind they use an uncleaned container?

**participant 3:** [00:35:08] No, because I didn't touch the inside of the pipe. So to me, it's not really a problem. Oh yeah. It doesn't make contact with the dirty container from anyone. And I'm the kind of mother who allowed the children to eat some grass or ground drowned or to build up their resistance. Yeah, so I don't even think about those things. But now you ask and you look at it. No, it's coming from the inside and doesn't touch the container, so it seems to be OK.

**Xueqing:** [00:36:02] Well, almost done. Do you have any thoughts that you want to add to this system?

**participant 3:** [00:36:10] I know a lot of people from my age who are getting more conscious about the climate things, and we talk about products like this, but we don't see it in the shops and like Peter pot. No shop in Delft, you can only order that the car comes, it is no good. So I would I would surely like things to go faster. It seems to be a good idea.

**Xueqing:** [00:36:40] Yes. No, we only have the dispenser for nuts in the albert heijn. But that is not reusable packaging, it is still the plastic. How do you feel about that system?

**participant 3:** [00:36:58] If it's not reusable? Doesn't seem too good.

**Xueqing:** [00:37:02] Yeah. Did you use it before?

**participant 3:** [00:37:05] No. But but it's like like the orange juice or the fresh orange juice. But not every shop owner allows you to bring the bottle from the last time to fill it again.

**Xueqing:** [00:37:39] Yeah, I saw a lot of people still use the containers on site.

**participant 3:** [00:37:43] Yeah, yeah. So it would be much better if they would allow everybody to use the container from the last time. But they don't. Yeah. Some do some don't.

**Xueqing:** [00:37:57] Ok, I think we have reached the end of the interview. Yeah. Thank you.

**participant 3:** [00:38:02] So speed up everything.

**Xueqing:** [00:38:03] Yeah, yeah. But if you have still have something you want to discuss, that's very pleasant to discuss with you about this.

**participant 3:** [00:38:11] Yeah, no. It's more in general. I think we have to hurry with all those things. Yeah, yeah. So let's do it. Yeah, because now many people talk about old people. I think I'm old old people who don't care about the climate, we do. Yeah, because our children, grandchildren have to live long time on this Earth. So we do care and we want to do things that are good. But it's difficult. Yes. I don't fly anymore. It's a little thing you can stop eating meat. Sometimes I eat meat, not every day, but these things are very good to introduce. Yeah. And when you have people even older than I am, they would use it not because of the climate, but because of they don't want to waste things themselves for the money that they are. They count their money every time. Yeah. So they don't want to waste the money, not for the climate, but they would use this system too. I know they share the newspaper, you know, those those kind of people, they would use it. I'm sure. Yeah. And there are in big cities like Amsterdam. There are shops I don't know if they have this system, but I know you can go with your own package and or container and use it. But in Delft, not really.

**Xueqing:** [00:39:54] I don't see it. No.

**participant 3:** [00:39:58] So I think in March is the end of the research I read. Yes. After that, they should start.

**Xueqing:** [00:40:06] Yeah, this company they are from the Czech Republic and now they are trying to explore the supermarket in several countries in Europe. And they've already launched the system in Czech Republic. And they want to also explore the market in the Netherlands. So we do this research for them and they provide us the equipment.

**participant 3:** [00:40:43] Yeah, yeah, yeah. I think most people will be positive about the system or not. People who, uh, who you contact for your research?

**Xueqing:** [00:40:54] Yeah, yeah. Oh yeah, most of them really like this. Yeah, yeah. But still there are small things that need to improve the usability. And also the product options are still limited and this machine takes some space in the supermarket.

**participant 3:** [00:41:16] Yeah, yeah, yeah. But you can solve that problem with bigger containers. Yeah, you know, the participant also said this is too small. I need to buy this (capsule). I can use it at home.

**Xueqing:** [00:41:29] Yeah, yeah. And I need the supermarket that will have a lot of this kind of capsules already filled with the product and in the stock. Like what you see behind you? Oh, yeah, all the product we have for this research. Yeah, yeah, yeah. So maybe after this one is finished, then the staff will put another capsule in it. Yeah, it's.

**participant 3:** [00:42:01] But now they have they need to storage too, for all the products. Yeah, four little packages. So this will be more efficient, I think.

**Xueqing:** [00:42:08] Yeah, OK. Yeah. Thank you so

**participant 3:** [00:42:12] And uh, in a few weeks, yeah, you phoned me and what I need to do?

**Xueqing:** [00:42:20] You take the small cup back home with cookies. And you just use it as your prefer to use it as you prefer. Just like the normal product you bought.

**participant 3:** [00:42:32] Yeah, yeah. Oh, I can put anything in it.

**Xueqing:** [00:42:35] Yeah, yeah, you can do anything. And after the several days, I will call you to ask some questions about how you use this cup and how you storage is or how you clean it. Very simple questions, yeah. Just for ten minutes on this topic, yeah, OK.