

# Vending Machines: Comparing Convenient Qualities Between America and Japan Survey

Hi, I'm Josh Jackson and I am conducting this survey for my senior capstone project at California State University Monterey Bay. I would greatly appreciate your time in completing this survey, thank you.

\* Required

## 1. Academic Year \*

Mark only one oval.

- Freshman
- Sophomore
- Junior
- Senior/Final Year
- Other: .....

After the last question in this

section, stop filling out this form.

## 2. Gender \*

Mark only one oval.

- Male
- Female
- Other: .....

## 3. How would you define where you live? \*

Mark only one oval.

- Rural
- City
- Suburbs
- Other: .....

## Research Question #1 What role do vending machines play in Japanese and American students daily lives?

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**4. #1 What types of vending machines have you used? \***

Mark all that apply  
Check all that apply.

- Drinks
- Snacks (Chips etc.)
- Tobacco
- Alcohol
- Meal
- Tickets
- Phone Card
- Sweets
- Electronics
- DVD rentals
- Toys
- Smart Card/IC Card
- Other: .....

**5. #2 From the options listed below, rank your top three most used types of vending machines in your daily life. \***

Mark only one oval per row.

	Drinks	Snacks (Chips etc)	Tobacco	Alcohol	Meal	Tickets	Phone Cards	Sweets	Electronics	Toys	Smart Card/IC Cards	DVD Rentals
#1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6. #3 How often do you use a vending machine? \***

Mark only one oval.

- A few times a day
- Once daily
- 2-3 days a week
- Once a week
- Once a month
- Once every few months
- Never

**7. #4 How much would you ideally spend on a name brand soft drink from a vending machine? \***

ex. Coca-Cola, Pepsi  
Mark only one oval.

- .75 or less
- \$1.00 or less
- \$1.25 or less
- \$1.50 or less
- \$1.75 or less
- \$2.00 or more

8. #5 How much would you ideally spend on a coffee or tea from a vending machine? \*

Mark only one oval.

- .75 or less
- \$1.00 or less
- \$1.25 or less
- \$1.50 or less
- \$1.75 or less
- \$2.00 or more

9. #6 I want the number of vending machines in my area to \_\_\_\_\_ \*

Mark only one oval per row.

Largely Increase	Increase	Stay the Same	Decrease	Largely Decrease
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. #7 Do you agree with the following statements? \*

Mark only one oval per row.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Vending machines are easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vending machines are reliable dispensing their product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vending machines are reliable with cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vending machines are reliable with credit/debit cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vending machines have a variety of products offered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. #8 There is a vending machine outside of a shop and they both sell the same product you want. Which would you make a purchase from? \*

Mark only one oval.

- Vending Machine
- Inside the shop
- Other: .....

12. #9 What was your reason for your answer for the question above? \*

Mark only one oval.

- No line
- More Convenient
- Cheaper
- Faster
- I can use a card
- I can not use large bills
- Other: .....

**Research Question #2 How do Japanese and American students use of vending machines reflect upon their culture, such as the interface design and payment preferences?**

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13. #10 How do you pay at vending machines most often? \*

Mark only one oval.

- Cash
- Credit Card
- Debit Card
- Prepaid NFC Card
- Mobile Wallet (ex Apple Pay, Google Wallet)
- Other: .....

14. #11 In the future how would you like to pay at vending machines? \*

Check all that apply.

- Cash
- Credit Card
- Debit Card
- Prepaid NFC Card
- Mobile Wallet (ex Apple Pay, Google Wallet)
- Other: .....

15. #12 How often do you carry cash in your daily life? \*

Mark only one oval.

- Always
- Often
- Sometimes
- Rarely
- Never

16. #13 What is the least and most amount of cash you feel comfortable carrying daily? \*

Mark only one oval per row.

	\$0	\$5	\$10	\$20	\$50	\$100	\$250+
Least	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Most	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. #14 How many cards in your wallet can be used to make a purchase instead of cash? \*

Cards that replace cash

Mark only one oval.

- 1
- 2
- 3
- 4
- 5+
- Other: .....

18. #15 How convenient do you find the following payment methods? \*

Mark only one oval per row.

	Very Convenient	Convenient	Neutral	Inconvenient	Very Inconvenient
Cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credit Card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Debit Card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IC Card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cell Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

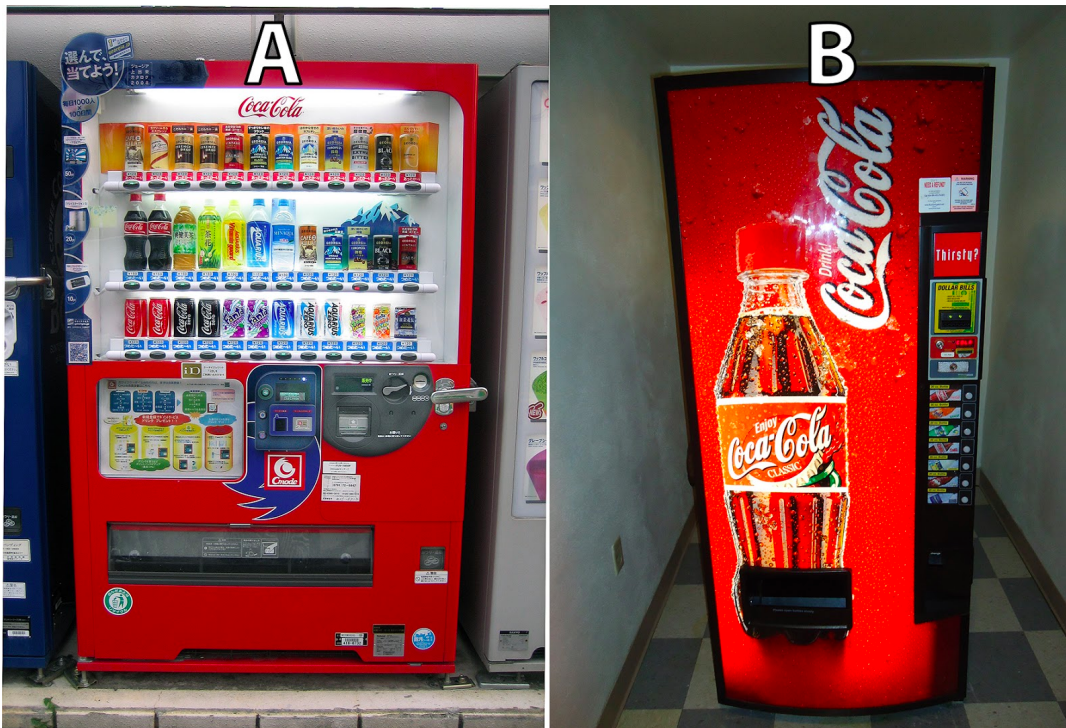
19. #16 Can your cell phone act as a mobile wallet and do you use it? \*

Mark only one oval.

- Yes, and I use it often
- Yes, but I do not use it
- Yes, and I use it sometimes
- No
- I do not know if my phone can use a mobile wallet

Compare the following sets of pictures and choose which one you find more visually appealing and functional.

#17



Vending machine A accepts cash, NFC cards or mobile wallet. The drink is selected by pushing the button underneath of the item.

Vending machine B accepts cash only. The drink is selected by pushing a button on the right.

20. Choose which machine you find more visually appealing and functional. \*

Mark only one oval per row.

	A a lot	A a little	Neutral	B a little	B a lot
Which machine do you find more visually appealing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Which machine do you find more functional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#18



Both vending machines accept cash only.

Vending machine C uses buttons next to the image displayed to make a selection.

Vending machine D uses a code on the image displayed, which is typed into the keypad on the right. (ex Press B6 for a popsicle)

21. Choose which machine you find more visually appealing and functional. \*

Mark only one oval per row.

	C a lot	C a little	Neutral	D a little	D a lot
Which machine do you find more visually appealing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Which machine do you find more functional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#19



Both vending machines use a touch screen to select a product.  
 Vending machine E sells drinks accepts cash, NFC cards, and mobile wallet.  
 Vending machine F sells microwaved burritos, and accepts credit cards only.

22. Choose which machine you find more visually appealing and functional. \*

Mark only one oval per row.

	E a lot	E a little	Neutral	F a little	F a lot
Which machine do you find more visually appealing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Which machine do you find more functional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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