

LIFE 3R

Circular economy ecosystem to Recover, Recycle and Re-use F-gases contributing to the depletion of greenhouse gases -LIFE 3R

Deliverable: Face to face interviews with key users and online survey towards the rest of the users

Action C3

Responsible for Deliverable: Daikin Central Europe (DACE)

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Abstract

The two main areas of interest in this deliverable are the **face-to-face interviews with key users** of the 3R ECOSYSTEM as well as the **online survey for the rest of registered users**. Regarding the 1st follow-up action, this will take place once both the Self-certification and 3R Marketplace platforms are functional enough to allow reliable real-time and on-site transactions between installers (Daikin partners) and distributors. In terms of timing, the first interviews are envisaged in Q3 2022, given that the official release of the 1st version of 3R ECOSYSTEM is expected in early 2023. Regarding the 2nd follow-up action, it will start as soon as a sufficient number of user registrations on the 3R Marketplace platform ("Retradeables") is reached in each of the 3 demo countries (SK, HU, CZ). In terms of timing, this has been identified to happen by the end of Q12022. Therefore, a questionnaire model has already been prepared, including typical questions for simple users and subscribers to be answered during interviews of this kind (maximum 15 questions). This script currently serves as a guideline for the production of a simplified version (maximum 5 questions) to be utilized in the very near future with a web-based tool (e.g., Survey Monkey). The online surveys are considered to temporarily assist in the upgrade of the Retradeables Marketplace until full feedback is received through the face-to-face interviews, eventually making available a precise set of user requirements to be implemented for the development of a final version of the 3R ECOSYSTEM.



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1 Face-to-face interviews

1.1 Assumptions

- Target Group:** Pilot group of fully registered key users (installers and distributors) of the online marketplace in the 3 demo countries (SK, HU, CZ).
- Timing:** Face-to-face interviews will take place once the pilot group of installers and distributors are fully registered and complete the first transaction. Subsequently, the results will be analysed and taken into account in project development decisions.

1.2 Questionnaire model (Guideline)

Table 1: Questionnaire model for face-to-face interviews with key users of the Retradeable market place (key users: pilot group of installers and distributors who are Daikin partners).

As a guideline only

Thank you for taking the time to answer some questions about your first experience with the online marketplace for used F-gases, Retradeables.

Registration:	
1.	How did you experience the registration at Retradeables? (easy, complicated, quick, self-explanatory)
2.	How long did it take you to get registered?
3.	Have you experienced any bugs during registration process?
4.	Do you have any specific remarks about the registration process? Would you like to share with us?
Expectations:	
5.	Talking about your first impression: Did the platform fulfil your expectations?
6.	Let us know about your expectations and how the platform met them.
Routine implementation:	
7.	How likely is it that the platform will become a regular part of your work routine?
8.	Can you give us some insights on your implementation plans?
9.	At which point do you think/hope that the platform will help you in your daily work routine?
10.	Are there any features you wish to find on Retradeables in the future?
Users:	
11.	Who is going to take care about your profile and activities on the Retradeables platform? Job description?



12. How many employees do you plan to register under your company profile to enable them to be active on the Retradeables platform and what is their job description?

13. Additional Feedback: Are there any additional remarks/comments you wish to share with us?

Demographics:

Country in which you are mainly operating

- Czech Republic
- Hungary
- Slovakia
- Other _____

Size of your company

- 1-5 employees
- 6-20 employees
- 21-50 employees
- 51-100 employees
- More than 100

Type of your company

- Installation company
- Distributor
- Other _____

Thank you for taking the time for this interview. If you have any questions or remarks you wish to share with us, please contact us via e-mail: contact@retradeables.com.



2 Online surveys

2.1 Assumptions

- ✚ **Target Group:** Fully registered users of the online marketplace in the 3 demo countries (SK, HU, CZ).
- ✚ **Translation:** The questionnaire will be translated into Slovak, Hungarian and Czech, respectively.
- ✚ **Timing:** Once the total number of registered users per demo country exceeds 50 (critical mass) for the first time, the questionnaire will be sent out. From then on, new users will receive a request to respond to the survey immediately after completing the full registration process. The survey results will be analysed on an annual basis and taken into account in project development decisions.

2.2 Questionnaire model

Table 2: Questionnaire model for online surveys to simple users of the Retradeables marketplace.

Dear Retradeables user!

Thank you for registering on the online marketplace for used F-gases. We would like to ask you to give us some feedback on your first impression of the platform by answering the short questionnaire below. It will only take you a few minutes.

1. Registration: How did you experience the registration at Retradeables? [scale]

(easy) 1 – 2 – 3 – 4 – 5 (complicated)

(quick) 1 – 2 – 3 – 4 – 5 (long)

(self-explanatory) 1 – 2 – 3 – 4 – 5 (assistance needed)

Do you have any specific remarks about the registration process, you'd like to share with us? [open]

Answer: _____



2. Expectations: Talking about your first impression: Did the platform fulfil your expectations? [scale]

(expected it to be totally different) 1 – 2 – 3 – 4 – 5 (fully met expectations)

Let us know about your expectations and how the platform met them. [open]

Answer: _____

3. Routine implementation: How likely is it that the platform will become a regular part of your work routine? [scale]

(low) 1 – 2 – 3 – 4 – 5 (high)

4. Users: How many employees do you plan to register under your company profile to enable them to be active on the Retradeables platform? [drop down]

1 – 2 – 3 – 4 – 5 – more than 5

5. Recommendations: How likely are you to recommend this platform to a partner?

(low) 1 – 2 – 3 – 4 – 5 (high)

Additional Feedback: Are there any additional remarks/comments you wish to share with us? [open]

Answer: _____

Demographics:

Country in which you are mainly operating [drop down]

- Czech Republic
- Hungary
- Slovakia
- Other _____

Size of your company [drop down]

- 1-5 employees
- 6-20 employees
- 21-50 employees
- 51-100 employees
- More than 100

Type of your company [drop down]



- Installation company
- Distributor
- Other _____

Thank you for taking the time to answer the questionnaire. If you have any questions or remarks you wish to share with us, please contact us via e-mail: contact@retradeables.com.

3 Conclusions

Based on the partially revised Life 3R project timetable, the introduction of the online surveys is now scheduled for the end of Q1 2022. These will consist of a standardised set of Likert-scale questions, aiming to establish a continuous feedback flow from the responses provided by pilot users (installers and distributors who are Daikin partners) on whether the Retradeables Marketplace is meeting their initial expectations and whether there are any areas for improvement/features to be enhanced. Several months later (during Q3 2022), face-to-face interviews with key users will also be conducted. By then, it is expected that: **i)** the majority of Self-certification schemes will be active and functional; **ii)** a significant number of stakeholders will have been achieved to register on the Marketplace platform. This indicates that the conditions will have matured for a follow-up action such as the above to have a practical impact on the next stage of the project development, which is the validation of a first real live version of the 3R ECOSYSTEM.

In conclusion, no major changes are expected in the structure of the questionnaire model for the online surveys, since they will serve exclusively as an interactive tool to capture users' first impressions of the Retradeables Marketplace itself. On the other hand, the questionnaire model for the face-to-face interviews is at a rather early stage as the project is constantly progressing and new data is becoming more and more available. Therefore, **an update of the relevant part of the deliverable is likely by mid-2022** in order to present a more comprehensive version of the corresponding questionnaire, including questions for all 3 key elements of the 3R ECOSYSTEM (Self-certification platform; F-gas identification and recycling prototypes; Retradeables Marketplace platform).