**Questionnaire for the interview “Gamification in Public Transport”**

Specifications interviewer:

Name: Ghufran Alkhadraa  
Project Role

Specifications interviewee:

Name: Hussam Alatassi  
Age: 34 year  
Sex: Male

How to conduct this interview:

Every question is set to a single page. This is done so that you can freely write down notes over the entire page and add some sentences after the interview is over if needed.

Ask **one** question at a time. Do not confuse the test subject.

Remain **neutral** at all cost. Do **not** have or show your opinion regarding the questions of this project. Consider yourself immune in this project. This projects failure of success will not affect you. You should not care about the results from these questions during the interview. You just **want** results, regardless of what these results might mean for the project.

Interact with your subject. Nod every now and then to show that you’re listening. Reply when the subject wants a reply. You could say stuff like: “Yes”, “Of course”, “uh huh” or “please continue” to show interest in the subject.

Do **not** take notes too quickly. If you act too quickly you might jump the gun, it might stress the other person a bit or surprise them. Calmly listen to what the other person says and write down their answers afterwards. If you are afraid you might forget details, write these down but do so in a calm manner.

Make it clear that you’re moving on to another question. This clears the mind of the person you’re interviewing.

Oversee the interview. You must retake control over the interview if the person starts asking too many questions, takes way too long to answer or if they randomly change topics.

**Question 1:**

|  |  |
| --- | --- |
| Question | Could you explain to us what you might or might not like about playing games on your mobile phone in the train while being connected in some way with the other travelers? |
| Answer | I might like to play some fast and funny games that do not require much thinking and make time travel goes with something entertaining. |

**Question 2:**

|  |  |
| --- | --- |
| Question | In the above example, player 1 sees the road and player 2 must decide to go left or right depending on the correct road (as indicated by the green line). Player 1 must communicate to player 2 on what road to take. Could you give us your opinion on such player interaction? |
| Answer | I do not prefer this kind of interaction and I am prefer competitive games rather than play as a team member or as a partner. |

**Question 3:**

|  |  |
| --- | --- |
| Question | If you could choose any kind of rewards for playing this game, what would them be and how would you like to receive these rewards? |
| Answer | Rewards maybe could be as a discount coupons for restaurants, cafes or entertainment venues, or maybe as points collected to obtain a discount in the transport companies and best way for receiving rewards is electronically via e-mail. |

**Question 4:**

|  |  |
| --- | --- |
| Question | If this app could have any extra features, what kind of features would you like it to have added to it? |
| Answer | I expect that the application is very good in this way and most importantly that it contains a good number of games so the traveler has a good number of choices. |

**Question 5:**

|  |  |
| --- | --- |
| Question | Could you name some of the most common annoyances when traveling with public transport? (please be as detailed as possible) |
| Answer | I like (X,O) game, it is fast and funny game, the game is a big box divided for nine small boxes and every player have a symbol X or O and the player who is make a line from three his symbol will win. |

**Question 6:**

|  |  |
| --- | --- |
| Question | What would need to be changed to make public transport more enjoyable for you? |
| Answer | I think adding an entertainment element is very important and this is a very useful and comfortable development for the traveler. |

**Question 7:**

|  |  |
| --- | --- |
| Question | What options would you like there to be if, for example, you’re partnered with someone who tries to ruin the gaming experience for you? |
| Answer | If there was someone like this I think there should be a notification about that person or a ban on him |

**Question 8:**

|  |  |
| --- | --- |
| Question | What kind of rewards would you like there to be for being the high score leader besides the bragging rights? |
| Answer | I believe that providing a free yearly subscription to the traveler and to someone he chooses is very satisfactory |

**Questionnaire for the interview “Gamification in Public Transport”**

Specifications interviewer:

Name: Ghufran Alkhadraa  
Project Role

Specifications interviewee:

Name: Denisa Slobodová  
Age: 19  
Sex: Female

How to conduct this interview:

Every question is set to a single page. This is done so that you can freely write down notes over the entire page and add some sentences after the interview is over if needed.

Ask **one** question at a time. Do not confuse the test subject.

Remain **neutral** at all cost. Do **not** have or show your opinion regarding the questions of this project. Consider yourself immune in this project. This projects failure of success will not affect you. You should not care about the results from these questions during the interview. You just **want** results, regardless of what these results might mean for the project.

Interact with your subject. Nod every now and then to show that you’re listening. Reply when the subject wants a reply. You could say stuff like: “Yes”, “Of course”, “uh huh” or “please continue” to show interest in the subject.

Do **not** take notes too quickly. If you act too quickly you might jump the gun, it might stress the other person a bit or surprise them. Calmly listen to what the other person says and write down their answers afterwards. If you are afraid you might forget details, write these down but do so in a calm manner.

Make it clear that you’re moving on to another question. This clears the mind of the person you’re interviewing.

Oversee the interview. You must retake control over the interview if the person starts asking too many questions, takes way too long to answer or if they randomly change topics.

**Question 1:**

|  |  |
| --- | --- |
| Question | Could you explain to us what you might or might not like about playing games on your mobile phone in the train while being connected in some way with the other travelers? |
| Answer | That I would be all the time on my phone. Low battery life. |

**Question 2:**

|  |  |
| --- | --- |
| Question | In the above example, player 1 sees the road and player 2 must decide to go left or right depending on the correct road (as indicated by the green line). Player 1 must communicate to player 2 on what road to take. Could you give us your opinion on such player interaction? |
| Answer | I would say that the mini games need a story. The players need a common goal to work towards together. |

**Question 3:**

|  |  |
| --- | --- |
| Question | If you could choose any kind of rewards for playing this game, what would them be and how would you like to receive these rewards? |
| Answer | Something like discount coupons for coffee or snacks on the train station. Receive it through the app itself. A numerical code or QR code. |

**Question 4:**

|  |  |
| --- | --- |
| Question | If this app could have any extra features, what kind of features would you like it to have added to it? |
| Answer | Have a game that would be only in that train and not in others or in one district. So people would be encouraged to travel more. |

**Question 5:**

|  |  |
| --- | --- |
| Question | Could you name some of the most common annoyances when traveling with public transport? (please be as detailed as possible) |
| Answer | I don’t travel by public transport. However, for me it would be the lack of personal space and crowded trains. |

**Question 6:**

|  |  |
| --- | --- |
| Question | What would need to be changed to make public transport more enjoyable for you? |
| Answer | Free water should be a standard. More personal space. More reliable means of transport. |

**Question 7:**

|  |  |
| --- | --- |
| Question | What options would you like there to be if, for example, you’re partnered with someone who tries to ruin the gaming experience for you? |
| Answer | Temporary ban from the server. After multiple offences – permaban. |

**Question 8:**

|  |  |
| --- | --- |
| Question | What kind of rewards would you like there to be for being the high score leader besides the bragging rights? |
| Answer | Discounts off snacks on the train or free coffee would be nice. |

**Questionnaire for the interview “Gamification in Public Transport”**

Specifications interviewer:

Name: Ghufran Alkhadraa  
Project Role

Specifications interviewee:

Name: Rudy Weert  
Age: 20  
Sex: Male

How to conduct this interview:

Every question is set to a single page. This is done so that you can freely write down notes over the entire page and add some sentences after the interview is over if needed.

Ask **one** question at a time. Do not confuse the test subject.

Remain **neutral** at all cost. Do **not** have or show your opinion regarding the questions of this project. Consider yourself immune in this project. This projects failure of success will not affect you. You should not care about the results from these questions during the interview. You just **want** results, regardless of what these results might mean for the project.

Interact with your subject. Nod every now and then to show that you’re listening. Reply when the subject wants a reply. You could say stuff like: “Yes”, “Of course”, “uh huh” or “please continue” to show interest in the subject.

Do **not** take notes too quickly. If you act too quickly you might jump the gun, it might stress the other person a bit or surprise them. Calmly listen to what the other person says and write down their answers afterwards. If you are afraid you might forget details, write these down but do so in a calm manner.

Make it clear that you’re moving on to another question. This clears the mind of the person you’re interviewing.

Oversee the interview. You must retake control over the interview if the person starts asking too many questions, takes way too long to answer or if they randomly change topics.

**Question 1:**

|  |  |
| --- | --- |
| Question | Could you explain to us what you might or might not like about playing games on your mobile phone in the train while being connected in some way with the other travelers? |
| Answer | -What I would like is that, when I am sitting in front of someone, I could interact with them through a fun game. And possibly meet new people and make new friendship.  what I wouldn’t like is for that game to be only playable in a multiplayer form because sometimes you have those lonely train rides home, ha ha. |

**Question 2:**

|  |  |
| --- | --- |
| Question | In the above example, player 1 sees the road and player 2 must decide to go left or right depending on the correct road (as indicated by the green line). Player 1 must communicate to player 2 on what road to take. Could you give us your opinion on such player interaction? |
| Answer | I see it as a form of communicative skills training. Looking at it from a educational point of view. |

**Question 3:**

|  |  |
| --- | --- |
| Question | If you could choose any kind of rewards for playing this game, what would them be and how would you like to receive these rewards? |
| Answer | As a reward I’d for for points that you can later trade in for a cup of warm coffee or a pack of gum to enjoy during your travel. |

**Question 4:**

|  |  |
| --- | --- |
| Question | If this app could have any extra features, what kind of features would you like it to have added to it? |
| Answer | Like I said above, to be able to play it in a single or multiplayer mode. But other than that is maybe the option to unlock more levels that include more difficult tasks |

**Question 5:**

|  |  |
| --- | --- |
| Question | Could you name some of the most common annoyances when traveling with public transport? (please be as detailed as possible) |
| Answer | People who are to loud or when im really in a hurry the bus driver takes aged to take a turn. Such events like that really irritates me to the bones. Another example is that when the bus is always late when you are early or when you are late and the bus is 3 mins early. |

**Question 6:**

|  |  |
| --- | --- |
| Question | What would need to be changed to make public transport more enjoyable for you? |
| Answer | More precise time and a way to pinpoint the train or bus to its exact position so you know if you need to take a plan b or c. apart from that Id enjoy a movie on my hour trips to another city. |

**Question 7:**

|  |  |
| --- | --- |
| Question | What options would you like there to be if, for example, you’re partnered with someone who tries to ruin the gaming experience for you? |
| Answer | To be able to hand pick your opponent/ gaming partner. Or an option to report him/her. |

**Question 8:**

|  |  |
| --- | --- |
| Question | What kind of rewards would you like there to be for being the high score leader besides the bragging rights? |
| Answer | sale on train tickets is an award I would really enjoy. |