# Questionnaire for the interview “Gamification in Public Transport”

Specifications interviewer:

Name: Dré Vromans  
Project Role

Specifications interviewee:

Name: Laura Vreugdehil  
Age: 21  
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 | Being in the train is alone time.  Prefers to be on herself  However, getting free coffee by playing a game is tempting her to play with others. |

## 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 | Simple enough, likes the quick-thinking part.  Likes the idea of having some games in it that are a bit more difficult to solve and will take a bit more time to get through. |

## 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 | Simply by scanning the phone, much the same way as she uses her phone to pay small amounts of money with (NFC Bank Card)  Note by Dré: Perhaps add a feature that you have your OV-Card on your phone and add the currency to your phone? |

## 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 | A profile page would be nice. Something where you can see the history of who you played with. |

## 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 loud or who have their music on speaker. Delays are annoying as well. She is mostly annoyed by rude behavior from other passengers. |

## Question 6:

|  |  |
| --- | --- |
| Question | What would need to be changed to make public transport more enjoyable for you? |
| Answer | Having something to pass the time with would make it a big plus.  Less delays and more information regarding possible delays. |

## 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 | Block them, never get teamed up with them again. |

## Question 8:

|  |  |
| --- | --- |
| Question | What kind of rewards would you like there to be for being the high score leader besides the bragging rights? |
| Answer | Additional rewards. Maybe “exclusive” rewards for those who rank high or perhaps being entered into a lottery system. |

# Questionnaire for the interview “Gamification in Public Transport”

Specifications interviewer:

Name: Dré Vromans  
Project Role

Specifications interviewee:

Name: Lieke Vromans  
Age: 25  
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 | Thinks it would be a nice way to pass the time. |

## 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 like the idea that it is fast paced. Doesn’t require a lot of thinking, just quick responses.  I like the idea of how it promotes communication. |

## 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 | Free coffee. That’s the only thing she’s interested in. |

## 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 | She would like to see the scores. She enjoys working towards something.  Maybe add a difficulty setting so you have something more exciting later on. |

## Question 5:

|  |  |
| --- | --- |
| Question | Could you name some of the most common annoyances when traveling with public transport? (please be as detailed as possible) |
| Answer | Noise of fellow travelers. Talking people is fine, but no music from other people (or incoming apps, incoming calls or simply people calling. Likes personal contact more.  That’s really all. |

## Question 6:

|  |  |
| --- | --- |
| Question | What would need to be changed to make public transport more enjoyable for you? |
| Answer | Bigger trains, more room. |

## 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 | A chat function if you’re randomly connected. Don’t see myself touching phones.  A block function if they’re annoying and report them. |

## Question 8:

|  |  |
| --- | --- |
| Question | What kind of rewards would you like there to be for being the high score leader besides the bragging rights? |
| Answer | Free coffee and a muffin. |