# Questionnaire for the interview “Gamification in Public Transport”

Specifications interviewer:

Name: Floris Hissink  
Project Role: Notulist

Specifications interviewee:

Name: Rick van Kempen  
Age: 18  
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 | Trolls (people who don’t want to work together to win) would be very annoying, if this would happen a lot it would cause discouragement to play the game.  People with slower connection speeds so you don’t have enough time to do the mini-game could be very annoying.  Connecting with other travelers could be fun especially if they travel frequently with the same train. To make new friends. |

## 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 | This kind of game would get boring quickly. Maybe add a sequence of commands that you need to communicate faster or else you fail.  The interaction itself is good, this could create an interactive experience between the two travelers.  It is possible that when one player doesn’t do his part or does it wrong arguments could start between people.  Make sure there are other interactions besides this one. |

## 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 in-game as well as outside the game.  Rewards in-game include: Achievements/medals for achieving a high score or above a certain point threshold.  In game rewards could also help with the replay ability for some players.  Rewards outside of the game include: Free Drinks, Coupons for movie theaters or other recreational places.  The rewards should be earned by points, these points should be awarded depending on score. Higher score/faster time = more points. This helps people get motivated to really start trying and reduces people who are just trying to ruin other people’s experiences. |

## 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 | To be able to see who I’m playing with, if I like this person I could team up with that person if we run into each other again.  A function to rate other players so you can see the person’s rating to know if you want to team up.  An option to not accept to team up with a person. (nice combination with the individual rating.) |

## 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 really loud and make a commotion. While I’m trying to work/listen to music. I just want to do my own thing but it is really annoying to sit near these loud people.  Having the train not be on time/having to wait on something. This often causes me to be late at school or other places. |

## Question 6:

|  |  |
| --- | --- |
| Question | What would need to be changed to make public transport more enjoyable for you? |
| Answer | More trains need to ride so the trains are less full.  Give annoying people their own place in the train. Just like we have silent places in trains (where no one is actually quiet anyways). |

## 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 | Be able to give them a rating so others could see that rating score and decide if they want to team up or not.  A report function so people can get banned if they get reported often. (give them warnings so they know they have been reported.) Make sure the report system could not be abused by people reporting people for no reason.  Be able to decline partnerships based on rating or just in general. |

## Question 8:

|  |  |
| --- | --- |
| Question | What kind of rewards would you like there to be for being the high score leader besides the bragging rights? |
| Answer | More points than you would normally get.  Achievements or medals that you can show of toward other people.  Be able to share your score to social media (to show friends you’re the best ☺). |

# Questionnaire for the interview “Gamification in Public Transport”

Specifications interviewer:

Name: Floris Hissink  
Project Role: Notulist

Specifications interviewee:

Name: Marieke Nielen  
Age: 18  
Sex: Female

How to conduct this interview:

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## 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 | Be able to have a multiplayer experience while normally you would only be playing single player games while in public transport.  theTeaming up with random people could be enjoyable to make new friends and meet people who frequently travel with the same train. |

## 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 | This is a very simple interaction. This is good because even people who don’t know a lot about games/aren’t good at games could still participate.  Make sure there are a lot of different interactions otherwise it could get stale very quickly. |

## 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 drinks and coupons for restaurants, movies etc. If I could go to school with the train, have fun and earn some nice rewards it would be perfect.  In game rewards like customizable items/skins for the app. |

## 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 | Being able to select a partner from your group of friends instead of random people. Have the option always available (maybe earn less points with friends to stimulate cooperation with strangers.)  A profile in the app that you can customize with rewards you can earn in game. |

## Question 5:

|  |  |
| --- | --- |
| Question | Could you name some of the most common annoyances when traveling with public transport? (please be as detailed as possible) |
| Answer | If there is no seat available and I have to stand. Especially when trains are so full you can barely stand. This problem is most often in the morning.  Annoying people who are too loud on the train. I can’t just do my thing because of the people making a commotion.  Having nothing to do while traveling. Most of the time I just sit there and watch some random video’s (not really doing anything fun). |

## Question 6:

|  |  |
| --- | --- |
| Question | What would need to be changed to make public transport more enjoyable for you? |
| Answer | Give me something to do and I think my experience would be enhanced greatly.  Have more seats on trains so I can always sit somewhere as I hate standing in trains/public 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 | An option to report those players or choose to block them so you never get partnered 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 | In game rewards like new things for your profile like icons, skins etc. |