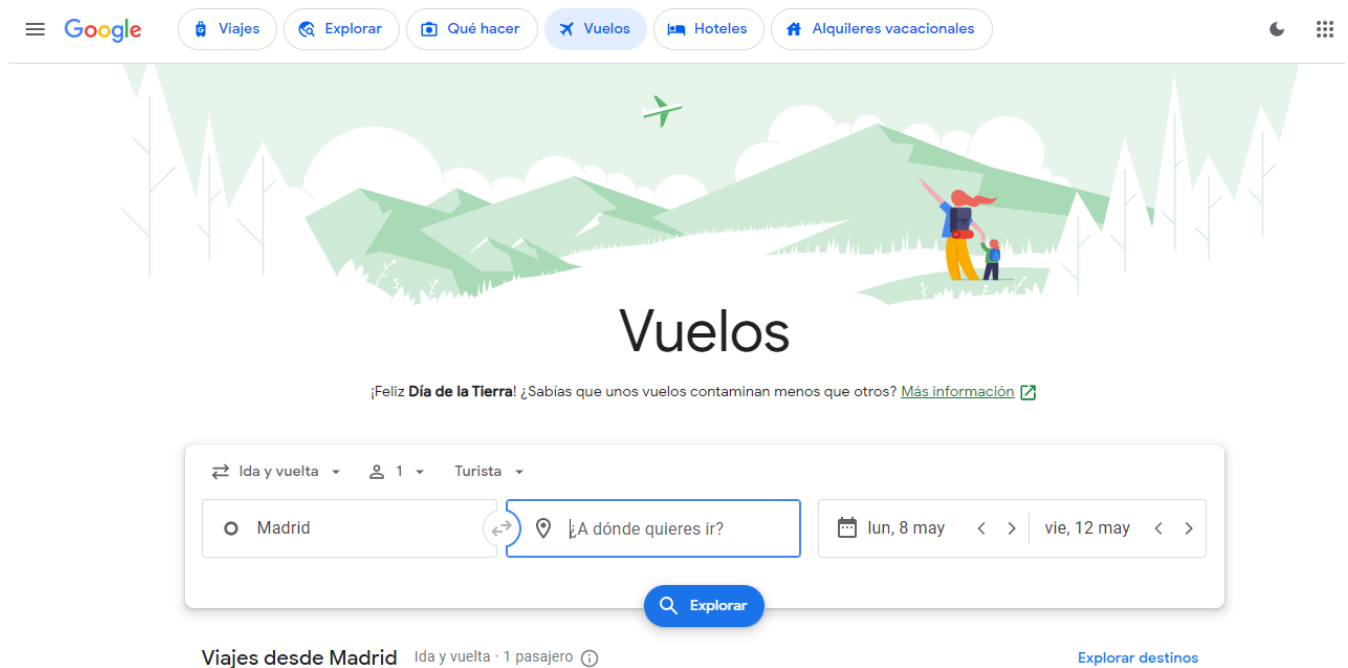# User interview: Presentation

This interview aims to analyze the Google flights application with the consent of our users. The information collected is confidential, personal data will not be disclosed and the results of the interview will only be taken into account to design a prototype of a flight search application.

Do you give your consent to collect personal information? *

◉ Yes

○ No

Demographic questionnare

Name *

Sabina Rubio Pérez

DNI/NIE/PASSPORT *

02740814L

What is your age range? *

○ 18-29
○ 29-39
○ 40-49
○ 50-59
○ >60

What is your educational level? *

○ ESO
○ Bachillerato
● Bachelor´s degree student
○ Bachelor´s degree
○ Master´s degree
○ Phd

What is your work situation? *

( ) Student

◯ Part-time employee

◯ Full-time employee

◯ Freelance

◯ Unemployed

What is your gender?

◯ Male

( ) Female

◯ Non binary

◯ Prefer not to say

App research

Have you ever used Google flights? *

◯ Yes

( ) No

Imagine that you want to take a trip to Cambodia for 3 weeks and that you want to select the seats of the flights you have chosen. Could you explain the steps you needed to achieve it?

First, i put my trip in the first gaps about departure and destination, as the dates (for example, from the 15th of may to 2nd of jue) and then click in the explore button. Then, i will chose in the filters economy seats, choose the combination with less hours and stops, departing time that fits me better, the choose one of the airlines they offer in the web (eDreams) ad after choosing the best price with suitcase i will go to choosig the seats.

Select how it has turned out for you to reach the result. *

○ Pretty easy

○ Easy

○ Neither easy nor difficult

○ Difficult

◉ Pretty difficult

○ I could not achieve it

You want to know if the flights include hand luggage. Tell us how you managed to reach the goal.

I will use the bags filter, then select between the ofers they give that are more cheaper. Then, the web makes me go to another company (eDreams) and choose there the tipe of suitcase i can bring

Select how it has turned out for you to reach the result.

○ Pretty easy

○ Easy

◉ Neither difficult nor easy

○ Difficult

○ Pretty difficult

○ I could not achieve it

You want to compare the different airlines to watch which one has the best prices and the   *
best routes. Explain what you have done to achieve it.

In the home page there is a filter that says "airlines" that lets you select all the diferent companies you
want to investigate. I sleec most of them, and then the own google flights sorts by best options.

Select how it has turned out for you to reach the result. *

○ Pretty easy

◉ Easy

○ Neither easy nor difficult

○ Difficult

○ Pretty difficult

○ I could not achieve it

You want to select how many stopovers your flights will have. Could you indicate what steps   *
you have taken to reach your goal?

In the home page there is a filter that says "stops" that lets you select the number of stops you prefer. I
choose two stops becuase there weren´t another lower option. And then the own web selects the
diferent options with the number of stops i already have choosen.

Select how it has turned out for you to reach the result

○ Pretty easy

◉ Easy

○ Neither easy nor difficult

○ Difficult

○ Pretty difficult

○ I could not achieve it

You want to select a time slot for departure and arrival at your destinations. Tell us how you
got it.

In the home page there is a filter that says "times" that lets you select departure and arrival times, so
you can choose and then the web shows you the options you have in base on the timigs i have choosen.

Select how it has turned out for you to reach the result.

○ Pretty easy

● Easy

○ Neither easy nor difficult

○ Difficult

○ Pretty difficult

○ I could not achieve it

Could you say us what were the main difficulties you have found in the web? *

I don´t like that the we redirects you to another company and then they makes you pay higher prices...
Also i felt like there were too many options in the google flights that then change when you get redirect
to another company or they make you to call them...

Could you say us the positive aspects of the web? *

Using the filters makes easier to find the best personal options, also there are a plety of diferet
companies.

Would you use the web again? *

○ Yes

● No

○ Maybe

Would you recommend it to acquaintances and friends? *

○ Yes

◉ No

○ Maybe

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