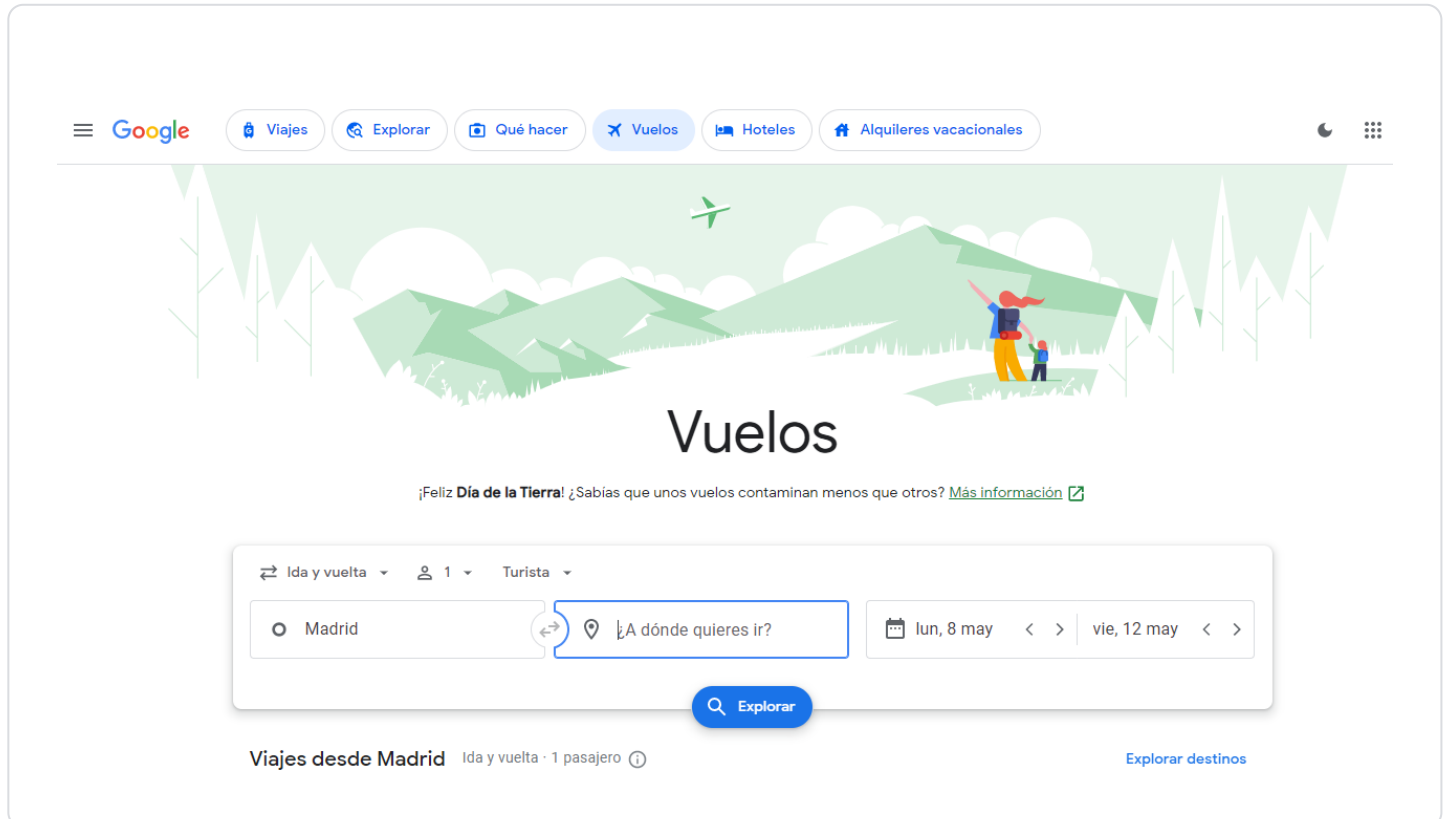# User interview: Presentation

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 *

Nicolás Montaño

DNI/NIE/PASSPORT *

39573497J

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?

After selecting the flight date and the flight, I was diverted to booking.com, so it's not possible to select the seat in google flights.

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.

After selecting the date and the place of destination of the flight, a list of available flights opens, on which a filter selection menu appears that allows you to search between flights that do allow hand luggage.

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.

Selecting the destination and flight date opens a list of flights on the left, which can be sorted by criteria
such as price, airline, or stopover.

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 same filter menu that I mentioned in a previous question to select flights that allow hand luggage, another filter allows you to select flights with one or two stopovers, or without stopovers.

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 same filter menu that I mentioned in a previous question to select flights that allow hand luggage, another filter allows you to select flights according to the time slots.

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? *

The only difficulty I have found is that I been couldn't select the flight seat or see the ones that were available in google flights, and I had to change the page.

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

It is very easy to navigate through the menus, and it is very intuitive when it comes to selecting the different flight search parameters. In my opinion it is a very comfortable page to easily find a flight to your liking.

Would you use the web again? *

○ Yes

○ No

◉ Maybe

Would you recommend it to acquaintances and friends? *

◉ Yes

○ No

○ Maybe

Google Formularios