



INTERVIEWS

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PURPOSE

The aim of the interviews that we will make is to gather some further information which will help us in the development process of our pet recommendator website. The main points that we will focus on are:

- Whether people like the idea of having a pet recommendator and why?
- Gathering some DOs and DON'Ts about different breeds.
- Identifying as clearly as possible the main painpoints that we would like to relieve with the online pet recommendator.

DESIRED OUTCOME

- We know the reasoning behind people's opinion on a pet recommendatory.
- We know what information to include about different breeds in our website.
- We have obtained a good idea what our added value will be by making the pet recommendator.

PET SHOP OWNER

Interview Questions

- What types of pets do you sell in your pet shop?
- Have you often had clients ask you what type of pet is right for them?
- Can you give me the most reoccurring reasons behind people's choices of getting a pet?
- Are people familiar with the pet's needs and requirements when they decide to buy one?
- What questions have customers asked you when trying to choose a pet?
- What questions did you ask them when you were trying to figure out what animal was best for them?

Interview Findings

- The shop offers a huge variety of animals (not only cats, dogs etc)
- 40% of people ask for a recommendation before taking a pet

- Quite frequently, people are not familiar with the care that should be taken for their pet
- When getting a pet, people are interested mainly in the price, whether the animal is suitable for living in an apartment. Also, if it sheds a lot of hair and if it requires a lot of care.
- When trying to find out what is the best pet for the client, the owner asked them:

If they have time to walk it?

Will they take care of the pet in an apartment or a house?

Will the noise from the animal produces bother them?

Reasons for buying a pet

-- as a gift to their girlfriend

-- for a special occasion (such as Christmas)

-- people like the pet of their friend and they decide to get one

VET

Listen to the interview [here](#)

Interview Questions

- Do you think that having some sort of pet recommendation website or application would be beneficial to people?
- Is there a lot of differences between different breeds of dogs for instance?
- Is there any sort of main points that you would look at for specific breeds?
- Can the living space of your apartment or house be good for some animals and not for others?

Interview Findings

- An online pet recommendator will be useful because it will save time and people can get a recommendation from the comfort of their home.
- There is a difference between the different breeds of an animal in terms of behaviour and needs. One should choose a breed of an animal that is suitable for their needs.

- If the dog breed is a working one, they are suitable for a family pet, but need more instruction
- The Labradore is a calm dog breed
- It should be kept in mind that some people are allergic to dog hair
- If you live in an apartment, you should choose a smaller breed of an animal

Transcript

[00:00:00] **Connor:** Okay. So beginning the interview, I will start with the question of, do you think that having some sort of pet recommendation website or application would be beneficial to people or like, would it actually assist people in any way?

[00:00:17] Um,

[00:00:18] **Faye:** yeah, I mean, there, I, I think you could probably find some use out of that for sure. I know people often ask me about what type of pet they would think that I think they might like or based on their lifestyle. So, yeah. Yeah. I mean, certainly people are generally interested in that.

[00:00:41] **Connor:** Is there a lot of differences between different breeds, of like for instance dogs, Between, like the type of jobs that they're able to do, or like things that, depending on lifestyle, like, is there a lot of differences . Like what sort of information would you really try to look at regarding that?

[00:00:55] Like, uh, well, I mean,

[00:00:58] **Faye:** with dogs, there's multiple [00:01:00] different breed sizes, temperaments activity levels. So it's really just finding a dog that would kind of fit in with the way you live. Um, some dogs require a lot of, um, exercise while others, you know, are moderate to not much. Um, so it really is more kind of a, trying to figure out what you want out of the dog. Mm-hmm I suppose like it, especially like working breeds, they often require quite a lot of attention and. Definitely can get a little crazy if they don't have a specific job that they're, they're supposed to do, they can kind of create their own mm-hmm um, can be a problem if you are just wanting a dog, just to hang out with you at home.

[00:01:49] **Connor:** So like the main things that you would, I don't know, is there like any sort of main points then that you would look at for specific breeds? Just like their temperament and like size and stuff? Is that generally what you mean? [00:02:00]

[00:02:00] Yeah.

[00:02:00] **Faye:** Yeah. Like, so for instance, obviously, uh, going from my own experience with dogs, uh, we had a border collie, um, when you were younger and they were a working, she dog breed. Can make a good family pet, but they, they definitely need to be given kind of more instruction. Otherwise they'll start hurting the kids around, which is what happened with you guys. Mm-hmm or they'll, you know, make a bit of a, a ruckus when people come to the door, that type of thing. Um, or then like the other dog that we had was a lab and those were a lot more, he was, you know, he was calm and for the most.

[00:02:46] And, uh, more of a family mm-hmm, just wanting to layer people. Yeah. So yeah, there's certainly a lot of, and dogs come in all different shapes and sizes of course. And, and some of them shed a [00:03:00] lot. That can be a big, a big thing for people. Mm-hmm a lot of people suffer, uh, allergies to dog hair

and would like dogs either don't shed at all or shed very small amounts.

[00:03:11] Mm-hmm so that's why like the type crosses. The Labradoodles, the coxks, all that are very, very popular right now because they either don't shed or they shed very at all. Mm-hmm, um, it's a big, a big thing that people think about, um, sometimes a bit too much because they pood can be a bit crazy themselves.

[00:03:31] Mm-hmm um, yeah, it really is really what, you know, obviously if you're someone who lives in an apartment, A large breed dog is probably not the way to go. Um, a smaller dog, which is doesn't take up as much space mm-hmm um, is, is good. Or one that doesn't require like little, little dogs. Don't always require tons of energy, tons of like walks and stuff, so that for [00:04:00] people could be.

[00:04:01] You know, way to go and yeah, if you have kids want a dog, which is a bit more family orientated mm-hmm , but yeah, there's certainly with breeds and with what you are thinking of doing, you would have to list like different dog breeds and kind of what their temperaments are and yeah.

[00:04:21] **Connor:** Yeah. That would be the attention.

[00:04:23] Yeah. Yeah. Uh, about like other animals, like besides dogs, is there, uh, a lot of differences. I mean, like cats and stuff obviously have different breeds. Um, cats

[00:04:35] **Faye:** are very popular with people because for the most part they're pretty independent. Yeah. Uh, they can, you know, they don't require being taken out a few times a day for a walk.

[00:04:45] So that's the plus mm-hmm um, they don't take up much room and. You know, they're, they're a fun companion animal. They can be very attentive and love their people. Yeah. So

certainly [00:05:00] certainly makes a. Pet for someone who maybe isn't as home as much, you know, that type of thing

[00:05:07] **Connor:** is there, but, or like cat breeds as like, I guess you'd have different.

[00:05:11] Some people, like a lot of dog breeds have kind of different temperaments that they generally stay within. Right? Yeah. Uh, do cats, all the same thing. Yeah. Mm-hmm

[00:05:20] **Faye:** for sure. Um, most, most cats that you see out and about generally are, are called domestic short hair. Mm-hmm or some of them will be dependent on hair and they're just like, Like a mutt of their cat world.

[00:05:33] Yeah. They're mix of diff breeds, nothing specific. They're generally very Hardy don't really have much in the way of health complaints or mm-hmm, , they're pretty much standard a standard cat, I should say. Yeah. Um, but then you get like pure bread cats. So have CESE cats, which are very vocal. You get the Burmese where their face is kind of squished in and they might have some breathing issues.

[00:05:58] Like there's a whole [00:06:00] bunch. Different kind of fancy cat breeds. If you're wanting to have more something that you can say, oh, this is my cat, this type of breed, you know? Yeah. But it's not really, you know, I think for, for most people they're quite happy with, there's just a general rather milk cat. Yeah.

[00:06:19] Who, uh, you know yeah. But yeah, certainly certain cat breeds. If you go to the fancy chiropractor, they can't, they, they have very differing personalities. Kind of demands Siese cats in particular are very vocal. They like me out all the time. Constantly kinda talking at you. Mm-hmm for a person who on their own, maybe that's kind.

[00:06:45] Um, but yeah. Yeah,

[00:06:46] **Connor:** I get it. Cool. Yeah. I don't think I really have many anything else to ask, but yeah, I think that answers any of my questions. And

[00:06:54] **Faye:** obviously there are, there are the small packs, I mean, the, uh, [00:07:00] hamsters

[00:07:00] **Connor:** and I mean like, yeah, then you have birds and stuff too. And like are, I guess, is there with, do you know within those two or like, uh, is there a lot to know within those?

[00:07:09] Is it more just. Generally, if you want a hamster, you want a hamster, right? And then you should just get any type of hamster as long as you like it, right?

[00:07:18] **Faye:** Yes. There, you know, most hamsters have likely the pets, the hamsters bigger's maybe what, what they're called mm-hmm um, and they're hams don't have a very long life expectancy, generally a year.

[00:07:39] Two years, year and a half, two years, um, is about how long they live for. Yeah. So if you're looking for a starter pet or, you know, and you just wanna see how it goes, um, they're a good way to start. Definitely because they don't require too much, you know, they just need their cage changed every week and [00:08:00] stuff like that, but they're not like a high demand pet.

[00:08:03] Um, rabbit's very fun. And they can be, uh, kept indoors. They can be litter trained. Mm-hmm just like cats. Um, and a lot of people actually really like the companionship of a rabbit. It, cause they're not too, they have they're quirky personalities and, and can be very affectionate if they're, you know, one that's handled a lot.

[00:08:27] Mm-hmm so that's, uh, another kind of fun, different type of companion animal. Yeah. Especially for people that live in apartment and things. Um, um, and obviously they can be kept outside too, if they, if it's not too cold in a little mm-hmm um, and then birds don't have much, not like I, you know, a, like it's a different type of, uh, pet, never had a bird, um, learn a bit about them.

[00:08:56] When I was doing my veterinary studies, they
[00:09:00] require. You know, obviously it depends on the bird. Some birds they can live for a very long time. Mm-hmm um, like there's some, the parrot breeds they can live for extremely long lifetime. So some that's something to consider. Uh, if you're thinking about a bird is just how long you're willing to commit to said that.

[00:09:21] Yeah. I mean, some of them. They can live as long as a, a person. So you, you know, you're committing to a lifetime yeah. With some of them with smaller birds, I'm sure. Probably don't live that as long as that. But, um, yeah. Yeah. Cool.

[00:09:38] **Connor:** So, yeah, I think

[00:09:39] **Faye:** that, and for the most part, I say for most people's interests and pet is obviously dogs and cats at the top.

[00:09:46] Yeah. A hundred percent of the animal bracket. Yeah.

[00:09:50] **Connor:** Yes. And then I think dogs would probably be most used within like, uh, places that you need, like a support animal or something that like helps take care of you in a way, right? [00:10:00] Yes. I think that dogs generally would be, I don't think there's really many other animals that they would have any sort of support.

[00:10:06] Like you're not gain, like support people have.

[00:10:10] **Faye:** People can have, like, I've, I've seen a thing where if someone had a support, uh, peacock, oh really weird pigs. That's another Vietnamese pop pigs can be quite an something that people like to have and yeah. Pings all types of thank you things. Um, but definitely for the.

[00:10:35] The most animal, which is used for therapy would be a dog. Yeah. Um, typically breeds like, you know, the Labradors golden retrievers. Um, those are the, like the main breeds that will be used for obviously a blind person. Typically it's a, a lab. Yeah. Um, is what the breed, they are very good for helping people with, with [00:11:00] blindness.

[00:11:00] Disabilities, um, as well, and then golden retrievers they're often they're used quite a bit for that same thing. And then in general, if someone has social anxiety or PTSD or any of that type of stuff, really any breed of dog, which has a calm, demeanor can work in that setting, um, there's, you know, some great organizations which trains train types of dogs for that purpose.

[00:11:28] Um, just to kind of be there for the person when they're having a moment mm-hmm just to help settle their, so, yeah. Yeah. Yeah.

[00:11:40] **Connor:** Awesome. Yeah. I think that answers all my questions. I think that would probably conclude the interview. Uh, all right. So yeah. Thank you for your, uh, my helping me out. No

[00:11:51] **Faye:** problem at all.

[00:11:52] Yeah. All right. I hope I was

[00:11:53] **Connor:** some happy. Yes, you were. Thank you.

A PERSON WHO ALREADY HAS A PET

Interview Questions

1. What is your name and where are you from?
2. What is your current occupation?
3. Why did you choose to have a pet?
4. How did you decide to have this type of pet?
5. What difficulties do you have when taking care of your pet?
6. Do you have a busy daily life?
7. What type of food does your pet eat?
8. Are there any special ways your pet should be taken care of? What are they?
9. Is there somebody else who can take care of your pet in case you are not at home for a longer period of time?
10. What has changed in your life since you got your pet?

Interview Findings (Interview 1)

Listen to the interview [here](#)

- Student in a relationship
- Pet is left in other country

- Whole family love animals
- The pet is small and is suitable for a small living space
- The family prefers dogs instead of cats
- It takes time to take care of a pet
- Good company when she is alone at home
- Busy daily life because she is a student
- The family takes care of the dog when she is not at her home
- Funnier when having a pet

Transcript

Ivan:

Hello. Thank you for participating in our interview. First of all, I want to ask you some questions.

What's your name?

Ralitsa:

Hello, my name is Ralitsa.

Ivan:

And where are you from?

Ralitsa:

I'm from Bulgaria.

Ivan:

What is your current occupation?

Ralitsa:

I'm a student here in the Netherlands.

Ivan:

Okay. And do you have a pet?

Ralitsa:

Yes, I have a dog. It's mini pincher, but unfortunately, I left it in Bulgaria.

Ivan:

Okay. And why did you choose to have?

Ralitsa:

My whole family loves animals, so that's why.

Ivan:

Okay. And how do you decide to have this type of pet?

Ralitsa:

First of all, it's small, which is good for the size of our home. Also, we prefer dogs, then cats, for example. So that was our criteria for choosing this type of animal.

Ivan:

Okay, and do you have a difficulty when taking care of it?

Ralitsa:

Yes. Um, it's sometimes difficult because, uh, it requires a lot of time, but, uh, it's worth the effort because dogs are friendly and, uh, they can always be a good company for every single person.

Ivan:

Okay. And do you have a busy daily life?

Ralitsa:

Yes, actually my daily life is really busy.

Ivan:

And what type of food does your pet eat?

Ralitsa:

A special food for dogs.

Ivan:

Okay. Are there any special ways your pet should be taken, taken care of?

Ralitsa:

I would say not really.

Ivan:

Okay. Is there somebody who else who can take care for your pet? When you're not at home?

Ralitsa:

Yeah. My whole family is there. So there's always one person who can take care of our dog.

Ivan:

Okay. And what has changed in your life since you have your pet?

Ralitsa:

I would say it's more funny and, um, we take long walks in the park with my sweet mini and yeah, it's just amazing.

Ivan:

Okay. Thank you.

Interview Findings (Interview 2)

Listen to the interview [here](#)

- Interested In a new pet, already has pets.
- Would use our recommendator if available.
- The size of the pet is important.
- Unsure of where to look for information about animals.

A PERSON WHO WANTS TO HAVE A PET

Watch the interview [here](#)

Interview Questions

1. What is your name and where are you from?
2. What is your current occupation?
3. Why do you want to have a pet?
4. How do you plan to choose your pet? / How did you decide to choose your pet?
5. What type of pet do you want to have?
6. Do you have any worries when it comes to getting a pet?
7. Do you have a busy daily life?
8. What do you think will change in your life when you get your pet?

Interview Findings

- Lyubomir believes that having a pet will be more fun and it will bring him more joy. He wants to have a dog, but doesn't know what breed will be suitable for him.

- In his opinion, he is a little worried that the pet will need some time to adapt with him. Also, it will be very sad for him when the pet dies because Lyubomir will be connected strongly with the pet.
- He currently has a hectic daily routine because he is preparing for exams in his last year at high school. That is why he is not sure whether he will manage to pay enough attention to any type of pet and wants to make some research. Therefore, Lyubomir wants to make an educated choice.
- Generally, he will feel happy because there will be an animal as his companion. Also, he mentions that his daily life will change a bit because he will need to take care of the animal.

Transcript

Deniz: Hello, my name is Deniz, and thank you for being part of this interview. I will ask you some questions in order to get more detailed and useful information for our project that we're working on. And the questions will be based on your personal experience. So just speak your mind. So firstly, what is your name and where are you from?

Lyubomir: Uh, hello. Uh, my name is Lyubomir and I'm from a small town called Razgrad, which is located in Bulgaria.

Deniz: Okay. Uh, and what is your current occupation?

Lyubomir: Uh, I am a last year high school student.

Deniz: Okay, so you're a student? Yeah. All right. And why do you want to have a pet?

Lyubomir: Uh, because with a pet, or as in my case with a dog, um, it's always more fun, you know?

Deniz: Okay. So maybe you enjoy, you enjoy up more. All right. And how do you plan to choose your pets?

Lyubomir: Uh, probably by making some research and in this way I will find out which pet is the best for me probably.

Deniz: Okay. Okay. So, you wanna check the information in advance?

Lyubomir: Yeah.

Deniz: And what type of pet do you want to have?

Lyubomir: Uh, as I mentioned earlier, uh, I would like a. But I'm not sure what kind of breed yet.

Deniz: Okay. A dog. Uh, do you have any worries when it comes to getting a pet? Um, I think,

Lyubomir: uh, I think it'll need some time until get used to me, you know, And also I'm worried that, uh, it'll lie earlier than. And, uh, this will be kind of sorrow for me, you know?

Deniz: Yeah, I understand. Not, not a good feeling, but yeah. Yeah, it happens. Uh, do you have a busy day in the life?

Lyubomir: Uh, right now I kind of do because since I'm a last, uh, year high school students, you know, I'll have exams soon. And, uh, they are kind of stressful and you need those to double for them.

Deniz: Oh, okay. Okay.

Yeah, I've been through this. And the last question, what do you think will change in your life after you get your pet?

Lyubomir: Probably I'll feel very happy. Mm-hmm. But, um, at the same time, I will have to take care not only for me, but uh, for my pet too. Yeah.

Deniz: All right. Thank you very much for the useful insight. It's, it'll be very helpful for us. So that was the interview. Once again, thank you very much for participating and we'll use the information that we got in order to make our product as best as possible. Thank you.

Lyubomir: No problem!

Deniz: And have a nice day! Bye!

Lyubomir: See you!