**Results of qualitative research**

1. **Demand**

-Every interviewee has the demands to use an App to help others or receive help, they all have handicraft troubles from time to time, some of them have technical problems

-Students want to use the App to help them to solve the technical problems on their study(such as installing software),and they would like to use their knowledge from the education to earn money

-Some employees with technical skills want to use App to help others to earn money

-The elder have more demands on the App, they often meet more technical and handicraft problems in their daily life(such as the way to use smartphone)

-Demand of help-seeker is more than demand of help-provider

-The most of interviewees would like to use the App when they and their family cannot solve the problems

1. **Functions**

-Interviewees hope that the App has basic functions: release the request and accept the order

-Upload pictures and descript the details (period, location, content)

-Search the request by categories

-Chat function, one Interviewee hopes that there is a calling function

-Evaluation and rating system

-Payment function

-Profile: information about the help-provider and help-seeker

1. **Concerns**

-More than half Interviewees mention problem of safety (theft and rob)

-Some of them concern that the help-provider cannot finish their work professionally

-Someone thinks that the help-seekers should pay it after the work finished

1. **Others**

-Only few interviewees used similar Apps before (such as: myhammer.de, ebay)

-Interviewees, who want to earn money by the App, would like to do it only as the part-time job

-Most of interviewees are glad to pay taxes and pay money to the operators of the App, but the amount depends on the scope and scale of the request

-The total price of an order should be lower than the order from the professional agency

-Interviewees disagree that App-user can see the exact address of the other help-seeker (region or distance is acceptable)

-Most of interviewees think that it is not necessary to penalize the users, who cancel the order, but the action will influence their rating