***USER INTERVIEW QUESTIONS.***

***1.Can you describe a recent experience where you needed to shift or transport items?***

***2.What challenges or pain points did you encounter when shifting items using your preferred method or app?***

***3.What specific features or functionalities do you find most important in a "things shifting" app?***

***4.Can you describe any frustrations or inconveniences you've encountered with existing "things shifting" apps or services?***

***5.How often do you need to shift or transport items? Is it a regular or occasional need?***

***6.Do you often shift items locally within your city or over longer distances?***

***7.What security and safety features would you expect from a "things shifting" app to protect your belongings and ensure your safety during the process?***

***8.How do you handle payments for shifting services?***

***9.Can you share any ideas or suggestions for improving our app or introducing new features that would enhance your experience?***

***10.How would you rate your overall satisfaction with the current state of "things shifting" apps in the market?***

***12.Do you have any concerns about privacy or data security when using a "things shifting" app?***

***13.What could we do to make you a loyal, long-term user?***