

Final List Of Questions:

Google Form Link : <https://forms.gle/pAHvqimWcvfSgs2s8>

1. What is your age?
2. How often do you shop online?
3. Which marketplace platform do you often use?
4. Which device do you primarily use to shop online?
5. What feature do you like the most about the platform?
6. What would you prefer-search bar or filter by category?
7. Which filter do you often use while looking for a product?
8. Would you like a bidding process for high demand products?
9. Rate the importance of following:
 - Description
 - Photo
 - Seller
 - Price
 - Brand
10. How often do you compare products?
11. How much do you trust the customer reviews and ratings?

12. Would you prefer to have a shopping cart where you can save items for later?
13. Which payment gateways do you like the most?
14. What is your most complaint/concern with payment gateways?
15. How confident are you about the security of third-party payment gateways in general (like Razorpay, PhonePe)?
16. What level of detail do you expect us to provide after placing an order? - important or detailed
17. How often do you use customer support?
18. Would you like to be provided with seller contact details on placing an order?
19. How would you rate the current customer support services provided by various platforms like amazon, flipkart?
20. What is the importance of the following:
 - Website Speed
 - Data security and privacy
 - Simple and intuitive interface
 - Customer support availability
 - Mobile responsiveness
 - Transparent transaction process
 - Minimal downtime
21. Tell us one or two frequent problems you currently face in existing e-commerce platforms.

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