Deliveryman Manager Experience Survey

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Introduction

Hello,

My name is Vincent Omondi, and I'm part of the design team at DeliverNow. We're currently working on improving the experience for deliveryman managers like you. Your feedback will help us understand the current challenges you face and the features you need to better manage your delivery runners. This survey should take about 5–7 minutes, and all responses will be anonymous. Thank you for taking the time to help us improve our service!

Screening / Demographic Questions

1. What is your age?
   - 18–24
   - 25–34
   - 35–44
   - 45–54
   - 55+
   - Other: _ _ _ _ _ _ _ _

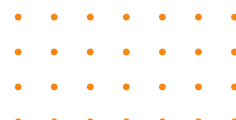2. What is your current job role?
   - Delivery Manager
   - Operations Manager
   - Supervisor
   - Other: _ _ _ _ _ _ _ _

3. How many years of experience do you have in a managerial role for delivery services?
   - Less than 1 year
   - 1–3 years
   - 3–5 years
   - 5+ years
   - Not sure

4. What is your primary work location?
   - Urban
   - Suburban
   - Rural
   - Other: _ _ _ _ _ _ _ _

Objective & Hypotheses

Objective:

To gather quantitative insights into the challenges deliveryman managers face, understand their satisfaction with current systems, and identify the key features they require to effectively manage delivery runners.

Hypotheses:

1. A majority of deliveryman managers feel they lack a consolidated, real-time view of runner performance.
2. Most managers experience challenges with current route allocation and communication processes.
3. There is strong demand for enhanced data visualization and automated tools to improve decision-making.

Main Survey Questions

Topic 1: Current Challenges

1. How challenging is it for you to obtain real-time insights into the status of your delivery runners?
   - Very challenging
   - Somewhat challenging
   - Neutral
   - Somewhat easy
   - Very easy
2. Which of the following challenges do you face most frequently in managing your runners?
3. (Please select one. If none fit, choose "Other" and specify.)
   - Inadequate real-time tracking
   - Difficult route allocation
   - Communication issues with runners
   - Insufficient performance data
   - Other: _____
4. How frequently do you experience delays or miscommunications due to a lack of clear information on runner performance?
   - Daily
   - Weekly
   - Monthly
   - Rarely
   - Never
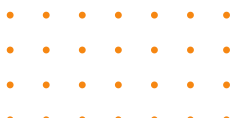
Topic 2: Current System & Tools

5.How satisfied are you with your current management interface for monitoring and assigning tasks to runners?

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

6.Does your current system allow you to easily access all necessary metrics (e.g., runner location, performance, route details)?

- Yes, completely
- Somewhat
- No, not really
- No, not at all

7.How often do you rely on manual workarounds (e.g., spreadsheets, phone calls) to manage runner data and allocation?

- Frequently
- Occasionally
- Rarely
- Never

Topic 3: Desired Features & Improvements

8. Which feature would most improve your management of delivery runners?

- Enhanced real-time tracking dashboard
- Automated route allocation
- Performance analytics and reporting
- Direct communication channel with runners
- Other: _ _ _ _ _ _ _ _

9. How important is having an integrated view of all runner-related data to your workflow?

- Extremely important
- Very important
- Moderately important
- Slightly important
- Not important

10. How effective is your current process for assigning routes to your runners?

- Very effective
- Somewhat effective
- Neutral

10. How effective is your current process for assigning routes to your runners?
- Very effective
- Somewhat effective
- Neutral
- Somewhat ineffective
- Very ineffective

11. In your opinion, what is the primary cause of inefficient route allocation?
- Lack of real-time data
- Inadequate interface design
- Poor communication channels
- Insufficient training
- Other: _ _ _ _ _ _ _ _

Follow-Up Interview Request

12.Would you be available for an anonymous follow-up interview (via phone, video chat, or in-person) to discuss your experience further?
- Yes
- No
- Maybe
- If yes, please provide your preferred contact method (optional): _ _ _ _ _ _ _ _ _ _

Conclusion

Thank you very much for completing our survey. Your feedback is invaluable in helping us redesign the management interface to better support your daily tasks. We kindly ask that you share this survey with at least three other deliveryman managers who might be interested in participating.
We appreciate your time and contribution!