



Delivery Man Experience Survey

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Introduction

Hello,

My name is Vincent Omondi, and I'm part of the DeliverNow design team. We're working on improving the delivery experience for our runners. Your input will help us understand the challenges you face—such as inaccurate estimated delivery times, unnecessary cutlery or condiments affecting your workflow, and route allocation issues—so that we can design a better system. This survey will take approximately 5–7 minutes, and all responses will remain anonymous.

Thank you for sharing your insights!

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 Man (Runner)

☐ Other: _____

3. How many years of experience do you have as a delivery man?

☐ Less than 1 year

☐ 1–3 years

☐ 3–5 years

☐ 5+ years

☐ Prefer not to say

4. In what type of area do you primarily work?

☐ Urban

☐ Suburban

☐ Rural

☐ Other: _____



Objective & Hypotheses

Objective:

To collect quantitative data on the challenges delivery men face during their daily deliveries, particularly regarding estimated delivery times, route allocations, and the usability of current tools.

Hypotheses:

- 1.A majority of delivery men find the estimated delivery times provided to be inaccurate or hard to meet.
- 2.Many delivery men experience issues with the current route allocation, forcing them to use personal navigation tools.
- 3.There is a strong desire for a more integrated system that enhances communication and provides real-time updates.

Main Survey Questions

Topic 1: Delivery Challenges

5.How challenging is it for you to meet the estimated delivery times provided by the current system?

- Very challenging
- Somewhat challenging
- Neutral
- Somewhat easy
- Very easy

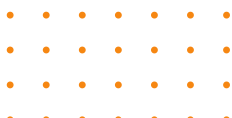
6.How frequently do you encounter orders that include unnecessary items (e.g., extra cutlery or condiments) which may affect your delivery schedule?

- Daily
- Weekly
- Monthly
- Rarely
- Never

7.What do you consider to be your biggest challenge during deliveries?

(Please select one. If none fit, choose "Other" and specify.)

- Inaccurate estimated delivery times
- Poor route allocation
- Inadequate real-time updates
- Communication issues with management
- Other: _____



Topic 2: Current Tools & System Usability

8. How satisfied are you with the current delivery app/interface you use?

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

10. Does the current system provide you with sufficient real-time information (e.g., traffic updates, route adjustments) to complete your deliveries efficiently?

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

11. How often do you rely on external navigation apps (like Google Maps) instead of the provided system?

- Always
- Often
- Sometimes
- Rarely
- Never

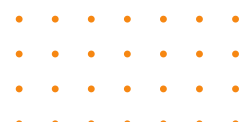
Topic 3: Desired Features & Improvements

12. Which feature would most improve your delivery process?

- More accurate estimated delivery times
- Optimized, dynamic route planning
- Enhanced real-time updates and alerts
- Better communication channels with dispatch/management
- Other: _____

13. How important is it to you to have an integrated system that provides live route updates and performance feedback?

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



Follow-Up Interview Request

14. Would you be available for an anonymous follow-up interview (via phone, video chat, or in-person) to discuss your experiences further?

- Yes
- No
- Maybe
- If yes, please provide your preferred contact method (optional):

Conclusion

Thank you for taking the time to complete our survey. Your feedback is essential to help us enhance the delivery experience and address the challenges you face. We'd appreciate it if you could share this survey with at least three other delivery men who might be interested in participating.

Thank you again for your valuable contribution!

