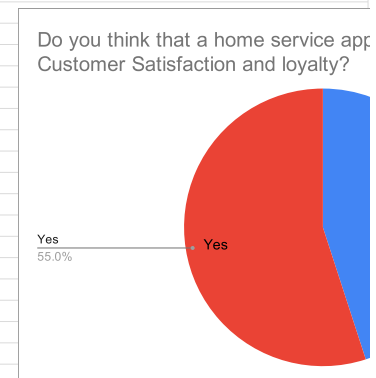
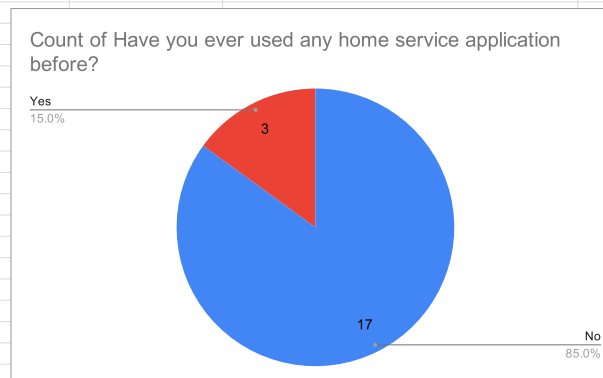
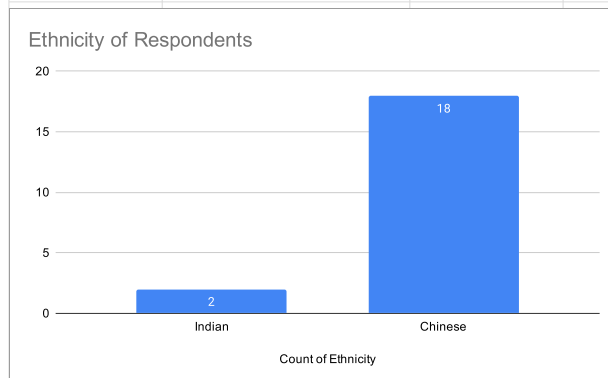
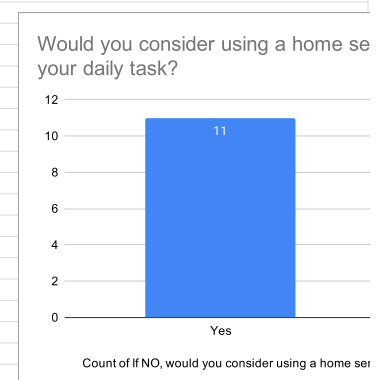
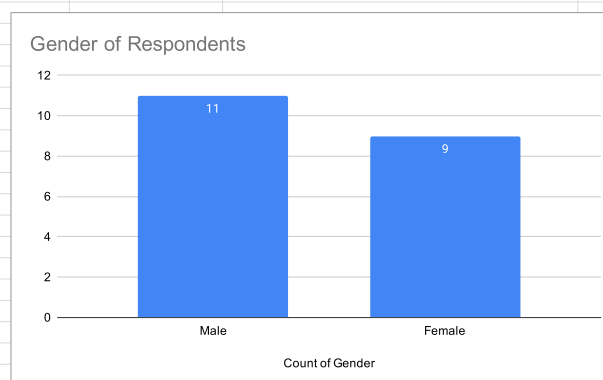
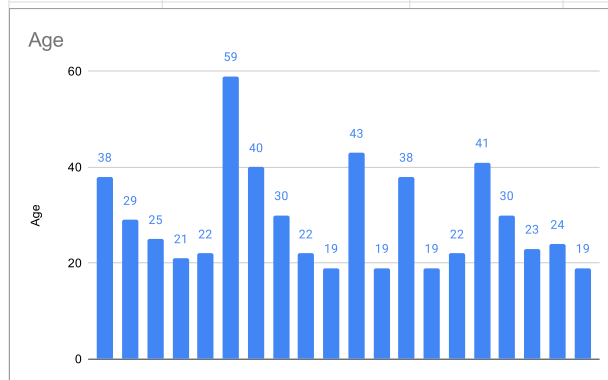
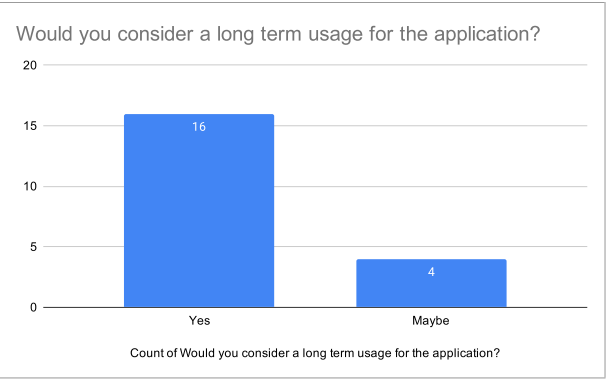
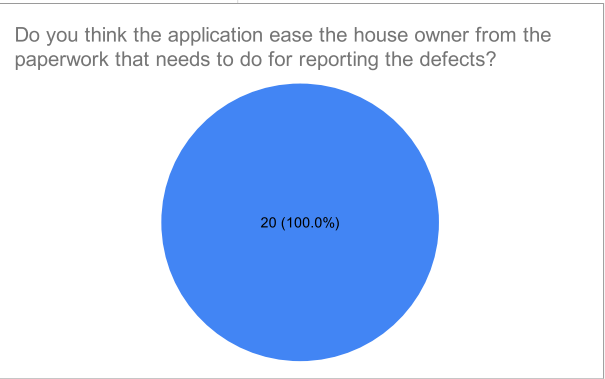
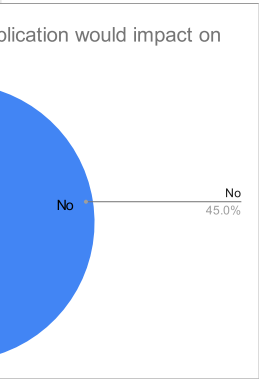
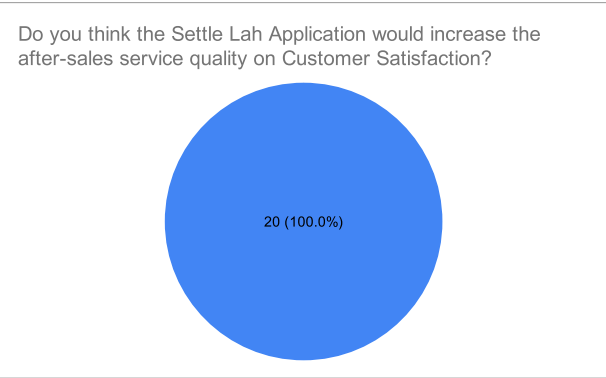
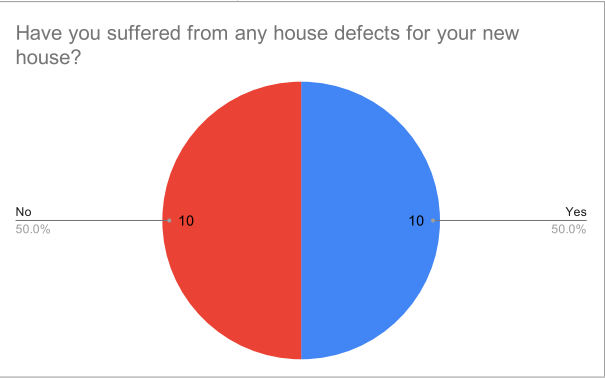
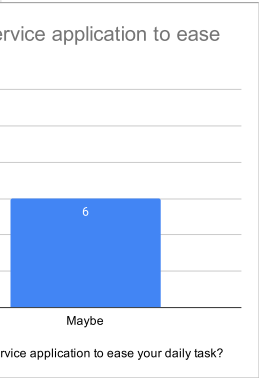


Timestamp	Name (For validation purposes only)	Age	Gender	Ethnicity	Have you ever used any home service application before?	If YES, what is the home service application that you used previously? (If
10/29/2020 22:36:48	Leng Vanguard		38 Male	Indian	No	
10/30/2020 0:44:13	Ng Kaixuen		29 Female	Chinese	No	
10/30/2020 0:45:21	Adeline Cheah		25 Female	Chinese	Yes	Foodpanda, GrabFood
10/30/2020 0:45:52	Dyssia Cheah		21 Female	Chinese	No	
10/30/2020 0:47:34	Ryuyu		22 Male	Chinese	No	
10/30/2020 10:26:34	Angeline		59 Female	Chinese	No	
10/30/2020 14:42:02	Candy yang		40 Female	Chinese	No	
10/30/2020 16:48:29	Nicholas		30 Male	Indian	Yes	Grab
10/30/2020 16:52:43	Sim Yi Xing		22 Female	Chinese	No	
10/30/2020 17:03:12	Choong Lai Theng		19 Female	Chinese	No	
10/30/2020 17:36:02	Valerie		43 Female	Chinese	Yes	Grab food
10/31/2020 23:14:03	Lim Kin Sai		19 Male	Chinese	No	
10/31/2020 23:14:51	Lai Yen Li		38 Male	Chinese	No	
10/31/2020 23:32:12	Ryan		19 Male	Chinese	No	
10/31/2020 23:51:26	Jeff		22 Male	Chinese	No	
11/1/2020 12:19:29	Lim Kin Fong		41 Male	Chinese	No	
11/1/2020 16:01:51	Chai Yew Joe		30 Male	Chinese	No	
11/1/2020 16:14:52	Rachel		23 Female	Chinese	No	
11/1/2020 16:18:43	Jun		24 Male	Chinese	No	
11/1/2020 16:35:06	Tze Infi		19 Male	Chinese	No	



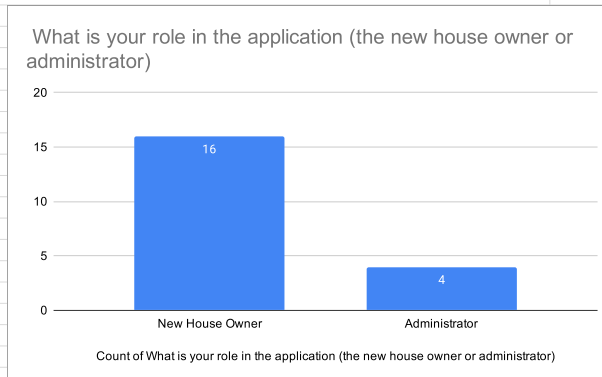
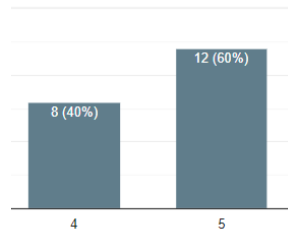
If NO, would you consider using a home service application to ease your daily task?	Do you think that a home service application would impact the after-sales service quality on Customer Satisfaction and loyalty? (If YES, please proceed to the next question)
Yes	No
Yes	Yes
	No
Yes	No
Yes	Yes
Maybe	No
Yes	Yes
	Yes
	Yes
Yes	Yes
Yes	Yes
	Yes
Maybe	No
Yes	Yes
Yes	No
Yes	Yes
Yes	Yes
Maybe	No
Maybe	No
Maybe	Yes
Maybe	No





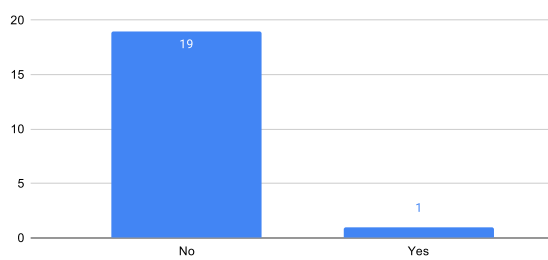
If YES, how did you resolve the house defects/ problems faced?	What is your role in the application (the new house owner or administrator)
Inform the developer	New House Owner
	New House Owner
	New House Owner
pipe problems / water leaks	New House Owner
personally go to a store and ask in person	New House Owner
Claim from the developer	Administrator
Report to developer	New House Owner
Hire worker from outside	Administrator
	New House Owner
	New House Owner
	New House Owner
Call for services through phone number.	Administrator
	New House Owner
	New House Owner
Call for plumber and technician	New House Owner
	Administrator
	New House Owner
	New House Owner
	New House Owner
Call the person that fixed the problem, complain and get them to come again. Also, request for compensation (Eg. discount on the service)	New House Owner

e application?



Do you think the Settle Lah Application would increase the after-sales service quality on Customer Satisfaction?	Would you consider a long term usage for the application?	Do you have any problem while using the application? (If YES, please proceed to the next question)
Yes	Yes	No
Yes	Yes	Yes
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Maybe	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Yes	No
Yes	Maybe	No
Yes	Maybe	No
Yes	Maybe	No
Yes	Yes	No

Count of Do you have any problem while using the application
(If YES, please proceed to the next question)



Count of Do you have any problem while using the application? (If YES, please proceed to the

If YES, what is the problem faced while using the application?	The user-friendliness of the application?	Overall, what is your satisfaction level for the current version of the application?
	5	5
can maybe add live chat, so that questions can be answered immediately	4	4
	5	5
	5	4
	4	4
	3	4
	5	5
	4	5
	5	5
	3	4
	4	4
	3	4
	5	5
	5	5
	5	5
	5	5
	5	5
	4	4
	4	5
	5	5

