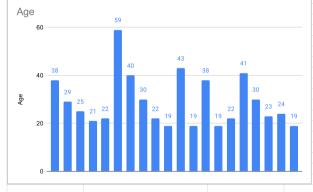
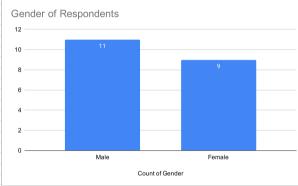
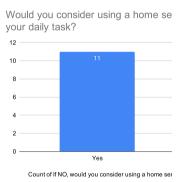
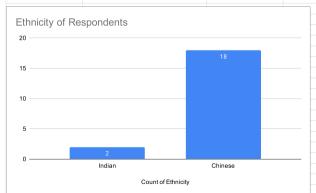
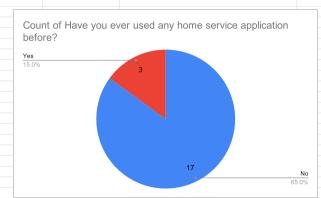
Timestamp	Name (For validation purposes only)	Age	Gender	Ethnicity	Have you ever used any home service application before?	If YES, what is the home service application that you used previously? (I
10/29/2020 22:36:48	Leng Vanguard	38	Male	Indian	No	
10/30/2020 0:44:13	Ng Kaixuen	29	Female	Chinese	No	
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	

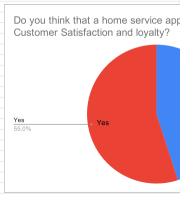












If NO, would you consider using a home s	ervice application to ease your daily task?	you think that a home service application would impact	the after-s	sales service quality on Customer Satisfaction and loyalty? (If YES, please procced to the next question			
Yes		No					
Yes	Ye	Yes					
	No	No					
/es	No	No					
/es	Ye	Yes					
Maybe	No	No					
Yes	Ye	Yes					
	Ye						
Yes	Ye						
Yes	Ye						
	Ye						
Maybe		No					
res		Yes					
res	No						
res res							
	Ye						
'es	Ye						
Maybe	No						
Maybe	No						
Maybe	Ye						
Maybe	No						
rvice application to ease	Have you suffered from an house?	y house defects for your new		Do you think the Settle Lah Application would increase the after-sales service quality on Customer Satisfaction?			
6 Maybe vice application to ease your daily task?	No 50.0%	10 Yes 50.0%		20 (100.0%)			
lication would impact on	Do you think the application paperwork that needs to do	ease the house owner from the for reporting the defects?		Would you consider a long term usage for the application?			
No No 45.0%		20 (100.0%)		15 16 10 5			
				0 Yes Maybe Count of Would you consider a long term usage for the application?			

ES, what will be the impact or	a home service applica	ation on the customer	's satisfaction an	id loyalty?	Have you suffered fro Yes	m any house defects f	or your new house? (If	YES, please proceed to t	ne following question)	
and tally force to force manufacture										
					No No					
					Yes					
v customers to easily contac	t someone to fix probler	ms within their house			Yes					
v customers to cashy contac	t someone to fix probler	ins within their nouse			Yes					
ter than the usual paperwork					Yes					
tomer can know that the dev					Yes					
customer can access to their		ier without much troub	le. This convenie	ent may improv						
venient					No					
					Yes					
					Yes					
					No					
					No					
tan a sint of analysis to t	avelenan av dit vidi.				Yes					
ier point of contact between	sustomer and landford				No					
					No No					
e of mind					No					
o oiiiiu					Yes					
o you have any pr	oplem while usi	ing the applica	ition'?			20 responses				
		3 11				20 responses				
	19									
						15				
5										
						10				
10						10				
10										
5										
		1					0 (0%)	0 (0%)	0 (0%)	
		'					0 (0%)	0 (0%)		
0	No	Yes					1	2	3	
	140	103								
Count of Do you have any	problem while using the a	application? (If YES, ple	ease proceed to the	ne next						
user-friendliness of	the application?	,								
esponses										
15										
					44 (500)	_				
10					11 (55%)					
				6 (20%)						
5				6 (30%)						
5		3 (19	5%)							
	0 (00/)	_ 3(1)	310)							
0 (0%)	0 (0%)									
0 (0%)		3		4	5					
0 (0%)	2	3	3	4	5					

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



If you're the new house owner, do you think the application ease the house owner from the paperwork that needs to do for reporting the defects of the house?	Which functions of the application that you find ex
Yes	Defect Request Form (House Owner), View Serv
Yes	User Registration (Admin Interface), Reset Passi
Yes	User Registration (Admin Interface), Reset Passi
Yes	User Registration (Admin Interface), User's Requ
Yes	Forgot Password Feature (House Owner), Defec
Yes	User Registration (Admin Interface), Defect Requ
Yes	Defect Request Form (House Owner), View Serv
Yes	User Registration (Admin Interface), Reset Passi
Yes	User's Request for Forgot Password (Admin Intel
Yes	User Registration (Admin Interface), Reset Passi
Yes	View Services Provided by Developers (House C
Yes	View Services Provided by Developers (House C
Yes	User Registration (Admin Interface), User's Requ
Yes	User Registration (Admin Interface), Reset Passy
Yes	User Registration (Admin Interface), Defect Requ
Yes	Search Option for User's Request List (Admin &
Yes	Forgot Password Feature (House Owner), Defect
Yes	Forgot Password Feature (House Owner), Defect
Yes	Defect Request Form (House Owner), Search Of
Yes	User Registration (Admin Interface), Reset Passi
100	oser Registration (Aumin Interface), Reset Passi

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	Maybe	No
		No
Yes	Yes	No No
Yes	Yes	No No
Yes	Yes	
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)
		20 —
		19
		15 —
		10
		10
		5
		1
		0
		No Yes
		0.160
		Count of Do you have any problem while using the application? (If YES, please proceed to the

	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 applic
	handel Production that a second constitution of the constitution o	5	
can ma	by be add live chat, so that questions can be answered immediately	5	
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n?			
11			
_			
next			

What would you like to see in future updates?
I hope the app will be more responsive
live chats and terms and conditions, because its too useful, it sounds a bit sus, where got something so nice one
The option to have personal chats with the administrator to have faster response
我不知道 (Translated: I dont know)
live chat
Add more features that suitable for the customer
Update more feature
Whatsapp call functions maybe?
The application is already good enough and easy to use.
ldk
-
Make it more user friendly
Live chat with admin to get more information about the apps function or service provided
Anything
Modern user interface
Let multiple people administrate the same houses.
Expand to more operating systems like iOS and etc.
-
Dark mode UI
Lower loading time between different pages.
Lower loading time between different pages.