**Participant Demographics**

The participant is a university student from the University of Queensland, majoring in Interaction Design. She often goes on trips with friends in the semester break and really likes exploring new places without a tight schedule. However, making decisions as a group is often tiring and inefficient, as all the members of the group want different things. She values collaboration, but wants a light, fast, and democratic process to make the group reach a decision rather than a long discussion that ends with everyone angry at each other. She often uses social apps such as WhatsApp, Messenger or just shared documents to collaborate with her friends, but she finds that these solutions are too text-heavy and not engaging enough to make people want to participate.

**Consent script**

Interviewer: I just want to clarify one last time that I am recording this interview and that I will be using the data in our analysis and report, and that the product, if it’s built, would be using your responses as requirements. Your name won’t be used but your quotes will, is that okay with you?

Participant: Yeah, that’s okay. You can record it and use my stuff anonymously.

**Interview**

Interviewer: How do you normally plan group trips with your friends?

Participant: We usually just make a group chat or shared document. Then people throw in places they want to see or restaurants they want to try. It’s collaborative in the early stages but when the day actually comes we all stand around confused. Someone always changes their mind or some new idea comes up last minute. Then we just waste half an hour standing there trying to decide where we should go first.

Interviewer: How do you feel about that process?

Participant: To be honest it’s quite stressful. I’m the one that always tries to keep track of everything but it’s like herding cats. Everyone wants different things and nobody seems to listen. Sometimes I just give up and say “whatever you want” just to keep the peace but it feels quite unfair in the end because the louder people always end up getting their way.

Interviewer: What do you think is causing these delays or arguments?

Participant: I think it’s mostly communication and timing. When there’s no clear way to reach a decision and everyone’s just spewing out suggestions they start talking over each other. Then there’s also the people who don’t want to say anything because they’re shy or they feel like they’ll sound too pushy. Then the group gets dominated by two or three people.

Interviewer: What kind of tool or system do you think could fix that?

Participant: I don’t know… maybe something interactive that makes the process both quick and fair? I mean, instead of having everyone talk, they can just vote or do some small activity that lets everyone make their choice. It could also be gamified, it would take the pressure off and make the whole thing feel lighter and more fun.

Interviewer: You mentioned games. Do you think you would actually have fun doing group decision-making if it was a game?

Participant: Yeah I think it would be really fun because when it’s a game people just loosen up. They’re less concerned about being right or wrong. If everyone is playing together at the same time it becomes a shared activity rather than a confrontation.

Interviewer: When do you imagine using this kind of tool?

Participant: Probably in the morning before we go out, when we all don’t know what we want to do. For example, at the hotel lobby or at breakfast – that’s usually when we all get stuck. If it’s on mobile you can just pull it up – there’s no set up required.

Interviewer: How long do you think such an activity should take?

Participant: It shouldn’t take very long otherwise people will lose interest. I’d say two or three minutes at the most. It shouldn’t be a long drawn-out thing, it should be spontaneous. Quick, visual and decisive. You do your thing, you all laugh, and it’s clear.

Interviewer: What about if you could see in real time what other people in your group are choosing?

Participant: Yes, that would make a lot of difference. If I can see the others are also busy collecting votes or interacting in some way, I feel more motivated to participate. It also feels more transparent that way, because you see the result forming together rather than just wondering who voted for what.

Interviewer: How would you describe fairness in a group decision?

Participant: I think that everyone should have an equal chance to influence the outcome. If someone is quieter or less outspoken, it should count the same as if someone else were pushing for it. I also think that it would be nice if the system in some way rewarded participation. So if you are active or consistent, your ideas will be seen more.

Interviewer: How would you feel about a mobile app that gamified group decision-making into a short race or competition?

Participant: I think that would be a really creative solution. I would really love that idea because it’s an engaging way that also replaces all that arguing with action. It would make the whole boring, tense process into something people actually remember. It also just feels like the modern way of doing things. We’re all on our phones anyway so why not use that and turn it into a positive, collective thing.

Interviewer: Do you think that a tool like that would have any effect on the way groups make travel decisions?

Participant: I think so. It would make decision-making faster and fairer, and I think it would improve the mood of the whole trip because people don’t feel overlooked.