**Participant Demographics**

The participant of this interview is a male undergraduate student at the University of Queensland majoring in Information Technology. He usually attends weekend getaways with his classmates or friends and takes a leadership role in organising group trips. He is generally an organised person but finds it easy for plans to get messy when making plans with others. He relies on his mobile phone for travel itineraries as he prefers to book flights and accommodation as well as view maps on the go. He is currently using an integrated service app but feels that it lacks features and engagement to help him and his friends make group decisions. He prioritises practicality and fairness as well as social connection between all group members.

**Consent Script**

Interviewer: For research purposes, we would like to record and document this interview. You will not be named in any reports, but some of your quotes may be used anonymously. Are you happy to participate under these conditions?

Participant: Yes, that is perfectly fine. Please record, and you can publish my quotes anonymously.

**Interview**

Interviewer: How do you and your friends currently make group decisions when travelling together?

Participant: We normally use a group chat on Messenger or Discord. One person will suggest something, and the rest of us like and comment with emojis or short replies. It works at first, but it always ends in a mess. After a few messages, you no longer know what the decision is. Someone always forgets to scroll up and someone always says, “Wait, what are we doing again?”

Interviewer: How do you feel when that happens?

Participant: It is a little annoying, especially when we are all in a rush. I like being efficient, but group chats are so slow for decision-making. It also feels kind of awkward because when I assert myself too much, I get the reputation of being the “bossy” one. So, in the end, I usually just wait for someone else to take control.

Interviewer: In your opinion, why is group decision-making such a struggle?

Participant: I think it’s because we all use different apps and talking styles. Some people reply quickly, some don’t reply at all. Also, when we’re all standing together, like at a bus stop or hostel lobby, no one wants to whip out a spreadsheet or have a long conversation. We just need something quick, visual, on our phones.

Interviewer: What would make that process easier for you?

Participant: A tool that makes sense in that moment — something mobile and spontaneous. If everyone could just tap on an option in real time and see the results updated instantly. I don’t want to manage the chat or manually collect votes and summaries; I want the app to do that.

Interviewer: Would you prefer if the process felt more structured or game-like to you?

Participant: Game-like for sure. I think it’s much more engaging if you make it feel like a fun activity. It feels like a statement to people if they see a serious-looking text chat. But if it has game elements, if it looks like a race or challenge, they will participate right away. It’s fun, it breaks the tension, and it gives everyone an equal say.

Interviewer: When do you picture yourself using an app like that while on a trip?

Participant: Probably in the gaps — in between activities. Like when we’re deciding what to eat or what to do next. We’re often walking or sitting in a café at that moment, so it makes sense to use our phones for a quick 2-minute game. I don’t see it as an extensive desktop app we only use when sitting down.

Interviewer: What kind of interface would feel natural for that use?

Participant: It should be really visual, I think — icons or animations over text. It should respond immediately because when you’re outside, you don’t want to read and type. Just some taps, some sounds, some movement, to make it feel alive.

Interviewer: How important is the social aspect for you in this kind of tool?

Participant: Very important. If I’m playing or voting with my friends, I want to see their progress or reactions. Even something as simple as having a ranking or visible points would make it more exciting. It’s not just about coming to a decision — it’s also about sharing that moment.

Interviewer: Would you still use it as much if it was a simple voting tool without the social elements?

Participant: Not as much, I don’t think. I think that’s what makes it engaging. If it is a simple yes/no vote, it is no different than just a poll in the chat. But if it’s something you can see and feel — like I see my name moving up a leaderboard or everyone’s choices all racing towards the finish line — then it sticks in your memory.

Interviewer: Do you think this could change your group’s overall travel experience?

Participant: It would definitely smooth it out, and make it more friendly. Instead of arguing or waiting for someone to decide, everyone just jumps on the same activity, and you all finish it together. Even if my vote doesn’t win, it’s still a fun process because it feels fair and engaging.

Interviewer: What do you think would make people want to continue using such a tool?

Participant: Maybe little rewards or badges or “streaks” for using it. I don’t think it needs to be competitive, but something that recognises everyone’s participation. That would motivate people to do it again.

Interviewer: So overall, how would you describe your ideal experience with this type of app?

Participant: It should feel more like a shared micro-game than a tool. Something fast, fair, social, and built for mobile moments. It is not about solving a problem, it is about creating a way to make those decisions that is fun to do.