**Participant Demographics**

The participant is an international undergraduate student studying at the University of Queensland under the Business Management faculty. He travels occasionally with friends or members of a student society, mostly on a road trip basis, and the plans are often made on the spot in the weekends. The participant likes the experience but notes that the process of decision-making is complicated and stressful if too many people try to communicate their preferences at once. The participant describes himself as a mediator and people-pleaser and often refrains from disagreements in favour of group harmony. In the process of travel planning, he uses digital tools (WhatsApp and Google Maps), but notes that some additional tools with simple fairness and group logic can be beneficial for the group.

**Consent Script**

Interviewer: Please confirm that you consent to being recorded for the purposes of research and analysis of your interview. You will remain anonymous but your statements will be potentially quoted verbatim in the project report.

Participant: Yes, I consent to the recording of the session and using my comments without revealing my identity.

**Interview**

Interviewer: How do you usually plan the trips with your friends or classmates?

Participant: Usually, someone makes a group chat, and we all start chipping in — like “let’s do hiking” or “let’s rent a car”. At the beginning, everyone reacts very fast, throwing out different ideas, but then the whole process drags. Half of the people lose interest and the other half start to get impatient and eventually angry. Sometimes we just cancel because no one can take the final step.

Interviewer: How do you feel in those moments when you are trying to plan the trip?

Participant: It’s kind of frustrating but also uncomfortable. I don’t want to look like I’m imposing my ideas, so I try to remain neutral. But then the group gets stuck because no one is leading the discussion. It’s like each person is waiting for the other one to make the decision.

Interviewer: What do you think is the cause of these moments of delay or indecision?

Participant: I think the problem is that we don’t have a system. Group chats are a disaster. You can’t read the room, see the overall majority, and then if someone feels that they don’t have the support, it can feel like a personal attack. There is also no simple way to lock the decision in, so people get into unnecessary back-and-forth arguments.

Interviewer: Did you try using any other tools, like some apps, to manage the conversation?

Participant: We tried Google Forms once, but it felt very official. No one wanted to fill it out. We also have used Instagram polls, but it’s very simple. It takes just a few seconds to make a poll, but it’s also not a real part of trip planning. It’s more just an app we check quickly and move on to chatting.

Interviewer: What kind of experience or app do you think would make that process more engaging or easier?

Participant: Something that feels more fun and objective. Maybe like a game or a shared activity that helps the group arrive at a decision. If the app is just a racing timer or a big wheel, I think people will join very quickly. It makes the decision process something we do together instead of something each person is doing for themselves.

Interviewer: Do you prefer something like a structured voting system or more like a shared game?

Participant: Something casual but also fair. If it’s too competitive, it can create friction. But if it’s too formal, no one will join.

Interviewer: When do you think you will use such a tool?

Participant: Maybe in the middle of a trip already. When we are in the car or on the bus and everyone is just bored and chatting. At that point, we can turn to the app to decide the next stop or where to eat. So it should work great for the mobile, because everyone will already have their phones out.

Interviewer: What would make you trust the result of this kind of tool?

Participant: Visibility. If I can see the process, how the votes are distributed or how the winner is selected, it’s fine. But if the algorithm is completely random or not visible, it would feel like a lack of transparency and people will think the result is rigged. But if it shows each person’s participation is equally counted and considered, that builds trust.

Interviewer: How important is the feeling of fairness and equal say in group decisions for you?

Participant: Very important. In a group setting, I can be completely happy about the decision even if my option doesn’t win, as long as the decision is fair. It’s important that my voice is heard. And if the system is designed to ensure everyone has played the game or voted equally, it helps to keep group energy positive.

Interviewer: How would you feel if the process of travel planning and trip decision-making were turned into a series of short interactive games?

Participant: That would make it fun again. It will be no longer stressful, but the opposite. You would start to look forward to the moment when everyone gets to play the game. And it’s also a better way to keep people engaged. Even quieter people get their chance to speak or play and participate.

Interviewer: Do you think that this approach can help to improve the whole travel experience in general?

Participant: Yes, because it just sets a different tone. Instead of spending the beginning of a trip already stressed out about who makes decisions, it becomes something fun we do together. It helps to make the trip more cooperative from the beginning.