

# What Did We Ask?

## In Summary

How did people get their information currently while travelling?

What types of information they needed or valued most.

What new features would they like to have in a device while travelling?

## Interview Questions

1.How frequently do you travel to new places?

2.How do you normally get information? (eg. Information Centres, Tours, Previous research before arriving, just exploring the city)\

3.Do you plan your trip with places that you want to go prior to arriving?

4.Do you wish you could find out more about the history of places you visit? What stops you?

5.Other than history what do you want to know more about from the places you visit? (eg. accommodation, food, transport)

6.How do you solve language barrier problems? (Not familiar with the language they use, speaking, reading, writing)

7.When you go on vacation on another country, what kind of activities do you prefer?(Discovering, learning about local culture etc / have fun, adventure, theme parks / mix of both)

8.When you are in another country, how do you travel from one place to another? ( Walking, cycling, bus, taxi, organized by tour, etc)

9.What functions they want for an app to help them during their trip?  
(except translation)

10.Can you recall any memory of (those) countries' historical culture or  
any stories from said country?

11.Most memorable location of another country?

## What Did We Learn?

About 70- 80% of respondents got their information online or from friends who had visited the area.

Most people planned ahead, but allowed some flexibility in travel options.

Many people used public transport, buses, trains etc to get around while travelling.

About a third were interested in history culture, but most others were mainly interested in information about food, shopping, accommodation, places to visit, and tips from local people.

Some Quotes:

Interviewees expressed an interest in new features such as social sharing of travel information on a device :

*"The information will just pop up and you can kinda share the information with your friends. Not like Tripadvisor where you have to write a whole review, just short social posts like "I found this cheap*

*restaurant.”. Social sharing and a map component.”*

*“Reviews from real people. Also list of actions “not-to-do”. For example, don’t drink unfiltered water in India. “*

Few respondents used formal guided tours but they were interested in a more authentic experience or information about from real locals

*“How the locals live normally, what they do everyday, what they value. What they eat, how they live” - Ofi*

*“I always try to get tour packages that involves going to iconic/historical locations or aboriginal villages to learn more about the history and culture that you normally wouldn’t even know of” - Chua*

They wanted information from real people without commercial interests.

*“Tips about the place from real people.” - Emma*

## User Experience Requirements

“I want the ability to quickly share photos and short posts about a place easily with others in my social network”

“I want tips from real people like locals and other similar users that tell me about interesting places, good deals, and the culture and history of the location”

“I want a map that tells me where I am and how to get to interesting

locations that have been recommended by other real users or locals

## Wireframes/Prototypes

We can have multiple examples of prototypes for different parts of the system. Here is mine (Mark).



