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| SAMPLE SCREENER QUESTIONNAIRE |  |
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# Sample Screener Questions

## Exclusion questions

* Are you 18 years of age or older?
* Yes (continue questionnaire)
* No (reject participant)
* Do you work for any of the following organizations?

(If any of the following apply, then reject the participant)

* Railway companies or agencies (including Indian Railways)
* A market research firm or market research department
* A web design or UI/UX company
* Chugg.com or any competitor train booking platforms
* Is English your first language?
* Yes (continue questionnaire)
* No (reject participant)
* Have you participated in a usability study in the past 6 months?
* Yes (continue questionnaire)
* No (reject participant)

## Internet experience questions

* How long have you been using the Internet?
* Less than 1 year (reject participant)
* 1 – 3 years (continue questionnaire)
* More than 3 year (continue questionnaire)
* How often do you use the Internet?
* Every day (continue questionnaire)
* Every other day (continue questionnaire)
* 3 days per week or less (reject participant)
* Have you ever purchased anything online?
* Yes (continue questionnaire)
* No (reject participant)
* Which of the following online activities have you performed in the past 3 months? (Check all that apply) (0-2 activities = reject participant; 3+ activities = continue questionnaire)
* Researched product/service information
* Made an online purchase using a credit/debit card
* Created an account on a website
* Used online banking or financial services
* Booked travel (flights, hotels, etc.) online
* Used online maps or navigation
* Have you personally ever carried out these tasks yourself? (Check all that apply)

(0 - 4 tasks = reject participant; 5 - 6 tasks = continue questionnaire)

* Used the web to carry out research on a new product?
* Registered with a website e.g., by entering your name and address?
* Successfully purchased a product online using your credit card?
* Managed your credit card or bank account online?
* Used the web to get help on how to use a product?
* Downloaded software from the web?

## Train Travel experience questions

* How often do you travel by train?
* Never (reject participant)
* 1-2 times per year (continue questionnaire)
* 3-5 times per year (continue questionnaire)
* More than 5 times per year (continue questionnaire)
* How do you typically book your train tickets? (Select all that apply)
* At the railway station counter (continue questionnaire)
* Through a travel agent (continue questionnaire)
* Through a website or app (continue questionnaire)
* Others book for me (reject participant)
* Have you ever booked train tickets online?
* Yes (continue questionnaire)
* No (aim for at least 2 participants with this response; reject others)
* Which of the following train booking platforms have you used? (Select all that apply)
* IRCTC (Indian Railway official website)
* MakeMyTrip
* Yatra
* Cleartrip
* Redbus
* Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* None
* Who is your mobile phone network provider?
* Vodafone (at least 2 needed)
* Airtel (at least 2 needed)
* Jio (at least 2 needed)
* Other

## Demographic questions

* What is your primary reason for train travel? (Select all that apply)
* Business/Work
* Education
* Family visits
* Tourism/Leisure
* Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Are you:
* Female
* Male
* Which of the following best describes your occupation?
* Student
* Business professional
* Government employee
* Self-employed/Entrepreneur
* Homemaker
* Retired
* Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_
* What is your age?
* 18-29
* 30-39
* 40-49
* 50+