# Questionnaire for Passengers (End-Users)

***Objective:***

Understand user needs and behavior.

Identify pain points and expectations for the booking experience.

## Target Audience:

 Train passengers (tourists, employees, students, etc.)

## Questions:

* How often do you travel by train per month?

 0 times

 1–2 times

 3–5 times

 More than 5 times

* How do you currently book train tickets? (Website, app, ticket office, etc.)
* What issues do you usually face when booking or checking information?
* Do you prefer online payments?

 Yes

 NO

* What is your preferred payment method?
* What kind of information do you look for before a trip? (Timetables, prices, train type, etc.)
* On a scale from 1 to 5, how satisfied are you with the current booking experience?

 Very Dissatisfied

 Dissatisfied

 Neutral

 Satisfied

 Very Satisfied

* What features would you like in the new booking website? (SMS confirmation, seat selection, delay notifications, etc.)
* suggestions for improving the online booking service?

# Questionnaire for Administrators (Railway Staff/Managers)

***Objective:***

Understand current booking and management operations. Explore data availability and system integration options.

## Target Audience:

- Railway service managers, support teams, and system operator

Questions

1. What types of data do you manage? (Schedules, seats, train info, etc.)
2. What tools or platforms are currently used for ticket booking ?

 Train Schedules

 Seat Availability

 Train Information (train ID, type, class, etc.)

 Passenger Information

 Payment Data

 Other: \_\_\_\_\_\_\_\_\_\_\_\_

1. Does your current system support API integration with external platforms?

 yes

 No

1. What are the main technical challenges in booking management?
2. Do you have a technical team to maintain and update digital systems?

 yes

 No

1. What security standards are required to protect passenger data?
2. Is there a system in place for tracking train status and delays that can be integrated?

 yes

 No

If YES , can it be integrated into the new booking website?

 yes

 NO

# Questionnaire for Developers/Design Team

***Objective:***

define technical requirements and design expectations. Plan for user experience and system integration.

## Target Audience:

 Developers, UI/UX designers, and project tech leads.

## Questions:

1. What platform/framework is suggested for the website? (WordPress, Laravel, React, etc.)

* WordPress
* Laravel (PHP Framework)
* React.js
* Angular
* Vue.js
* Node.js
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Will the website be fully responsive for mobile and tablet users?
2. What programming languages and libraries will be used?
3. How will real-time data (schedules, availability, prices) be handled?
4. Will the system be built from scratch or integrated with existing infrastructure?
5. What kind of APIs will be used? (REST API, GraphQL, etc.)
6. What security measures will be implemented for user data protection?