Survey for users

Survey: View a list of movies

1. Have you used the online ticket-selling system to view a list of movies playing in the theater?
2. How do you feel about navigating and searching for movies on the website?
3. Did you find the filters useful in narrowing down your movie choices?
4. Were you able to find the movie you were looking for easily?
5. Did you encounter any issues while searching for movies or applying filters?
6. How satisfied were you with the information provided for each movie, such as showtimes and ticket availability?
7. Did you find the website's user interface user-friendly and compatible with all devices?
8. Have you ever encountered any technical difficulties while using the website?
9. How satisfied were you with the overall experience of using the online ticket-selling system to view a list of movies?
10. Would you recommend the online ticket-selling system to others for viewing a list of movies playing in the theater?

Interpretation and Analysis:
The survey is designed to assess the user's experience with the online ticket-selling system in terms of viewing a list of movies and using the search and filter functions. Questions 1-5 are focused on the user's ability to search and filter movies based on their preferences, while questions 6-10 assess their overall satisfaction with the experience.

Responses to the survey can provide valuable insights into the effectiveness of the search and filter functions, as well as the user-friendliness of the website's interface. Positive feedback on the search and filter functions would indicate that users are able to easily find the movies they are interested in, while negative feedback would highlight areas for improvement. Additionally, feedback on the website's interface can help identify any technical issues or design flaws that may be hindering the user experience.

Survey: View film details

1. Have you used the online ticket-selling system to view details of a movie?
2. How do you feel about finding the details of the movie you were interested in?
3. Did you find the information provided for each movie, such as cast, synopsis, and reviews, useful and informative?
4. Were you able to easily view the showtimes and ticket availability for the movie?
5. Did you encounter any issues while navigating through the details of the movie?
6. How satisfied were you with the presentation and layout of the movie details page?
7. Did you find the website's user interface user-friendly and compatible with all devices while viewing movie details?
8. Have you ever encountered any technical difficulties while using the website to view movie details?
9. How satisfied were you with the overall experience of using the online ticket-selling system to view movie details?

10. Would you recommend the online ticket-selling system to others for viewing movie details?

Interpretation and Analysis:
The survey is designed to assess the user's experience with the online ticket-selling system in terms of viewing details of a movie. Questions 1-5 are focused on the user's ability to find and view the details of the movie they are interested in, while questions 6-10 assess their overall satisfaction with the experience.

Responses to the survey can provide valuable insights into the effectiveness of the movie details page and the usefulness of the information provided for each movie. Positive feedback on the layout and presentation of the movie details page would indicate that users are able to easily find the information they need, while negative feedback would highlight areas for improvement. Additionally, feedback on the usefulness of the information provided for each movie can help identify any gaps in the content that may be hindering the user experience.

Survey: View booking history

1. Have you used the online ticket-selling system to view your order history?
2. How easy was it to access your order history on the website?
3. Did you find the order history page to be organized and informative?
4. Were you able to view the details of your past orders, such as the movie, showtime, and seats purchased?
5. Did you encounter any issues while navigating through your order history?
6. How satisfied were you with the presentation and layout of the order history page?
7. Did you find the website's user interface user-friendly and compatible with all devices while viewing your order history?
8. Have you ever encountered any technical difficulties while using the website to view your order history?
9. How satisfied were you with the overall experience of using the online ticket-selling system to view your order history?
10. Would you recommend the online ticket-selling system to others for viewing their order history?

Interpretation and Analysis:
The survey is designed to assess the user's experience with the online ticket-selling system in terms of viewing their order history. Questions 1-5 are focused on the user's ability to access and view their past orders, while questions 6-10 assess their overall satisfaction with the experience.

Responses to the survey can provide valuable insights into the effectiveness of the order history page and the usefulness of the information provided for each past order. Positive feedback on the layout and presentation of the order history page would indicate that users are able to easily find the information they need, while negative feedback would highlight areas for improvement. Additionally, feedback on the usefulness of the information provided

for each past order can help identify any gaps in the content that may be hindering the user experience.

Survey: About account and personal informations

1. Have you used the online ticket-selling system to register for an account?
2. How easy was it to register for an account on the website?
3. Were you able to complete the registration process smoothly?
4. Did you receive a confirmation of your registration via email or SMS?
5. Have you used the online ticket-selling system to log in to your account?
6. How easy was it to log in to your account on the website?
7. Were you able to access all the features of the website after logging in to your account?
8. Have you used the online ticket-selling system to edit your personal information?
9. How easy was it to edit your personal information on the website?
10. Were you able to make changes to your personal information, such as name, address, and contact details, easily?
11. Did you encounter any issues while updating your personal information?
12. How satisfied were you with the presentation and layout of the profile management page?
13. Did you find the website's user interface user-friendly and compatible with all devices while registering, logging in, and editing personal information?
14. Have you ever encountered any technical difficulties while using the website to manage your account information?
15. How satisfied were you with the overall experience of using the online ticket-selling system to register, log in, and edit personal information?
16. Would you recommend the online ticket-selling system to others for managing their account information?

Interpretation and Analysis:
The survey is designed to assess the user's experience with the online ticket-selling system in terms of registering, logging in, and editing personal information. Questions 1-7 are focused on the user's ability to register for an account and access features after logging in, while questions 8-15 assess their overall satisfaction with the experience.

Responses to the survey can provide valuable insights into the effectiveness of the registration and login process, as well as the user-friendliness of the website's interface for managing personal information. Positive feedback on the registration and login process would indicate that users are able to easily create and access their accounts, while negative feedback would highlight areas for improvement. Additionally, feedback on the profile management page can help identify any issues or concerns that may be hindering the user experience.

Survey for administrator

Survey: Film Management
1. Have you used the online ticket-selling system to manage movies?
2. How easy was it to add new movies to the system?
3. Were you able to add all relevant information for new movies, such as title, genre, release date, and runtime, easily?
4. Did you find the movie management feature useful and informative?
5. Were there any specific details or information missing from the movie management feature that you would have found helpful?
6. Have you used the online ticket-selling system to update movie information, such as showtimes and ticket availability?
7. How easy was it to update movie information on the website?
8. Were you able to update information, such as showtimes and ticket availability, for multiple movies at once?
9. Did you encounter any issues while updating movie information?
10. How satisfied were you with the presentation and layout of the movie management page?
11. Did you find the website's user interface user-friendly and compatible with all devices while managing movies?
12. Have you ever encountered any technical difficulties while using the website to manage movies?
13. How satisfied were you with the overall experience of using the online ticket-selling system to manage movies?

Interpretation and Analysis:
The survey is designed to assess the user's experience with the online ticket-selling system in terms of managing movies. Questions 1-5 are focused on the user's ability to add new movies to the system and access relevant information, while questions 6-13 assess their overall satisfaction with the experience.

Responses to the survey can provide valuable insights into the effectiveness of the movie management feature and the user-friendliness of the website's interface for managing movies. Positive feedback on the ease of adding and updating movie information would indicate that the system is efficient and user-friendly, while negative feedback would highlight areas for improvement. Additionally, feedback on the movie management page can help identify any issues or concerns that may be hindering the user experience.

Survey: Movie Schedule Management
1. Have you used the online ticket-selling system to manage movie showtimes?
2. How easy was it to add new showtimes to the system?
3. Were you able to add all relevant information for new showtimes, such as date, time, and theater number, easily?
4. Did you find the showtime management feature useful and informative?

5. Were there any specific details or information missing from the showtime management feature that you would have found helpful?
6. Have you used the online ticket-selling system to update showtime information, such as changes in the movie schedule or theater number?
7. How easy was it to update showtime information on the website?
8. Were you able to update showtime information for multiple movies at once?
9. Did you encounter any issues while updating showtime information?
10. How satisfied were you with the presentation and layout of the showtime management page?
11. Did you find the website's user interface user-friendly and compatible with all devices while managing showtimes?
12. Have you ever encountered any technical difficulties while using the website to manage showtimes?
13. How satisfied were you with the overall experience of using the online ticket-selling system to manage showtimes?
14. Would you recommend the online ticket-selling system to others for managing movie showtimes?

Interpretation and Analysis:
The survey is designed to assess the user's experience with the online ticket-selling system in terms of managing movie showtimes. Questions 1-5 are focused on the user's ability to add new showtimes to the system and access relevant information, while questions 6-13 assess their overall satisfaction with the experience.

Responses to the survey can provide valuable insights into the effectiveness of the showtime management feature and the user-friendliness of the website's interface for managing showtimes. Positive feedback on the ease of adding and updating showtime information would indicate that the system is efficient and user-friendly, while negative feedback would highlight areas for improvement. Additionally, feedback on the showtime management page can help identify any issues or concerns that may be hindering the user experience.

Survey: customer management
1. Have you used the customer management feature of the online ticket-selling system?
2. Were you able to access all necessary information about your customers, such as their contact information and order history?
3. Did you find the customer management feature easy to use and navigate?
4. Were you able to search and filter customer information based on specific criteria, such as order date or ticket type?
5. Did you encounter any issues while managing customer information on the website?
6. Have you used the online ticket-selling system to send promotional offers or other communications to customers?
7. Were you able to create and send targeted messages to specific groups of customers?
8. Did you find the promotional offer feature useful and effective?
9. Did you encounter any issues while sending promotional offers or other communications?

10. How satisfied were you with the presentation and layout of the customer management page?

11. Did you find the website's user interface user-friendly and compatible with all devices while managing customer information?

12. Have you ever encountered any technical difficulties while using the website to manage customer information?

13. How satisfied were you with the overall experience of using the online ticket-selling system to manage customer information?

14. Would you recommend the online ticket-selling system to others for managing customer information?

Interpretation and Analysis:

The survey is designed to assess the user's experience with the online ticket-selling system in terms of managing customer information and sending promotional offers. Questions 1-5 are focused on the user's ability to access and manage customer information, while questions 6-13 assess their overall satisfaction with the experience.

Responses to the survey can provide valuable insights into the effectiveness of the customer management feature and the promotional offer feature. Positive feedback on the ease of managing customer information and creating targeted messages would indicate that the system is efficient and user-friendly, while negative feedback would highlight areas for improvement. Additionally, feedback on the customer management page can help identify any issues or concerns that may be hindering the user experience.

Survey: Booking Management

1. Have you used the booking management feature of the online ticket-selling system?

2. Were you able to view all necessary information about current bookings, such as showtime, movie, and seat number?

3. Did you find the booking management feature easy to use and navigate?

4. Were you able to search and filter bookings based on specific criteria, such as movie title or showtime?

5. Did you encounter any issues while managing bookings on the website?

6. Have you used the online ticket-selling system to make changes to existing bookings, such as canceling or rescheduling tickets?

7. Were you able to make changes to bookings easily and efficiently?

8. Did you encounter any issues while making changes to existing bookings?

9. Did you find the booking management feature useful for managing sales and revenue?

10. Did you encounter any technical difficulties while using the website to manage bookings?

11. How satisfied were you with the presentation and layout of the booking management page?

12. Did you find the website's user interface user-friendly and compatible with all devices while managing bookings?

13. How satisfied were you with the overall experience of using the online ticket-selling system to manage bookings?

14. Would you recommend the online ticket-selling system to others for managing bookings?

Interpretation and Analysis:
The survey is designed to assess the user's experience with the online ticket-selling system in terms of managing bookings and making changes to existing bookings. Questions 1-5 are focused on the user's ability to view and manage bookings, while questions 6-10 assess their overall satisfaction with the experience.

Responses to the survey can provide valuable insights into the effectiveness of the booking management feature and the overall efficiency of the system. Positive feedback on the ease of managing bookings and making changes to existing bookings would indicate that the system is efficient and user-friendly, while negative feedback would highlight areas for improvement. Additionally, feedback on the booking management page can help identify any issues or concerns that may be hindering the user experience.

Survey: Statistics

1. Have you used the statistics feature of the online ticket-selling system?
2. Were you able to view all necessary information about revenue and profit, including total sales and net profit?
3. Did you find the statistics feature easy to use and navigate?
4. Were you able to view information on the most popular movies, such as the number of tickets sold and revenue generated?
5. Did you encounter any issues while using the statistics feature?
6. Were you able to view information on sales trends over time, such as daily, weekly, or monthly sales?
7. Did you find the statistics feature useful for making data-driven decisions, such as which movies to feature or when to schedule showtimes?
8. Did you encounter any technical difficulties while using the website to view statistics?
9. How satisfied were you with the presentation and layout of the statistics page?
10. Did you find the website's user interface user-friendly and compatible with all devices while viewing statistics?
11. How satisfied were you with the overall experience of using the online ticket-selling system to view statistics?
12. Would you recommend the online ticket-selling system to others for managing sales and viewing statistics?

Interpretation and Analysis:
The survey is designed to assess the user's experience with the online ticket-selling system in terms of viewing statistics related to revenue, profit, and hot movies. Questions 1-5 are focused on the user's ability to view and navigate the statistics feature, while questions 6-10 assess their overall satisfaction with the experience.

Responses to the survey can provide valuable insights into the effectiveness of the statistics feature and the system's ability to provide data-driven insights for decision-making. Positive feedback on the usefulness of the statistics feature for making data-driven decisions and improving overall sales and revenue would indicate that the system is effective and user-friendly, while negative feedback would highlight areas for improvement. Additionally, feedback on the presentation and layout of the statistics page can help identify any issues or concerns that may be hindering the user experience.

Survey: QR check

1. Have you used the QR code feature to enter the theater?
2. Were you able to easily access and scan the QR code on your device?
3. Was the process of scanning the QR code at the gate quick and efficient?
4. Did you encounter any technical difficulties while using the QR code feature?
5. Were you able to enter the theater smoothly using the QR code feature?
6. Did you find the QR code feature convenient compared to traditional paper tickets?
7. Were you able to view your ticket details and QR code easily on the online ticket-selling system?
8. Did you encounter any issues with accessing your ticket or QR code on the website or mobile app?
9. How satisfied were you with the overall experience of using the QR code feature to enter the theater?
10. Would you recommend the QR code feature to others for entering the theater?

Interpretation and Analysis:
The survey is designed to assess the user's experience with the QR code feature for entering the theater. Questions 1-5 are focused on the user's ability to access and use the feature, while questions 6-10 assess their overall satisfaction with the experience.

Responses to the survey can provide valuable insights into the effectiveness and convenience of the QR code feature compared to traditional paper tickets. Positive feedback on the ease of accessing and using the QR code feature, as well as its efficiency at the gate, would indicate that the system is effective and convenient for users. Negative feedback would highlight areas for improvement, such as technical difficulties or issues with accessing tickets on the website or mobile app.