Aim: to determine the needs and values of the user. Determine the system requirements by

understanding the reasons users plan or don't plan, what methods they use and the reasons for them, their pain points etc.

M25

1. Do you plan for a trip? If so, how? Why do you use this method, why not others?
   1. If not (planning), why?

Yes, I usually use expedia. Has everything in one so it’s pretty convenient. (What about activities?)

For activities I don’t really plan them, my girlfriend usually does that but if I had to, I just look it up on Google along the way. (Why?) Because activities are pretty easy to look up so I don’t feel like I need to plan heavily in advance.

1. What are your main concerns/ priorities when travelling/ planning a trip?

Accommodation, transport and convenience.

1. What have you learned from previous travel experiences?

Plan accordingly. Pack more clothes than needed.

1. When preparing for a trip, do you currently use any trip planning apps/ software? If so, what and why. If not, why?

Expedia.

1. (IF YES) What are your current frustrations with the app you’re using?

It doesn’t send a proper confirmation after booking so sometimes I get a bit nervous.

1. Have you ever travelled in a group?

Yes

1. (IF YES) What was the group dynamics (family, friends, co-workers)? What was the travel type (short road trip, interstate, events e.g. festival)? How many people were involved?

Friends, to Japan, 12 people.

1. Have you had a problem before while traveling in a group?
   1. Were there any challenges planning in a group? - benefits?

Different people wanted to do different things so it was hard to plan activities sometimes.

F23

1. Do you plan for a trip? If so, how? Why do you use this method, why not others?
   1. If not (planning), why?

Used to use an excel sheet but now I use notion which is basically a note taking/organisation app. I use these because it’s convenient, offers a lot of customisation options and I can edit it on my phone and PC.

1. What are your main concerns/ priorities when travelling/ planning a trip?

Accommodation, transportation, and safety.

1. What have you learned from previous travel experiences?

Not to set such a rigid schedule because sometimes things will go longer than anticipated.

1. When preparing for a trip, do you currently use any trip planning apps/ software? If so, what and why. If not, why?

Not any specifically, I like my plans arranged a certain way which Notion allows me to. If some offered more customisation options and things I might consider.

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