**Questionnaire on Careem App**

**Sex (F/M) Screen Size (5’’, 9’’)**

**Age (<20, 20-30, >40) Internet Connectivity (Yes/No)**

**Proficient in Smart Phones (Yes/No) Location (GPS) (Yes/No)**

**Proficient in Navigation**

**Proficient in Ride Hailing Services**

**Fare Estimate**

1. Do you know how many categories Careem offers for booking a ride? Which ones? Which one do you prefer?
2. Do you know how many ways are there to add a drop off location? Which ones? Which one do you prefer?
3. How would you rate Careem App in terms of its “ease of use” for achieving this task? (1-very easy ~ 5-very difficult)

**Ride Booking**

1. Do you know about ride cancellation without any penalty?
2. Do you know you about captain tricking after booking?
3. How many of captain’s tracking do you know? Which ones? Which one do you prefer?
4. How would you rate Careem App in terms of its “ease of use” for achieving this task? (1-very easy ~ 5-very difficult)

**Add Payment Method**

1. How many ways of adding a payment method careem app offers? Which ones? Which one do you prefer?
2. How many payment methods careem app offers? Which ones? Which one do you prefer?
3. How would you rate Careem App in terms of its “ease of use” for achieving this task? (1-very easy ~ 5-very difficult)

**Add Promo**

1. Do you know promo is category specific?
2. Do you know promo can be saved for later rides?
3. How would you rate Careem App in terms of its “ease of use” for achieving this task? (1-very easy ~ 5-very difficult)

**Schedule a Ride**

1. Do you know you can schedule a ride for later date and time?
2. How many ways do you know to schedule a ride? Which one? Which one do you prefer?
3. Do you scheduling a ride for later use is category specific?
4. How would you rate Careem App in terms of its “ease of use” for achieving this task? (1-very easy ~ 5-very difficult)

**Buy a Package**

1. Do you know you can buy a KM Package?
2. Do you know how many packages careem offers?
3. Do you there are no additional surcharges while using packages?
4. How would you rate Careem App in terms of its “ease of use” for achieving this task? (1-very easy ~ 5-very difficult)

**Update Profile**

1. Do you know you can update your personal info in update profile section?
2. How would you rate Careem App in terms of its “ease of use” for achieving this task? (1-very easy ~ 5-very difficult)

**Get Help through FAQ**

1. Do you know you can get help about common problems trough FAQ section?
2. How would you rate Careem App in terms of its “ease of use” for achieving this task? (1-very easy ~ 5-very difficult)

**View Ride History**

1. How many ways do you know about viewing your rides history? Which ones? Which one do you prefer?
2. Do you know you can report an issue about the ride in the ride history section?
3. How would you rate Careem App in terms of its “ease of use” for achieving this task? (1-very easy ~ 5-very difficult)

**Get Help by Customer Service**

1. How many ways do you know about contacting customer care center? Which ones? Which one do you prefer?
2. How would you rate Careem App in terms of its “ease of use” for achieving this task? (1-very easy ~ 5-very difficult)