

Audio file

[Interview 002- Tim 1.m4a](#)

Transcript

Speaker 1

Hi hello, welcome to the interview for FTE. I'm a user researcher and we're doing research for an app for traveling. We're trying to make younger adults and older professionals make it easier for them to travel, so we're trying to make an app, and we've gathered a big group of people. To conduct research. And figure out how to make life easier for younger professionals and older professionals. So yeah, I'll start up with some intro questions. So what does your typical weekday look like?

Speaker 2

Typical work day or weekday is and normal normal job working at about 5:00 o'clock in the morning.

Speaker 1

Arrive at work

Speaker 2

Get home about 5:00 o'clock in the evening and then helping my youngest son with school.

Speaker 1

OK, when do you usually use your phone?

Speaker 2

Use my phone quite often, probably before work and after work, but since I can't use my phone at work, so that's when I usually.

Speaker 1

Use it OK. And what are some apps and websites that? You use the most.

Speaker 2

Apps and websites that I use the most. Would probably be the Google Chrome app YouTube. Every once in a while, Tik T.O.K and then some gaming type apps.

Speaker 1

OK, and then tell me about your role at your company.

Speaker 2

I'm I'm a. Port security specialist. So I deal with port security issues for the US Coast Guard.

Speaker 1

OK, let's now kind of more focus on. Our subject for our research. Do you like to travel?

Speaker 2

Yes, I do like to.

Speaker 1

OK, when do you usually travel?

Speaker 2

Uh, I usually travel whenever my wife finds it in need for her vacation. So it's really driven by my wife.

Speaker 1

OK. Yeah, that's understandable.

Speaker 2

Yes it is.

Speaker 1

So how much? How do you currently? Book your travels.

Speaker 2

Usually if we book travels it is through an app. There's a few different apps that we use, whether it be Expedia, Travelocity, or booking.com. One of those.

Speaker 3

Type apps.

Speaker 1

How much time do you typically spend? On booking your trip.

Speaker 2

Uh, it could be anywhere. Research could take us a couple days, so yeah, it could be a. It could be a tedious task.

Speaker 1

OK, tell me about the inconveniences of booking.

Speaker 2

Your trip a lot of times, not all the websites have the information that I'm looking for, or they're not very user-friendly. Considering I am an older professional, I need something that ease of comfort to help me along and something that's more in.

Speaker 1

OK. What would you say you like about traveling?

Speaker 2

Just the experience and the time shared with the family and.

Speaker 1

The wife OK then what is the biggest struggle of booking a trip specifically? Through an app.

Speaker 2

Umm, usually it's all the extra clicks I have to take the extra insurance you have to either accept or not accept or the the additional steps to rental car or to search for a flight and then back and back out and getting the right days checking. It's a lot, it's it is convoluted.

Speaker 1

OK, do you usually use? Other traveling apps and are they useful?

Speaker 2

I do use other traveling apps I do. I do find some of them useful, but I do use several different ones because each one usually has some advantages or disadvantages compared to the others.

Speaker 1

OK, and what are the methods? Do you use when booking a trip? So not like a website or.

Speaker 2

Then usually it's talking to friends getting some recommendations from friends or even travel magazines. Things like that that it can give me some more knowledge. On the subject.

Speaker 1

OK, if you have to be specific, what's the hardest part about booking a trip using that method that you just mentioned?

Speaker 2

Again, just the whole part of. It's not very a lot of times it's not as. User friendly as I'd like it to be.

Speaker 1

Hmm OK, OK and then. What are you currently doing to make the whole process of traveling easier?

Speaker 2

I actually I allocate that to my wife. She helps me out with all that kind of stuff so, but for me personally, again, it's just additional research talking to individuals that have done travel before and asking them. What are their best recommendations for which sites to use?

Speaker 1

OK, and then for you, what is the most important? Part of the trip.

Speaker 2

A part of the trip itself is just. Enjoying the experience.

Speaker 1

OK, OK and then vice versa. What is the least important part of the?

Speaker 3

Trip least important part of the trip. Let me think about that. The least important part. Of the trip.

Speaker 1

It doesn't mean that it's like not like, not meaningless. It's just if you have. To rank them.

Speaker 2

OK. That's actually a difficult question because I like to travel so much. It's usually probably the after effects of the trip. Just paying all the bills and getting everything organized. Make sure everything is taken care of.

Speaker 1

Yeah OK, OK. Have you paid for a traveling service through an app?

Speaker 2

Do you mean? Like booking or actual travel agency or.

Speaker 1

Just booking and doing most of the. Your service is through. How did you hear about that app?

Speaker 2

Again, word of mouth, Internet searches, travel magazines and will most typically in advertisements, TV advertisements as well as website advertisements. You know when you're clicking through and they always pop up these things. They're tracking your tracking.

Speaker

Your likes and dislikes.

Speaker 1

And So what do you like or dislike about that app that you used?

Speaker 2

Again, the things that I do like is it? It does provide a lot of information to me where I can search a lot of different things. But then the things I dislike is all the small fine print that you have to go through to get what you want to get to and then all the legalities of all that so that that can be like getting kind of tedious because you want to make sure whatever you're purchasing is fits what you want and you don't want to find any surprises after you pay for it.

Speaker 1

OK, that's a good detailed answer. Now we're at our final question. Are you looking for a better app to make traveling easier?

Speaker 2

Now always looking for a better app. If there's a better app available, I. Certainly would try it.

Speaker 1

OK awesome, you were great and that is the end of the interview, thanks.