

# IN THE ROAD APP

## Interview script

### Introductory Comments

*Thank you for agreeing to participate in this interview.*

ON THE ROAD is an application dedicated to people in a crisis situation on the road, when while traveling by car, their vehicle is unable to continue driving.

Using ON THE ROAD, the driver can order a mechanic who will come to the place and fix the fault in the shortest possible time. The purpose of the application is to mediate between the specialist and the driver.

The key goals for the research are trying to better understand the needs of the potential user groups so I can find out what the drivers' and mechanics' pains.

Based on that knowledge I would like to build helpful tool with desirable properties. I would like to let you know that this interview poses no risk to you, all of your responses will be anonymous and confidential, and the recording will only be listened to by the research team. Also, you may end the interview at any point, although it's very important to us to fully understand your point of view and that can only be accomplished by completing the entire interview. The interview should take 30-60 minutes.

### Mechanics

#### Part 1 - User Intro Questions

*First I would like to ask you a few questions about yourself.*

1. How long have you been working as a mechanic?
2. How big is your car repair shop?
3. Have you ever used an app to develop your business or automate your work? In a car repair shop, of course.
  - a. If yes, could you name it or them?

#### Part 2 - Topic Specific Questions

1. Would you leave your current work in the workshop and go on call within 10-30 min?
  - a. How much time would you need?
  - b. At what maximum distance?
2. How do you want to receive notifications so that you respond as quickly as possible?
3. Are you able to immediately decide to accept the order, or would you need a moment to think and call back?
4. Would you pay to be listed on the auto repair shop registry in the app?
5. Can you estimate the price and repair time?
6. Do you have a mobile payment terminal?

## **Users**

### Recruitment requirements

- People who have own, used, several years old car
- People who using their car on day-to-day or time-to-time but in long road above 100 km, several times in month

### **Part 1 - User Intro Questions**

1. How often do you drive a car?
2. How far do you drive from your domicile?
3. How old is your car?
4. Do you have car breakdowns?
5. Are these serious car faults?
6. Tell me about the last that happened to you
7. Have you been in a situation where your car broke down on the road?
  - a. What did you do?
  - b. Where did you look for help?
8. What experience do you have with mechanics so far?
9. Do you check reviews before taking your car to a mechanic?
10. How do you make an appointment with a mechanic?
11. Do you know any dedicated applications or websites for this?

Imagine that your car breaks down on the road. You find an app by chance that would allow you to quickly choose a mechanic in the area, see the prices of services and order him so that in 15 minutes he will be at your place and repair the car.

## **Part 2 - Topic Specific Questions**

1. Would you use such an app?
2. Would you pay more than the bill if the mechanic really arrived within the specified time, e.g. 15-30 minutes?
  - a. How many percent would it be?
3. Would you like the application to show the initial quote for the service?
4. How important do you think it is? From 1-5?
5. Would you like the application to estimate the service time?
  - a. To what extent do you consider it important? From 1-5?
6. How would you like to settle accounts with a mechanic?
7. Would you use payment by app?
8. Do you want to add something from yourself?