

Online survey > Results – Airline app Experience

This online questionnaire has been set up with the aim to get a more quantitative understanding of the context in which an airline app would be used.

Total respondents: 12

Tool: Survey Monkey

V1

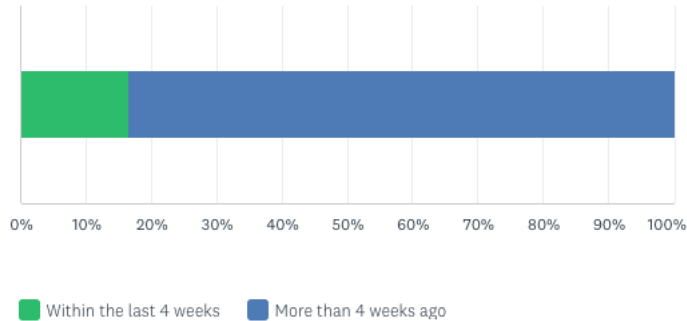


Aanpassen

Opslaan als ▼

When was the last time you visited an airline app?

Beantwoord: 12 Overgeslagen: 0



ANTWOORDKEUZEN	REACTIES
▼ Within the last 4 weeks	16,67% 2
▼ More than 4 weeks ago	83,33% 10
TOTAAL	12

V2

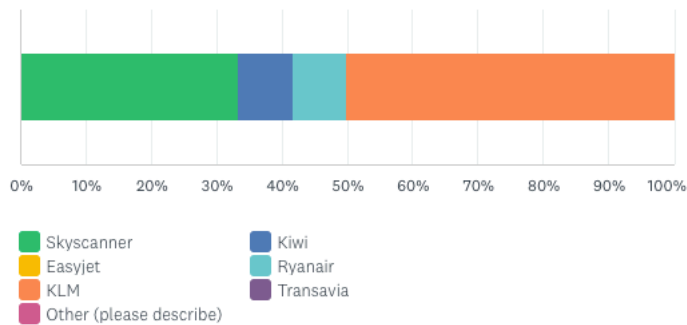


Aanpassen

Opslaan als ▼

Which airline app did you use?

Beantwoord: 12 Overgeslagen: 0



ANTWOORDKEUZEN	REACTIES
▼ Skyscanner	33,33% 4
▼ Kiwi	8,33% 1
▼ Easyjet	0,00% 0
▼ Ryanair	8,33% 1
▼ KLM	50,00% 6
▼ Transavia	0,00% 0
▼ Other (please describe)	0,00% 0
TOTAAL	12

V3

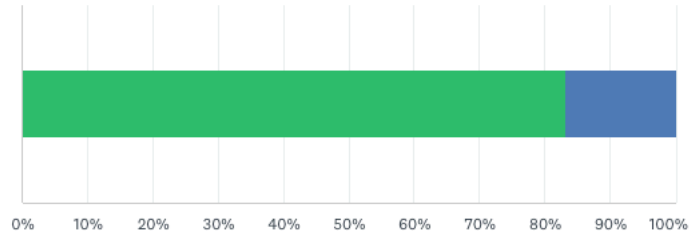


Aanpassen

Opslaan als ▼

Why did you visit the airline app that day? What were you trying to do?

Beantwoord: 12 Overgeslagen: 0



■ Book a flight ■ Other (please describe)

ANTWOORDKEUZEN	REACTIES
▼ Book a flight	83,33% 10
▼ Other (please describe)	Reacties 16,67% 2
TOTAAL	12

V4

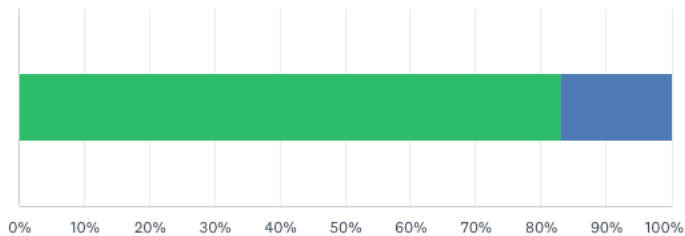


Aanpassen

Opslaan als ▼

Where you able to complete that task that day?

Beantwoord: 12 Overgeslagen: 0



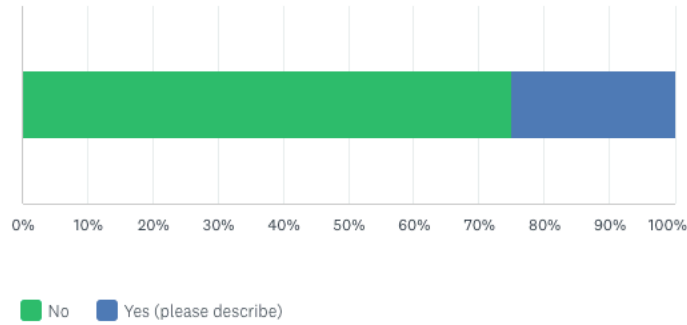
■ Yes ■ No (please describe)

ANTWOORDKEUZEN	REACTIES
▼ Yes	83,33% 10
▼ No (please describe)	Reacties 16,67% 2
TOTAAL	12

V5

Would you change something about the app? If so, what improvements would you make?

Beantwoord: 12 Overgeslagen: 0

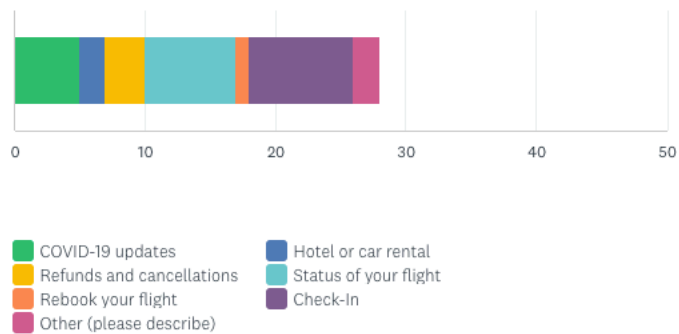


ANTWOORDKEUZEN	REACTIES
▼ No	75,00% 9
▼ Yes (please describe)	Reacties 25,00% 3
TOTAAL	12

V6

Which information or tool on the airline app have you used? (tick all that apply)

Beantwoord: 12 Overgeslagen: 0



ANTWOORDKEUZEN	REACTIES
▼ COVID-19 updates	41,67% 5
▼ Hotel or car rental	16,67% 2
▼ Refunds and cancellations	25,00% 3
▼ Status of your flight	58,33% 7
▼ Rebook your flight	8,33% 1
▼ Check-in	66,67% 8
▼ Other (please describe)	Reacties 16,67% 2
Totale aantal respondenten: 12	

V1

When was the last time you visited an airline app?

More than 4 weeks ago

V2

Which airline app did you use?

Skyscanner

V3

Why did you visit the airline app that day? What were you trying to do?

Other (please describe):

Compare prizes and availabilities

V4

Where you able to complete that task that day?

Yes

V5

Would you change something about the app? If so, what improvements would you make?

No

V6

Which information or tool on the airline app have you used? (tick all that apply)

Other (please describe):

Flight schedules