

# Online flight booking

\*Obligatorisk

1. When was the last time you visited an airline website? \*

Markera alla som gäller.

- Within the last four weeks
- More than four weeks ago

2. When was the last time you used an airline app?

Markera alla som gäller.

- Within the last four weeks
- More than four weeks ago

3. How did you access the website or app on that occasion?

Markera alla som gäller.

- Smartphone
- Tablet
- Laptop
- Desktop
- A combination

4. Where were you when you used the website or app?

Markera alla som gäller.

- At home
- At work
- While commuting
- Other

5. Which websites or apps did you use?

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6. What was the purpose of visiting the website or app?

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7. Were you able to complete what you needed to do on the websites or apps?

Markera alla som gäller.

- Yes
- No

8. If you weren't able to complete your task, why not?

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9. Did the website or app meet your expectations?

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- Yes
- No

10. What would you change about the website or app? What improvements would you make?

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