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

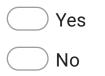
- 5. Which websites or apps did you use?
- 6. What was the purpose of visiting the website or app?
- 7. Were you able to complete what you needed to do on the websites or apps?

Markera alla som gäller.

Yes No

- 8. If you weren't able to complete your task, why not?
- 9. Did the website or app meet your expectations?

Markera endast en oval.



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

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