Observing Everyday Interactions: **Driver in a car**

**Introduction**

I observed a 25-year-old male and 50-year-old male driving two different cars in Tanta, Egypt, noting the steps of their interaction. In this assignment, I review this observation and provide a brief usability analysis of the opportunities for improving this interaction.

**Participant**

* My first subject was a 25-year-old male, not married and work in his car to make money for his life. He is a smoker, but still have a good health body. He always listens to a music while driving and prefer to drive faster than usual. He uses the car daily and often in the morning to earn a living as a job. He always takes care to check his car periodically.
* My second subject was a 50-year-old male, married and work in his car to make money for his life also. He is a smoker and have some problems with his health. He doesn’t like listening to music while driving and prefer to drive as usual or slower. He uses the car intermittently, sometimes to go to work and sometimes to spend some tasks alone or with his family. He is not interested in examining his car only if there was a problem requiring it.

**Setting & Technology Used**

* The first subject attempted to use an old white car from the 90s, the car is not adequately equipped and has only the main ingredients for driving: seats, mirrors and a solid body without safety precautions or protection or even an intelligent assistant. The car is in good condition, but it makes a little noise sometimes.
* The second subject attempted to use a new blue car with all the appropriate entertainment facilities and equipped with mirrors, safety belts, a surveillance camera, some alarms, and screens, as well as a smart assistant. The car is very quiet, but he does not care about its cleanliness constantly.

**Method**

* The first subject was solicited two days prior to the observation to allow me to accompany him next time he drives his car. The subject and I get in together to the car from his home at 10:00 am. I conducted observations with the subject’s permission, but I asked the subject to act as if I was not present. I observed the subject from the next seat. I took notes on his interaction in a small notebook. In an informal post-observation interview, I asked the subject to reflect on the experience.
* I repeated the method with the second subject at the next day at 07:00 am.

**Observed Interaction**

* The first subject approached his car, opened the door, then got in, then started the engine a little, and quickly cleaned it with a piece of cloth until it looked clean in about 20 minutes, then we got in the car and moved while I was watching him from the other seat. The sound of the car was a little loud and the seats were also uncomfortable and without seat belts and he was driving slowly, the car was normal, not automatic, he moved his feet a lot to control the car and even made a phone call while driving also smoked two cigarettes and played some music while free driving for about 15 minutes until the first customer got in after he agreed to get it delivered orally to somewhere 30 minutes away. After the customer got in, he started accelerating and was smoking the third cigarette until he arrived in less than 20 minutes. He was not comfortable driving. He was a bit nervous while driving and talking to the customer a bit. The subject repeated this process for about 3 hours until he reached more than 7 customers in different places. Then he drove back to his house to rest a little.
* As for the second subject, he approached his car, opened the doors, then we got into the car directly and moved while I was watching him from the other seat. The sound of the car was quiet, and the seats were very comfortable too, and seat belts for all seats. He was driving slowly. The car was automatic, so he was quiet in his movements. He linked his phone to the smart screen. He arrived on the highway and started to speed up a little, but due to traffic jams, he arrived late. He was not nervous while driving and was talking to me. His driving was very comfortable until we got there. On our return, he repeated the same process without any problems.

**Analysis**

* As for the car of the first subject, it was in an old condition from the outside, but it was clean, which made it acceptable at first sight, and from the inside it was a little uncomfortable. Car sound was a little annoying until you used to. It and it was dangerous when speeding up because there were no safety measures. As for the subject, he was indifferent to all this. All he cared about was transporting the passenger from one point to another and taking the money, regardless of the slightly annoying sound of music, cigarette smoke that was harmful to his customer, or even the uncomfortable and worn-out car seats, in addition to the danger that the subject caused during his phone call and driving. With one hand, with all those movements he makes to control the car. It was an experience that required some safety measures and some compliance with driving rules.
* As for the car of the second subject, it was in a completely new condition inside and out, despite the presence of some permanent dust on it, which made it acceptable at first sight, and from the inside it was very comfortable, enjoyable, and safe to the utmost degree. Car sound was quiet enough to fall asleep, and it did not feel any anxiety when raising the speed, because there were all safety measures. As for the subject, he was very concerned while driving and warned not to harm the car or harm anyone and was calm in his movements, which would make you feel confident and safe when accompanying him on the road. It was a perfect driving experience.