

Project Interviews

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These interviews were conducted to assess the viability of the project idea and serve as the initial stage of the need-finding process. The questions asked to the participants during the interview are:

1. Have you experienced situations in which you or someone you know was in danger? (e.g., my father fell down and was not able to use the phone) If yes, what was the situation? Were you able to contact someone for help? Was it difficult, or were you able to alert someone easily?
2. Would you install the application to alert contacts in an easy and fast way? Do you find this idea useful?
3. Do you prefer to inform contacts through a phone call, SMS, or a notification? (Or other options)
4. Would you install such an application to be informed about other contacts' emergencies? Why?

The following rows contain the main content of each interview, highlighting the most significant contributions given by each participant.

1. She said that once her grandmother had a medical emergency at home, and she wasn't able to reach anyone for help because her phone was out of reach. However, the grandmother is not able to use the smartphone.
2. He shared a story about a camping trip where one of his friends got injured, and his phone fell several meters away from him. He started screaming to ask for help, luckily, the other friends heard him. He said that he would install that application only during particular periods of the year, such as when he goes on holidays during summer. He prefers phone calls whenever possible.
3. He mentioned a situation where a colleague experienced a severe allergic reaction while he was alone at home. He was able to use the phone, but he struggled to talk during the phone call with the ambulance operators. He said that probably a method to alert family members in some ways with predefined messages was probably the best thing in that situation because he had to alert them several hours later when the crisis was gone. He told us that these situations are not so common, so probably he wouldn't install such an application as he prefers to be contacted via WhatsApp or SMS through that system.

4. She told us about one situation in which she felt followed by someone. Because she was very nervous, she had some difficulties quickly dialing her mother's phone number on the phone. She stated that she would install the application to feel safer when she comes back home during late hours of the day.
5. He doesn't know anyone who experienced emergencies. He said that this is a situation he has never thought about, but the application could be useful for his grandma who lives alone and uses a smartphone. The interviewee prefers to be informed via notifications.
6. She said her mother fell to the ground in the evening, couldn't get up, and couldn't call anyone. She would install an application that could help herself and others in difficult situations. She would like to be notified both by a call and by an SMS.
7. She says she was alone in the middle of the night in Rome and felt like someone was chasing her. So, she was on the phone the whole time with her friend. She would like an application that can promptly assist her in case of difficulty with a call. Additionally, she would install the application to help other people in emergency situations.
8. He has never experienced firsthand situations where he was in trouble or where someone he knows alerted him in emergencies, but he would still find an application for such purposes useful and would install it. He would like to be notified, and to notify others, using all available methods.
9. He experienced a situation where his father had a heart attack and fortunately managed to contact the ambulance but couldn't reach his son, who only found out about the news after some time. So, he would appreciate having the possibility of being contacted immediately. He would thus install the application both in case he himself is in danger and in case it's one of his parents. He would like to be informed with a call and a notification of the location.
10. She has never experienced situations of danger herself nor secondhand where it was necessary to contact someone, but she would appreciate an application that can alert others in a simplified way, and to be alerted, in cases of danger and emergency. She would find it useful to be notified in all available ways, through calls, SMS, and notifications. She would install the application both for herself and for friends or relatives.
11. The interviewee had a nasty situation once while riding his bike. He slipped while making a turn, and his smartphone flew out of his pocket. Both his legs were stuck underneath the bike, and he was unable to move. It wasn't until a good samaritan came by that he received medical attention. He mentioned that had it been an isolated road with bad weather, he could have easily died that day. He thinks calls are the most effective way to get someone's attention, though a very loud notification from the app could also work. He expressed interest

in using the app because his parents are getting older, and he would love to keep an eye on them to be notified immediately in case of an emergency.

12. This person recounted an incident where she was trying to get her grandfather to bed when he suddenly lost consciousness and fell on his back. She immediately called the emergency number and got him escorted to the hospital. She noted that her grandfather does not even have a clamshell phone and is not keen on integrating technology into his daily life. Thus, she does not think this idea could benefit her family.
13. She has had a few close calls while rock climbing. One time, she fell and got stuck in a narrow crevice. A fellow climber nearby was able to pull her out safely. This experience made her realize the importance of a reliable emergency response system. She believes this idea could benefit people with disabilities or mobility issues by providing an easy way to alert contacts in case of an emergency. She thinks SMS messages would be the most effective notification method to ensure the person receiving the message is aware of the situation. She would definitely install an app like this to keep an eye on loved ones who live far away, understanding the importance of seniors having autonomy while still having a safety net.
14. He shared that his mum once fell down the stairs, which was quite worrying for him and his brother. They managed to patch her up, and she walked away with a minor scratch. While he finds the idea useful, he does not trust technology enough. He worries about the phone's battery running out, lack of signal, or a bug preventing a notification from appearing. He prefers good old-fashioned phone calls and does not believe apps can truly benefit daily life.
15. The interviewee has never had a personal experience with danger but has worked in emergency services for years. He has seen the impact of timely interventions on people's lives, with one incident involving a distress call from a lost hiker. He managed to locate and guide the hiker back to safety, which highlighted the importance of having the right tools and systems in place. He believes efficient communication is crucial and views the app as a game-changer for staying connected and getting help quickly. He thinks a combination of notifications and phone calls would be most effective for alerting contacts in an emergency. He would install the app to receive notifications about other contacts' emergencies, believing in the importance of being connected and informed to help each other, whether by providing support or offering a listening ear.