

Human Computer Interaction

Assignment 1



Intro

- Team members:
 - Nicola Sinisi
 - Francesco Virga
 - Farisan Fekri
 - Zahra Shafaie

Intro

- **Domain of interest:**
 - People who are young adults, 20 to 30 years old who struggle with stress management and are employees.
- **Why did we chose it?**
 - We chose young adults between 20 and 30 years old who have this type of jobs because they often face stress while trying to build their careers and personal lives. Helping them manage stress is our main goal in this project.

Intro

- **Immediate User:**

- people who are employees and they are stressed out. The age is included in the range 20-30.

- **Lead User:**

- people who are strongly stressed and asked for help from a psychologist/therapist or people who have been stressed for a long time.

- **Domain User:**

- Psychologist who deals with this kind of problem

- **Extreme User:**

- We don't have extreme users in this domain.

Methodology

Participants:

1. Lorenzo R

- Immediate User
- Male , 23 years old
- Works as IT manager since 2020
- Introduced by a friend's friend
- He is an employee and he is between 20 and 30 , also he deals with stress management issues because of his job

Methodology

Participants:

2. Parisa Ab

- Immediate User
- Female , 24 years old
- Is student and works part time
- Introduced by friend's friend
- She works more that 20 hours a week and is between 20 and 30 , sometimes she deals with stress because of her job. So she can be an appropriate interviewee.

Methodology

Participants:

3. Adriana DG

- Immediate user
- Female , 23 years old
- Works as children teacher part time and works on her thesis at the same time
- Introduced by a colleague
- She is stressed because of her hard job and she is between 20 and 30

Methodology

Participants:

4. Pietro C

- Immediate user
- Male , 28 years old
- Introduced by a colleague
- He works as project manager in a company since 2022
- He deals with stress because of his job and he is between 20 and 30 so he is an immediate user

Methodology

Participants:

5. Maria AS

- Lead user
- Female , 24 years old
- Introduced by a colleague
- She works as industrial engineer in a food sector since 2022
- She deals with stress because of her job and she is between 20 and 30. She asked for help to a therapist because of stress management issues so she is a lead user.

Methodology

Participants:

6. Marcella T

- Lead user
- Female , 25 years old
- Introduced by a colleague
- She works as researcher in medical fields since Feb 2023
- She deals with stress because of her job and she is between 20 and 30. She asked for help to a therapist because of stress management issues so she is a lead user.

Methodology

Participants:

7. Michael C

- Lead user
- Male , 23 years old
- Introduced by a friend
- He works as loyalty specialist since 2022
- He deals with stress because of her job and she is between 20 and 30. He asked for help to a therapist because of stress management issues so he is a lead user.

Methodology

Participants:

8. Woody

- Domain expert
- Male , 40 years old
- Introduced by a friend
- He works as psychologist
- He has patients who are dealing with stress management and has enough experience in the field of stress management.

Methodology

Where were the interviews conducted?

- In member's house:
 - Interview with Pietro C
 - Interview with Micheal C
- Through video call (Googe Meet) :
 - Parisa AB (in her context, University)
 - Maria AS
 - Marcella T
 - Lorenzo R
 - Adriana DG
 - Woody

Methodology

What did you ask?

1. Immediate user:

1. Can you describe your daily routine ?
2. For how long have you been working ?
3. What's the most difficult part of your job in your opinion ?
4. Can you name 3 good things and 3 bad things about your job ?
5. How do you evaluate your salary with respect to the effort you do in your job, on a scale of 1 to 5, with 1 being extremely dissatisfied and 5 being completely satisfied?
6. Can you describe any specific incidents or experiences that particularly heightened your stress levels ?
7. How did you understand that you are stressed ?
8. When did you start feeling stressed ?
9. Have you noticed any changes in the way you behave ?

Methodology

What did you ask?

1. Immediate user:

10. How does your job impact your stress situation ?
11. In your opinion, how do company policies impact stress levels among employees ? -> Can you provide examples from your own experience ?
12. How do you feel about your colleagues and superiors ?
13. Were there any challenges/difficulties at work where you had to collaborate with your colleagues ?
14. How did you cope with them ?
15. How do you differentiate between stress from your job and stress from other aspects of your life ?
16. How do you cope with stress ?
17. In your opinion, what could help you to manage your stress?

Methodology

What did you ask?

2. Lead user:

We asked the same questions of the immediate users plus these 7 questions

1. Why did you choose to get professional help to manage your stress ?
2. How did you cope with stress before therapy ?
3. What changed in the way you cope with stress after therapy ?
4. Did those changes help you ? (Y) -> How did they help you ? / (N) -> Why didn't they work on you ?
5. What did you learn about stress and stress management ?
6. Can you name 3 habits that help you manage your stress level ?
7. Do you stay updated on the latest stress management techniques and best practices? (Y) -> How ? / (N) -> Why not ?

Methodology

What did you ask?

3. Domain Expert:

1. How common is it for your patients to suffer from stress?
2. Have there been times when people couldn't open up to you?
3. Did you use any techniques to put people at ease?
4. Are there any stress-related factors that are commonly shared among patients?
5. Have there been cases where a patient didn't know they were stressed, and you were able to recognize it?
6. How can you distinguish stress from other conditions a patient may have?
7. What are the main factors/signs that a person is stressed?
8. How long does it take for a person to realize they are stressed and start a psychological journey?

Methodology

What did you ask?

3. Domain Expert:

9. Are there any exercises/methods you recommend helping people manage stress on their own?
10. Could you explain one of the Mindfulness techniques to me?
11. Are there other techniques that can be used by everyone?
12. Have there been cases in which people, before starting therapy, already had their own methods for managing stress?
13. What might be bad habits that could increase a person's stress level?
14. If a patient has multiple pathologies, when is it best to start working on stress?
15. Can you list three things common to all patients who suffer from stress?
16. Interviewing other people, we noticed that they always look for a way to distract themselves (gym, films, books), they recognized that it was a temporary solution and did not help them in the long term; How come?

Methodology

What did you ask?

3. Domain Expert:

17. Have there been cases in which, despite the techniques, the person could not manage stress?
18. Has it ever happened that a patient then had to resort to medicines to manage stress?
19. What aspect of work can stress a person?
20. Have you ever had anyone complain about salary?

Methodology

Team member roles for each interview

- Lorenzo :
 - Farisan: taking notes
 - Zahra: asking questions, recording
- Parisa:
 - Farisan: asking questions
 - Zahra: taking notes, recording
- Adriana:
 - Francesco: asking questions
 - Nicola: recording, taking notes
 - Farisan: taking notes
- Pietro:
 - Francesco: asking questions
 - Nicola: taking notes

Methodology

Team member roles for each interview

- Maria:
 - Francesco: asking questions
 - Nicola: taking notes
- Marcella:
 - Nicola: asking questions
 - Zahra: taking notes
- Micheal:
 - Nicola: taking notes
 - Francesco: asking questions
- Woody:
 - Francesco: taking notes
 - Nicola: asking questions

Methodology

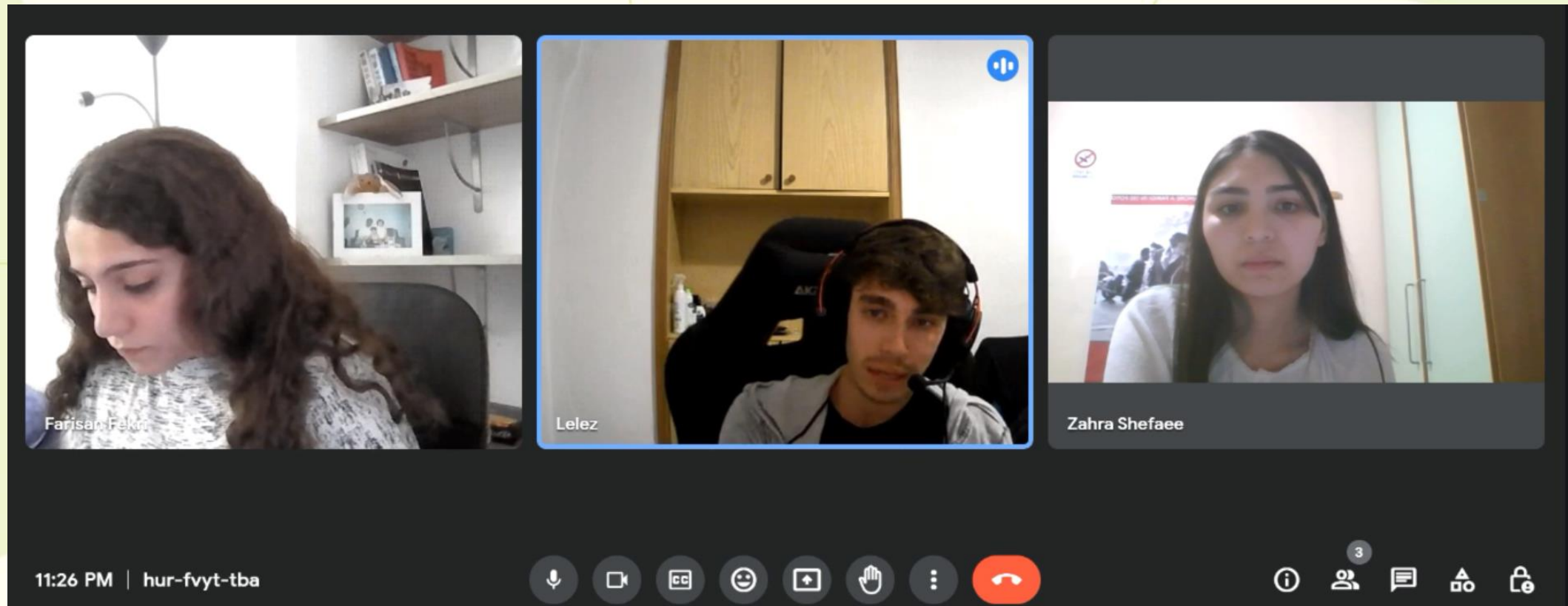
Used material

- Laptop, smartphone, paper for taking notes, OBS studio for recording audio of remote interviews, Google meet application , phone recorder

Result

Pictures and relevant artifacts

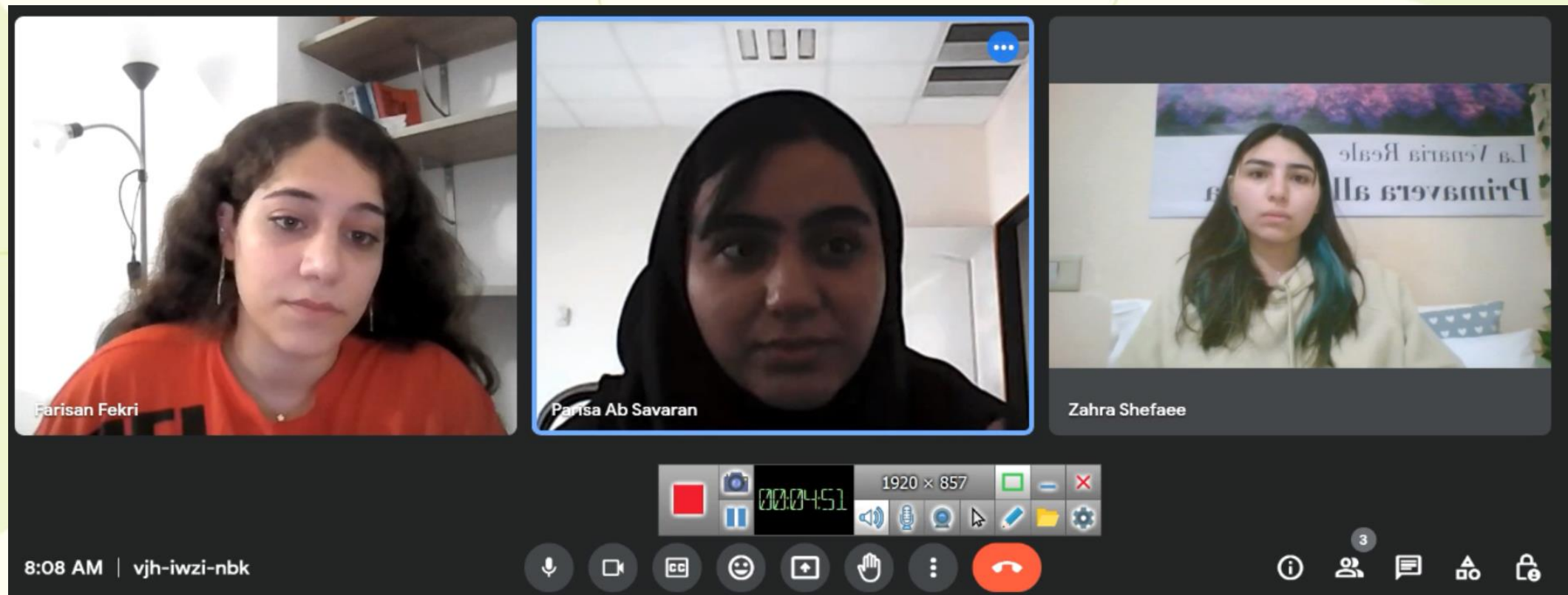
- Interview with Lorenzo:



Result

Pictures and relevant artifacts

- Interview with Parisa:



Result

Pictures and relevant artifacts

- Interview with Adriana:



Result

Pictures and relevant artifacts

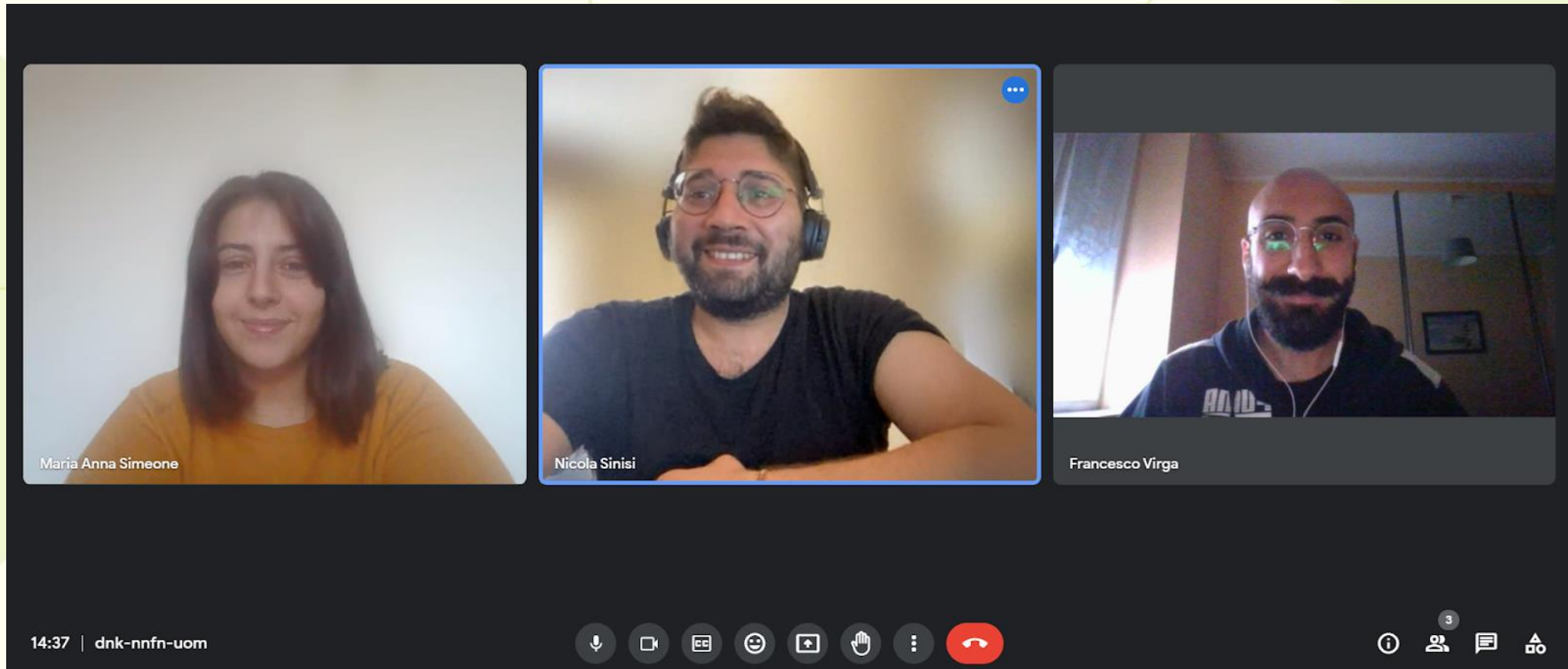
- Interview with Pietro:



Result

Pictures and relevant artifacts

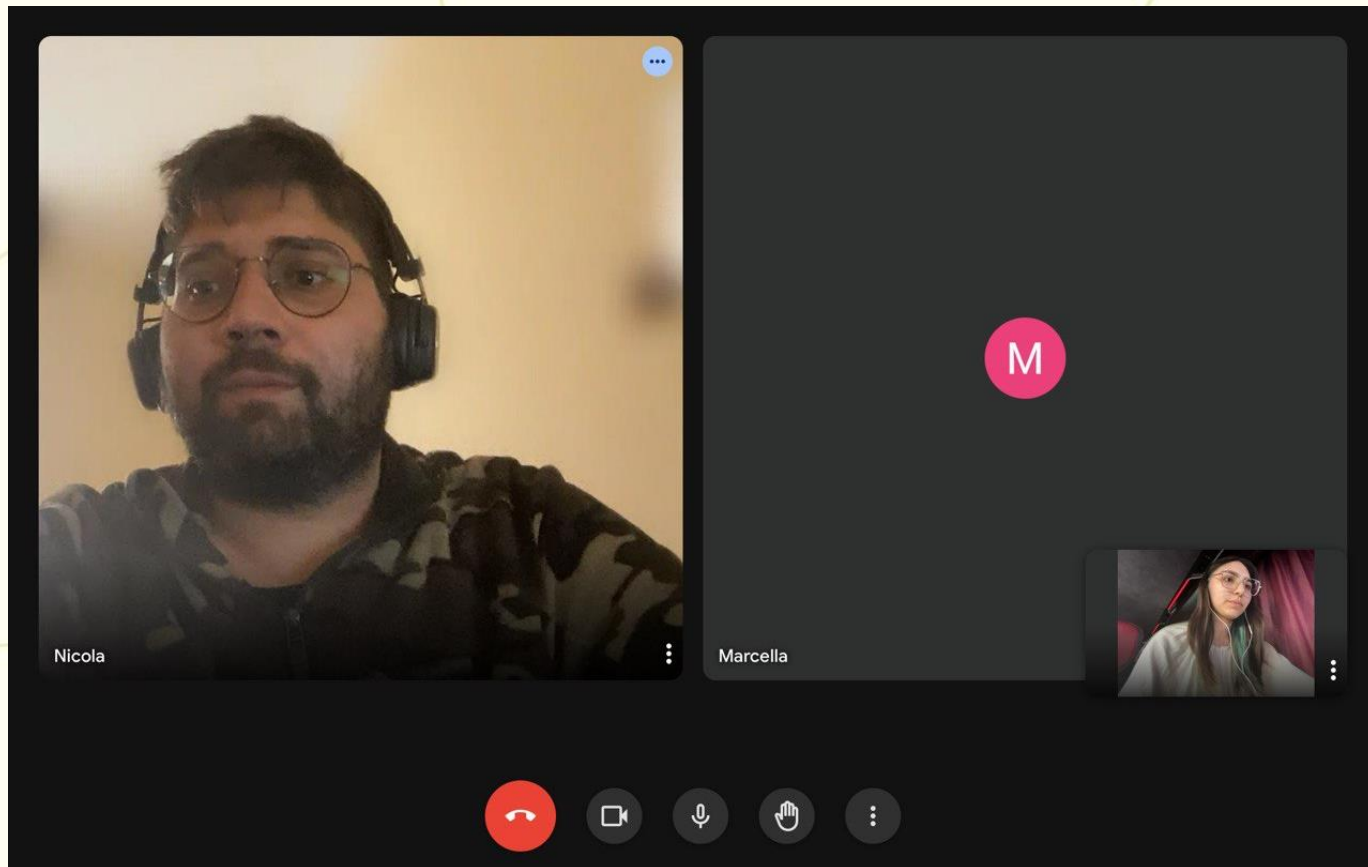
- Interview with Maria:



Result

Pictures and relevant artifacts

- Interview with Marcella:



Result

Pictures and relevant artifacts

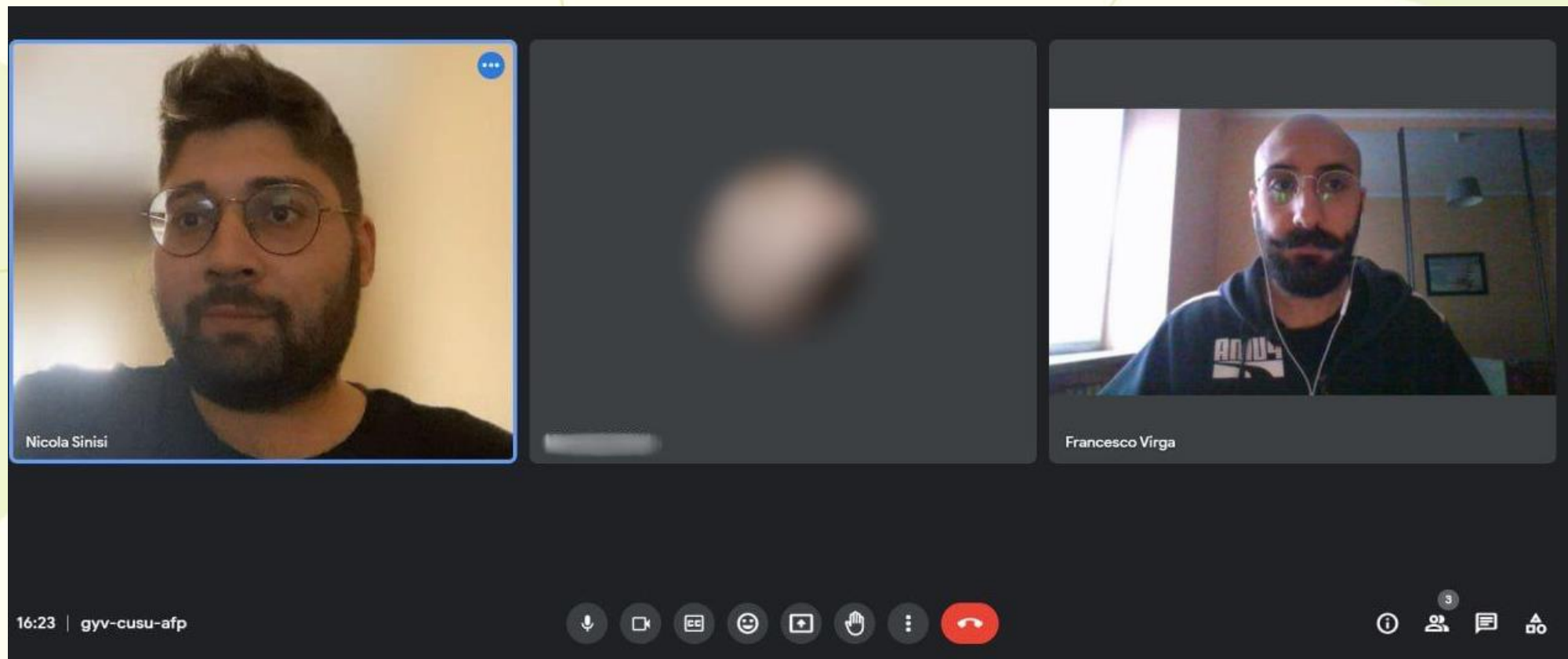
- Interview with Micheal:



Result

Pictures and relevant artifacts

- Interview with Woody:



Result

Key Quotes

- Pietro: “For me The most difficult part of the job is having a clear mapping of the project that I’m managing”.
- Pietro: “I tried to escape from stress by going out with friends but I lacked vitality.”
- Woody: “I believe that Mindfulness is the set of the most studied and validated techniques, especially for stress management. There are obviously many others including: autogenic training, relaxation exercises deviating from Buddhist meditation, yoga.”
- Adriana: “I always look for a moment in my day to focus on myself; maybe reading a book, watching a movie, or taking a walk. An important thing for me is to also try to avoid cell phones (social events could make me feel worse)”
- Lorenzo: “I am good with managing stress but tending to do what I’m actually supposed to do and getting closure for the task, decreases the stress for me.”

Result

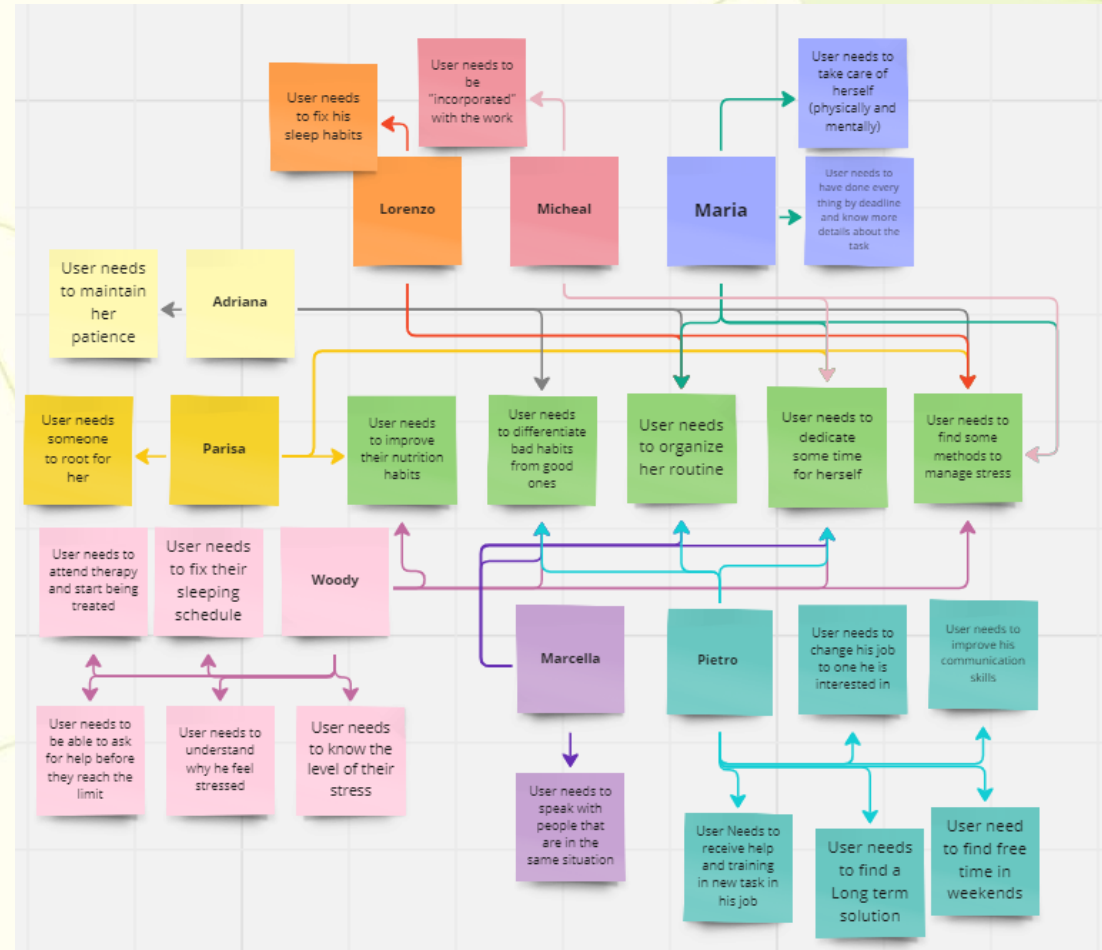
Key Quotes

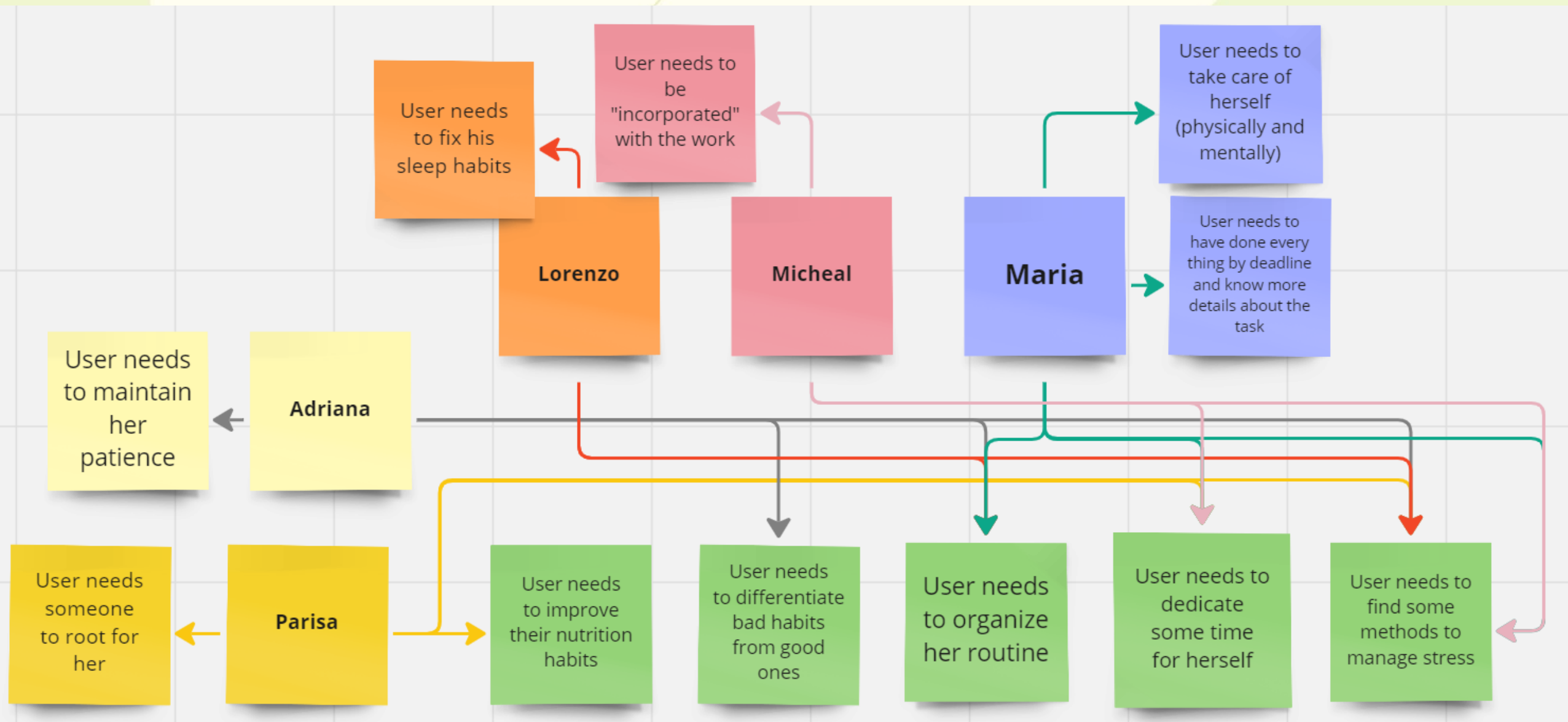
- Marcella: “I feel much more aware of what's around me (after starting therapy). I learned to recognize what is good for me and what is bad for me and therefore I can understand whether a situation is better to avoid or not.”
- Maria: “These changes have helped me (in reducing stress level): managing my time in a better way. In the past I was much more overwhelmed by the situation.”
- Micheal: “After therapy I learned to focus more on the present and process one event at a time, also some physical activity works as well.”
- Parisa: “I need someone to remind me to be confident and strong and tell me: “*you can do it!*” ”

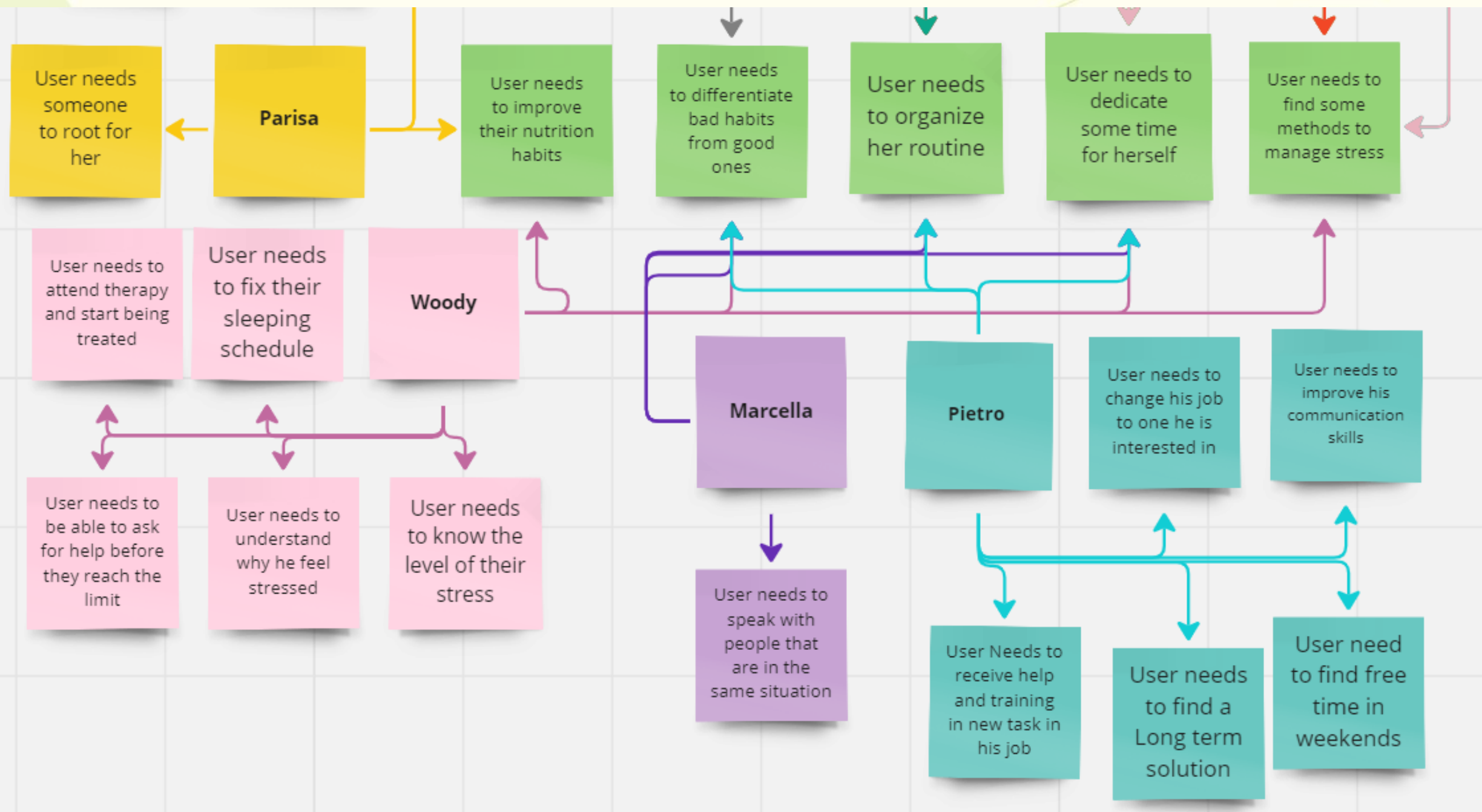
User needs

Include a screenshot of all the brainstormed user needs

The green sticky notes are the common needs that we found among the interviews







User needs

Deep user needs

Users need to organize their routines.

Users need to differentiate bad habits from good ones

Users need to dedicate time to themselves.

User needs to find some methods to manage stress


Solutions

Screenshots of our brainstorm for possible solutions

Deep need 1

Users need to organize their routine.

A task
reminder

An accurate
time
table   

coworkers
meetings

To do list 

scheduled
tasks per
limited
amount of
time


Smart
organizer


francesco : 
zahra: 
farisan: 
nicola: 

Deep need 2


Users need to dedicate time to themselves.

specific
hobby

a reminder
for a
hobby 

scheduled
timetable 

noting table
for the hours
of time spent
for a hobby

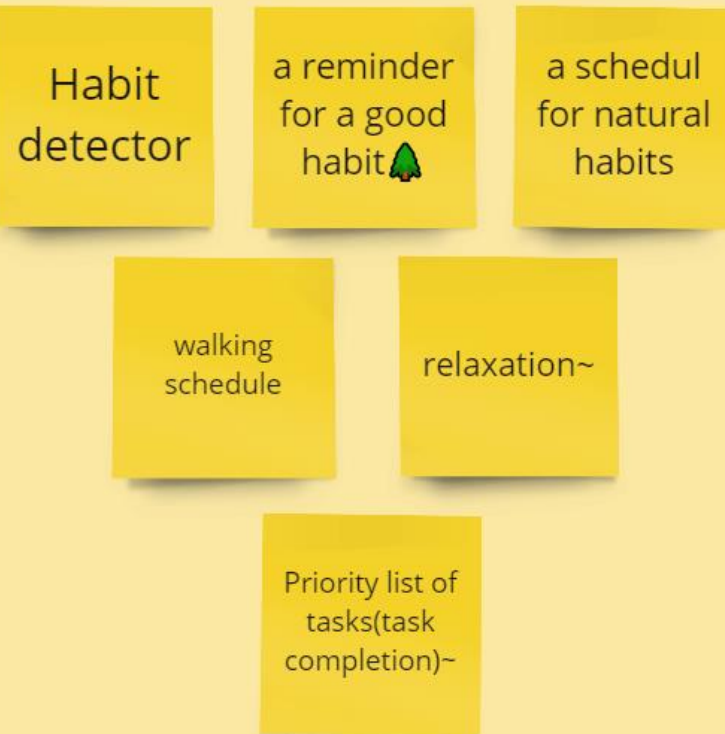
smart
schedule
  

1 (or 2)
hours
playlist

Solutions

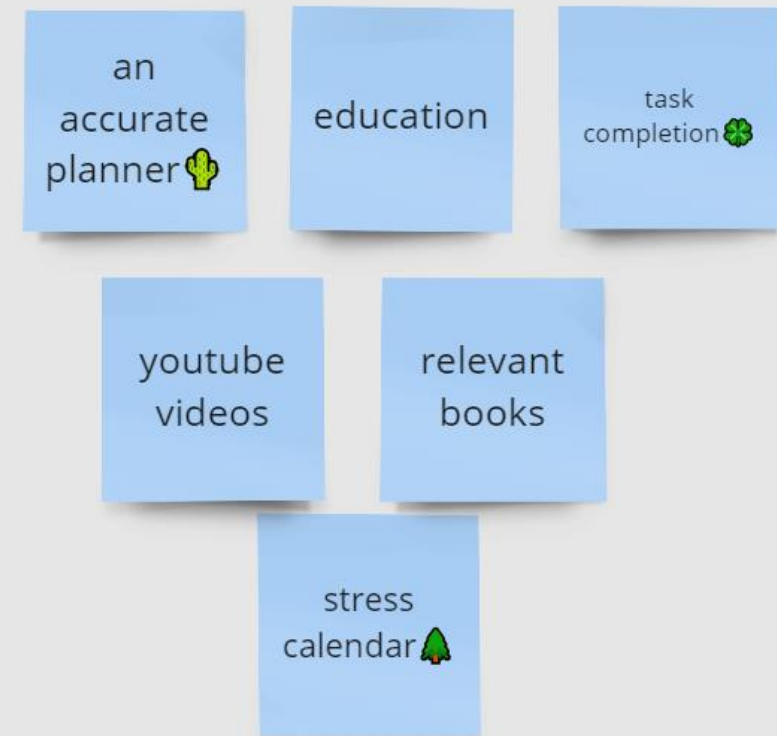
Deep need 3 🧐

Users need to differentiate bad habits from good ones



Deep need 4 🤝

User needs to find some methods to manage stress



Solutions

Description of the solution:

The selected solution is “Accurate Timetable”. It can help users to stay organized and aware of their future plans so they can manage their stress levels. Also having a planner that is good enough, will help users to dedicate some time to themselves along their job routine.

How and why we choose this solution:

The solution was selected by the mean of post-it voting. All members choose the 3 solution that they deemed more interesting. This was the most voted solution that also covers 2 of the deep user needs that we found.

Project name

- The name chosen for this project is: “SelfMinder”
- “SelfMinder” because it helps people who are stressed in having more control over their time and tasks so that they are helped to allocate the right time for their job and they can dedicate some time to themselves.
- Moreover, it can help them to be more productive at work and let them feel less overwhelmed reducing their stress level.

One-Line value proposition

- The proposition chosen for our project is: "Your Time, Your Way."

As this project is mainly focused on helping users organizing their time, we try to help them to stay focused on the right tasks at the right time in a way that make them feel less overwhelmed by their daily goals.

- This will help them to be more productive at work and relieves the stress that comes from organization.