

## **Appendix 2**

### **Transcript of first conversation with Client (Transcribed and translated from Bahasa Indonesia)**

**Me:** Good morning Mr.Client. Thank you for letting me meet with you today. To start off would you like to explain to me what you might need for this program?

**Client:** Yes, for what I want from this program is simple, I want for it to be just like my daily handbook I have for my company. I have to keep track of many things in my company like its employees, the subcontractors I am currently contracting for, and any overhead costs I have to pay later on.

**Me:** I think I can help you out with that. Could you explain a bit more about these things you wanted me to keep track of?

**Client:** Employees are simple, they either work as an office worker or they work in a workshop. The employees in the workshop help make furniture and other pieces used in the building, and there are the office workers in charge of doing all the paperwork.

**Me:** Alright I think I got that, thank you. Could you explain to me about the subcontractors?

**Client:** Ok, subcontractors are basically people who I pay to do certain things. For example some of the lighting fixtures I cannot do myself in my workshop, so I have a company I work with install these lighting fixtures which I pay usually in installments. We agree to a price before and I pay them as the work progresses.

**Me:** I see. What about the overheads?

**Client:** Overhead is just the costs I need to keep my business running, such as the electricity bill I pay to PLN every month, and the wifi to Telkomsel which I need to pay for. Also some other materials like stationary and supplies for my office.

**Me:** I think that is doable, is there anything you'd like for me to add besides this?

**Client:** Yes. Another thing is that I sometimes leave my logbook at home, and it is really annoying to try and work without it. For this reason, is there a way I can use this program on my laptop or my desktop at work or in my projects? Also since these are very sensitive data, is there a way for the data to be protected?

**Me:** I think I can do that, I will find a way to protect your data. Would you like any other functionality for this program, maybe calculations?

**Client:** I think since my company is quite big, I might need to search for certain people or items fast, and do a lot of calculations on them.

**Me:** That is doable, I can add in something to help you sort out all the data to find what you're looking for, I can also add a calculation functionality for you.

**Client:** That would be very helpful, thank you.

**Me:** Would you mind also helping me with testing out the product after some development, to help work out the quirks and any needed changes?

**Client:** ok, sure thing.

#### **Transcript of second conversation with Client, After Beta Testing (Transcribed and translated from Bahasa Indonesia)**

**Me:** Hello, I hope you are doing well.

**Client:** Thank you, you too. I have tested the product you have made for me and I have some things I would like to have changes made on. First, I was wondering if you could change the user interface. I like the history functionality, I think it really adds to the software and can help me track all the changes, however, can you make it more compact so I won't have to go to 2 different pages to access them?

**Me:** Sure, anything else I can change?

**Client:** One more thing, I want some additional fields for the employee database, I want it so that I can keep track of the employee's punctuality, such as when they are absent or present and why. Can you make this?

**Me:** Yes, I think I can. Anything else Mr.Client?

**Client:** I think that is it. Thank you again for the help.

**Me:** You too Mr.Client, I hope this program helps with your work.