

In our team the questionnaire was used to be able to obtain the data from the users, there was not such an extensive research on how to do it due to the time we had. In a search I found that when planning the content of the questionnaire it is intended to:

- 1.- the specification of the information to be collected.
- 2.- The most appropriate type of questions, whether closed, categorized, etc., suitable to obtain that information.
- 3.- The categories, if any, that are most appropriate for each question and the objectives pursued with them.
- 4.- The determination of the number of questions and their order and disposition within the questionnaire. Regarding the wording of the questions, a question is well formulated when it does not influence the sense of the answer and does not incite an inaccurate answer, which does not correspond to the information.

in the following file:

[https://github.com/LuisMiguelMedina/Knowledge-on-credit/blob/8ae0f1a728b2673d33b08ac0b53d041a98c6fb67/2%20User%20Research/User\\_Research.md](https://github.com/LuisMiguelMedina/Knowledge-on-credit/blob/8ae0f1a728b2673d33b08ac0b53d041a98c6fb67/2%20User%20Research/User_Research.md) you can see that we have item 1 and 2, unlike what was found in the search, the questions were not assigned a category and neither was an analysis about the number of questions or the wording. In the process, although it is not documented, an analysis was made for the order.

observing the results of the survey

([https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fraw.githubusercontent.com%2FLuisMiguelMedina%2FKnowledge-on-credit%2F8ae0f1a728b2673d33b08ac0b53d041a98c6fb67%2F2%2520User%2520Research%2FProcessed\\_Responses.xlsx&wdOrigin=BROWSELINK](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fraw.githubusercontent.com%2FLuisMiguelMedina%2FKnowledge-on-credit%2F8ae0f1a728b2673d33b08ac0b53d041a98c6fb67%2F2%2520User%2520Research%2FProcessed_Responses.xlsx&wdOrigin=BROWSELINK)) I think that if we had done a previous research in more depth we would have had better results since we failed to obtain more qualitative information that should be seen in point 1, also we had problems with the logic of the survey so that some results obtained were biased.

Making a survey is an art and a very delicate process in which not only questions are written just for writing, now I see that the process is much bigger than what we did, for example we lacked to define variables and indicators, separate the questions by categories since there are specific types of questions to obtain one information or another (not only open and closed), put more time to write the questions, etc. I would also add something like a flowchart to better observe the order of the questions since it was one of the main problems with our questionnaire.

However, taking into account the amount of time it took us to make the current questionnaire, it is very likely that making the modifications or doing it in a structured way would take us twice time because there are many things that are missing, although one of the main problems we had until this moment was the availability of the members as I mentioned in my ProcessingHCI reflection, perhaps if more people had participated at the same time in this task there would have been more ideas and we could have covered more field in the elaboration of the questionnaire.

T. García Muñoz, "Almendralejo, Marzo '03". Disponible en:

[https://d1wqtxts1xzle7.cloudfront.net/55733407/Garcia\\_Munoz\\_El\\_cuestionario\\_como...-libre.pdf?1517953089=&response-content-disposition=inline%3B+filename%3DEL\\_CUESTION](https://d1wqtxts1xzle7.cloudfront.net/55733407/Garcia_Munoz_El_cuestionario_como...-libre.pdf?1517953089=&response-content-disposition=inline%3B+filename%3DEL_CUESTION)

ARIO\_COMO\_INSTRUMENTO\_DE\_INVE.pdf&Expires=1711948187&Signature=EcV08J0PdaWy-2esJkYkT1Y1H-w-wJtW-bzgTMjJg5D29Q9MbXNrTQJAmU60OBb4FDhkwtlp9OZ1slk72O0LDq4kDv6L65BbqWqQk4eO6vdJ1EHbJH3fn-xnzAMV31N82DEN49WLKrQxOUMwik tEAvsJTH3BWdo9f7EU-yrkPtzAJkkoVhXZeQvGE1jzfq-lePwc8zbldiJgKZbn5HHKLf8Jz-TLN K7uVRLFXm08OD-mKIX8nBhWI0RYrqJIZ~Qa~HUfnQpdyo0h7YdXRZZdWiDByVaFt7ehFtV dA1Z2qRKCTYvrQrGHHravCR9cpXRWJ9T5~~9Bi-kR0Dy5YKA\_\_&Key-Pair-Id=APKAJLOH F5GGSLRBV4ZA, mar. 2003. Consultado: mar. 31, 2024.

Matronas Profesión, vol. 5, n.º 17, 2004. Disponible en:  
<https://s3-eu-south-2.ionoscloud.com/assetsedmayo/articles/3MOlddYTjIrd3vGliPNR6V4DjnfA0J0BH6nuHMrz.pdf>. Consultado el 31 de marzo de 2024.