

Mental Load Visualization – Interview

General Question

- Are you currently working or studying?

Living Situation

- How many people do you live with?
- How long have you been in this living situation?
- What are your relationships with these individuals? (Family, colleagues, friends, partners)
- On a scale of 1 (completely spontaneous) to 10 (completely planned), how would you rate your planning style?

Cohabitation/Communication

- How would you describe your cohabitation experience?
 - o Is your current living situation as you envisioned it? (What's different?)
- How would you characterize the communication in your living arrangement?
- Are expectations clearly communicated?
 - o How do you handle differing opinions?
- How would you describe your relationships with your roommates?
- How do you manage conflicts?
 - o Do you have any unresolved conflicts?
 - o What approach do you take to problem-solving?
 - o How do you handle forgotten tasks?
- Do you have any wishes regarding your communication?
- How do you manage shared spaces and responsibilities in your living situation?
 - o Consider questions that fit the user:
 - about planning, execution, partition of tasks, time management, resource allocation, and the use of (shared) tools
 - General mental load questions (e.g., home repairs, vacations, gardening, grocery shopping, bills, pets, plants)
 - For those with children (school, homework, hobbies/events, etc.)

Household Work/Tasks

- How is the planning of household chores divided? (hints if responsible for everything, is there a significant mental workload involved?)
 - o Is there anything else you'd like to add?
 - o Do you feel supported in household planning?
 - o Is the division of tasks fair? Do all parties agree on this?
- How often do you notice tasks in the household that need to be completed?
 - o How do you deal with these observations?
- How do you handle it when something isn't executed to your satisfaction?

Personal Insights

- Are there aspects of household management or cohabitation that burdens you?
- Can you identify other sources of mental load?
- Can you estimate your share of household planning?
- Can you estimate your roommates' contributions?
 - o If their share is significantly less or more -> ask why

Product Insights

- Have you ever tried tracking your tasks in household planning?
 - o If still doing so: what do you like about this method?
 - o If no longer tracking: why did you stop? What would you change about the method?
 - o If not tried: do you think it could help you?
- What aspects would you find interesting to see or share with others?
 - o Do you have ideas on how to visualize issues in task division?
 - o Are there tasks that are often underestimated in their division?

In the beginning of the interviews we asked about the profession of the interviewee because that might make a difference in time management and to gain a rough age estimation. Then we wanted to get an overview of the living situation to better estimate answers and their context. Next, we asked questions about the cohabitation and the communication to detect potential critical situations regarding mental load and to get hints, what their needs might be. Then we focused on the household work to see how they distribute their household work and maybe get first insights into what to visualise. After that we wanted to get some more insights in their personal

estimations of the household management and lastly, we tried to get some ideas for the app from the interviewee.

Our interviewees range from students living in shared apartments, students living with their families, full-time or part-time parents living with their families, partners living in a shared living arrangement and even a retired housewife living with her husband. We selected these interviewees because they cover a wide range of possible users and several different cohabitation situations.