Affinity Diagram

Users

family

- part-time worker and mother living with her family — Kristina
- full-time worker and father living with his wife — Marco Weber
- student living with his girlfriend — Kristof
- ETH student who lives with his family — Thiago
- retired housewife living with her husband — Jasmine

shared flat

- student living in a shared flat — Marcelle
- student and part-time worker living in a shared flat — Jasmine

NEEDS

tracking

- tracking of food/ meals — Jasmine
- track/display emotions over time with location, people, ... — Jasmine

- more reachable flat mates — Marcelle
- reduce mental load due to world events — Jasmine
- caretakers for the dog if the couple wants to go out — Kristof
- How to retroactively reduce Mental Load — Kristof

communication

- knowing where other members currently are and when they get home — Thiago
- clearer communication to prevent misunderstandings — Thiago
- digital possibility to better communicate needs — Jasmine
- more/earlier communication — Jasmine
- some way to combine and simplify shopping lists and communication — Kristof

ways of doing something

- way to get data without stressing the user too much — Thiago
- good way to compare different tasks, done by different users — Thiago
- good way to visualize data to the user — Thiago
- more acknowledgment and appreciation — Kristina
- easily show positive events people had (from this article in desk research) — Jasmine

help

- outsourcing of decisions — Jasmine
- avoid forgetfulness — Kristof

social

- more time for family and household — Marcelle
- more activities with flat mates — Marcelle

household

- distribute household planning — Jasmine
- track time spent on household tasks / work without giving too much private information — Marco Weber
- better participation of flat mates in household tasks — Marcelle
- Flexible/dynamic chores that can adapt according to energy and time schedule — Marcelle
- way to compare time spent at work with time spent on household — Marco Weber

INSIGHTS

work together

- the distribution of work is often intuitive, especially in families — Thiago
- specialization possible if one person is good/ likes to do a task — Marcelle
- dynamic planning and constant communication crucial. Adapt tasks to energy and amount of freetime — Marcelle
- important to delegate tasks and trust in others — Marcelle
- all members have to agree on how to manage everything — Thiago

fairness

- scrutinizing on fairness may result in more problems than it might solve — Marcelle
- mental load is a lot about the own perception (and cannot be just measure by time for an activity) (from this article in desk research) — Jasmine
- comparing different tasks and mental load is very difficult — Thiago

types of mental load

- extraneous mental load: cognitive effort caused by external distractions — Marcelle
- intrinsic mental load: overwhelming due to difficulty and amount of information — Marcelle
- germane mental load: cognitive effort to learn or understand something new — Marcelle
- mental load covers many topics — Thiago
- What different types of mental load exists (professional, personal, mental) — Kristof
- some things can only be done by yourself, even if you don't have time — Kristina
- Ways to visualize how different scenarios and situations affect mental load — Kristof
- seeing how other families manage the household could be interesting — Thiago

- perception of problems in flat vary wildly between flatmates — Marcelle

communication

- open communication is the key solution — Kristof
- the better we understand/get along with each other, the easier it is to communicate — Thiago
- expectations not always communicated — Kristina
- explaining opinions and hearing each other out is important — Kristof

- There are possible signs for mental load (Physical/Mental fatigue, sleep disorder, poor management of emotions, memory problems, greater anxiety, tension with people, lower efficiency) — Kristof

privacy

- privacy is an important factor — Thiago
- doesn't want to share every task with an app (privacy) — Marco Weber

help the user

- avoid to force the user to plan — Kristof
- creating unnecessary overhead or conflicts should be avoided — Thiago

- reminders in moments they can be addressed (time/location based) could be very helpful — Thiago

expectations

- conflicts are possible due to different expectations — Marcelle
- separation of flat mates due to different expectations is possible — Marcelle