

Affinity Diagram

Introduction to HCI

Group 13

3 March 2022

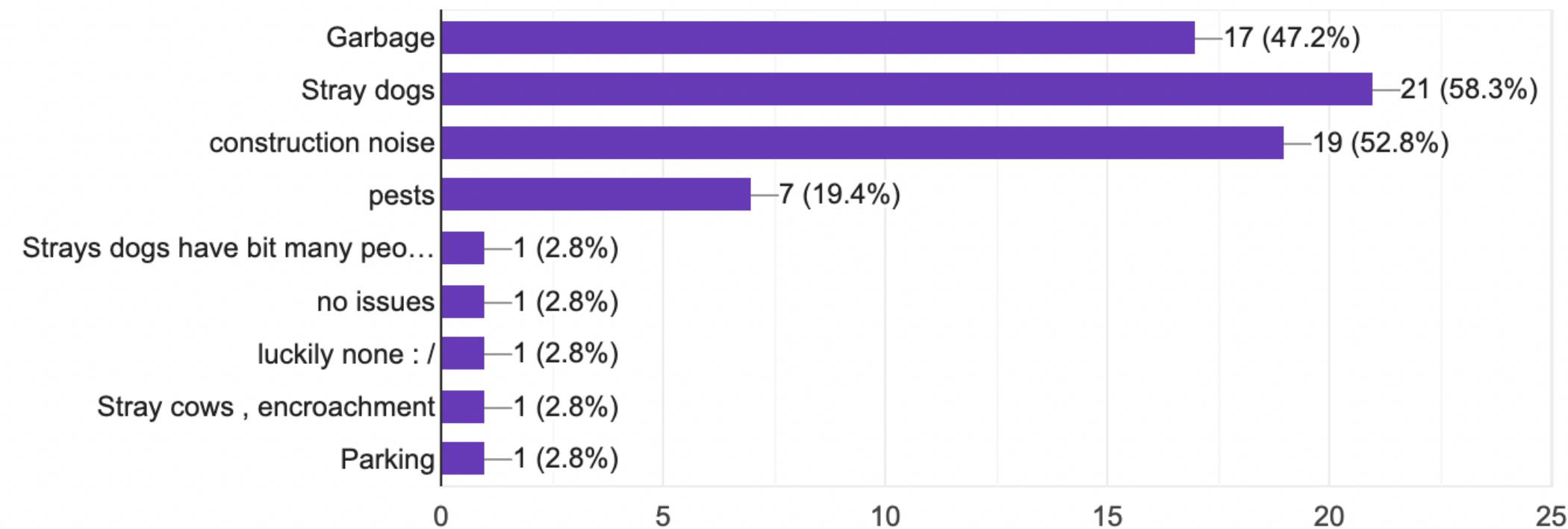
Problem Statement

In our day-to-day lives, we face lots of problems in our homes, society, and locality that need the attention of a higher authority (like Municipal Corporations, etc) or essential services (like plumbing, gardener, etc). It is challenging for common people to put forth and make them aware of the extent of their issues and get it resolved efficiently. The various problems encountered are electricity issues, plumbing issues in apartments, faulty street lights, vandalism in streets, garbage in the society, poor maintenance of roads, parks etc but no proper and efficient fix exists.

Data collected from
survey

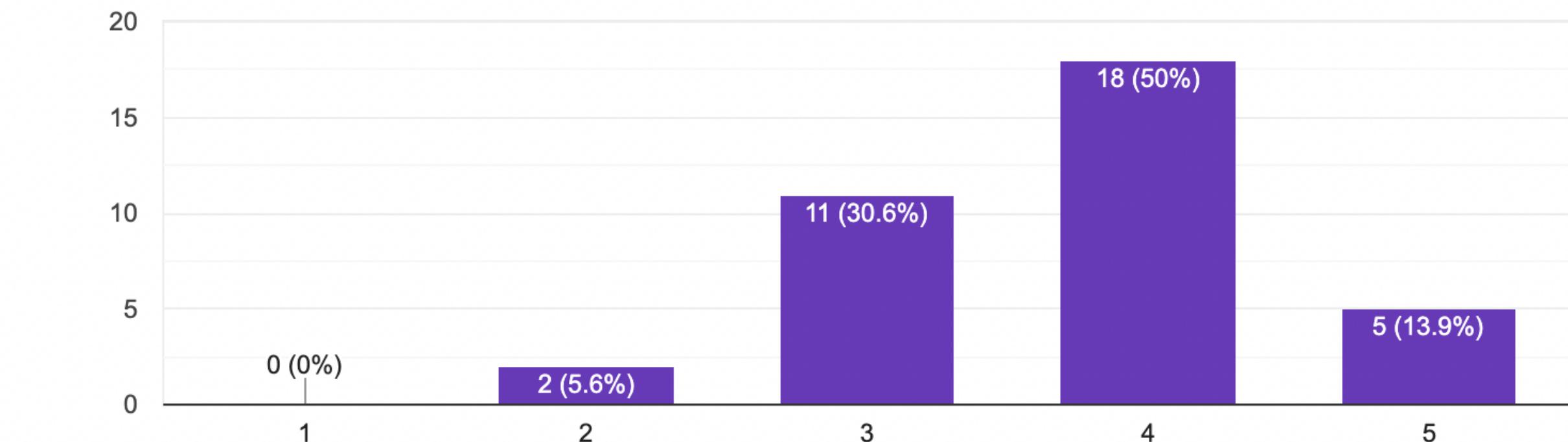
Select the issues you have in your neighbourhood from the list given below

36 responses



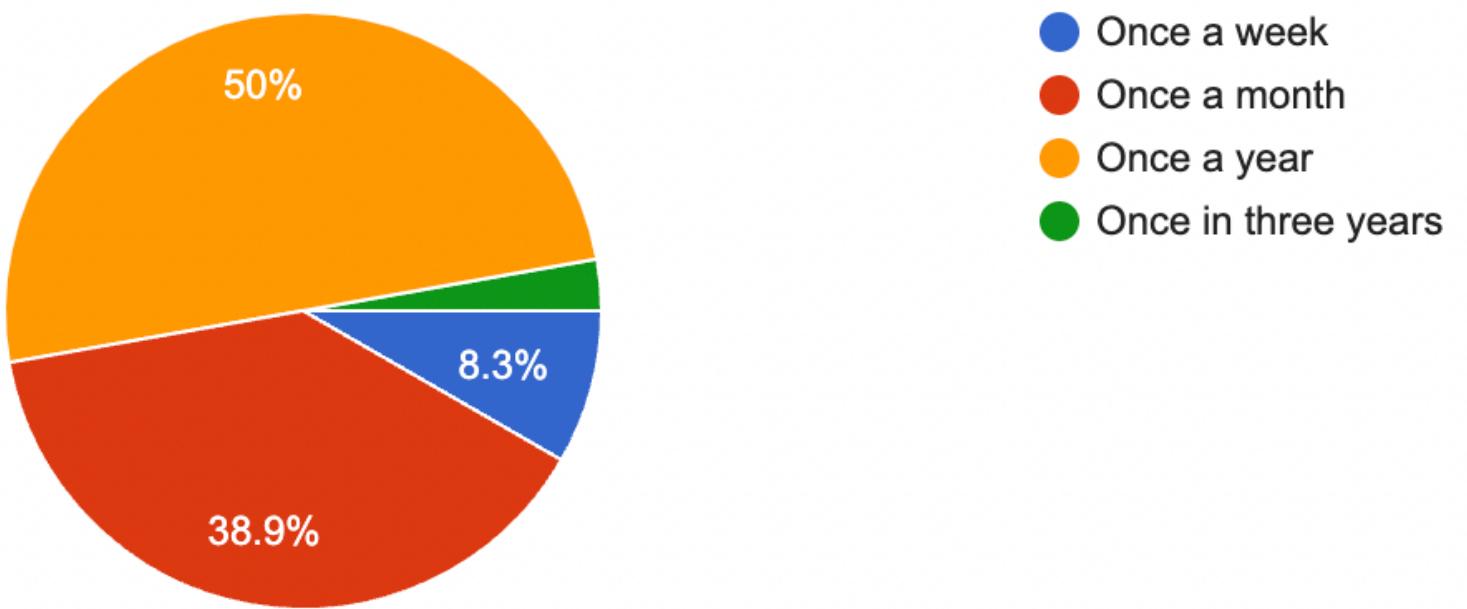
Rate living in your society/neighbourhood

36 responses



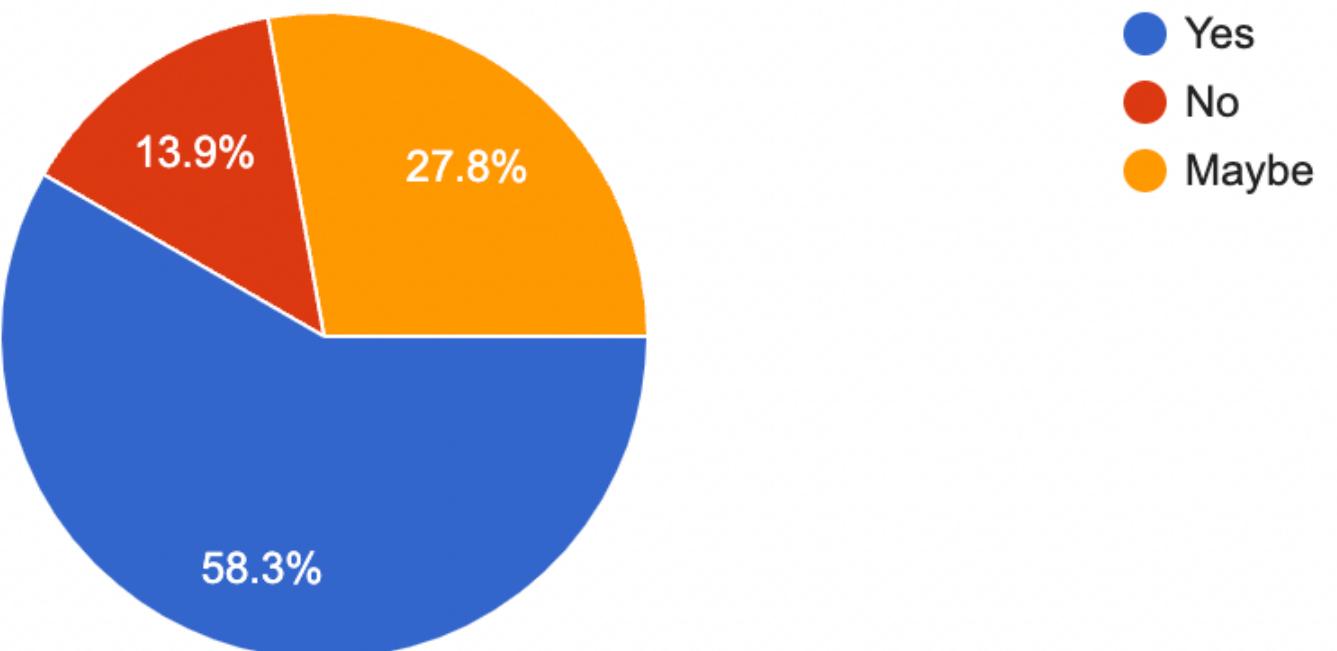
How regularly you face issues in house (like plumbing issues, electrical faults, overgrown bushes/trees etc.)

36 responses



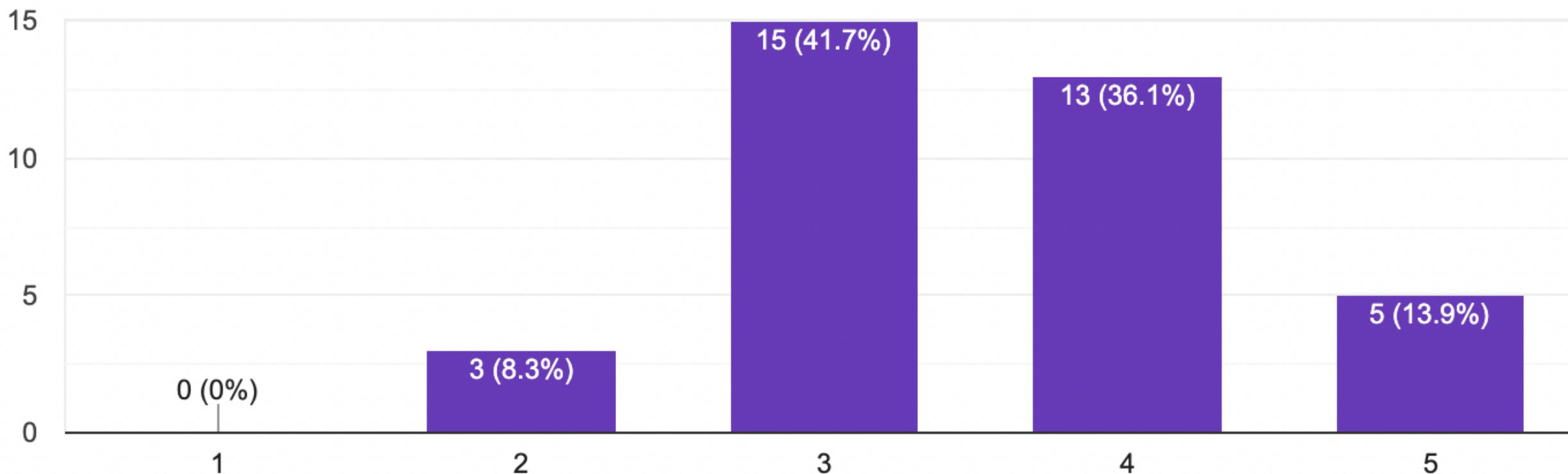
Are the issues timely resolved?

36 responses



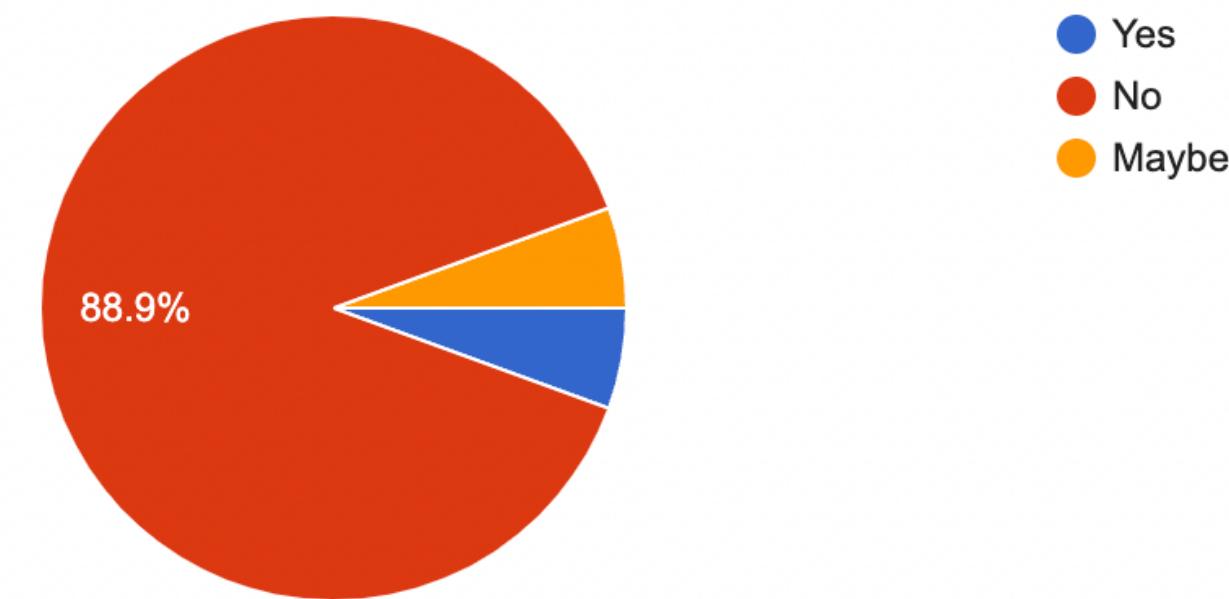
Rate how well you parks/roads are maintained in your community.

36 responses



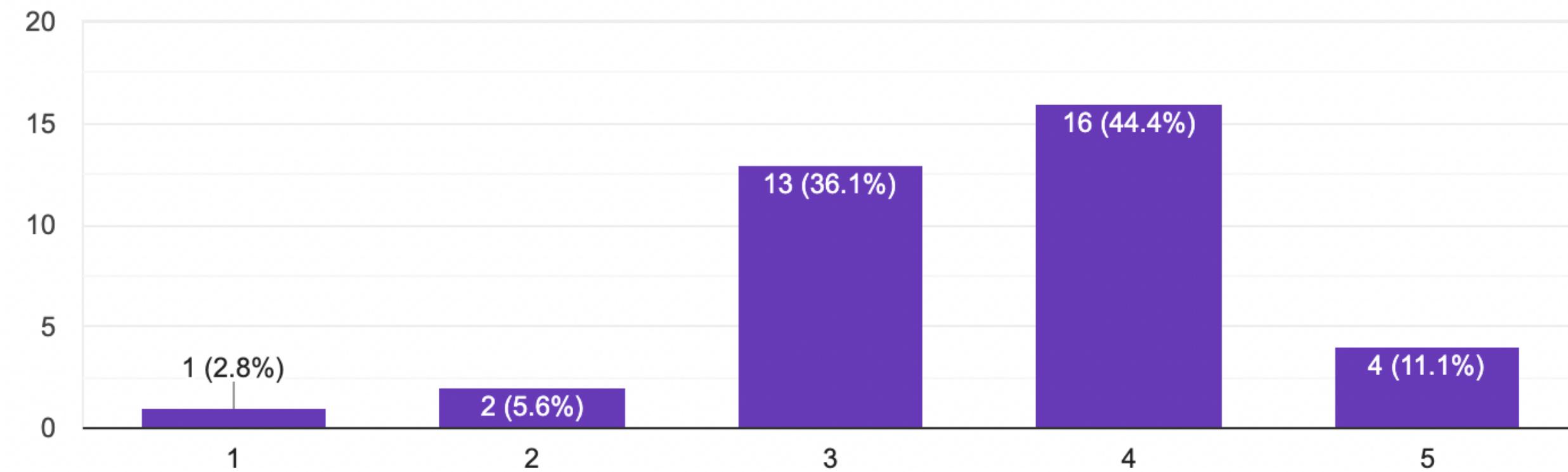
Is there lack of any essential service(like water, poor internet, electricity)?

36 responses



Rate how safe is your community?

36 responses



Combined Insights from Interviews and forms

Responses from interviews and forms



Affinity Diagram

USER SPACE

AGE
8-25: maximum
50+: medium
25-49: least

GENDER
Male:
Maximum

COMMUNITY REVIEWS

very few people have an excellent community

Most have a somewhat good experience with minor issues

other people have a generally pleasant experience with the some critical issues

TIMELY RESPONSE

half of the user space have gotten a decent response for their issues

one third havent received timely repairs

EXPECTATIONS

UI/UX

simple and minimilistic

smooth experience

relevant ads only

ENGAGEMENT

timely updates on the progress of the issues

alternate solution in case issue is cancelled

FEATURES

reviews of people with same problems

live complaint tracking

add custom issues

select preferred authority

supports regional languages

SUGGESTIONS

make a common app for all the problems

add custom issues that are not provided by the app

simple and easy to use UI with adequate help

SAFETY REVIEWS

street facing houses might be loud/unsafe

street lights not working in night

AFFINITY DIAGRAM



Our Team



Abhijay Singh



Karan Gupta



Audrik



Rohit Kumar