

INDRAPRASTHA INSTITUTE OF INFORMATION
AND TECHNOLOGY
DELHI

Data Collection

Presented by Group 16

Meet the Group:

Lakshay Bansal(2021059)

Sahil Saraswat (2021091)

Utkarsh Kumar Singh(2021107)

Nitesh Garg(2021075)

Divyanshu Tawra(2021043)

1. Participant list:

- a. Mehul Aggarwal (Primary Stakeholder)
- b. Prakhar Gupta (Secondary Stakeholder)
- c. Aman Kumar (Secondary Stakeholder)
- d. Raj Singhal (Secondary Stakeholder)
- e. Aparajit (Secondary Stakeholder)

2. Consent Form (Link):

<https://forms.gle/ViaAck3EPNtqGqxb8>

3. Interview Questions:

- a. Have the user faced such problems due to the sudden demise of their loved ones (To identify different stakeholders.).
- b. Is the interviewee directly or indirectly involved with anyone who faces such problems or if the user felt at any point in time, due to any reason or any constraints they were being denied the resources needed to reach their goal? (To get another insight on the problem we're trying to provide a solution for)
- c. Do you believe the current schemes such as NGO and government-driven schemes are trustworthy and enough for the amount of population with this problem currently?
- d. Have you been receiving any financial aid or basic help from any society or any insurance company or have you donated in case the interviewee is a donator stakeholder? (To check on pre-existing schemes)
- e. Current Situation. (How are they managing currently and how the app will be helping.)
- f. Features and Functionality of the application (What the user might be expecting from the application)

- g. Trustworthiness of currently available options. (To check on current flaws in the system).

4. Transcripts:

- a. Interview I:

Interviewer: Sahil Saraswat

Interviewee: Prakhar Gupta(Secondary Stakeholder)

Transcript:

Sahil: Good evening, Prakhar. Today we are here for an interview for the app we're developing to get a shareholder's insight on our app, which we will be developing for our project in our course, introduction to human-computer interaction. So, to begin with, our app is about children and teens who've lost their parents to covid and other natural reasons. Before we start the interview, would you like to give a brief introduction of yourself?

Prakhar: Sure. So my name is Prakhar Gupta. I am a first-year undergraduate at IIIT-D in the branch of Computer Science and Artificial Intelligence. I currently live in Muscat, Oman.

Sahil: Thank you for the introduction, so what are your goals regarding your future plans. As you've said you're in first-year undergraduate at IIIT-D, so do you have any solid plans?

Prakhar: Not any solid plans right now, right now I'm trying to just complete my btech successfully, and then there are two options for me, to do job, or pursue masters or mba. I haven't really decided, but currently leaning to doing masters after my btech. That's about it for now.

Sahil: Thank you for that input. So, of course not everyone's dream as a child would be to grind for your competitive examinations and become an engineer. So what were your dreams as a child, what did you want to grow up to become?

Prakhar: Originally, when I was small, I wanted to become a pilot or an entrepreneur, life hasn't shaped it that way but it is how it is right now.

Sahil: So did you take this route by choice or were you forced into it?

Prakhar: Kind of both only because I didn't have a lot of interests other than Science and Maths, and that limited my options to engineering. Computer Science being the stream with the highest recruitment, I naturally chose to pursue CSE. It's kind of a mixture of both.

Sahil: Okay. At any point of time, did you feel like you were being denied of resources to reach your goal, not only for the JEE exam, but at any point in your life.

Prakhar: No, fortunately I have been born in a place with a good financial condition so I never faced the problem of monetary difficulties.

Sahil: Do you happen to know about any children who become orphans or lost one of their parents and did not have enough resources to go on and had to resort to other things to do.

Prakhar: Yes, unfortunately in my own family, my uncle passed away at a very young age, and so my close cousins lost their only earning parent and they are struggling with their studies and they plan to work in a shop or a small business. So I've seen people and am in close contact with people who've lost a parent. And they have to sacrifice their goals of studies due to this reason.

Sahil: I'm really sorry to hear about that. Were they eventually able to get any kind of assistance from any fundraiser or an NGO regarding their future studies?

Prakhar: Unfortunately, no, they tried a lot, this concept of generating money from NGOs feels more like only on paper, as they did not receive any assistance at the end from anyone.

Sahil: Okay. There are currently a lot of government and non-governmental schemes. Do you think these schemes are enough to satisfy every child going through this?

Prakhar: I feel like it does help to some extent, if there are say hundred children, it would help for about ten-fifteen percent of the kids, but definitely, the amount of money they make through these programs are not enough to satisfy every child's need for the future. I feel we definitely need to refer to the group public and ask the public to give some monetary aid from their own sides as well.

Sahil: Right, so what modes do you think they could be helped through other than monetary aid?

Prakhar: Maybe if they can donate books and clothes or something of that sort other than monetary could also help as well.

Sahil: Right, thank you for that input. Have you ever contributed to a charity of this sort?

Prakhar: Fortunately I have been born in such a family where I can do such things. So often when I travel to India, and its my birthday, we usually go to an orphanage and donate some books, clothes and some amount of money as well.

Sahil: That's very great to hear. What are your thoughts regarding an app which promotes purely this form of charity, both for children who need them, and for people who are ready to donate, all through an online mode.

Prakhar: I feel like it is a great initiative because really, it is the need of the hour. We can not let the future human resources of our country be wasted just because we could not afford the

money for the same. I feel like people who have surplus money can donate some to those who need it. This will be good for the development of the entire community chain.

Sahil: That's a very great way to put it. How do you think we should make the interface, considering the user/ guardian of the user are coming through a heavy loss of a family member or parent.

Prakhar: I feel like the entire UI should be very simple for these children, as the children will not be mature enough to use an app. They will require adult supervision and assistance for that, so something which can easily make them use the app, and at the same time be useful as expected of the app, maybe a simple UI/UX.

Sahil: Okay, do you have any suggestions for the app?

Prakhar: Maybe you can not contain it to just orphanages, and increase the spectrum of the app such as children whose parents are in a dire condition, such as a huge heart attack or accident. They will need money for that operation, but they might lose their parents, so you can add that feature too for such causes.

Sahil: Thank you, we will definitely consider that too. And regarding other secondary suggestions for the app, do you have any that strike your mind?

Prakhar: You can increase the spectrum not to just a particular country but the entire world; adding different currency modes and different banks would be great, and of course, supporting different languages increase the spectrum of the app not just to English or Hindi or other regional languages, considering a wider spectrum would make it better.

Sahil: Thank you so much for your time Prakhar, the interview is now concluded.

b. Interview II:

Interviewer: Lakshay Bansal

Interviewee: Mehul Aggarwal (Primary Stakeholder)

Transcript:

Lakshay: Hi! I'm Lakshay Bansal, and I'm here for my 10 a.m. interview with Mehul Sharma. Hello Mehul! Nice to meet you hope you are having a lovely day.

Mehul: Yea, it's a great day, and Thank you for having me!

Lakshay: I'm incredibly honored to have this opportunity of intertwining you, so Mehul, can you give us a brief introduction about yourself.

Mehul: Hi everyone, myself Mehul. I'm 19 years old, currently living in Sriganaganagar with my mother. I'm planning to study law at DU university.

Lakshay: Ah! DU, that's a great choice! I hope you get there soon.

Mehul: Thanks, man!

Lakshay: Coming to the topic of today's meeting, as we were in the same school, I am well versed with you; I am also aware that you lost your father Six years back due to cardiac arrest. First of all, my deepest condolences to you. I can never understand it since I have never been in your position. But I still believed in you that you would get through, and you did.

Mehul: Yeah, I don't know how, but I'm somehow managing it, although it sometimes gets tough.

Lakshay: As you know, we are here to understand the grievances and needs of someone who has lost their loved ones, so I would like you to share some of your feelings and desires(if you are OK?). So shall we begin?

Mehul: Yeah, sure, please.

Lakshay: So let's begin with your current situation; where are you guys living now, and how are you managing your daily expenses?

Mehul: We have shifted our residence to my grandmother's house since we couldn't afford to live in the same rented apartment where we used to live; also, my mother has started working in a beauty parlor to ease our expenses. I also teach home tuition to younger students every week.

Lakshay: Ah, so you also help her routinely. That's great! So you mentioned some time earlier that it gets tough sometimes; what problems were you referring to?

Mehul: Many times, I'm not able to take tuition for an entire month due to my ongoing exams or any such reason which disturbs our budget; also, my mother is sometimes very exhausted since she has to work both indoors and outdoors, which concerns me.

Lakshay: The overview of the problems you just stated seems more of a financial crisis than any other major issue, isn't it? What do you think?

Mehul: Ya, I also assume the same we have been encountering financial problems majorly since my family has been very supportive during these times.

Lakshay: Have you been receiving any financial aid or basic help from any society or any insurance company?

Mehul: Not really! Although we have been receiving a little monthly allowance from an insurance company, it is not a modest amount.

Lakshay: Oh! is it? Coming to that, are you aware of any program or portal which can help someone like you to ease our financial burden?

Mehul: Not really, Although we are aware of some policies run by the government, but are not fully aware of the procedures and criteria to avail the scheme.

Lakshay: Do you completely trust and believe the NGOs and other projects for supporting such children and are those methods enough?

Mehul: I don't trust them entirely; although some are good, I think most of them are frauds who lure gullible and vulnerable people to carry out scams and scandals. I believe a thorough, timely checkup by higher authorities should prevent such scams.

Lakshay: If there happened to be an application dedicated to this, what do you think will you be trying once?

Mehul: Well, I can always try it, but the application should be trustworthy.

Lakshay: Let's assume the application is a reliable one; what, according to you, what else apart from monetary aid should the application offer?

Mehul: It should be user-friendly, the registration process should not take a lot of time and the offered amount should be such that it could help someone significantly and should not feel like a formality. Some concessions on my university requirements like Laptop canteen internet services can also come in handy.

Lakshay: Yeah, I agree with you; after all, their whole purpose is to help someone. Thanks a lot, Mehul, for being with us today. It was great talking to you.

Mehul: Thanks, my pleasure.

c. Interview III:

Interviewer: Utkarsh Kumar Singh

Interviewee: Aman Kumar(Secondary Stakeholder)

Transcript:

Utkarsh: Hello Aman, today I'll take your interview for an app that my group is making for a project on HCI to get shareholders' insight for the same.

So the app is to help children and teens financially, who lost their parents due to covid-19 or natural calamity. How about we start with your introduction?

Aman: Sure, so my name is Aman Kumar and I am 17 years old and I am currently in class 12th and I live in Agra, UP.

Utkarsh: Ok, so what are your goals? Any plans after boards?

Aman: Yes I do have. As I want to become a doctor like my dad, so I have been preparing for the NEET exam to enter a good medical college.

Utkarsh: So, when did you decide that this is what you want to become?

Aman: As you know my dad is a doctor himself but to be honest that's not the only reason for me to choose medical stream but like I was good in Biology ever since it was introduced to us in school. It's Like a superhero profession. This thought was my initial boosting motivation as I saw medical related documentaries, movies, and series. Doctors are heavenly sent, to extend one's timeline.

Utkarsh: That's great since you chose a stream to pursue based on your self interest and not on parent's pressure.

since we all know about the expensive medical college fees in india. So do you have monetary problems which can deprive you from your goal.

Aman: Yes, the expenses for medical study are sure quite high in India. But I had a talk with my dad regarding this and he would be able to afford the fees. so that should not be a concern for me. Just need to do my best.

Utkarsh: Definitely you would. And it is great that finance is not an issue in your case but do you happen to know anyone who are orphans or single-parented and don't have enough resources to reach their goal.

Aman: No, but I haven't come in contact with anyone who is an orphan or single-parented but I fully understand the uttermost importance of their goals. It's hard for them, being deprived of the resources that they also deserve but I think nowadays, there are resources available for them in the form of monetary help like NGOs , fundraisers and other government schemes.

Utkarsh: Yes, and I was coming to that only. Great, you mentioned it already but, do you completely trust and believe that the NGOs and other schemes for support are enough?

Aman: I think they are a good initiative to help someone who does not even have hope of fulfilling their dreams. Such opportunities are really precious for them which once provided, can be life-changers. And on point of trust, it's not like they have some other options rather than

having blind trust but yes, they can check the association's achievements and other proofs to solidiate their trust in them.

Utkarsh: Rightly said, and have ever contributed for their support?

Aman: No but I would like to contribute in the future when I stand on my own legs.

Utkarsh: Like I mentioned in the beginning of our interview about our app, so I would like to know your opinion or ideas about the app like its interface.

Aman: First of all, I would like to congratulate you and your group members on coming up with such a great motive of helping the needy and as far as interface is concerned, you should just make your interface simple with easy to follow steps and keeping in mind to not ask sensitive queries and the other things, you know more than me. So I guess that's all I can think of.

Utkarsh: Yes, we had the same opinion about the interface as well. So that's all I got to ask you. Thank you so much Aman for this interview.

d. Interview IV:

Interviewer: Divyanshu Tawra

Interviewee: Raj Singhal(Secondary Stakeholder)

Transcript:

Divyanshu : Good morning, Raj. Today we are here for an interview for the app we're developing to get a shareholder's insight on our app, which we will be developing for our project in our course,introduction to human-computer interaction. So, to begin with, our app is about children and teens who have lost their parents to covid and other natural reasons. Before we start the interview, would you like to give a brief introduction of yourself?

Raj : Ok, I am Raj Singhal. I am pursuing my b-tech from Indraprastha university. I live in Delhi. I am currently in first year.

Divyanshu: Well, thank you for the introduction, so what are you planning for your future?

Raj : Yes, currently I will focus on my BTech and complete it successfully. After that I will try to get a good placement and after adding a sum of money, I will start upon my business.

Divyanshu : That is great that you have planned about your future now only and I hope that you become successful in plans you have made. So, You are doing btech , was this decided by you in an early age that you have to become an engineer ?

Raj : Thank you, actually I had decided to become an IAS officer but some situations were created in such a way that I had no other better options at that time. But I will not leave my dream and after doing my btech, I will give my level best to get into civil services and fulfill my dream.

Divyanshu : Ok, I liked your will power. So as you are doing BTech, so you must have gone through your competitive exams?

Raj : Yes, I gave my JEE exam and after that I got my college.

Divyanshu: Ok, did you feel at any point of time in your preparation that you were being denied access of any resources ?

Raj : No, I did not faced this issue. I was able to get whatever I wanted like books, coaching and anything one need during preparation.

Divyanshu : Ok that is good. But do you know that there are some children who have desire to do good in future and they work hard also but at some point of time, they are unable to get some resources like coaching, etc. ?

Raj : Yes, there are many children who get denied of such resources.

Divyanshu : Do you know any such child who has faced such kind of circumstances?

Raj : Yes, my neighborhood friend is a very hardworking child. He always used to get first position in class. His family was not economically good. I always used to think that he would do something good in life and improve his family's condition. He always wanted to be a doctor and he wanted to do coaching to clear neet exam and get admission in some government college but his father could not afford him coaching and finally he could not succeed in fulfilling his dream and I still feel very bad for him.

Divyanshu : Oh, that did not go well for him. But didn't they try some NGOs or so as there are many schemes that provide funds in such cases.?

Raj : They roamed around a lot and traveled to many NGOs but they did not get help from any of those and they returned. Actually it is also not their fault they do not have that amount of funds that they could help. So I think there should be such an aid which could use aid from people who are capable of donating.

Divyanshu : Ok, in what means do you think such children could be helped out so that they could get a better future?

Raj : I think money , books , clothes or suh kind of things which could be useful to such children can be donated.

Divyanshu : Ok, have you ever donated in such a way ?

Raj : Speaking frankly, as I am still not earning , I have not donated such a big thing but I have given old clothes to needy people.

Divyanshu : Ok, but donation doesn't need to be give as you must have heard that an ocean is made up of drops of water. What are your thoughts regarding an app which promotes purely this form of charity, both for children who need them, and for people who are ready to donate, all through an online mode?

Raj : I feel like it is a great initiative because really, it is the need of the hour. We can not let the future human resources of our country be wasted just because we could not afford the money for the same. I feel like people who have surplus money can donate some to those who need it. This will be good for the development of the entire community chain.

Divyanshu : That's a very great way to put it. How do you think we should make the interface, considering the user/ guardian of the user are coming through a heavy loss of a family member or Parent.

Raj : I feel like the entire UI should be very simple for these children, as the children will not be mature enough to use an app. They will require adult supervision and assistance for that, so something which can easily make them use the app, and at the same time be useful as expected of the app, maybe a simple UI/UX.

Divyanshu : Okay, do you have any suggestions for the app?

Raj : Maybe you can not contain it to just orphanages, and increase the spectrum of the app such as children whose parents are in a dire condition, such as a huge heart attack or accident. They will need money for that operation, but they might lose their parents, so you can add that feature too for such causes.

Divyanshu : Thank you, we will definitely consider that too. And regarding other secondary suggestions for the app, do you have any that strike your mind?

Raj : You can increase the spectrum not to just a particular country but to the entire world, adding different currency modes and different banks would be great, and of course supporting different

languages increase the spectrum of the app not just to English or Hindi or other regional languages, considering a wider spectrum would make it better.

Divyanshu : Thank you so much for your time Raj.

e. Interview IV:

Interviewer: Nitesh Garg

Interviewee:Aparajit(Secondary Stakeholder)

Transcript:

Nitesh: Good morning Aparajit, I am grateful to conduct this interview with you for the development of our app in the course, Introduction to HCI. Our app is centered on helping those who have lost their parents to Covid 19 and other unfortunate happenings. Before, we proceed towards the questions, could you provide a little bit of information about yourself?

Aparajit: Good morning to you as well. I am a 2nd year student pursuing electrical engineering at IIT Delhi. My permanent residence is within New Delhi as well.

Nitesh: Being an IITian , you must have amazing dreams and specific goals, right?

Aparajit: Well , like most IITians , i too have dreams of making it big but, also like most others, I did not what to pursue after JEE . So I took the best branch available to me in Delhi. Currently, I hope to pursue the core sector, especially VSLI, in my future.

Nitesh : What were your dreams as a child?

Aparajit: Ever since I heard about the developing startups in India ,I have always dreamed of founding my own technology company. I am currently working on one right now as well. Hope it will be successful, HaHa.

Nitesh: Yes, I wish you the best for that. Coming back to the questions for the app, did you ever fell that you did not have enough resources to pursue a good education needed to enter and further study in the IITs ?

Aparajit: Well, the coaching fees was quite expensive , of course.

Nitesh: Yes, I know.

Aparajit: HaHa, yeah. But my family managed to provide me the financing required for the coaching and other such education. As for the college education, IITs provide a good scholarship based on income or merit, as well as low interest loans are easily available , so it did not become an issue.

Nitesh: Did you know any other student who was say, much more financially weaker, and had difficulties to manage his livelihood and education due to the absence of parent(s) ?

Aparajit: There was one such child in my neighbourhood. He got orphaned when he was only 13. Quite an intelligent and hard working kid, more than me alright. But due to his circumstances, lack of time did not allow him to focus on education as he had to do menial jobs to early his livelihood.He wishes to prepare for the entrance exams as well ,but any good offline coaching centre charge in lakhs, which is simply unaffordable for him.

Nitesh: Was he able to get any financial help or scholarship from anywhere?

Aparajit: The government can only do so much as to provide free government school education. As for the coaching institutes, they give scholarship based on merit. Even after the scholarship, their fees is still quite high.

Nitesh: What kind of help can help him pull through ?

Aparajit: Some good coaching, study material can really help him. Also some time available for study by assisting him by providing help in livelihood can help as well.

Nitesh: Has he ever approached any NGOs or try to avail some government scheme available? If so, then were they effective ?

Aparajit: As I said before, government can only do so much. Besides, more than half of their schemes remain unheard off or not implemented.As for NGOs, he did approach a few of them , but they were often times meant for different purposes than his, also it is hard to trust each and every NGO. Although ,there was one that did offer a small grant to be spent on education material, so that was a bit helpful.

Nitesh: Have you contributed to any such causes as well ? Or specifically, for this child perhaps ?

Aparajit: It is hard to trust any of the thousands of NGOs open today. While, I may not able to provide financial aid, I can volunteer to teach for some time, maybe. As for the

child, I did provide my old books and detailed guidance to crack JEE. But there is only so much I can do without taking too much time out of college.

Nitesh: To tackle these problems, we are currently developing an app/website which will aim to provide financial/material/other help to such kids. We will also look to provide a trustable platform for donators to provide help. What will be your recommendations on the user interface for the app ?

Aparajit: I believe that both for the help seekers and providers, they should be able to specify the issue to be more accurate. Perhaps you can develop an AI or standard choice to detect a user's problem and then recommend the government schemes and NGOs they are eligible for ?

Nitesh: That will be a great function.

Aparajit: You can set up a goal target for the user that will be available to donators where one can track their objective, just like in sites like GoFundMe.

Nitesh: Yep, we are working on that. Any other suggestions ?

Aparajit: Well you can always continue to add more features and update design as you proceed. But the most important thing will be trust and awareness. Trust will be only built by providing verification and cases of people/organizations helped in real life. Awareness needs to be built so it becomes a major platform for all kinds of donations.

Nitesh: Our team is working on the last two as you said by making it popular on social media ,as well as contacting trusts and charity organisations.

Aparajit: Well I guess ,that is all I can say for now. Do contact me if you need any help.

Nitesh: Thank you for your valuable time, Aparajit. That will be all for today

Contributors:

Lakshay Bansal: 1 transcript and interview, documentation

Sahil Saraswat:1 transcript and interview, documentation

Utkarsh Kumar Singh:1 transcript and interview, documentation

Nitesh Garg:1 transcript and interview, documentation

Divyanshu Tawra:1 transcript and interview, documentation

