

Produced by the Tool Selection Assistant, (<https://toolselect.theengineroom.org>) a guide that helps choose the right tool for transparency and accountability projects.

An example project

Understand Your Needs

Description of the project:

Our project aims to allow users of a clinic to monitor the quality of service provision at 10-15 clinics in our city.

How a technology tool will help achieve the projects objective:

A mobile data collection tool could allow clinic users to rate how well the clinic had met their needs. It could work more quickly than a paper feedback form, and the data would be easier to analyse and process.

Type of users:

Only people outside the organization

Will any of the users be people that you have not engaged with before?

Areas where more research is needed:

Type of users:

Only people outside the organization

Need for user research:

I am conducting research into my users' needs.

Who might use the tool:

Clinic users at the 35 clinics in our city: both women and men, aged 25-50. Many are on low incomes, and most of them have mobile phones - feature phones, not smartphones

Why users might be interested in using this type of tool:

They will be able to find out information about which clinics are treating their patients well, and choose a better clinic for them

They will be able to submit information in a simple way using a tool that they already have.

Potential users' experience in using this type of tool:

They mainly use feature phones that are only capable of sending SMS messages (though a small number have smartphones, but access to mobile data is limited). They don't tend to look up information online, but they do get information through radio. They mainly use phones to communicate with their friends and family, and less so for other purposes.

Factors that could prevent or deter users from using the tool:

Many people in our target community have smartphones and intermittent data coverage, but data is expensive. People might not think that our tool is worth their money.

They might also be suspicious of us because similar initiatives often come to their area looking for participants but haven't told them about the results. So we'll have to be careful about how we introduce and market our project.

People might not use the tool if it's too complicated, and we don't have enough the resources to train them, so we will have to test it with them to make sure that it's really easy to use

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