Quiet Community App

Secondary Research

QUIET

Introduction

Quiet is an organization that actively engages in mitigating hidden poverty by facilitating a unique system of exchanges they refer to as "geluksmomentjes" (moments of happiness). These exchanges occur between members who receive benefits and sponsors who provide them, underpinned by financial sponsors who support the system financially. In this document we will outline the key aspects of their organisation.

Detailed Organizational Processes

Member Interaction

Enrollment and Communication: Members are enrolled through various communication methods, ensuring inclusivity even among those not fluent in Dutch. The proposed app could include language selection and simplified interfaces to cater to this demographic diversity.

Receiving Benefits: Currently, members can receive tickets or vouchers either physically or electronically. The app should streamline this process, allowing for real-time notifications and digital storing of such vouchers for easy access and redemption.

Sponsor Engagement

Provision of Benefits: Sponsors provide "geluksmomentjes" that need to be managed and allocated effectively. The app should incorporate a flexible backend that allows sponsors to update their contributions dynamically, track their engagements, and receive feedback from members.

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Direct Member Interaction: In cases where direct interaction is necessary (like ticket reservations), the app should facilitate these interactions securely and efficiently, possibly through an integrated messaging or booking system.

Financial Sponsor Integration

Donation Management: Financial sponsors contribute to both overhead and direct "geluksmomentjes" costs. A financial module in the app could help track these contributions, manage receipts, and summarize impact through automated reports.
Communication and Reporting: Integration of a reporting system in the app would provide annual insights and regular updates to financial sponsors about the community's achievements and financial health.

Volunteer Coordination

Task Management: Community volunteers handle numerous administrative and operational tasks. The app could feature a task management and delegation tool, helping to coordinate efforts and improve efficiency.
File Sharing and Management: As volunteers share files and collaborate on various topics, secure cloud storage and easy access to necessary documents would be essential features of the app.

Community Board Responsibilities

Oversight and Strategy: With added responsibilities, board members would benefit from strategic planning tools within the app, such as decision-making aids or data-driven insights into community needs and resource allocation.

App Development Requirements

Quiet seeks an ICT solution to enhance and streamline their operations through a dedicated app. The primary requirements include:

Modern UI/UX: Intuitive and accessible design for both mobile and web platforms.

Low Operational Cost: Solutions like minimal or no subscription fees are preferred.

Advanced Registration and Allocation System:

Registration for members and sponsors.

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An adaptable algorithm for allocating "geluksmomentjes" based on various criteria (e.g., age, gender, family status).

Feedback and Communication:

Facilities for members to provide feedback on their experiences.

Two-way communication capabilities between members, sponsors, and volunteers.

Multi-Lingual Support: To cater to the diverse language needs of the community.

Data Management:

A robust data model that supports local enhancements and comprehensive data analysis.

Dashboards for real-time insights into demographics, status of "geluksmomentjes", and more.

Ticketing and Voucher System: Versatile ticketing solutions including physical tickets, digital copies, and vouchers.