**Appendix A - First Client Consultation Interview Transcript**

Interviewer - Elifia

Interviewee - Mrs. Erlina

*\*\* Interview with the client has been translated to English from Indonesian*

*\*\* Interview was done on September 6, 2019*

**Interviewer**: Hi, thanks for meeting with me today.

**Interviewee**: No problem

**Interviewer**: So, as I have understood from our previous conversation, you’re interested in making an app that will help you organize your documents at work and your clients?

**Interviewee:** Yes. As a Notary Public, this means I have to manage my clients’ taxes and fill out many different forms. However, since my office does not have a system that can digitize this process, we have to do it by hand.

**Interviewer:** I imagine it would be very difficult to manage. Do you think the process of doing everything manually has affected your work? In terms of efficiency maybe?

**Interviewee**: Yes, absolutely. Given the amount of clients that I have to work with at a time, doing things manually is certainly challenging because it’s so time consuming. You can also imagine, given the amount of paperwork we have to do, human error is inevitable.

**Interviewer:** But since you are working in the legal field, aren’t there serious consequences to human errors?

**Interviewee:** Accuracy is really important in the legal field. Any miscalculations or mistakes in the paperwork can cause me to lose my license to practice. For this reason, I will always review all of the paperwork finished by my employees and even those that I completed myself.

**Interviewer:** So you review all of your completed paperwork? How do you manage that given that there must be piles of paperwork that you will need to go through?

**Interviewee:** Well, that’s the thing. Going through the paperwork takes so much time and sometimes, I would stay in the office until late at night just so I can review all of the pending paperwork. As you can imagine, doing my job manually is a very inefficient process and also lowers the productivity.

**Interviewer:** Yes, I imagine it must be tedious and the time that you spent on reviewing completed paperwork can be done for other more productive tasks. If you don’t mind me asking, how do you store all of your documents?

**Interviewee:** There’s an archive in my office where we keep all of our documents.

**Interviewer:** Do you have a specific way of organizing all of your paperwork?

**Interviewee:** Since we have a lot of documents in my office, we organize all the documents with a filing system so that we will know exactly where to find a specific document we are looking for. However, this means trusting everyone at the office to follow the filing system and organize the documents accordingly.

**Interviewer:** How helpful or effective has the filing system been in organizing the documents?

**Interviewee:** If there is not a lot of work to do at the office, this filing system is very effective as all of the documents are in where they should be. However, at times where it is very hectic in the office and different people are taking different documents from the archive, it can be difficult to keep track of where the documents are and where to find them. So, the filing system is not as effective for that kind of situations.

**Interviewer:** So, what do you hope from the app? What specific features do you want me to include or prioritize perhaps?

**Interviewee:** It would be nice if the app can do the calculations automatically so that all I have to do is just enter the necessary input and the app can complete all the calculations.

**Interviewer:** Right, this can help minimize human errors as all the calculations are automated.

**Interviewee:** Actually, is it possible if the app can make the document for me?

**Interviewer:** I think I can try to implement that. Do you prefer your document in a specific format? Like a Word document?

**Interviewee:** I think a PDF would be fine. I just need a document that lists all of the details or information I need. It doesn’t even need to be on an actual Tax Form template. But if you’d like to see it, I can for sure email it to you.

**Interviewer:** That would be great actually. Based on what we talked about, I think a search feature would be helpful.

**Interviewee:** Yes, that would be nice. Searching for a specific document will be much more efficient than our filing system.

**Interviewer:** Of course! So, what do you think is your priority for the design of the app.

**Interviewee:** As long as the app is easy to navigate, intuitive, and has all the functionality that we have talked about before, then I think that is enough. I don’t really need an app that is visually beautiful. As long as it's fully functional.

**Interviewer:** Noted. I will still try my best to make the app as visually pleasing as possible. Well, thank you so much for making time to talk with me about this.

**Interviewee:** That’s alright. You can always speak with me if you have any further questions.

**Interviewer:** Of course!