

Project Interview Analysis



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Project Group Members

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Initial Features

1. Instantly post for help (by pressing the device volume button in a particular sequence) to emergency contacts via sms with phone number, predefined text and location. Help posts can also be made manually by providing phone number, text, photo and location.
2. The sms is going to contain a URL which is accessible through the web on any device. Which allows users to provide detailed information of a help post to the receiver regardless of their device.
3. Post for help as a witness to a common feed, visible to all users of the app.
4. Allow emergency contacts to monitor your whereabouts when feeling insecure.

Interview Participants

5 participants were interviewed in total, 3 male and 2 female. The 3 male participants were all undergraduate students studying at NSU, BRAC and AUST. Among the 2 female participants, one was an undergraduate student studying at NSU and the other an architect working in an architecture firm. All participants owned android smartphones and said to be fairly comfortable in using them.

Interview Findings

1. People rarely install new apps, unless the app is absolutely necessary. For example- because of online classes people have installed apps like Zoom, Google Meet, Google Classroom. However, before all study related online communications were mostly done through facebook groups via the Facebook app.
2. In areas where the participants lived, there are certain places which are less safe to travel at certain times. The places, timings and reason for lack of safety is well known to the people living there but not to visitors.
3. “Pati mastans” belonging to an area target new people visiting those areas, but people who have lived there for a long time are safe from them. One participant said about an area which they stayed for 10-12 years, “ছিনতাইকারী যদি ধরতও দেখা যাবে ওরে আমি চিনি।”
4. In an emergency situation, reaching out to emergency contacts may not be enough. There may be a delay in emergency contacts’ reaching the spot or emergency contacts may not be able to provide appropriate assistance.

5. There is no way of IDing bus drivers and helpers, this may be one of the reasons why we see so many crimes committed by them.
6. People are really reluctant to reach out to the police. The participants that said to have approached police reported that, not only do they take bribes from culprits but also demand money indirectly from victims in order to help. One participant exclaimed, "আমাকে হেল্প করলেও বেতন পাবে না করলেও পাবে তাইলে হেল্প করবে কেন?"
7. Participants reported to mostly ignore viral crime related posts because of mental distress or just hit the share button if they see friends sharing it. Moreover, it is very difficult to find out the truth from all the rumors and misinformation.

Features Extracted from Interview

1. From finding 2, we derived that well-known unsafe places can be marked with a description and time-interval on a map and made visible publicly so people can check the maps when traveling to unknown places.

Initially these markings are going to be done by us for places that are well known to us (Mirpur-1,2, Uttora and Bashundhara R/A). Later this option can be extended to let all users mark unsafe places near their home upon verification by an admin.
2. From findings 3, 4 we derived that- an emergency help signal/post can be forwarded to users living in that particular area too by a notification from the app.

The drawback is, for this feature to be effective at least some people living in the area must have the app installed and provide their home address to the app.
3. In light of finding 7, we want to update the initial feature-3 which lets users post for help as witnesses. To avoid rumor and false information providing a photo of the scene will be mandatory for posting as a witness, in this photo all faces are to be blurred and non-identifiable.