**Interview**

**Protocol**

* More open ended questions
* Be clueless and act as if you know nothing about these topics
* More like tell me about instead of specifics.
* What are worst case scenarious, how to handle? And what is a best case scenario for you guys?
* What risks do you have? How do you ensure your security??? Any protocols you need to follow?
* Describe the technology and systems you use handlings the cases, how do you use these?
* Could you ask for feedbacks from the women? Probably some women who are not in the situations anymore.
* How to design for so sensitive population?
* Scientific writing, what is my input? Tell it happened to me? Think about it
* Write a scientific paper and everything else I cant add, throw it in appendix.

*Consists of two parts, one on general questions about forced marriage and the problem in Switzerland & the second half consists of concrete questions about the work they do with women in need. What the process is, what the problem faced are.*

1. General Questions

- Forced marriage is a very well known topic in other countries and cultures, however, the majority of people here are not as familiar that such problems arise in Switzerland to. Therefore, to begin with, I would like to ask what can you tell me about forced marriage happening in Switzerland?

- The numbers of forced marriages happening, why is this topic not known/familiar in the Swiss community? Does this portray a problem/make your job harder? What makes the job difficult for you?

How do you get that position?

- How can this happen in Switzerland? Laws?

- What do you guys do? Since when are you doing this? How many cases have you addressed? Ideology/Their believes/Goals?

- How to women in need usually contact you? Through what channels do you try to reach them?

- The women who make contact with you, at what stage are they? Is there usually a need for you guys to push or educate them for their own benefit? Different people from different backgrounds will have different believes? If you can tell about a case? Without specifics?

-How long does it take from the first contact to them eventually being ‘free’.

- Do you support these women after they leave their old life behind? In which ways?

Tell me about your day?

Is there anything else siginificant we haven’t dicsuedd and you would want to mention?

*The point of these and follow up questions depending on the answer should help me see how the work is being done now, and what points could be solved better with the help of an app. Which aspects or information would be useful to put in an app? What issues (collaboration, communication, self-help, security… etc) can be solved more efficiently with the help of an app?*

- Revisit and look if they are biased?

2. Specific Questions

- Generally, what is the process from the initial meeting to the end?

- Is there a timeline to be followed?

- How do you communicate with these woman?

- Through what channels?

- What are the problem faced in communication?

- How do you decide on meeting places?

- What is the course of action if a person is unable to get out of the house or is constantly accompanied/not alone?

- What do you do/discuss in the initial meeting?

- What information about the person is crucial?

- How do you gather them?

- How do you organize these?

- Depending on what do you decide the level of threat the person is under and how do you decide or which factors do you take in account to come to the conclusion that now you need to step in?

- What are the steps the person itself has to take, what do they have to follow?

- Is logging of daily entries, useful? What kind of entries?

- In case a person is in immediate need or an energy/bad situation, what is the course of action to be taken?

- What are information you guys need to handle quickly?

- How do you ensure the security of this person despite the many restrictions the people may face at home?

- Often there is no privacy or surveillance, how do you tackle this problem?

- What is the importance of education for these women?

- In which way can this help them?

- How many women is one worker responsible for? Multiple people work on one case? Collaboration?

- In your case, how many cases per day do you handle? How do you organize these meetings? Calls and so on? As in do you schedule them by how crucial it is?

* In your opinion, in what ways or what could make your work easier with the help of technology or an app? What features could be beneficial for you? What for the women? Is it realistic they could use it? What kind of risk, is there any?

What is it like from their expierence for the women and how they respond?

Try to get the view of the womens through the berater.