

Assignment 2:

1: Finding someone to observe

Age: 41

Male/Female: Female

Occupation: Senior Doctor

.....Additional information:

1. She has one son working overseas
2. She has four dogs
3. She lives with her husband and all her friends live nearby.
4. She has 4 cats and 1 dog. There's a big yard.
5. She is a buddhist, worships Buddha twice a day.
6. She is a kind person, she cares about stray animals.

draw your participant here

2: Mind mapping your participant's morning ritual



3: Checking your assumptions

Most certain:

- She's busy in the morning
- She doesn't care too much about food
- she

Because:

Least certain:

She wants to keep the family healthy

She is picky about any products that may affect health

Because:

She chose the incense carefully almost buy the qualified products with natural ~~scent~~ smells

4: Preparing for the meet up

Timeline interview tips

Social map interview tips

Layer 1

WHAT is it?

Describe the things you do (factual)
WHO are they?
Describe the people that play a part in the story of your morning ritual. Place those that play an important role in your story closer to the center.

Interview Guide

Topic:

Annoying moments

- 1: *Annoying moments*
- what are the things you find annoying but have to do?
- who do you do those things for?
- 2: *What*
- what are the things you want to do but cannot do for me
- why?

- 3: *Family*
- family do your family spend morning with you?
- 4: *what are the things you want to do with your family?*

Layer 2

HOW does it feel?

Indicate the good and bad moments (emotional)

Layer 3

WHY does it feel that way?

Explain why the good are good and the bad are bad (motivations)

Layer 4

WHAT ELSE?

Ask further explanations, using the topics on the left

Layer 3

WHY is this important for you?

How do they relate to the topics on the left?

Topics:
1: Stress
- What are stress moments?
- What causes this?
- Who is involved?
- -

2: Food

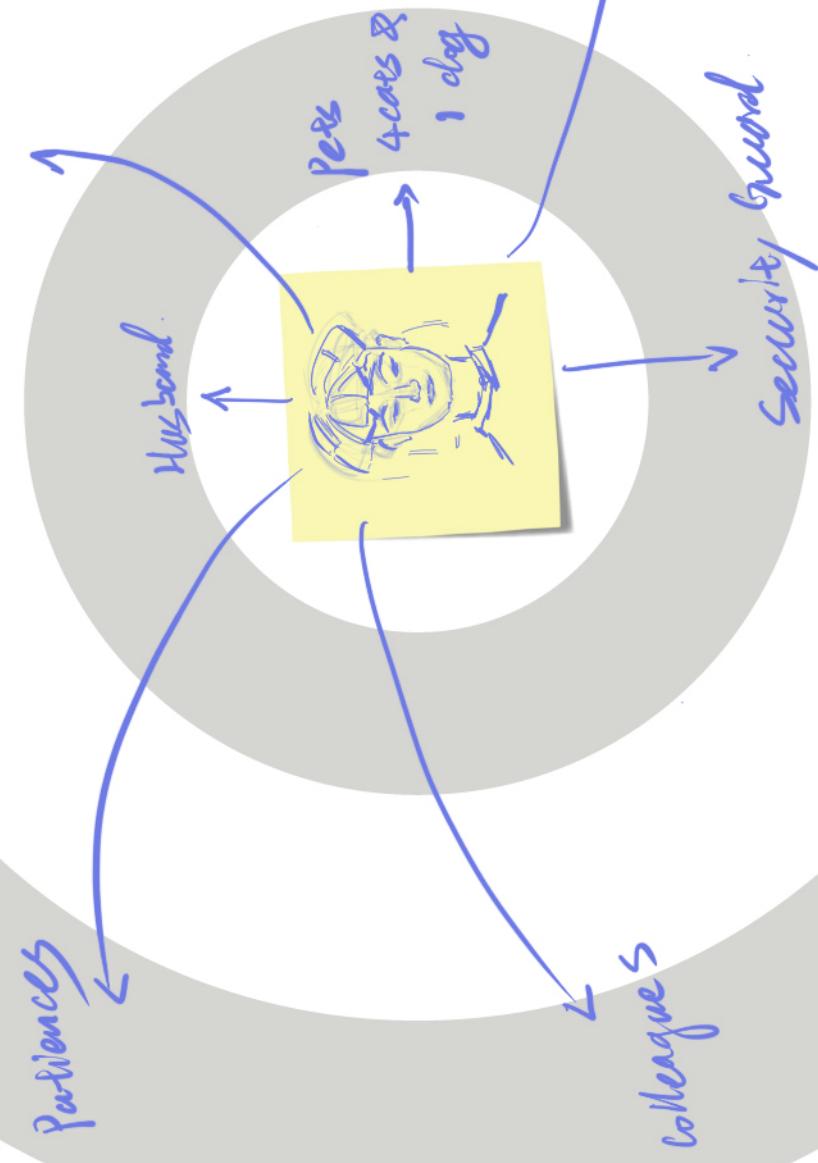
- how does that make you feel?
'can you give an(other) example of that?'

Tips:

Finish each layer before you begin the next one. Of course it is not forbidden to add things later.

Ask questions in a personal way:
'how does that make you feel?',
'can you give an(other) example of that?'

5: The meet up Step 2: Social Map



Neighbours

Peers
4 years &
1 dog

Security guard

Colleagues

Husband



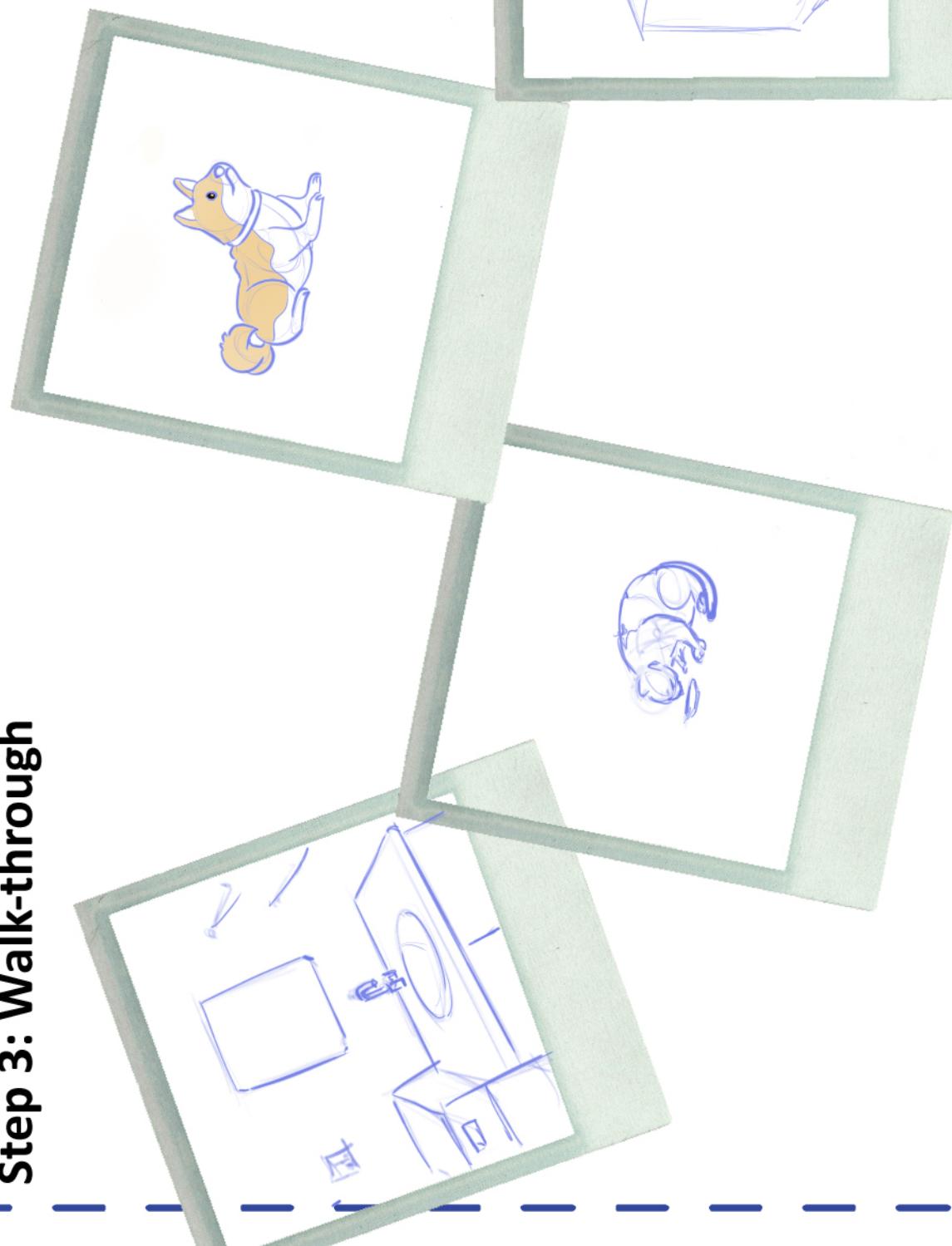
Example

- parents
- neighbours
- peers
- colleagues
- roommates
- boyfriend
- people on the train

Model Research
clients

MODULE 2: UNDERSTANDING THE CONTEXT OF USE

5: The meet up Step 3: Walk-through



User Journey Map



Goals	Waking up	Preparing to start the day	Prepare Breakfast	Grab a drink	Filling stomach	Wash dishes	Start Work
Context	Bedroom	Kitchen	Kitchen	Kitchen	Kitchen	Kitchen	Living room
Object	Stretches in bed Seat on the edge of the bed for 5 minutes	Toothbrush Toothpaste Rubber band Bidet Sink Tap Flush Toilet paper Face towel	Plate/Bowl Drying rack Utensils Pots	Mug Water filter tap Boiling water Coffee sachet Cabinet Scissors	Plate/Bowl Utensils Mug Butter	Plate/Bowl Utensils Sponge Dish Soap Drying rack	Laptop Mouse Computer screen Keyboard Phone Chair Speaker Foldable table Wood
Interaction	Stretches in bed Seat on the edge of the bed for 5 minutes	Tie hair up Uses the toilet(bidet,toilet paper,flush) Walk out of the toilet , washes hand and brushes teeth Wash face uses face towel to dry face	Take plates and utensils from the drying racks Steam bread	Grab a mug Open cabinet for coffee sachet Cut sachet with scissors Pour the content into the mug Unlock and dispense hot water On tap for filtered water Stir with spoon	Takes out butter from the fridge Uses a knife to spread the butter onto the bun Close and keep the butter back into the fridge	add dish soap into container Turn on tap add water to dilute take the sponge and scrub the dishes rinse the soap turn off tap put the dishes on drying rack	Seats on the chair On her laptop Extend screen to a second monitor Connects phone to speaker and play music Uses wood plank to elevate laptop
Pain Point	Toothpaste always sticks onto the sink Having to squeeze toothpaste/facial wash when it is almost finish Water stains on glass from the toothpaste n facial wash after use	Pots might be too hot to touch	Scissors gets stuck due to the holder Cluttered space for the scissors holder Sachet cannot be teared without scissors			Overcrowded Counter always get wet after washing the dishes, Shirt may get wet if leaning against the counter Need sponge container to dilute soap but not hygienic to leave it in overnight	Long hours- aches Cluttered space Laptop is not elevated Height of elevation is not right



Preparing to start the day



Prepare Breakfast



Grab a drink



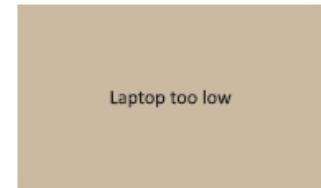
Wash dishes



Start Work



Sponge Container
(use it to dilute the soap
but at the same time,
needs to drain the
content after washing)



Water stain on glass
(after putting back the
toothpaste and facial
wash soap)

Sachet package

Soap dish

Cluttered table

Left over product at the
end which is hard to
squeeze out

Pot/lids

Scissors holder
(scissors may get stuck
due to the movable
hooks used as a holder)



Wet counter top

Back ache