Locust – Tracker for Safety

Interview Guidelines and Report
for Workshop 3

Submitted to:

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The documents are stored in the GitHub Repository: https://github.com/manologhernandez/SOS

Document Purpose:

This document is provided as a guide for using interview. It provides guidelines on how to proceed with conducting the data gathering technique, and on what type of questions are covered. It also contains the transcription and reports the results.

Target Audience:

High School and College Students

Revision Control:

Revision Date	Person Responsible	Version Number	Modification
09/02/19	Jimuel Celeste, Jr.	1.0	Initial Document; Edited parts: I.A, I.B, I.C, I.F.i, I.F.ii., I.F.iii
09/02/19	Ricardo Puato III		Prepared the consent form
09/03/19	Manolo Hernandez	1.1	Edited parts: I.F.iii, I.F.iv
09/09/19	Jimuel Celeste, Jr.	1.2	Added interview transcripts of *Student1* and *Student2*.
09/ 11/19	Manolo Hernandez	1.3	Added interview transcripts of *Student3*
09/ 11/19	Manolo Hernandez	1.4	Edited parts: III.A, III.B
09/11/19	Ricardo Puato III	1.5	Added interview transcripts of *Student4* and *Student5*
09/12/19	Jimuel Celeste, Jr.	1.6	Edited part: III.C
9/13/19	Manolo Hernandez	1.7	Added a summary for Question 2 in III.C
9/13/19	Ricardo Puato III	1.8	Added a summary for Questions 3, 4 and 5 in III.C
9/13/19	Jimuel Celeste, Jr.	1.9	Finalized the document

Table of Contents

I.   Interview Guide and Checklist

This section provides the instructions on how to conduct interviews. It also provides a checklist needed to perform the data gathering technique.

A.   Purpose

The purpose of the interviews is to gather information from people who might be interested in using "Locust – Tracker for Safety"—a proposed location sharing Android application. Specifically, the following are expected to be answered:

1. Who are the prospect users of the application?

2. What features should the application have?

3. What data should the application track, modify, and share?

4. When and where could the application be used?

5. What privacy issues should the developers be aware and mindful of?

B.   Target Participants

The target audience of the interviews are also the target users of the application: high school and college students. This is to ensure that feedback on proposed features are immediately considered. The expected age of participants is from 15 to 23 years old.

C.   Participant's Consent

Participants will sign a consent form to participate in the focus group discussion. One copy of the informed consent form should be given to participants and a second copy should be kept by the interviewer. The responses to the questions will be kept confidential. At no time will the actual identity of the participants will be revealed. They will be assigned a random numerical code. Anyone who helps the transcription of the responses will only know them by this code. The recording will be destroyed as soon as it has been transcribed. The transcript, without their names, will be kept until the study is complete.

The key code linking their names with their number will be kept encrypted in a file and no one else except the group members will have access to it.   It will be destroyed when our final paper has been graded. The data that will be provided will be used for the development of the location sharing Android application and may be used as the basis for articles or presentations in the future. The names or any information that would identify any participants will not be used in any publications or presentations.

The participation in this study is completely voluntary, and the participants may refuse to participate or withdraw from the study without penalty or loss of benefits to the group. They may withdraw by informing the group that they no longer wish to participate (no questions will be asked). They may skip any question during the interview, but continue to participate in the rest of the study.

(See Sample Consent Form)

D. Data collection

The discussions can be recorded if agreed by participants, and transcribed verbatim for analysis. The recordings need to be securely stored until transcribed and then destroyed. The transcription shall not contain information that would allow individuals to be linked to specific statements. Confidentiality will be strictly preserved.

If recording is not available, the interviewer will be taking down notes of what is being discussed. The notes will be analyzed later.

E. Interview Schedule

Interviewee	Interview Date & Time	Interview Venue
John Norman Rodriguez *18, BS Education, University of Luzon*	7PM - September 7, 2019	Online via Facebook Messenger
Alysa Keren Apalis *20, BS Medical Technology, Far Eastern University Manila*	11AM – September 9, 2019	Jollibee, P. Noval St., Sampaloc, Manila
Bea Louise Miranda *19, B Landscape Architecture, UP Diliman*	8PM – September 5, 2019	Chapter Café, Maginhawa, Quezon City
Aly Gacutan *BS Computer Science, UP Diliman*	9:00AM – September 6, 2019	UP AECH
Patrick Sanchez *BS Computer Science, UP Diliman*	9:25AM – September 6, 2019	UP AECH

F. Interview Protocol

An interview protocol may facilitate structuring the interview by highlighting the topics that need to be covered.

i. Introductory Script

Interviewer:

My name is <name>, Computer Science major from UP Diliman. As part of our CS 191 class, Software Engineering, we are tasked to develop a software of our choice. My group will create a location sharing Android application. This interview is part of the requirements gathering stage of the development. Thank you for allowing me to interview you.

ii. Interview Objectives

In this interview, we are expecting to gather information that would help use to determine the features, limitations, and the overall behavior of the application. We assure that your answers will be kept in confidence and will not adversely affect your current enrollment and/ or employment.

iii. Questions

Fill in your interview questions, the contribution of the participant's answer and expected information. See sample questions below of elicitation of requirements.

Questions	Contribution to the Study	Expected Information
Location Based Services Are you comfortable in using location based services like Grab, Google Maps, and Waze, among others? What do you think are the advantages of using location based services? What do you think are the disadvantages of using location based services? Would you use a location based service application in order to automate location sharing? Example: Updating your parents about your location.	*Location Based Services* The purpose of asking questions relation to the use of location based services is to gauge whether or not our target audience is comfortable with sharing sensitive data, such as their location, in exchange for a service. These questions are important for the study since the use of location based services plays a very important role to our application.	*Location Based Services* Insights on using Location-based services
People Who are the people whom you usually update about your location? As a student, do you think that a location sharing application would be beneficial for you? Why? If any, who else do you think would benefit from using a location sharing application?	*People* The significance of asking these questions is to get a sense of who we are making the application for. It is important for us to know who our target audience is, so we may cater more to their needs and wants.	*People* Our target market
Location Sharing What messaging platform (e.g. SMS, Facebook Messenger, Viber) do you prefer the most? Why? Do you think SMS or text messaging is still an effective tool to communicate with other people? Why? What do you think is the most ideal messaging platform to	*Location Sharing* The participants answers will help us know which features to implement in our application, and which of these features will be useful or not. We will also get a sense of what our target audience prefers to have for the application.	*Location Sharing* Potential messaging platforms Potential features

use when sharing location details? Why?		
Privacy and Security What do you think are the risks of having a location sharing application? What privacy issues do you think could arise from a location sharing application? Do you think that a security system (e.g. password, pincode, pattern, fingerprint) is necessary for the application to be secured? Why?	*Privacy and Security* The responses of the participants will tell us how important data privacy and location sharing is for them. This will help us plan for an application that is not controversial or intrusive.	*Privacy and Security* Issues on data privacy Potential features for security
Recommendations What features do you think are necessary for a location tracking-and-sharing application? Do you have any other comments or suggestions for the development of a location tracking-and-sharing application?	*Recommendations* The responses we will get from here are very significant because we are listening to the actual desires of our target market. This will help us decide how we will implement our idea and what are the best measures we must take in order to be successful.	*Recommendations* New features and specifications for us to consider

iv. Concluding Script

- • Thank you for participating. This has been a very helpful for our study.
- • Your ideas and opinions will be a valuable asset to the study.
- • If there is anything you are unhappy with or wish to complain about, please contact Jimuel Celeste Jr., Manolo Hernandez or Ricardo Puato III.
- • I would like to remind you that any comments featuring in this report will be anonymous.

II. Interview Transcription or Notes

Interviewee Code: Student1

Interview Date: September 7, 2019

Interviewer: Are you comfortable in using location based services like Grab, Google Maps, and Waze, among others?

Student1: Yes. Dahil nakikita mo 'yung location mo. Kung nasaan ka na, kung ilang minuto na lang ang natitira. Mas maganda sa pakiramdam 'yung informed ka, 'di ba?

Interviewer: What do you think are the disadvantages of using location based services?

Student1: Siguro isa sa mga disadvantages ay kapag may mga unauthorized na mga tao na nakakakita ng current location ng user. Pati na rin 'yung mga lugar na pinpuntahan nila. Dangerous 'yun [unauthorized access]. Isa pang disadvantage ay kapag ginagamit mo 'yung application tapos bigla kang napunta sa place na walang signal or nawalan ka ng [access sa] data.

Interviewer: Would you use a location based service application in order to automate location sharing? Example: Updating your parents about your location.

Student1: It depends. (Context: updating friends about your location) Siguro may mga pagkakataon na gagamitin ko 'yung automatic sharing, pero madalang lang. Kahit friends mo sila, may mga privacy issues pa rin. Mahirap magsinungaling. For example, sasabihin mo na on the way ka na para makampante sila pero nasa bahay ka pa lang pala.

Interviewer: As a student, do you think that a location sharing application would be beneficial for you? Why?

Student1: Oo. Magiging beneficial ang application na tulad nito. Sa school kasi, madalas na group activities ang pinagawa. Minsan, after class ang meeting namin. Nagpupunta kami ng cafe for brainstorming and paper works. Tapos minsan, nasasayang ang oras sa pag-lolocate ng groupmates. Kaya naman kung may ganitong application [location sharing application], gagamitin na lang 'yung application para mag-share ng location at mas madali na ang hanapan.

Interviewer: If any, who else do you think would benefit from using a location sharing application?

Student1: Sa mga food businesses na nag-de-deliver ng food; delivery person and customers. Siguro sa mga ambulance—lalo na 'yung mga nasa rural places. At mga delivery services. Madaling malaman kung nasaan na sila.

Interviewer: Do you think SMS or text messaging is still an effective tool to communicate with other people? Why?

Student1: Oo, parang effective pa rin. Ngayon kasi, kapag text message ang natanggap mo, ibig sabihin importante ang sasabihin.

Interviewer: What messaging platform (e.g. SMS, Facebook Messenger, Viber) do you prefer the most? Why?
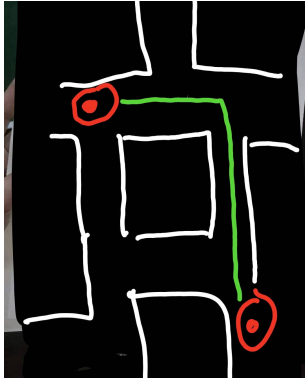
Student1: [Facebook] Messenger dahil kahit wala kang load, as long as naka-open ang mobile

data mo, magagamit mo pa rin. At hindi lang text ang pwede mong isend.

Interviewer: What do you think is the most ideal messaging platform to use when sharing location details? Why?

Student1: Through [Facebook] Messenger or text messaging. Aside from that, may map rin na naka-pin 'yung location ng user. At naka-pin rin 'yung location mo at pwede ninyong makita location ng isa't isa.

(*Student1* sent an illustration)

Interviewer: What do you think are the risks of having a location sharing application?

Student1: Kapag may mga gustong mang-kidnap sa'yo o mga *budol budol*. Pwede nilang masubaybayan 'yung galaw mo.

Interviewer: Do you think that a security system (e.g. password, pin code, pattern, fingerprint) is necessary for the application to be secured? Why?

Student1: Yes.

Interviewer: What features do you think are necessary for a location tracking-and-sharing application? Do you have any other comments or suggestions for the development of a location tracking-and-sharing application?

Student1: Additional features: magpakita ng traffic condition (like congestion), nearest establishments such as pharmacies, convenient stores, hotel, hospital, police stations. And during rainy days, nagpapakita rin kung saang places ang binabaha.

Additional Comments

The interviewee is a college student from the province. Hence, the interview was conducted online. The answers transcribed above are syntactically tailored, but the contents are well preserved. It was to strip unnecessary words and phrases from the answers (e.g. "Kuya" to refer to the interviewer).

Interviewee Code: Student2

Interview Date: September 9, 2019

Interviewer: Are you comfortable in using location based services like Grab, Google Maps, and Waze, among others?

Student1: Yes.

Interviewer: What do you think are the advantages of using location based services?

Student1: They make some tasks easier. For example, when you want to order food, Grab Food is there. For transportation, Grab and Waze. Pinapadali nila mga bagay.

Interviewer: What do you think are the disadvantages of using location based services?

Student1: Privacy issues. For example, may mga tao na makakaalam ng home address mo. Minsan nakakatakot isipin 'yun.

Interviewer: Would you use a location based service application in order to automate location sharing? Example: Updating your parents about your location.

Student1: Yes. Especially when updating my parents. Minsan kasi magpapaalam ka at gusto talaga nila ma-update kung nasaan na ako. Mas at ease sila kung na-a-update sila.

Interviewer: As a student, do you think that a location sharing application would be beneficial for you? Why?

Student1: Yes. Parents pa rin ang reason. Useful when updating my parents about my location. Para hindi sila mag-alala. And I think it's the same case for some students.

Interviewer: If any, who else do you think would benefit from using a location sharing application?

Student1: Delivery services. Malalaman mo kung nasaan na sila.

Interviewer: Do you think SMS or text messaging is still an effective tool to communicate with other people? Why?

Student1: Yes. Dahil hindi naman lahat na pagkakataon may internet connection. Text messaging pa rin 'yung reliable mode of communication.

Interviewer: What messaging platform (e.g. SMS, Facebook Messenger, Viber) do you prefer the most? Why?

Student1: [Facebook] Messenger. Aside kasi from text, marami ka pang pwedeng ishare doon like pictures, videos.

Interviewer: What do you think is the most ideal messaging platform to use when sharing location details? Why?

Student1: Through text messaging. As I've mentioned, hindi naman parating may internet connection. But in text messaging, basta may signal, matatanggap na. Maganda rin kapag graphical; like a map that shows your location.

Interviewer: What do you think are the risks of having a location sharing application?

Student1: Privacy issues lang talaga. Nashi-share mga sensitive information like home address.

Interviewer: Do you think that a security system (e.g. password, pin code, pattern, fingerprint) is necessary for the application to be secured? Why?

Student1: Yes.

Interviewer: What features do you think are necessary for a location tracking-and-sharing application? Do you have any other comments or suggestions for the development of a location tracking-and-sharing application?

Student1: Sana maging priority 'yung mga security features to protect the data of the users. And of course, maging way rin sya to simplify the task [of location sharing] like other applications.

Additional Comments

The interviewee was attentive. Although there were times when the interviewee was distracted because of the loud music in the venue, the interview still went smooth. It took us 30 minutes.

Interviewee Code: Student3

Interview Date: September 5, 2019

Interviewer: Are you comfortable in using location based services like Grab, Google Maps, and Waze, among others?

Student3: Yes

Interviewer: What do you think are the advantages of using location based services?

Student3: Its part of a customized experience. It makes it easier for me to get service, and as long as they have consent for the information then Im fine with it/

Interviewer: What do you think are the disadvantages of using location based services?

Student3: Some applications are very discrete with what they use your information for, just like google, who knows every step i go. Its kinda creepy to know that when i turn my data on, applications know exactly where i am.

Interviewer: Would you use a location based service application in order to automate location sharing? Example: Updating your parents about your location.

Student3: Not my parents, but if it were my friends or trusted people then sure

Interviewer: Who are the people whom you usually update about your location?

Student3: Friends who i went out with, my S/O, my dad if he asks

Interviewer: As a student, do you think that a location sharing application would be beneficial for you? Why?

Student3: In terms of security, i guess. Or if I'm in a field trip, etc.

Interviewer: If any, who else do you think would benefit from using a location sharing application?

Student3: People whose work is always outside, or maybe young adults or kids who have outings and their parents arent with them**.**

Interviewer: What messaging platform (e.g. SMS, Facebook Messenger, Viber) do you prefer the most? Why?

Student3: I like messenger the most because i feel that its the most integrated into my life (acads, family, friends). Other platforms are for closer friends or people who actually have my number.

Interviewer: Do you think SMS or text messaging is still an effective tool to communicate with other people? Why?

Student3: Yes. Not everyone has the energy to verbally talk. It also takes less data and time to execute.

Interviewer: What do you think is the most ideal messaging platform to use when sharing location details? Why?

Student3: For me messenger or SMS. The cellular would be more efficient because you might not have signal for data. And with messenger, people can have their data off and not receive their message.

Interviewer: What do you think are the risks of having a location sharing application?

Student3: They might abuse it and sell your information. Unless it has a trigger for when it turns on, it might drain your battery if its on all the time.

Interviewer: What privacy issues do you think could arise from a location sharing application?

Student3: If it gets triggered in a situation that doesnt require it to be on, and it shares your information without your consent/without an actual emergency.

Interviewer: Do you think that a security system (e.g. password, pincode, pattern, fingerprint) is necessary for the application to be secured? Why?

Student3: Yes. If anyone can get a hand on your phone and gets acces to your sensitive info, I would most likely not use the application.

Interviewer: What features do you think are necessary for a location tracking-and-sharing application?

Student3:

- Trusted contacts
- Specific signals/codes for it to activate
- A signal for it to deactivate (when you're safe/home)
- Alerting local police in case of some specific circumstance (specific code for police, code for family)
- Simple and clean interface. Especially for stressful conditions
- Report other incidents

Interviewer: Do you have any other comments or suggestions for the development of a location tracking-and-sharing application?

Student3: Try to coordinate with the local law enforcement

Interviewee Code: Student4

Interview Date: September 6, 2019

Interviewer: Are you comfortable in using location based services like Grab, Google Maps, and Waze, among others?

Student4: Ah, Oo

Interviewer: What do you think are the advantages of using location based services?

Student4: Ok naman useful sya.

Interviewer: What do you think are the disadvantages of using location based services?

Student4: Ewan, Privacy?

Interviewer: Would you use a location based service application in order to automate location sharing?

Student4: Pwede naman

Interviewer: Who are the people whom you usually update about your location?

Student4: Parents

Interviewer: As a student, do you think that a location sharing application would be beneficial for you?

Student4: Siguro, for safety na rin

Interviewer: If any, who else do you think would benefit from using a location sharing application?

Student4: Mga kids, elderly.

Interviewer: What messaging platform (e.g. SMS, Facebook Messenger, Viber) do you prefer the most?

Student4: Messenger kasi maraming na gumagamit

Interviewer: Do you think SMS or text messaging is still an effective tool to communicate with other people? Why?

Student4: Siguro kasi di na kailangan ng internet.

Interviewer: What do you think is the most ideal messaging platform to use when sharing location details? Why?

Student4: SMS di na kailangan ng internet

Interviewer: What do you think are the risks of having a location sharing application?

Student4: Pwede ma-leak yung location mo

Interviewer: What privacy issues do you think could arise from a location sharing application?

Student4: Ma-leak yung location info mo.

Interviewer: Do you think that a security system (e.g. password, pincode, pattern, fingerprint) is necessary for the application to be secured? Why?

Student4: Oo for safety

Interviewer: What features do you think are necessary for a location tracking-and-sharing application?

Student4: May map

Interviewer: Do you have any other comments or suggestions for the development of a location tracking-and-sharing application?

Student4: Gawing app

Interviewee Code: Student5

Interview Date: September 7, 2019

Interviewer: Are you comfortable in using location based services like Grab, Google Maps, and Waze, among others?

Student5: Oo

Interviewer: What do you think are the advantages of using location based services?

Student5: Convenient

Interviewer: What do you think are the disadvantages of using location based services?

Student5: Minsan di accurate

Interviewer: Would you use a location based service application in order to automate location sharing?

Student5: Ewan siguro

Interviewer: Who are the people whom you usually update about your location?

Student5: Parents

Interviewer: As a student, do you think that a location sharing application would be beneficial for you?

Student5: Siguro

Interviewer: If any, who else do you think would benefit from using a location sharing application?

Student5: Mga bata

Interviewer: What messaging platform (e.g. SMS, Facebook Messenger, Viber) do you prefer the most?

Student5: Messenger, madalas kong ginagamit eh

Interviewer: Do you think SMS or text messaging is still an effective tool to communicate with other people? Why?

Student5: Oo, para kung walang access sa internet yung me-message mo

Interviewer: What do you think is the most ideal messaging platform to use when sharing location details? Why?

Student5: Mga app siguro

Interviewer: What do you think are the risks of having a location sharing application?

Student5: Baka mapunta sa iba yung location mo.

Interviewer: What privacy issues do you think could arise from a location sharing application?

Student5: Ewan baka makapagshare ng too much info.

Interviewer: Do you think that a security system (e.g. password, pincode, pattern, fingerprint) is necessary for the application to be secured? Why?

Student5: Oo meron dapat para safe.

Interviewer: What features do you think are necessary for a location tracking-and-sharing application?

Student5: Pili lang yung mabibigyan ng location.

Interviewer: Do you have any other comments or suggestions for the development of a location tracking-and-sharing application?

III. Interview Report:

A. Introduction

Group 1 held a series of interview with 5 participants on September 03 - September 11, 2019. The interviews were conducted as part of the data gathering stage for the development of Locust. The participants were young adults, either in high school or in college. The data gathered helps in the development of a location based service application for safety.

The discussion was designed to gather information from the participants in regard to the following questions:

1. Who are the prospect users of the application?

2. What features should the application have?

3. What data should the application track, modify, and share?

4. When and where could the application be used?

5. What privacy issues should the developers be aware and mindful of?

B. Participant Demographics

Age: 16-22 years old

Sex: Male and Female

Occupation: Students

Nationality: Filipino

C. Participant's Perspectives

Question 1: Who are the prospect users of the application?

Outcome 1: Answers to questions under the *People* category are summarized below. They are used to identify people—users and receivers [of location]—who may be involved when the application is finally implemented.

Users

1. Students

Students may use the application when they are off-campus. For *Student1,* whenever they have group meetings outside of school—at cafes—locating the meeting place takes time. Hence, having a location sharing application that automates the process would be beneficial.

2. Children

Children may also benefit from using the application. When asked who else may benefit from the application, *Student3* said:

> *"...or maybe young adults or kids who have outings and their parents aren't with them."*

Not only that parents would be at ease, kids would also enjoy the trip without distractions.

3. Delivery Men

Student1 and *Student2* suggested that delivery men—food delivery, door-to-door services—may use the application. Most of their working hours, delivery men are on the wheels. And we know that using cellphone while driving is not advisable. But for some of them, constantly updating the customer about their location is part of the job. Therefore, automating the location sharing would eliminate the danger posed by using a phone while driving.

4. Medical Personnel

Medical personnel may use the application to update the hospital about their location (*Student1*). For instance, when they are transporting a patient in an ambulance.

Receivers

People whom the interviewees usually update about their location:

1. Parents

2. Friends

3. Classmates

4. "S/O": Significant Other

Question 2: What features should the application have?

Outcome 2: Answers to the questions regarding features the users would wish to have in the application are summarized below.

Security

All of the interviewees expressed that they would want a security system in the application, such as a password lock/pin code/fingerprint lock in order to be assured that their identity and credentials are secured. Quoting the answer of *student2*,

> *"Sana maging priority 'yung mga security features to protect the data of the user."*

Sending Updates

Both *student2* and *student5* highlighted that they would want the feature of choosing who they will send updates.

Maps

Both *student1* and *student4* said that they would appreciate a map feature. *Student1* elaborated on this, saying that he/she would want to see nearby pharmacies, police stations, hotels, and hospitals. Also, seeing road conditions such as traffic and flooding was also emphasized by *student1*.

Simplicity/Ease of Use

The respondents also expressed that they would want a clean interface for them to use. Also, they would want the feature of location sharing to be easier than that of other applications. Quoting the response of S*tudent3:*

> *"Simple and clean interface. Especially for stressful conditions"*

Other Features

The following features were stated by each interviewee. These features were not common between each participant.

- Use of specific signals/codes for the application to activate
- Use of a signal for it to deactivate for when you're safe/home.
- Ability to alert local police in case of some specific circumstance.
- Having a specific code for police, code for family, etc.
- Ability to Report other incidents

Question 3: What data should the application track, modify, and share?

Outcome 3:

Location

Our application needs the user's location information specifically the GPS coordinates. This will be updated at a time interval set by the user.

Personal Information

Some of the user's personal information will be asked for identification. These are his/hers name, age, picture, and phone numbers.

Contacts

Receivers' information that will be set by the user will also be asked for identification. These are their names, age, picture and phone numbers.

Question 4: When and where could the application be used?

Outcome 4:

Emergencies

The application's intended use is for emergencies and general safety. As S*tudent1* suggested, the application could be used by medical personnel when transporting patients. But of course, it could also be used for other purposes*.*

Outdoors

The application could be used anywhere as long as there is cellular signal. The following are some of the scenarios when the application might be used: locating friends or classmates, updating parents when out, while the driving. In general, instances when the user cannot use his phone to manually type but needs to update someone about his location

Question 5: What privacy issues should the developers be aware and mindful of?

Outcome 5: The developers should be aware and must abide by the Data Privacy Act of 2012. Some of the respondents were also concerned about us collecting too much information. The developers should always inform the users about the data being gathered and let the users have control in the data they share. The developers should also make sure that the application is secured to avoid leaking users' information.