

# Diários

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# What is a Diary?

- A diary is a document created by an individual who maintains **regular recordings** about events in their life, **at the time** that those events occur
- Diaries are useful for recording information that is **fluid** and **changes** over time, such as **user mood**
- If recall after-the-fact will be hard, inaccurate, or subject to biases, diaries might be a useful data collection method



# What is a Diary?

- Many people keep blogs, status updates using Facebook, or “tweets” on Twitter
- These are all **informal diaries**, because entries are made as they occur, in real-time (although there are no stated research purposes)
- Diaries have been adopted, from sociology and history, for use in human-computer interaction research



# What is a diary?

- User mood and feelings, such as frustration, anger, and pain, can be best understood using a diary
- Diaries can be time-focused or not
- A time diary is when there is a focus on **how time is used**, and entries need to be made on a regular basis (with a specified dimension of time)
- Time diaries are useful, because people often remember time **inaccurately**



# Why use diaries in HCI?

- Diaries **fill the gap** between observation in naturalistic settings and fixed laboratory settings, and surveys
- Users may have **different reactions** when being observed, and observers may not always understand what is going on
- If interested in collecting data that is fluid and changes over time (rather than factual data), **surveys can lead to biased data** due to biases in recall
- Multi-method research is often the best approach



# Why use diaries in HCI?

- Diaries allow for collecting **more detailed** research than surveys
- Diaries are good at understanding not only what users are doing, but WHY they are doing it
- Diaries ask users about themselves, their perceptions, and their mood
- Time is an important dimension, because asking users to recall after-the-fact how much time they spent or wasted will lead to inaccurate answers



# Why use diaries in HCI?

- Diaries are good for recording **user-defined incidents**
  - When users intended to perform a task, but decided not to do so
  - When users feel that they have learned something new
- Diaries are also good at researching situations where users move around and don't stay in one place
  - Mobile phones, GPS devices, hand-held tech





# Challenges with diaries

- Users sometimes are not introspective and are not even aware of the specifics of what they are doing and therefore may have trouble recording it in a diary entry
- Users may not follow through and record (via paper or electronic) a sufficient number of entries
- Time recording may still be less accurate for time diaries than for controlled laboratory setting or automated data collection





# Challenges with diaries

- Generally **harder to recruit users** for a diary study than for something less intrusive, like a survey
- Since data is both qualitative and quantitative, **data analysis** may take a long time
- Hard to strike a **balance** between a frequent-enough series of diary entries, and infringement on daily activities (user participation may then trail off)



# Diaries for future technology

- Diaries can be used to investigate the use of technology that exists at multiple stages:
  - Technology that **doesn't exist yet** but could (where researchers investigate communication or information usage patterns, separate from technology)
  - Technology that **exists but needs to be improved** (how people use existing technology)
  - Prototypes of **new technology** that need to be evaluated



# Participants for a diary study

- Determine in advance who appropriate participants/users are
  - Demographic, education, computer experience
- Try to get a representative group of participants, but it's more important to have **users who can provide useful insight**
- Potential diarists must **understand** the purpose, **be motivated** and use any required technology for diary entries



# Participants for a diary study

- The diary study would be structured so that it yields useful data, without imposing an unreasonable **burden** on users
- The diary study should not **negatively impact** on employment, health, or relationships
- ~~Participants should be paid for taking part in the diary study~~
- Participants need to be informed of their rights, including to remain anonymous



# Types of Diaries

- Two main types of Diaries:
- **Feedback diary**- the data recorded in the diary is itself the purpose of the research
  - Users make entries when a certain event or threshold occurs, or on a stated time basis
- **Elicitation diary**- the users record only basic information about important events occurring in their day
  - These data points are used as prompts for expansion at a later time



# Feedback diary

- Feedback diaries can be structured or unstructured
  - Likert scales, checkboxes, and time recording
  - How did you respond? How did you feel?
  - How did you think X could be improved?
  - OR personal reflection



# Elicitation diary

- Data points recorded in an elicitation diary are quick and simple
  - Short snippets of text
  - Short audio records
  - Short video clips or pictures
  - The goal is not interrupt what users were doing
- Then, later (in an interview, on a web site, or other format), users expand on their entries, describing in more detail





# Data collection

- How will the diaries be recorded?
  - Paper?
  - Electronic?
  - Voice?
  - Smart phones?
- Often now, technology is being used to record diary entries
  - But you may not want to use the technology that is focus of the diary study as the only method for recording data



# When to record an entry?

- Participants should be given clear guidance on when to perform an entry in the diary
  - What activities are of interest?
  - What events, incidents, or feelings should result in a diary entry?
  - How often should diary entries be made?
  - How detailed should the entries be?
- Make sure NOT to pay participants based on the number of diary entries



# When to record an entry?

- Two weeks is often an appropriate length of time for a diary study
- If diary reports are turned in during the study period, researchers should monitor the incoming reports, check on who is not reporting diary entries, or if the entries are not providing useful data
- Reminders and feedback can be sent during the period of the diary study

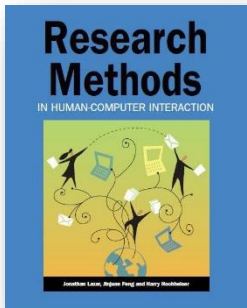


# Analysis of diaries

- Transfer all records to an easy-to-analyze electronic format
- Do statistical analysis on quantitative data
- Prepare and examine qualitative data, potentially do a content analysis
- With qualitative data, you can contact the participants after the fact to see if your interpretations are correct



# Referências



- Capítulo 6 - Diaries