# Legal assistance App

## Study 1: Semi-Structured Interview

### Background

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This is a study of the possibility of designing *an application for legal assistance to persons crossing the border during martial law.*

### Research Goal

1. Identify the legal needs and expectations of individuals at the preparation stage of crossing the border during martial law, and develop an application that provides effective and accessible legal information and guidance to meet those needs, including an algorithm of actions for preparing necessary documents.
2. Ensure that the application is accurate, reliable, and able to provide the necessary legal information to users at the preparation stage of crossing the border during martial law, including information on required documents and their availability for the user's group, as well as an algorithm of actions for preparing those documents.

Additionally, the application should be designed to delegate answering to real people (lawyers) in cases when the situation is too complex for the application to provide an accurate answer. The application should also only recommend some lawyers, and it's up to the user to decide whether to use the services of a legal expert or not.

### Research Questions

1. What are the most common legal needs of individuals at the preparation stage of crossing the border during martial law, and how can the application address these needs?
2. What are the most effective and accessible ways to provide legal information and guidance to individuals at the preparation stage of crossing the border during martial law?
3. What factors do individuals consider when deciding whether to use an application for legal assistance at the preparation stage of crossing the border during martial law, and how can the application meet these expectations?
4. What are the current gaps and challenges in providing legal assistance to individuals at the preparation stage of crossing the border during martial law, and how can the application address these gaps?
5. What are the most effective ways to ensure the accuracy and reliability of legal information provided by the application to users at the preparation stage of crossing the border during martial law?
6. What criteria should the application use to recommend lawyers to users, and how can it ensure that these recommendations are objective and reliable?
7. What are the best practices for delegating answering to real people (lawyers) in cases where the situation is too complex for the application to provide an accurate answer, and how can the application ensure that these lawyers provide high-quality and reliable legal advice to users?

### Method & Recruiting

We use surveys to collect data from at least 150 citizens of Ukraine or persons residing in the territory of Ukraine for more than 5 years.

### Survey Questions

Questions:

1. What type of border crossing have you done in the past?

a)Land

b)Air

c)Sea

2. How frequently do you cross the border during martial law?

a) Rarely (once a year or less)

b) Occasionally (1-3 times a year)

c) Frequently (more than 3 times a year)

3. What types of legal issues have you encountered during border crossings in the past?

a) Visa and immigration issues

b) Customs and trade-related issues

c) Security and safety concerns

d) Other (please specify)

4.How important is it for you to have access to legal assistance during the border crossing process?

a)Not important

b)Somewhat important

c)Very important

5.Have you ever used some legal assistance applications before?

a)Yes

b)No

6.How likely would you be to use a legal assistance application for border crossings during martial law?

a)Very likely

b)Somewhat likely

c)Neutral

d)Somewhat unlikely

e)Very unlikely

7.What features do you think are most essential for a legal assistance application designed for border crossings during martial law?

a)Step-by-step guidance on required documents and procedures

b)Access to legal experts for complex legal issues

c)Translation services

d)Emergency contacts and resources

f)Other (please specify)

8.How easy was it to use the legal assistance application for border crossings during martial law?

a)Very easy

b)Somewhat easy

c)Neutral

d)Somewhat difficult

e)Very difficult

9.How likely would you be to use a legal assistance application for border crossings during martial law if it were easy to use and navigate?

a)Very likely

b)Somewhat likely

c)Neutral

d)Somewhat unlikely

e)Very unlikely

### 4. Methodologies:

1. **Survey:** A survey is a common research methodology used to gather information from a large number of people. You could develop a survey questionnaire and distribute it to your target audience to collect quantitative data on their legal needs, expectations, and preferences.
2. **Case studies**: You could also conduct case studies of existing legal assistance providers in Ukraine to identify opportunities for partnerships and collaborations that could improve the app's services.
3. **Content analysis**: Analyzing existing online forums, legal websites, and social media platforms could help you identify the most common legal issues and questions that users in Ukraine have, and how the Legal Assistance App could cater to those needs.