Interview Transcript - Software Engineering Project

Team 22

Student: Good afternoon, sir. Thank you very much for speaking with us. We would like to understand how your daily work operates and where you face difficulties. We are not here with any solutions yet — we simply want to understand your real challenges.

Shop Owner: Yes, that is fine. Please go ahead.

Student: To begin with, could you describe what a normal day looks like for you?

Shop Owner: In the morning, I open the shop and check the shelves. I see which medicines are running low. I prepare a list for the suppliers. Gradually, customers start coming.

Student: Do you follow any fixed system while checking stock?

Shop Owner: Not really. I check visually. From experience, I know which medicines sell more. I note some things in a notebook.

Student: Has it ever happened that a medicine ran out before you realized it?

Shop Owner: Yes, it does happen, especially during busy hours. Sometimes we notice too late. Then we have to inform the customer that it is out of stock. That feels uncomfortable.

Student: How do customers react in such situations?

Shop Owner: Some leave quietly. Some say it was urgent. It does not feel good when we cannot provide what they need.

Student: Could you describe what happens during busy evening hours?

Shop Owner: In the evening, there is usually a queue. We take prescriptions, find the medicines, calculate totals using a calculator, and then write the bill by hand. If the prescription is complicated, it takes more time.

Student: Do you ever need to recheck calculations?

Shop Owner: Yes, especially when discounts are applied or when there are many items. Sometimes customers ask us to repeat the total amount, so we calculate again.

Student: At the end of the month, how do you reconcile accounts?

Shop Owner: It takes a lot of time. We collect all the bills and calculate totals manually. Sometimes there are mismatches, and then we have to check everything again.

Student: Are there any difficulties related to reading prescriptions?

Shop Owner: Yes. Doctors' handwriting is sometimes difficult to read. We understand from experience, but new staff members find it challenging.

Student: Has confusion ever occurred because of unclear prescriptions?

Shop Owner: Rarely, but when we are unsure, we call the doctor to confirm. That takes time.

Student: What kind of questions do customers usually ask?

Shop Owner: They ask what the medicine does, how to take it, whether there are side effects, and whether there is a cheaper alternative.

Student: Does answering these questions affect your workflow?

Shop Owner: During busy hours, it creates pressure. But since it concerns health, we must explain properly.

Student: Do you keep track of which medicines sell the most?

Shop Owner: Not in a structured way. I have a general idea. But if someone asks for exact numbers for a particular month, I cannot answer immediately.

Student: What if a supplier asks about last month's purchase quantity?

Shop Owner: Then I need to check my notebooks. I cannot respond instantly.

Student: How do you manage expiry dates?

Shop Owner: We check manually. Sometimes medicines remain on the shelf, and we later realize the expiry date is near. Then we try to sell them quickly, sometimes at a discount.

Student: Does expiry lead to financial loss?

Shop Owner: Yes. If a medicine expires completely, it becomes a total loss. That is why regular checking is necessary.

Student: How are doctor appointments handled in your shop?

Shop Owner: Usually through phone calls or when patients come and ask. There is no fixed list. Sometimes two people arrive at the same time, and confusion arises.

Student: How does that affect operations?

Shop Owner: Patients sometimes argue about who should go first. For a few minutes, regular shop work gets disturbed.

Student: Overall, which part of your daily work feels the most stressful?

Shop Owner: During rush hours, managing everything manually is stressful — checking stock mentally, billing, reading prescriptions, answering customers — everything happens at once. Both mentally and physically, it becomes tiring.

Student: Which tasks take the most time in your daily routine?

Shop Owner: Manual calculation and stock checking take the most time.

Student: Thank you very much for sharing your experiences. This helps us understand the real operational challenges you face.

Shop Owner: You are welcome. If you understand real problems, meaningful improvements can be made.

Student: Thank you again for your valuable time.

Shop Owner: I wish you all the best.