The future of employees receiving the approved instructions and decisions

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Executive Summary

Since our product is in its infancy, our team is interested in exploring opportunities in certified receive news and instructions products. We interviewed 3 participants from the relevant court staff during their work. We listened to their needs, pain points, and how they are doing using digital products to receive approved instructions from senior management at work.

Key Findings

- Users log into the application at least twice a day during work time to get and view the latest approved instructions with speed and ease in mind.
- The main products in the market may focus a lot on communication and group customization for communication between employees and upper management.
- We identified opportunities to build a product that allows access and access to the latest approved instructions quickly and effectively, and allows communication and interaction between users and senior management at work, and registration is limited to employees and employers only.

What did we want to learn?

Our team wanted to learn how employees use digital tools to facilitate services. What are the goals they are trying to achieve when using these tools? What is the best way to receive the approved instructions and decisions quickly and effectively?

Research Questions

●

● Needs / What does he need or is necessary to receive instructions?

What is the main problem in receiving instructions now?

● Behaviors / How are instructions currently received?

How do users (court employees) feel about existing products?

Participants

Participate in recruiting our participants from the employees of the Special Courts who work in the Transcription Department (Mallawi Court). It has turned on.

	app frequency	Digital products they currently use	Important features and benefits
Participant 1	Twice a day	WhatsApp, Facebook, opera news	Backup, File sharing, Possibility to comment and interact, Security and privacy, Notification Control
Participant 2	Once a day	WhatsApp,	Storage, Possibility to comment and interact, Ease of searching, Security and privacy, Reduce internet consumption, Notification Control
Participant 3	Twice a day	WhatsApp, Facebook, opera news, google news	Backup, File sharing, Possibility to comment and interact, Ease of searching, Security and privacy, Notification Control

Key finding #1

Employees use digital tools to receive approved instructions from senior management daily because it is faster.

All employees use WhatsApp to receive approved instructions daily

Participants use WhatsApp to receive approved instructions based on the organization's choice because it is available to everyone

" I log into the application at least twice a day to see the instructions, once at the beginning of work and once at the end of work "

- Participant 1

Recommendation #1

Our new product should focus on the ease and speed of access to the application.

Things to consider:

➢ The application must keep the publications even when the Internet is not available.

➢ There must be internal storage for publications in the application.

➢ The application should keep the login data without having to type it every time.

Key finding #2

Security and privacy to ensure that publications are approved. Data confidentiality is key.

All users prefer that the upper management is the supervisor of managing the application and recording data in it

" It is preferable for the senior management to supervise the administration of the application to ensure the approval of the publications in it. This can start at the stage of taking and recording data in the application, and this can be by giving an email to each employee from the senior management "

* Participant 2

Recommendation #2

Our new product should focus on the Data confidentiality .

Things to consider:

➢ The registration in the application must be enabled by a work email.

Key finding #3

Storage space is a major influence. Backup deals with that.

Users care about and prioritize the
storage space used to hold publications.
Participants back up data and posts on
WhatsApp constantly.

" I always back up my WhatsApp
  data, chats and posts "
      → participant 3
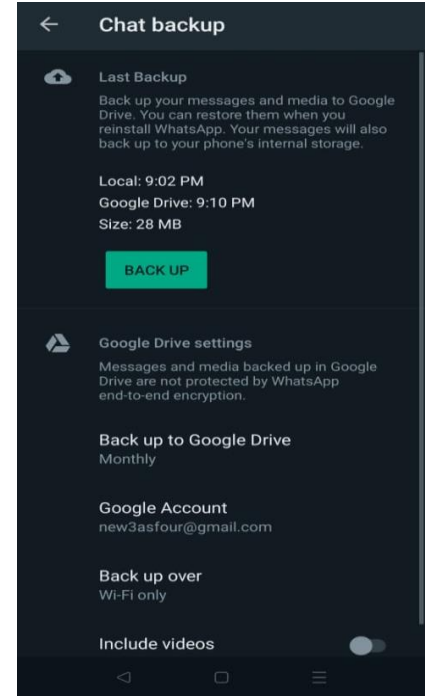
Recommendation #3

Our new product should focus on the Backups.

Things to consider:

➢ You must enable automatic backup of the application.

➢ You must enable the backup copy of the application manually.

➢ The backup must include application, user, and publication data.

Next Steps

✓ Validate findings with surveys.

✓ Conducting foundational studies on how users use news receiving applications (approved instructions).

✓ Quick design of the application interface.

Appendix

Affinity diagram with Miro

Methods used to receive work instructions

Digital ways to receive work instructions

P1: I use WhatsApp to receive instructions at work

P1: The digital method of receiving instructions at work is approved, but to a lesser extent than the paper method

P2: The digital method of receiving instructions at work is effective and faster than the paper method

P3: Keeping the instructions at work in a digital form does not require a large storage space

Routine paper methods for receiving work instructions

P1: The paper method of receiving instructions at work requires material resources and storage places and is expensive

P2: I prefer the routine paper method of receiving instructions at work

User behaviors

What employees use and why

P1,2,3: I use Android

P3: I don't like too many notifications on the phone

P1: Choosing WhatsApp as a means of receiving instructions at work from the employer's choice

P2: Choosing the employer for WhatsApp as a means of receiving instructions at work because it is available to all

How employees use digital tools

P3: I follow up the application daily to follow up on new work instructions

P3: I send inquiries about work instructions through WhatsApp through the same publication

P2: I comment on the employer's posts on WhatsApp

P2: Easily reduce notifications in WhatsApp through settings

User needs

the speed

P1: Existence of work instructions in a clearer and easier picture

P3: The presence of instructions in the form of a written publication that facilitates the process of deducting the text

P1: One of the advantages of WhatsApp is that it is easy to share files and quickly

Performance and effectiveness

P1: It is preferable that registration in the program be via an e-mail of the employer, to ensure that publications are approved

P3: I put security and privacy at the top of my priorities when using digital tools

P2: I constantly backup data and publications in digital applications that allow this

P1: I prefer having a database in the application itself to keep the organization's instructions constantly

P1: I prefer having the ability to search and quick access to the publication within the application

miro