

Staff in court receive approved instructions and decisions

Study 1: Semi-Structured Interview

Background

Digital government has become a necessity to facilitate services. Our team is interested in creating a mobile application for employees in the courts, especially the transcription department, in order to help them receive instructions and approved decisions quickly and effectively.

Research Goal

Our team wants to know how court employees use digital tools to facilitate services, including:
What goals are they trying to achieve when using these tools?
What is the best way to receive 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?

Are existing digital products being used?

Do users (court staff) really need another product to receive instructions?

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

Method & Recruiting

- * Method / personal interview.
- * 30 minute personal interview to collect in-depth qualitative information data.
- * I will (as a researcher and user experience designer) use the interview text as a guide and ask follow-up questions based on the participants' answers.
- * Recruitment / 3 participants .
- * Court staff, especially those who work in the transcription department.
- * Those who use a digital product to receive instructions.
- * And they used it daily for the last 3 months.
- * For recruiting participants, interviews will be scheduled during personal meetings, as they are already friends at work.

Script

Introduction

Hello . I'm Mohamed Safwat. Thank you very much for participating in this study. As I am currently working on a project related to facilitating court employees' receipt of approved instructions and decisions. This interview will take about 30 minutes. If you would like to leave the session or take a break at any time, please let me know.

Do you have any questions before we start?

Do you mind if I record this session for note taking purposes? The recording will not be shared with anyone outside our team.

Warm-up Questions [*Build rapport. Start with easy questions to get to know the participant.*]

1. Can you tell us more about yourself? [Get to know the participant]
2. Do you use a smartphone? [Because the product is digital]
3. Do you use news and messaging applications? [Because there are similarities between them and the product under study]
4. Do you use it on a daily basis? [participation requirement]
5. Do you find it difficult to use? [pain points]

Questions

Checking needs and behaviors:

6. Do you use any applications in receiving and receiving approved instructions and
7. decisions? [Experiment under study][behaviors of research questions]
8. what is it ?[Follow-up question]
9. Do you find it difficult to use? [pain points]
10. What is the normal way to receive approved instructions? [more explanation of the already existing experience]
11. Is the digital method faster than the normal method? [behaviors of research questions]
12. Is the digital method an official or approved method? [follow-up question]
13. Is it an effective method? [Research question needs]

The needs for which the new product will be launched:

14. Do you prefer the normal method or the digital method? [Basic problem in research question needs]
15. Why do you prefer it? [Follow-up question][research question]
16. What are the disadvantages of the method currently used in general? [pain points]
17. Is the business institution imposing this method, or are there other methods? [research question behaviours]
18. Do you follow the application to receive instructions daily? [follow-up question]
19. When do you follow up on the application to know the new instructions? [follow-up question]
20. Is there a way to interact with the instructions by replying or discussing? [follow-up question][research question behaviours]
21. In the application, are the instructions sent in the form of text or an image? [to find the best formula]
22. what do you prefer ? Would you rather receive instructions in writing or in a photo? [follow-up question]
23. Are meetings held on the application? [research question needs][follow-up question]
24. Do you prefer it or face-to-face meetings? [follow-up question]

Follow-up and monitoring questions for the user during the experiment:

25. Discussing the details of the application used and asking about the advantages and disadvantages of each feature in it? Why does he love her or hate her? What does he like and what does he not like? [Getting the pain points, bad experience, and strengths of other products]
26. Are there features in the application that are not used? And why? [to see which properties are deprecated and which are excluded]
27. What do you wish there was in the application? Is there a feature you would have liked to have in the app? [Unmet Needs][Wishlist for Proposals]
28. What is the percentage of satisfaction with the application used? [evaluation question][research question behaviours]

Wrap-up

Thank you very much for sharing your experience and vision. This interview added a lot to me and your answers will definitely help our team build a better product. If you have any additional ideas or comments, I'd be happy to let me know at any time. I can be reached by e-mail:

mohamedsafwat031@gmail.com . I wish you a wonderful day.

Study 2: Survey

Background

In our previous study, we learned that Employees use digital tools to receive approved instructions from senior management daily because it is faster . This is a promising opportunity we may be able to target with our product, but more data is needed to better understand the needs and whether they generalize to the larger population of Employees .

Research Goal

This study focuses on a better understanding of users' needs regarding speed and ease of use and receiving approved instructions.

Research Questions

- How can digital products better support employees in receiving approved instructions more quickly and effectively?
 - What are the useful features/functions?

Method & Recruiting

- Use surveys to collect data from at least 30 employees.
- Test survey questions with 5 volunteers recruited from our team
- Sending surveys to Mallawi Court employees whose answers on our examiner site meet our recruitment criteria:
 - Use the mobile news or instruction product(s) at least once a day.
 - Use digital news or education products for at least 3 months

Survey Questions

1. What is the application that you are currently using to receive instructions approved by the higher management at work? (Assumption: users may use different apps).
 - a. WhatsApp.
 - b. Facebook Groups.
 - c. opera news.
 - d. google news.
 - e. other (specify ...).
2. In the last month, how did you receive the approved instructions? (Choose all that apply.) [How to receive instructions]
 - a. Use of a mobile device(s) [If respondents do not select the mobile phone, the survey ends]
 - b. Desktop usage(s)
 - c. Other digital devices (such as a Kindle tablet)
 - D. Physical products (such as magazines, publications, and physical publications)
 - e. face to face
3. In the last month, what types of mobile products have you used? (choose all that apply)

[current tools]

- a. Application(s) receiving news (eg, Opera News, Google News)
- b. Social media applications (Facebook, WhatsApp)
- c. Websites in my mobile browser
- d. Other (select __)

4. How many times a day do you use the App to receive approved instructions? [Frequency].

- a. A few times per day
- b. About once per day
- c. A few times per week
- d. I didn't use the App to receive approved instructions last week [survey ends]

5. Do you need to login to the application every time? (Speed)

- a. Yes
- b. No

6. How many notifications does the app send each time? (Efficacy)

- a. I receive one notification per day.
- b. I receive several notifications daily.
- c. I don't receive any notifications daily.

7. Based on your experience with the Certified Help App(s) you are using, how important are the following features? [What kinds of achievements/milestones are learners interested in?]

	Not necessary	Nice to have	Must have Does	not apply
Backup				
File sharing				
Possibility to comment and interact				
Security and privacy				
Notification Control				
Ease of searching				

Demographic Questions:

8. What is your level of work experience?

- a. junior
- b. intermediate
- c. expert
- d. Director
- e. Other (please specify: _____)

9. What is your education level? [Assumption: Education level influences how digital apps are approached.]

- a. Less than a high school diploma
- b. High school diploma or equivalent
- c. associate degree
- d. Bachelor's degree
- e. graduation degree