**Interview Questions And Information for Requirements**

**Interviewee**: Shalonda Williams

**Position**: Non Employee that works alongside Aviation Port Services managers

**Date**: 10/7/17 9:20AM

**Interviewer**: Kalabe, Josiah, Xinbo

**Questions Asked:**

1. How often do you spend per week doing employee timecards?

2. How often do you hear of APS managers complaining about timecards?

3. What does this take time away from?

4. What do you think will speed-up the process?

5. Do you feel the current system has any benefits?

6. How often do APS employees come into the office with timecard complaints?

7. Why do you think APS has chosen to stick with the current system when your company has switched to an automated one?

8. How do employees abuse the system?

**Summary:** Shalonda is an employee for a different organization who works in the same office as the other APS supervisors. She offered a unique perspective on the current system and was able to corroborate common complaints. The major points her interview brought up was the lack of accountability present in the system, and how employees were able to abuse it for their own gain. She believes that an improvement to the system will solve that issue, and will reduce the workload for the supervisors in maintaining records and shortening the time required to solve issues.

**Interviewee:** Chelsea Passante

**Position:** Administrator

**Date:** 10/7/17 9:30AM

**Interviewer(s)**: Kalabe, Josiah, Xinbo

**Questions Asked:**

1. How often do you spend per week doing employee timecards?

2. What does this take time away from?

3. What do you think will speed-up the process?

4. What changes would you like to see made to the system?

5. How would you evaluate whether the system is better or not?

6. Are there any additional features that you’d like to see added?

7. Is there anything that you’d like to transfer over to the new system from the old one?

8. Do you think the current direct deposit system even needs to be improved upon?

9. Do you feel the current system has any benefits?

10. Do you have any non-functional concerns about how the current system works?

11. Has there been any issues with the current system that isn’t related to difficulty of processing time and approving it?

12. Do you have any additional comments that these questions didn’t cover?

13. How often do employees come in to argue about timecard issues?

**Summary**: Chella was the second person we interviewed and is currently the administrator at Aviation Port Services. She explained to us how hectic the office gets in the morning when over 50 people are coming in around the same time trying to notify her or the other supervisor that they are here. Chella also explains that because of a lack of an automated punch in and out system she must always multi-task her current duties as an administrator as well as clocking everyone in. She estimates that she wastes an additional 20 minutes to an hour on verifying hours and correcting mistakes that happen on a seemingly daily basis. Chella also explained how employees are fed up with the current process as they would have to get to work much earlier in order to run to her office and clock instead of being able to do so at remote locations. She also explained how employees have been asking for a system to be implemented to give them control over this trivial task so that they and the supervisors could save time. Chella made it abundantly clear that everyone involved hated the current system and were waiting for corporate to adopt a new one to save them from further headaches.

**Interviewee**: Mark Reed

**Position**: Ramp Agent/Lead

**Date**: 10/7/17 9:50AM

**Interviewer(s)**: Kalabe, Josiah, Xinbo

**Questions Asked:**

1. How often do you spend per week doing employee timecards?

2. What does this take time away from?

3. What do you think will speed-up the process?

4. What changes would you like to see made to the system?

5. How would you evaluate whether the system is better or not?

6. Are there any additional features that you’d like to see added?

7. Is there anything that you’d like to transfer over to the new system from the old one?

8. Do you think the current direct deposit system even needs to be improved upon?

9. Do you feel the current system has any benefits?

10. Do you have any non-functional concerns about how the current system works?

11. Has there been any issues with the current system that isn’t related to difficulty of processing time and approving it?

12. Do you have any additional comments that these questions didn’t cover?

13. How often did you have timecard issues?

14. How did your view of the timecard system change when you got promoted?

**Summary:** Mark was the third person we interviewed and he shared the same sentiment in regards to the timekeeping and payment system.He explained to us that he started off as an employee but was eventually promoted to Lead while he worked with APS but his timecard issues didn’t change. He explained that the miscalculation of employees hours was a constant issue as supervisors would forget to punch someone in or out almost on a daily basis. Mark also explained how disappointing it was to find out that his hours were incorrect once he got his check. He wishes for a system to be implemented that could allow everyone to clock in or out for themselves so that they would not have to be dependent on someone else to ensure the correct amount of payment. Overall, Mark said a lot of the employees shared the same sentiment as him as they were fed up with the current system and ready for a way to hold themselves accountable. Following the official interview Mark also told us about some supervisors purposely abusing the current system by creating fictitious records of employee work.

**Observation Notes**:

Process Description: The timekeeping process is done 4 times daily as managers must clock in as well as clock out their employees. The manager opens up the web interface and enters each employee's name and manually clocks them in or out depending on the time. If the manager is on a call or busy on the floor then they must make a mental note of who came and checked in and input them into the system with the correct time once they go back to their desk. Managers also must clock in and out employees when they go on their lunch break in order to ensure they are only taking the allotted 30 minutes.

Notes:

* The process is visibly irritating to the manager and employee
* The process forces the manager to multi-task
* The process wastes a lot of managerial time and effort
* High probability of human error
* System has many places for conflict