



# **ROYAL UNIVERSITY OF BHUTAN COLLEGE OF SCIENCE AND TECHNOLOGY**

## **ASSIGNMENT 01**

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**Module: SDA 101**

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**Module tutor: Sonam Yangchen and Tashi Pelden**

**Programme: Software Engineering (SWE)**

*Objective:*

- 1. To conduct thorough research by identifying user personas for various Bhutanese individuals who are leaving the country.*
- 2. Understanding the problems each user group persona faces*
- 3. Identifying and crafting solutions to support a selected user group.*

# SURVEY QUESTIONNAIRE



## \* 1. Age

- ☐ under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 44-60
- ☐ above 60



## \* 2. Gender

- ☐ male
- ☐ female
- ☐ non-binary
- ☐ prefer not to say
- ☐ other (please specify)

Text goes here



**\* 3. Your educational level**

- ☐ high school
- ☐ some college
- ☐ bachelor's degree
- ☐ master's degree
- ☐ PHD or other advanced degree



**\* 4. Choose your group of people**

- ☐ class 12 graduates
- ☐ local RUB masters graduates
- ☐ class 12 or below
- ☐ professionals, managers, executives, teachers or any government workers
- ☐ studied (self financially/king's scholarship) undergraduates and came back to Bhutan to work a few years moving to Australia for masters



**\* 5. Are you currently enrolled in an educational program?**

- ☐ yes
- ☐ no



**6. If yes, what is your primary area of study or interest?**

☐

Text goes here



**\* 7. How many years has it been being in Australia?**

☐

less than a year

☐

1-3 years

☐

3-5 years

☐

more than 5 years



**\* 8. How do you find study partners for swaps?**

☐

online platforms

☐

social media

☐

acquaintances or classmates

☐

other (please specify)

Text goes here



**\* 9. Can you share a positive experience you've had with a study swap? It can be anything.**



Text goes here



**10. Can you share a negative experience you've had with a study swap? It can be anything.**



Text goes here



**\* 11. Do you live with your partner?**



yes



no



**\* 12. If yes, how do you manage all the housing procedures, rental and resources sharing?**



Text goes here



**\* 13. If no, how have you and your partner decided to repay each other of your debts?**



Text goes here



**14. Any challenges you faced which you want to share? (optional)**



Text goes here



**\* 15. Would you recommend study swaps to others for educational purposes? Why or why not?**



Text goes here

## **Data Analysis for the survey questions made**

### Key findings on the variation of AGE :

1. Dominant age group: The majority of individuals fall into the “35-44” age group, comprising 57.1% of the total. This indicates a significant presence of individuals in their mid-thirties to mid forties in my dataset. It makes sense how my set of people are fully grown adults and are currently working in another country.
2. Young users: The “18-24” age group accounts for 28.6% of the total, suggesting that there is also a notable presence of young users, potentially college-aged or early career professionals. This basically means that there are also a handful of young adults in Australia seeking jobs which can help earn easily or to either study higher and quality education.

### Key findings on Educational Level diversity :

1. Educational diversity: The data reflects a diverse educational background among the users in my dataset, ranging from high school to advanced degrees.
2. Balanced distribution: The distribution is relatively balanced, with each of the following categories having similar percentages.
3. No Ph.D or Advanced Degrees: Obviously there are no individuals in my dataset with a Ph.D or other advanced degrees as it clearly shows how there are many Bhutanese leaving the country and most of them, sadly, are either with lack of degrees or with lack of education itself. It basically illustrates the absence of experience in the country people and are

### Key findings on which group each user fall under:

1. Class 12 Graduates: This group and priorly used to work as a government employees group have an equal and high number of users in the category which alternatively shows that a lot of bhutanese



leaving the country are either fresh 12 graduates or government workers, managers, teachers etc.

2. Undergraduates who came back to Bhutan to work a few years moving to Australia for Masters: Surprisingly, there was a maximum number of individuals who fit in this category but the reasons behind could be dissatisfaction in whatever work users have been doing because at the end of the day everyone wants a job with high payment.

### Key findings:

- I found out that the most common primary areas of study in Australia for the partners who are studying in a de facto relationship are mostly Business Management, Human Resources, Nursing, Community Development, Accounts and Language.
- Those who have gone without the idea of continuing with their studies mostly get work in Community Development and Business Management.
- Maximum users include themselves being in Australia for more than 5 years followed by users being there for only 1-4 years.

A major solution to finding an official partner is online platforms. My users chose the option that they found their partners from a number of acquaintances or classmates who they already are aware of which honestly is a lot safer and easier than selecting people online.

### Experiences of being in a foreign country

- Users in my group have shared a lot of positive responses about being away from home land and in another country working to earn.
- Some of the most common replies have been about
  - receiving a lot companions
  - build up of trust and a positive attitude
  - being in a hugely advanced place like Australia has been very supportive in many aspects like finding jobs and accommodations
  - learn a lot of things

On the other side, there have been misfortunes and my users have specifically shared each one of them

- living with another person can be a big hurdle and it definitely calls for constant arguments and fights
- living expenses are obviously very expensive
- discrimination

A lot of partners live together despite not being a real couple to seek companionship and safety. They have shared how sometimes it is very hard to come to one decision without quarreling and sometimes how the other person is a huge help in terms of service and safety.

My users were very positive with the questionnaire including if they would/can suggest to anyone of a study swap as the better way of traveling together and also as a very easy solution than other proposals. They mentioned how it was very sociable to be a part of study swap and also very helpful even in terms of payment and saving.

## **Proposed Solutions and Tradeoffs**

Collectively mentioning a solution can firstly start with basically implementing how leaving the country can never be guaranteed hundred percent safe to the individual. So my suggestion will be to stay in Bhutan itself no matter how much money can be earned as safety should always be one's number one priority.

The users in my group have mentioned very common responses to each other to the survey I provided them.

*Q. Share any negative experiences you've faced working/studying in Australia prior to both your social and private life.*

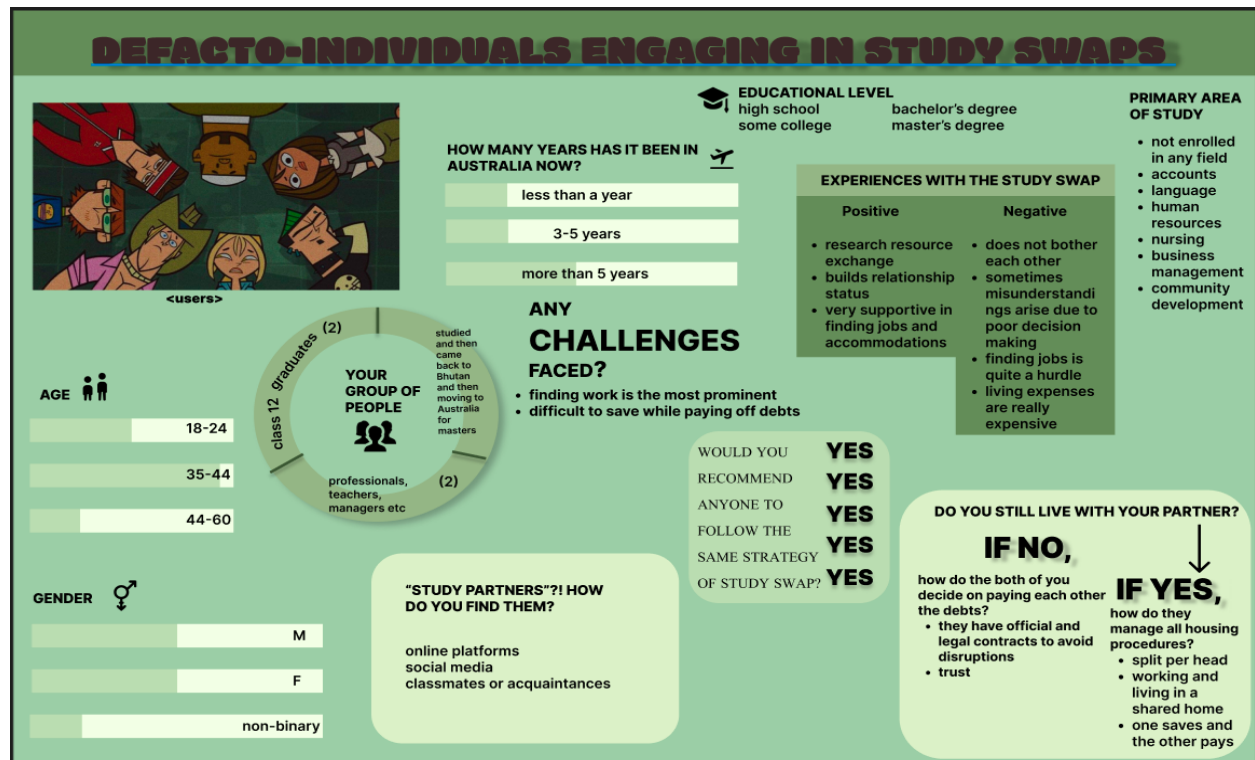
Individuals who answered this question have put replies about

- Misunderstandings between them and their partners leading to disruption in work and in the academy
- Impossible to save much and ninety percent of the married couples go with a lot of debts to be cleared so this is a very huge obstacle
- Discrimination can be hard on both on the mental state and the physical state of an individual

Remedy to solve the above issues can be:

- To have patience and trust in the relationship. This can be very hard as most of the married couples aren't really real-life couples but all to be called business. Goal to a harmonious and free relationship can only be achieved if one has the ability to trust and also give reason to make one's partner trust one.
- Saving can be a huge mess if one decides to be careless. Money is a huge deal and leaving behind a lot of debts, one must have the motivation to work sincerely and hard. This will collectively help one's partner reassurance and a lot of reasons to trust one.
- As alien to the people in a foreign country, discrimination and racism can be prominent. What one must keep in check is to always have a goal for a healthy mind and body and also always keep a check on one's partner. In a new area, no other person will be there to help so one must always be there for the other. It is a bare minimum. Regarding racism, well, nothing is easy in life. As a normal and educated human, instead of returning the same energy back, one must learn to ignore and mind your business as there's nothing anyone can do for you since at the first place, the place is not familiar and not Bhutan. Therefore, learn to forgive and forget. It will make things easier for oneself.

# USER PERSONA



<https://www.figma.com/file/pmmSxr3pb9p6nDUBxNxY08/user-persona?type=design&node-id=0%3A1&mode=design&t=b0PGMRIX4WmUlWs8-1>