

Case B

Participant: Designer 3 (P)

Facilitator: Xiao Zhang (R)

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R: #00:01:05-9# We have three questions today.

P: #00:01:08-1# ok.

R: #00:01:10-0# can we start?

P: #00:01:12-8# yes.

R: #00:01:15-3# ok. Last interview we have talked a lot about your experience of the trust both from your personal life experience and interviews with health officers and doctors. So you have a deep understanding of "trust" in the context of this design project. So the first question is, because you said in last interview you deemed "trust" is the fundamental aspect of the system, how did you communicate your story in your childhood, the experience of "trust" to other team members, other designers?

P: #00:02:03-4# ok, so, yes, the communication I would say is not only to designers, the communication had to happen within the whole team, to sort of underline, the importance of you know, why we are...what we are doing? So not only designers, but the technique team for example, you know, we.... I want to communicate that we are doing something very meaningful, because at times, you know, when you work, when designers work with developers, or technologies, there are instances where it is very important to communicate why we are doing certain things the way we are doing certain things. We cannot just say, it is design and it is UX and that's the answer. But that's not the answer, you must explain why we are doing this and precisely for that reason, when we are got this information, or when we understood or realized that "trust" is one important factor and that the health officer is not, you know, very satisfy with (the entire self) this kind of reporting that happens and maybe doctors are not very happy with you know what our health workers are doing, so that is a lack of trust. And the lack of trust we must ensure that the same kind of lack of trust does not happen within our system, so how can we ensure that? How can we ensure that? we can ensure that by glozing the loops that are already existing in the previous system, so if you try understand the previous system, which is not working very well, we can easily find out why it is not working well and why people are using it for manipulation, and why people.. there is a environment of mistrust in certain you know cases and if you understand those constrains, we can try not to repeat them in our design, and that's why one of the reasons our system was in a way like micro reporting, which means as soon as in the evening the health worker knows about how many cases of malaria, he reports it right away, there is no, he doesn't have a bigger picture of how many cases he has reported last week or this week, or even last month, there is no big picture, so he cannot, he doesn't have an opportunity rather you know to manipulate the data, and that's one of the smarter ways of, you know avoiding mistrust, I wouldn't say this creates trust, so creation of trust was a by-product of the system, what we did manage was to avoid creating mistrust.

R: #00:05:11-6# so from what you have talked about, I think your design team may have some meetings to discuss this matter, "trust" among different stakeholders, "mistrust" in the current reporting system, and how to design your system, so in these meetings did you mentioned your

personal experience in your childhood? Did you talk about your understanding of trust from this experience? And also you said in the interview some health officer didn't satisfy with the existing system, didn't satisfy with the reports, your interpretation of this kind of unsatisfaction is "mistrust", I think maybe other designers or developers had a different interpretation of the "unsatisfaction", what they said about the phenomena of "unsatisfaction"?

P: #00:06:36-1# No, to be frank, I didn't. It was, I don't know, I am not very extrude kind of person in terms of personalities. So I rather sort of keep my personal experience very personal. So I am not very introvert but yeah I am not a extrovert either. So I am sort of in-between. And....I keep my personal experiences to be...and...so unless in terms of like you know really require sort of you know tale or I find myself feel comfortable with someone then it's ok. So yeah, I didn't really communicate my personal experience, but it was very logical to communicate the findings from the study, and the experiences from the field, and I think that logical communication you know sort of went very well in terms of as an input to the developers, so typically what happens is, whenever you know as a designer or the user such a good field and then I sort of document what are their experiences and observations that I have to documented, and then I come back, there is a sharing session. And in the sharing session not only I would share things but there would be questions, because if actually my point of view in a way whatever I am presenting, I try to be as active as possible, but feeling then after a day.. I am a human being and whatever I am presenting has something of my understanding, that's my point of view and some people, for example, might not be very clear or convinced about it. So discussions would follow. But one thing I would like to say is, in India we as designers and developers are as common citizens of this country, we experience similar forms of "distrusts" in many government organizations, so it is very logical for us, to you know, understand it very easily, I would not be surprised, let say, if I did this study tomorrow, in maybe financial sector of another government organization, I would face very similar problems, because as a developing country, there are a lot of challenges in terms of infrastructure in terms of how you know people manipulate the system and things like that, so it's very easy for us to understand that "mistrust" could be a big problem of the system.

R: #00:09:25-3# ok. because you said you didn't communicate your personal experience of the "trust" to the team, but you have a lot of communications with them about what you have found in the fields, my questions are how you and your design team evaluate and justify your understanding of "trust"? And how you and your design team determined "trust" is one fundamental aspect of the system?

P: #00:11:04-9# ok. so it's become a big challenge, because see periodically we can talk about "trust", you know, we can have this communication about "trust" being a very important issue, but when in terms to developing a prototype or developing a system like you know developers, they are designers. So at some point, we have to jump into the practicability of the situation, so theory defines the oral concept, and proposes a hypothesis, but then when the development starts, you know, in most of the cases, although I work in [the name of the company] Research Center, the developers, their area interests would not be the same as the area interests of mine, for example, I am interested in you know understanding culture, understanding design observations and things like that. But they have, you know a technical bent of mind. So to emphasize trust was ok, but for them trust was not meet the ultimate goal of this project. For them, the ultimate goal, from the technical point of view, how do we create a very efficient system? So each of us have our own personal sort of interests and personal goals, even related to the system. So let's say I was interested in creating a system that would be acceptable, would create trust and maintain trust, and in the whole process, you know, it would efficiently communicate the number of diseases, and they can attract diseases. From a technique point of

view, the emphasize was on how to create a system that does not fail often, that can even work in conditions where sometimes electricity not there, how can they work with electric people and things like that. So focus was very different, so I would say that "trust" was one of the aspects, but it wasn't the common goal for everyone, so I would sort of keep it in my mind that how I want the system to be, but I would not communicate in the same way, the same expectations, I would translate them into what they could do, because see our skill sets are very different. So if I talk with a technical person I cannot keep on saying him about you know this people let this whole trust issue, we must create a system, which will enhance trust. Maybe that's not the right way. I should tell him what he is interested in, he is interested in, you know technology, so ok, how could we create a system that could work even without rebooting for so many days, how can it work so that as same as which is sent from a phone by health worker, reaches without fail to the health officer, you know, so trust could be translated into many different forms, like the expectations of trust, and what I did was I translated those expectations into languages and things that other people would understand my view.

R: #00:14:26-6# ok. I understand. You keep understanding of trust in your mind, and translating it into other forms, like the user interface or the construction of the system, that other people developers in your team could understand how this system works.

P: #00:14:53-5# yeah. yes.

R: #00:14:56-1# what we have talked about is how you communicate "trust" with developers, did you also talk about "trust" with other two designers in your team? and how did you do?

P: #00:15:37-4# yes, one person I emailed you his name [the name of Designer 4], he was my research leader at that point. And he is also interested in emerging market and that's why he moved to India for two years and he was heading this [the name of the company] research center. So I think we share common interests, it was not very hard to you know communicate or make him understand that these are issues, and trust is one of the major issues, because whoever stayed in India and work with any kind of you know, government or public system, it's very easy for him/her to understand the situation of "trust", because, you know, being a developing country, there are issues like corruption, there are issues of you know "mistrust". People eating up resources, some people have resources, some people don't, and things like that. So it's not very hard to communicate these issues, and it is not very hard for other person to understand these issues, so it was quite causal and quite fast to understand the whole situation.

R: #00:17:01-0# So that means they agreed with you, agreed with your understanding of "trust"?

P: #00:17:14-8# yes. But I would say as I said earlier, my interests and fashions are different from my other team members, so for example, [the name of Designer 4], he was very interested in the health, like the medical aspect of itso he want to see how we can democratize health information, and my personal interests in the same system was more on the human side also, that you know how can I ensure that the system is more acceptable. So each of us understood the system in our own ways, but we work towards a common goal.

R: #00:18:00-2# what are the common goals?

P: #00:18:03-2# The common goal is to create a system that would help track of malaria, using mobile technology, and that would be easily accepted by people, and it would be very useful to

the people. So when I say, "useful", we have our own meanings of useful like useful of what terms from a medical point of view, yes, it is useful. But is it useful from a person point of view, yes, it is, because now doctor can see that and ensure that no one wants to be in the red zone. It's they are using from a personal point of view, you know they are not just thinking about the patient, they are thinking about themselves to improve their efficiency and you know, get.. like being the good books of the health officer, so it's a person motivation for them to use the system and that's what it is.

R: #00:19:03-2# So we are done with today's questions.