Introduction to Human Computer Interaction
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Lecture – 04
Lab Session Contextual Inquiry

Hi. Now we are going to show you a demonstration of a contextual inquiry. The app that we are trying to build is an ATM finder app and we were talking to users to understand their ATM usage packing. Hi. So, do we have a consigned for the recording the audio and video for this interview?

Yeah, we have that consigned.

I am just for your reference, if at any point of time you do not feel com comfortable during the interview, you can leave.

Ok.

So, we are conducting a study, to understand your ATM usage packing, to just start off with. I want to ask you with some few demographic questions. So, what is your age?

I am 23 years old.

And where do you work?

I work in engineering, in IIT from.

So, do you use a Smartphone?

Yeah I use a Smartphone.

So, what mode of payment do you prefer? Do you prefer a cashless mode of payment or you would do you prefer pay ATM cash?

So, that depends on what I am buying. If I am buying a commodity, that usually costs more than, I would prefer cashless transaction because I would not want to carry that much cash, but if I am buying something which costs very less, something like 200, 300 rupees, I would prefer ah.

I would, I would prefer paying by cash.

So, do you use ATM to withdraw cash?

Yes, I use. ATM is pretty frequently.

Withdraw cash.

Ok. So, if you are in an unknown location and you need to withdraw cash, what would you do in such a situation?

So, I think, whenever I have there is a situation, where I am at an unknown place, I do not know where the nearest ATMs are around me, I would ask some locals around there, some shopkeepers or some [FL] or some you know the locality and try and get there by somewhere to go for the nearest ATM.

Yeah.

Or, as if I have internet, I would, look for the nearest ATM on Google maps.

So, have ever happen, that you went to an ATM and there was no cash in the ATM?

Yes, lot of times. I mean, when I am trying to withdrawal money during rush hours like (Refer Time: 02:23) evening, on a week, on a weekend you know, forward covered market; it has been lot of times, some of the ATMs around of cash around my locality.

And, has never happened, that you went to an ATM and there was a long queue in the ATM?

Yeah, especially during demonetization and even usually, I mean, when there are some of the ATMs that are not in order, they are some technical issues. So, right, the whole crowd is trying to withdraw money from them, from one ATM. So, I have spent a lot of time is standing with the queue and that is slightly irritating it to waste a lot of time as well yeah.

Right, so, have you ever try to look for the ATM on an app, like ATM finder app or something like that?

No, I have not try to look for apps like that.

So, if you are given an app, which tells you about the status of an ATM, whether the ATM has cash in it or not or whether it has a long tube. So, would you trust the status of the ATM on the application?

Well, that depends on my experience on using the application, for we see the first time, when I am using the application, I would I have no choice, but to transfer, but if the first two, three times, I use it. I get good information; correct information, it is very reliable. I my purposes solved unable to withdraw money from the ATM without too much hassle and is just that information furnish to me is good or it saves as well. So, I would definitely used for me.

And what other things on the app will increase your trust on the status of the ATM?

So, let us say if I know the queue size. So, that when I am leaving my home, I have a rough idea about how much time I am going to spend while withdrawing money and let us say I know about the status of the ATM, in the sense, when was the ATM last treatment with money, if It, if it, if it was recently refund with money within cash, I would prefer such an ATM and if someone has recently withdrawn money, that also tells me that the stadium is reliable to visit at that particular time.

And ah, would you be like to notified by the app, about the status of the ATM weather like this particular ATM has cash now I would like to have notifications like this?

Well, that depends I would like, flexibility of the fact that, do I want notifications right now or not and if I, like what specific ATMs do I wish to keep a track on, like there are certain ATMs around my work; around my home, that I want to crack and not every other ATM and then also only the flexibility to decide when to on notifications when this (Refer Time: 05:07) notifications and when to now proceed them.

Right. So, that was the interview thank you so, much for your time.

Thank you.