Ziel und Praxis von User Involvement

Purpose and Implementation of User Involvement

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Objective:

User Involvement

„To establish, to monitor and, if necessary, to criticize the process of User Involvement within the project’s development.“
What is a user?

- **Primary-User**: Older persons or persons with (mostly physical) disabilities
- **Secondary-User**: family (carers), professional carers, doctors, therapists
- **Tertiary-User**: Public/government offices, Insurance companies, hospitals, assistive technology enterprises etc.
Principle:

The development of the innovative toilet should be guided by needs and wishes of users and not by business interests.
What is User Involvement?

- Close and direct cooperation with users (both primary and secondary users).
- Needs and Expectations of the user steer the development process.
- Development of a (technical) solution that assists users in their everyday life and improves their quality of life.
Three main steps of User involvement

- First Step: Establishment of a cooperation structure
- Second Step: Planning of joint activities (Tests, Experts discussions etc.)
- Third Step: Probing and Evaluating the Project
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Conditions for Collaboration

- Safety
- Legally, but in particular ethically and morally safe (Informed consent procedure, confidentiality etc.)
- Cooperative Atmosphere
- As comprehensive as possible
- (For Users) efficient in time
- (For Researchers) effective in terms of meaningful coherent data
Two Forms of Collaboration

- **Continuous Collaboration**
  - Users accompany the Project
  - Time consuming

- **Specific Collaboration**
  - Tests
  - Regular Information about project’s progress
  - Continuity of test users
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Laboratory Tests

- Photograph from Laboratory of fortec, Vienna.
Labortests

Information Kit

At least two weeks prior to the test each user gets:

- General Introduction
- Form for Informed Consent
- Explanation for Informed Consent
- Information about technical specifications of the prototype
- Declaration of Confidentiality
Laboratory Tests

Script

1) Welcome (Room 1)
2) Optional: Introductory video (Room 1)
3) Declaration of Confidentiality (Room 1)
4) Demonstration (Room 2)
5) Instructions (Room 2)
6) Informed Consent (Room 2)
7) Test (Room 2)
8) Interview (Room 1)
Methodological Principles

- **Data Triangulation** (*N. Denzin*): (multiple sources of data) Sensordata, Interviews, video films about tests, Questionnaire, Case Studies etc.

- **Theoretical Sampling** (*Glaser/Strauss*): Conscious selection of test users according to their experience and knowledge.
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Real Life Test

Photograph of Real life Installation at the premises of the MS-Day Centre of CS, Vienna.
Thank you!