

Project 2:
Problem Research Report on
Time Management

Group 5: Roxana, Astrid, Sonia

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Research Topic and Description

During the pandemic, people have had an increased need for stress management, better organization, and time management. Due to home schooling kids, working from home and additional everyday household chores and tasks, people became overwhelmed with their responsibilities and how to handle their time management.

We want to help people stay motivated with their tasks and responsibilities and design an app that would better help users manage their time efficiently. We want to remind people of priorities and tasks as they approach, while inspiring them at the same time.

Nine subjects were interviewed, each asked 15 questions about their stress, time management and organization habits. We were interested in what tools they currently used to manage their time and if they were effective. We also wanted to know if they currently used any apps for time management and if they were open to trying a new app. We also wanted to know if they were interested in positive and motivational content. In addition, a survey was also sent out via Google Forms to 30 classmates asking 15 'Yes' or 'No' questions about our topic. We got 14 responses back with analytics.

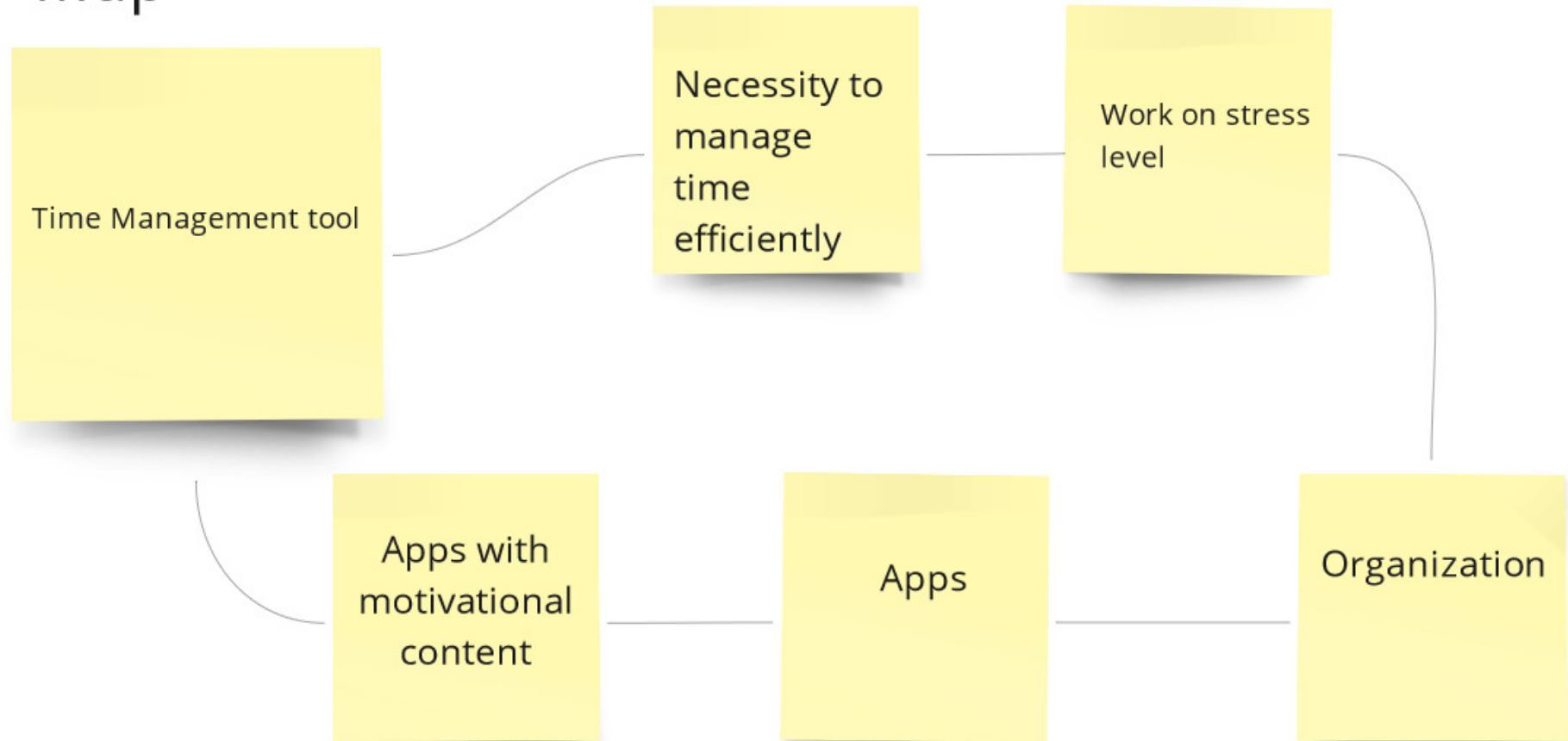
1. We are trying to find out about users lifestyles, things that might reveal how they feel about the product/problem. How does it relate to them? What system do they use for time management? How can the user be efficient with their time? If you use a time management app, will that lower your stress level? Would it help you be more efficient with your time? Would that help you lower your stress?

2. It would give us a better understanding of what the user needs. The user will guide us to what time management tools they use and if their current system is effective. This interview would also help us evaluate the user's time management needs. We will also get an insight into different methods that people use on how they manage their time.

3. From the results we would get insights into successful time management methods. We would hope to use the more productive time management methods for our app. We also wanted to see how people dealt with distractions and got back to the task on hand.

4. We hope to look at the results of our interviews and use the most productive and efficient time management tool/tools for our app. We also wanted to see if people were interested in having positive and motivational content in the app.

Actor Scenario Map



Interview/Survey Questions

- 1. Has the pandemic affected the way you manage your time?
b. Please explain.**
- 2. Does stress affect your time management?
b. Please explain.**
- 3. Do you feel you are productive with your time?**
- 4. Do you feel a need for organization or time management?**
- 5. Do you consider yourself an organized person?**
- 6. How do you schedule or manage your time during the day? Please give more information.**
- 7. Do you think your system of time management could use improvement?
b. How can it be improved? Please give more information.**
- 8. Do you record your time spent on certain tasks?**
- 9. How do you prioritize your to-do list? Please give more information.**
- 10. How much time do you take to complete a task? Please give more information.
b. Do you feel you can accurately estimate the time that it takes you to complete certain tasks?**
- 11. How do you deal with distractions throughout the day and get back on track to the task on hand? Please give more information.**
- 12. Do you break up your day into specific minute increments to get tasks done?
b. What time increments do you use to get tasks done? Please give more information.**
- 13. Would you use a time management app if there was one available?**
- 14. What productivity/ time management tools do you use?**
- 15. Do you feel you could benefit from positive or motivational content?**

Interview/Survey Results Summary

Google Survey Results

100% of people said YES in the Google Survey Questions

#2. Does stress effect your time management? **YES**

#4. Do you feel a need for organization or time management? **YES**

#7. Do you think your system of time management could use improvement?
YES

The lowest percentage of answers was:
57.1% of people said they don't feel they are productive with their time.

Additionally: The Questions listed below were answered with 80% or more YES

92.9% of people have been affected by the pandemic when it comes to time management.

85% of people do not consider themselves an organized person.

85.7% of people do not record their time spent on tasks.

85.7% of people prioritize their to-do list.

70-80% Answered YES or NO

78.6% of people schedule or manage their time.

78.6% of people would use a time management app.

78.6% of people feel they could benefit from positive or motivational content.

76.9% say the amount of time spent completing tasks is always different.

71.4% of people currently don't use a time management tool.

71.4% of people are not usually correct about the estimated time it takes to complete a task.

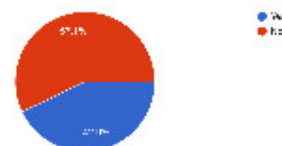
1. Has the pandemic affected the way you manage your time?
14 responses



2. Does stress affect your time management?
14 responses



3. Do you feel you are productive with your time?
14 responses



4. Do you feel a need for organization or time management?
14 responses



5. Do you consider yourself an organized person?
14 responses



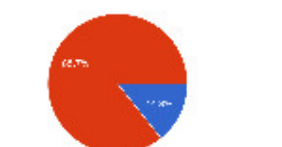
6. Do you schedule or manage your time during the day?
14 responses



7. Do you think your system of time management could use improvement?
14 responses



8. Do you record your time spent on certain tasks?
14 responses



9. Do you prioritize your to-do list?
14 responses



10. Is there an average amount of time you spend daily on completing tasks? Or is it always different?
14 responses



11. When dealing with different time systems in the day, do you use any system to get your tasks on track?
14 responses



12. Are you usually correct about your estimated time spent on each task?
14 responses



13. Would you use a time management app if there was one available?
14 responses



14. Do you currently use a productivity time management tool?
14 responses



15. Do you feel you could benefit from positive or motivational content?
14 responses



Web Research

<https://www.nyu.edu/students/academic-services/undergraduate-advisement/academic-resource-center/tutoring-and-learning/academic-skills-workshops/time-management.html>

<https://www.mindtools.com/pages/article/time-management-mistakes.htm>

<https://toggl.com/track/time-management-tips/>

<https://careerfoundry.com/en/tutorials/ux-research-for-beginners/how-to-analyze-your-ux-research-findings/>

<https://uxdesign.cc/how-exactly-do-you-find-insights-from-qualitative-user-research-603bcafbc8b3>

<https://xd.adobe.com/ideas/process/user-research/putting-personas-to-work-in-ux-design/>

<https://uxmovement.medium.com/the-big-problem-with-personas-b606b49b74b2>

Affinity Mapping

EXAMPLE SNAPSHOT

92.9%
Yes

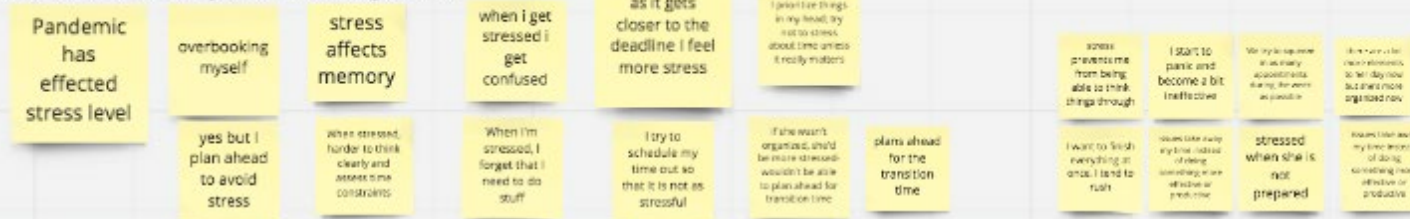
1. Has the pandemic affected the way you manage your time?



Why are these clustered together? For people with kids/ the parents had to take over schooling and they had to schedule their kids time/zoom and still manage their schedules around their kids needs which has caused parents to feel overloaded

100%
Yes

2. Does stress affect your time management?

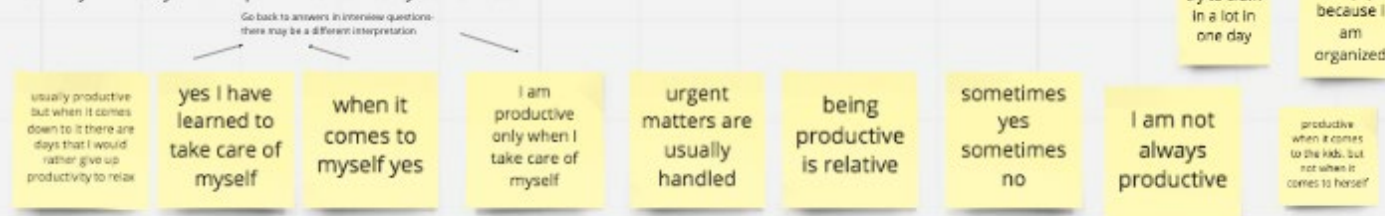


Why are these Clustered together?

Stress affects peoples time management- it makes them less effective, they get confused, harder to think clearly, forget I need to do stuff. Stressed when not prepared.

57.1%
No

3. Do you feel you are productive with your time?



Why are these clustered together? Personal care has become a priority

Productive when organized. When urgent matters come up they are more productive. When it comes to my kids, I am more productive.

Affinity Map Snapshot 2



Why are these clustered together? The theme here seems to be regarding high tech and new technology not available or they are not very knowledgeable about new tech



Why are these clustered together? . Most people dont record their time spent on tasks



Why are these clustered together? Creates List. Prioritize by urgency, priority and deadlines. Use sticky notes for priorities.



Why are these clustered together? People have a hard time estimating the amount of time it takes to complete a task.

11. How do you deal with distractions throughout the day and get back on track to the task on hand?

Data Analysis

Findings:

1. At first things slowed down, but for people with kids the parents had to take over schooling and they had to schedule their kids time/zoom and still manage their schedules around their kids needs which has caused parents to feel overloaded.
2. Stress affects peoples time management- it makes them less effective; they get confused, harder to think clearly, forget to do stuff; they're stressed when not prepared.
3. When urgent matters come up they are more productive. When it comes to my kids, I am more productive. Personal care has become a priority?
4. By being organized they can manage their time better. People may have a system of organization but ultimately it is not working for them. People are looking for a new way to be organized.
5. People may have a system of organization but ultimately do not consider themselves organized due to a busy schedule that changes quickly due to kid's schedule.
6. People are using apps but the apps don't seem to be meeting all of their needs in time management due to overload/ busy schedule. Using alarms, reminders, and calendars on the phone, creating a list, create a schedule on spreadsheet and planning ahead, sticky notes-post its.

7. The theme here seems to be regarding high tech and new technology not available or they are not very knowledgeable about new tech. Key take-aways: put things in calendar and review night before, prioritize main things that need to be done, stick to schedule, make a to-do list; do not waste as much time on social media.
8. Most people do not record their time spent on tasks.
9. Creates List. Prioritize by urgency, priority, and deadlines. Use sticky notes for priorities.
10. People have a hard time estimating the amount of time it takes to complete a task.
11. Most people do not have a set way to deal with distractions. Some people use their head to get back to task on hand, some use sticky notes, one used the Forest app and a couple used music to get back on track.
12. Time increments were used by some people to break up their tasks, but ultimately it depended on the task. Time was broken into 30 min -1hr increments or blocks/ chunks of time, depending on the task.
13. The majority of people would be willing to use a time management app, as long as it was helpful and easy to use.
14. Time management tools that people used were: Outlook, Google and physical calendars; apps, such as Forest, Bonsai, Jorte, Mint; calendars, alarms and reminders on the phone, spreadsheets and to-do lists.
15. The majority of people would be interested in positive or motivational content (as long as it was kid friendly and wasn't annoying).

Empathy Maps and Personas

Persona 1: Working, Self-Employed Mother

"I am big on research so that I know how long something will take to do. Research opens up choices and by having choices you can manage time and stress."

Pain Points:

- Stress affects her time management

Pleasure points:

- I prioritize things in my head.
- Urgency is most important.
- I feel that organization is very important because if you're organized, you don't waste your time and it can save you time.
- I am all about efficiency and getting things done.
- I organized things in my head.
- Sticky notes as reminders in my car or kitchen window.
- Apps need to be very helpful in order to use them.
- Big on research so that I know how long something will take to do. Research opens up choices. By having choices, you can manage stress and time.
- Efficiency, deadlines, urgency.

Empathy Map for Persona 1

Working, Self-Employed Mother:



Persona 2: Student Working Part-Time

"When I am stressed, it is harder for me to think clearly and assess my time constraints and social battery limits"

Pain Points:

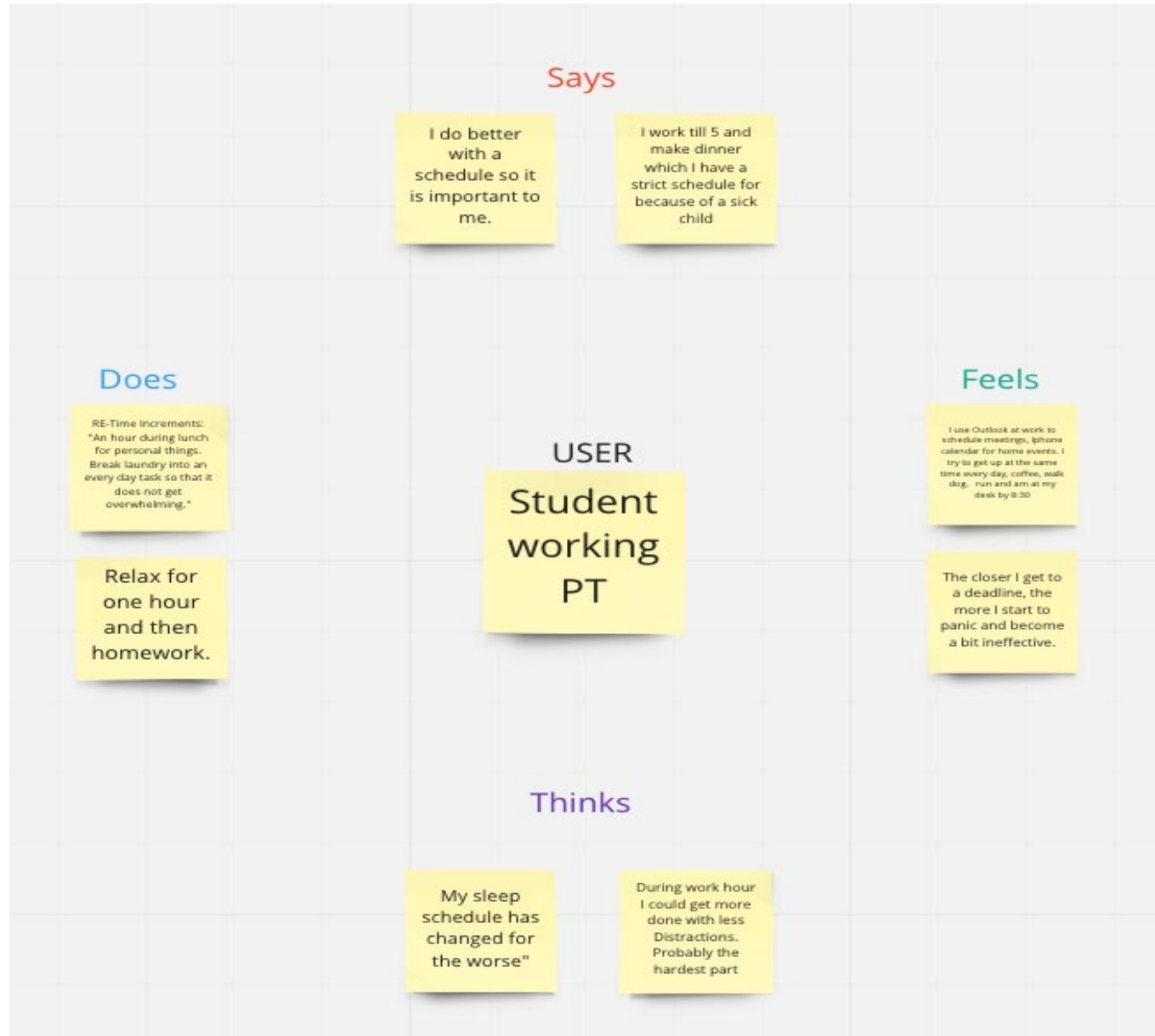
- The closer I get to a deadline, the more I start to panic and become a bit ineffective.
- During work hour I could get more done with less distractions. Probably the hardest part.
- My sleep schedule has changed for the worse.
- I work till 5 and make dinner which I have a strict schedule for because of a sick child.

Pleasure points:

- Regarding time increments: "An hour during lunch for personal things. Break laundry into an every-day task so that it does not get overwhelming."
- I do better with a schedule, so it is important to me.
- I use Outlook at work to schedule meetings, iPhone calendar for home events. I try to get up at the same time every day, coffee, walk dog, run and am at my desk by 8:30
- Relax for one hour and then homework.

Empathy Map for Persona 2

Student Working Part-Time:



Persona 3: Stay-at-Home Mom

"Time management and organization
are one and the same."

Pain Points:

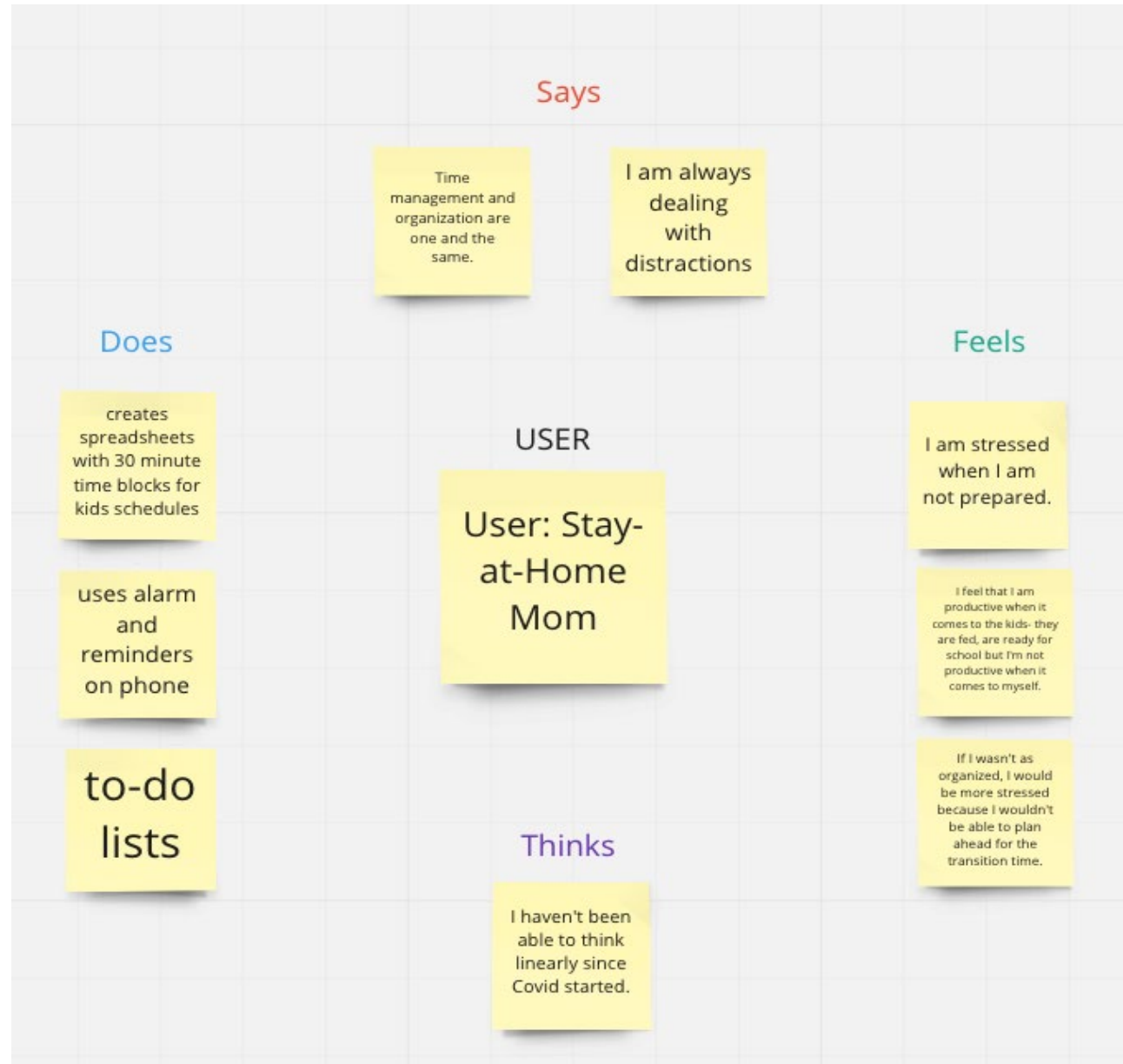
- She is always dealing with distractions.
- When she is not prepared or organized, then she is stressed.
- When she is stressed, she starts to lose things. At this point, she also realizes that she needs to slow down.

Pleasure points:

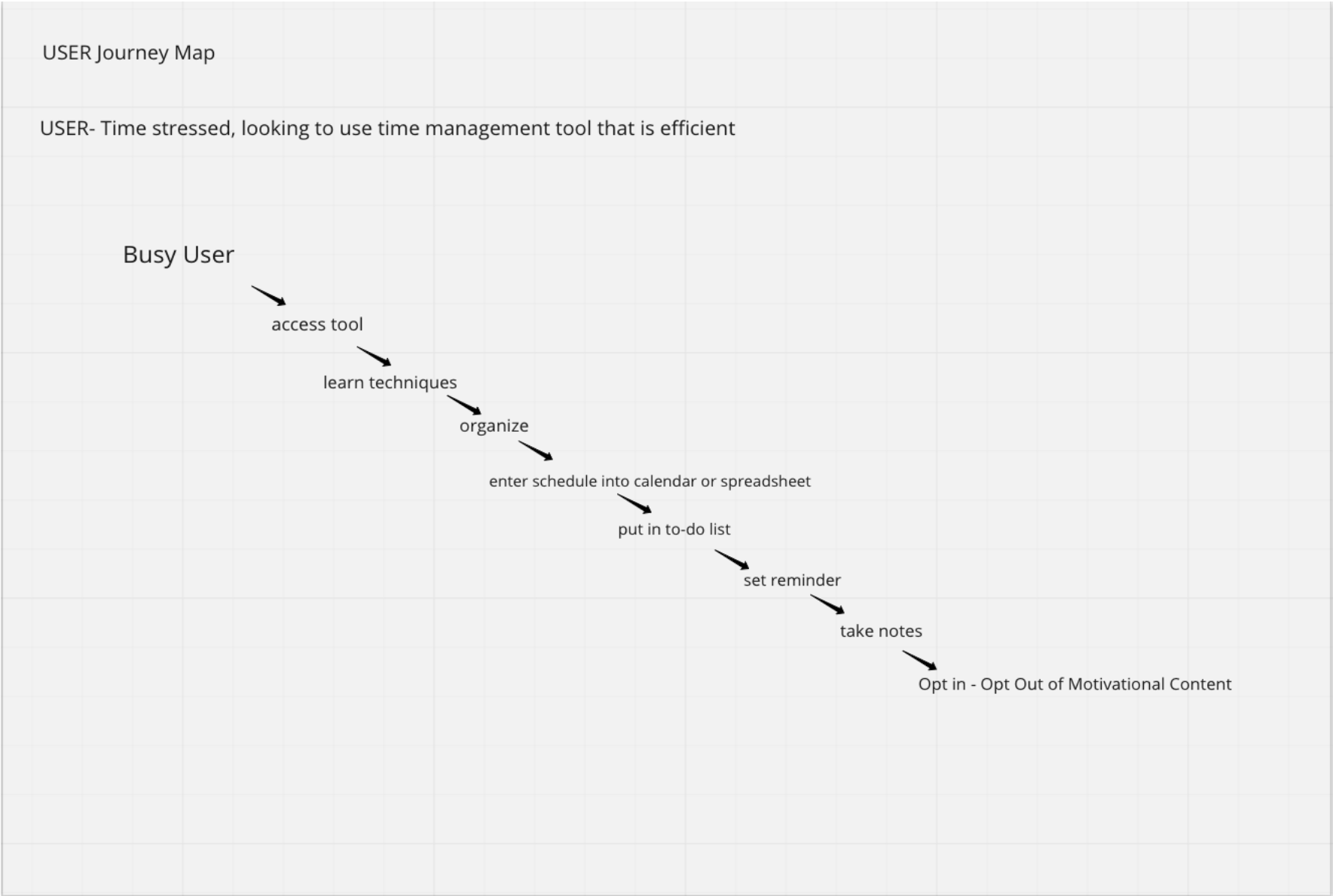
- She creates a spreadsheet with 30-minute time blocks for the kids schedules.
- Being more organized helps her stay on top of things.
- She has an ongoing to-do list, but she doesn't always write it down (sometimes she loses it as well).

Empathy Map for Persona 3

Stay-at-Home Mom:



Audience Journey Map



Summary and Findings of Research

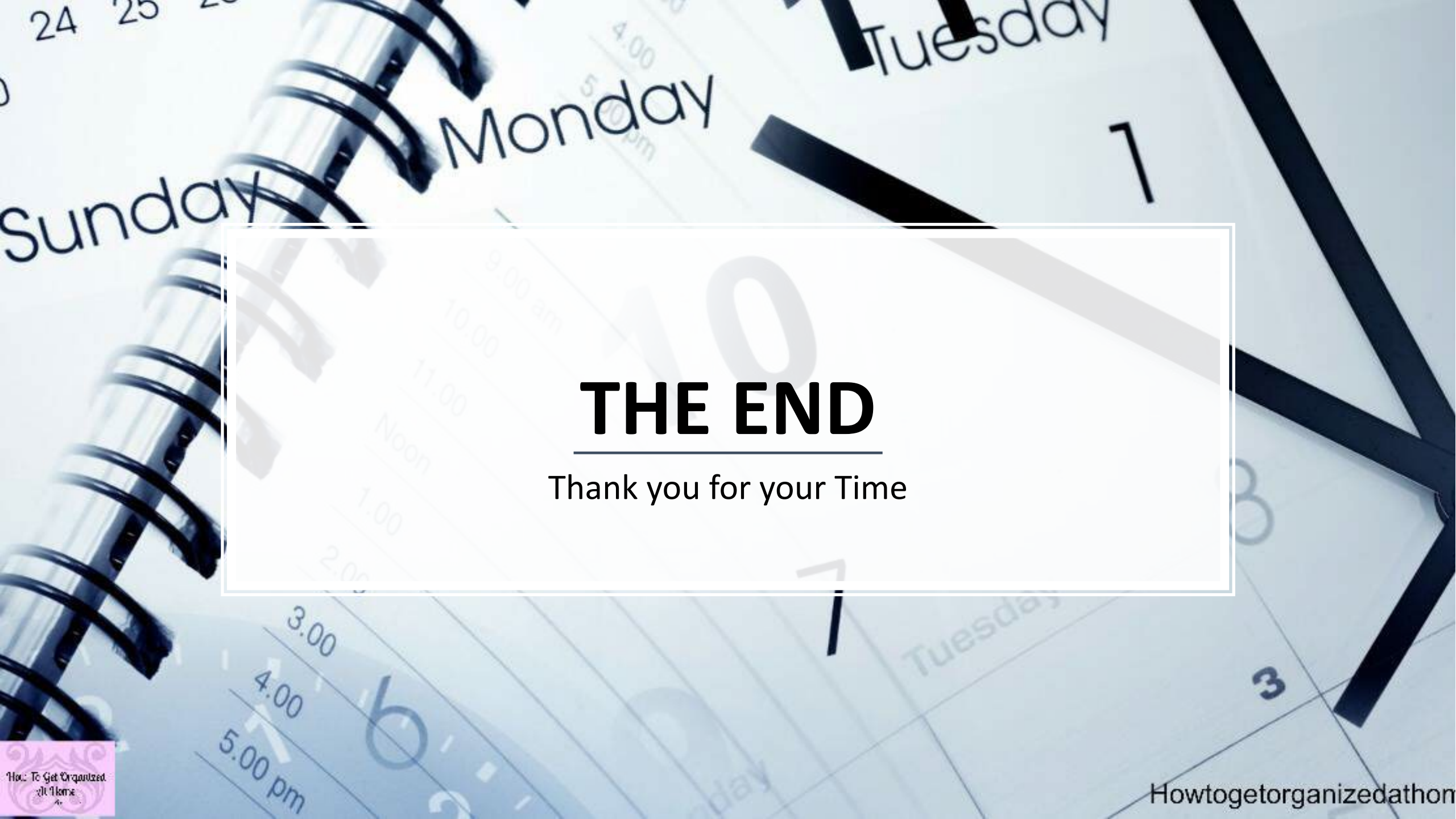
Since the pandemic started, people have had a busy schedule that they need to manage and adjust to. Due to the kids need for at-home schooling/zooms, their schedule can change quickly. They have had more tasks and responsibilities that they need to manage, which requires more planning, organization, time scheduling and the prioritization of tasks. We wanted to find out ways that we can assist them with time management.

People used many systems to help organize their time, including using paper calendars, calendars on their phone and computer, sticky notes, reminders and alarms on their phone, to-do lists, and spreadsheets. Some people used apps to manage different parts of their life, such as the Bonsai app, Jorte app, Mint app, and Forest app.

Organization helps prevent some stress. Stress negatively affects people's ability to manage time and stay organized. Being efficient when doing tasks helped people save precious time. People prioritize their to-do list by urgency and priority.

There is a willingness to use a time management app. People are looking for a new way to be organized and stay motivated. There is an interest for positive or motivational content, such as quotes.

Although most people have found a way to organize their time, they believed that there was room for improvement with organizing and time management. There is definitely an interest in a time management and organization system that is all encompassing.



THE END

Thank you for your Time