**Codes**

AI

App misuse

Benefits

Building trust into the app

Business model

Covid in general

Covid-safe workplaces

Data access

Data usage (within and beyond the app)

Dataset

Definitions of trust in technology

Description or functions of Hygieia

Drawbacks

Future features

Health and wellbeing (SAVI survey, etc.)

History of the app

Interviewee's role within the app development

Interviewee's role within the company

Legal or ethical guidelines followed during app development

Location and geo-fencing

Other

Personal data

Privacy issues

Subjective views on trust and technology

Surveillance

Testing

Trustworthiness

Work and productivity

Workplace monitoring and workflow

**App review using the walk through method**

**TECHNICAL WALKTHROUGH INSTRUCTIONS**

**BACKGROUND**

The walkthrough method we will use for this study is based on an application of this method specifically for studying mobile apps, as described in the following paper (which we have unashamedly copied from in this guide as it is solely for the purposes of the research team):

Light et al. (2016). The walkthrough method: An approach to the study of apps. New Media and Society. Link: <https://journals.sagepub.com/doi/10.1177/1461444816675438>

Walkthrough is “*a way of engaging directly with an app’s interface to examine its technological mechanisms and embedded cultural references to understand how it guides users and shapes their experiences.*”

Walking through the app from a technical perspective requires the researcher assume a user’s position while applying an analytical eye. It involves step-by-step observation and documentation of an app’s screens, features and flows of activity.

It is underpinned by specific theoretical frameworks from science and technology studies (STS) and cultural studies, including Actor-Network Theory (ANT).

**PROCEDURE FOR THIS STUDY**

Broadly, there are 3 stages of use in the technical walkthrough: acquiring the app and registering; accessing features and functionalities and discontinuing use. During the process, record your thoughts and observations on the proforma designed for this study (see Appendix 1). Feel free to record videos and/or take screenshots if these help to illustrate your points.

Stage 1

* Install the app on your chosen device and set up an account. On completion, complete sections A and B of the proforma.

Stage 2

* Leave the app on your phone and use it for a period of at least 3 days, mimicking everyday use from the perspective of an employee where possible. Tasks that you might wish to explore and/or try out include:
  + Accessing and completing checklists
  + Check in at a particular location
  + Set notifications and/or reminders
  + Record/change your health status
  + add interactions, this requires one person to add another’s email address
* Complete sections B (Registration and Everyday use sections) and C of the proforma.
* Once everyone has recorded their initial thoughts, we will dedicate a Zoom meeting to share and discuss our early impressions and experiences. At this point, we may wish to continue collecting data or we may decide we have enough.

Stage 3

* Once you have collected all the data you need, delete the app. Record your observations in part B of the proforma (App suspension, closure and leaving).

**THEORETICAL PRINCIPLES (and key things to look out for)**

This version of walkthrough is grounded in the principles of **Actor-Network Theory** (ANT). In the case of apps, we can consider user interfaces and functions as non-human actors that can act as mediators. The walkthrough is also intended to examine ‘**affordances**’ - from the app’s buttons to its interaction with operating systems, hardware, structures of connectivity (e.g. wifi) and other apps in its extended environment.

When using the app, look out for the following features (listed below). Consider how they mediate user experience and signal what is (and isn’t) possible in the app and what the user is supposed to do. Note any hesitation, discomfort, unanswered questions or lack of clarity you feel at any point.

**Features:**

1. *User interface arrangement -* How the app guides users through activities via the placement of buttons and menus. For example, some buttons like ‘Report’ or ‘Share’ may be smaller or harder to find than others.
2. *Functions and features -* Groups of arrangements that mandate or enable an activity, including pop up windows, compulsory fields and requests made by the app to link with other user accounts.
3. *Textual content and tone -* More than instructions, this includes text embedded in

user interfaces, such as the order of drop-down menu options or the categories available (e.g. gender) and their discursive power to shape use.

1. *Symbolic representation -* A semiotic approach to examining the look and feel of the app and its likely connotations and cultural associations with respect to the imagined user and ideal scenarios of use. This may involve considerations regarding branding, colour and font choices.

**APPENDIX 1: PROFORMA FOR COMPLETION**

**A. SET UP DETAILS**

1. Researcher Name:
2. User and phone setup: *Please provide the following details of the phone you completed this test on*
3. Phone make, model, and year of release (if known):
4. Operating system and version (if known):
5. Are you using a personal mobile or a work device provided by organisation:
6. Date of installation and app version (if known):
7. Did you create your own account or was it provided to you:
8. If you created your own account:
   1. Did you create a separate email or use your work email address or your everyday personal email address?
   2. Did you use a password you use for other accounts?
9. If you were provided with the account (work email + preset password): did you change your password?

**B. TECHNICAL WALKTHROUGH**

1. Registration and entry:
2. Does the app require you to agree to any terms of use or permissions as part of the registration process? Please comment.
3. Were you able to access and read the terms of service and any other information (pertaining to permissions and others)

Did you read the Terms of Service?

Please use this space to record any general observations you may have about registration and entry. *Write as much as you like.*

|  |
| --- |
|  |

1. Everyday Use - to be completed after a minimum of **3** days of use:
   1. Did you get a demo or access to user documentation?
   2. What tabs did you access and what tasks did you complete? *Please tick all that apply and provide details.*

|  |  |  |
| --- | --- | --- |
| **Tab** | **Accessed** | **Task** |
| Home |  |  |
| Checklist |  |  |
| Interaction |  |  |
| Teams |  |  |
| Guidelines |  |  |

Please use this space to record any general observations you may have about everyday use. *Write as much as you like.*

|  |
| --- |
|  |

1. App suspension, closure, and leaving
2. Did you attempt to suspend or disable any of the app’s features at any time during the trial?
3. Did you logout or just leave the app running for daily use?
4. Did you try to uninstall the app?

Please use this space to record any general observations you may have about app suspension, closure, and leaving. *Write as much as you like.*

|  |
| --- |
|  |

**C. GENERAL OBSERVATIONS**

1. The app’s description states that the app utilises advanced AI and Data Science analytics to monitor the effectiveness of keeping a safe work environment,
   1. Do you think that the app gathers enough data from you to keep you safe or do you think there should be more data that needs to be gathered for more accurate predictions?
   2. Do you think the app gathers data from you that is not related to keeping you safe? If yes, would you rather this data not be gathered or do you have no objections?
   3. Would you trust the recommendations given by the app regarding your safety? Would you follow the recommendations?
2. Please use this space to record any general observations you may have about the whole experience. *Write as much as you like.*

|  |
| --- |
|  |