

Interview sequence

Remember *“If you make someone laugh, you own them...”* Tink

1) Introduce yourself

2) Rapport Building:

- How are you?
- How was your morning?
- Talk about Blantyre
- Really enjoying being in Malawi/It really is beautiful
- Do you live here?
- How long have you lived here?
- Have you ever lived anywhere else?
- Weather
- Family
- Personal History
 - Where did you receive your education?

3) Introduction

- Project Everest

Is a social enterprise - an organisation that uses private business to solve the world's social issues. We currently operate in Fiji and Timor-Leste as well as Malawi and are focussed on addressing sustainability issues, such as access to electricity, food and healthcare.

- Health Consulting project

We are looking to design a USSD service that will streamline health data collection in Malawi. This will result in more accurate health data and consequently more effective healthcare.

- Reason for interview

Therefore, we wish to increase our understanding of your experiences within your workplace and how we can help.

4) Understand Role:

- How would you describe your role?
- Can you outline what your average day looks like?
- What are your responsibilities?
- What staff members do you manage each day? Or work alongside?

5) Define Success:

- What would a successful day look like for you?
- How can you tell if you achieved what you wanted to in a day?
- How do you measure success?
- What are some of your longer term goals? How will you achieve these?

6) Problems:

- Is there anything stopping you from reaching your full potential/goals?
- How do you think you could be more productive/efficient?
- **What is the hardest part about reaching your goals?**
- Do you have anyone to help you tackle these problems? How accessible are they? Are they happy to help?

7) Specific Problem Scenario:

- When did the problem last occur and can you describe what happened?
- How often does this occur?
- How do these problems make you feel?
- **Can you recall the time when you were most frustrated/set back by this problem?**
- **Did your team help you tackle these problems?**

8) Actively Solving?

- Are you currently taking any steps to overcome these problems?
- When was the last time you tried to solve this problem?
- How would you usually deal with these issues?
- **Do you have any plans to try to overcome these hurdles? If so, what are they?**
- Do you think there is anything else which could be done to improve the situation?
- Are there any resources/information that you know of, but don't currently have access to, that could help resolve your problems?

9) Current Solutions:

- Where have you searched for a solution to this problem?
- Do you have a current solution to this problem and where did you find it?
- How satisfied are you with your current solutions? How could these be improved?

Potential current solution: DHIS 2

- This system is used to aggregate statistical data collection, validations, analysis, management, and presentation.
- The system is flexible and easily customise through used interface without programming needed.
- Already used in more than 60 countries and specifically useful in low and middle income countries.

10) Issues with current solution:

- Is this solution working?
- What could be improved about the solution you are currently using?
- What makes your current solution ineffective?
- If you could change one thing about your current solution what would it be?

11) Wrap up:

Thank You so much for your time. You have been very helpful - the answers you gave us will be used to personalise our product to suit you and your coworkers needs.

Muyenda Bwino (safe travels)