

## 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



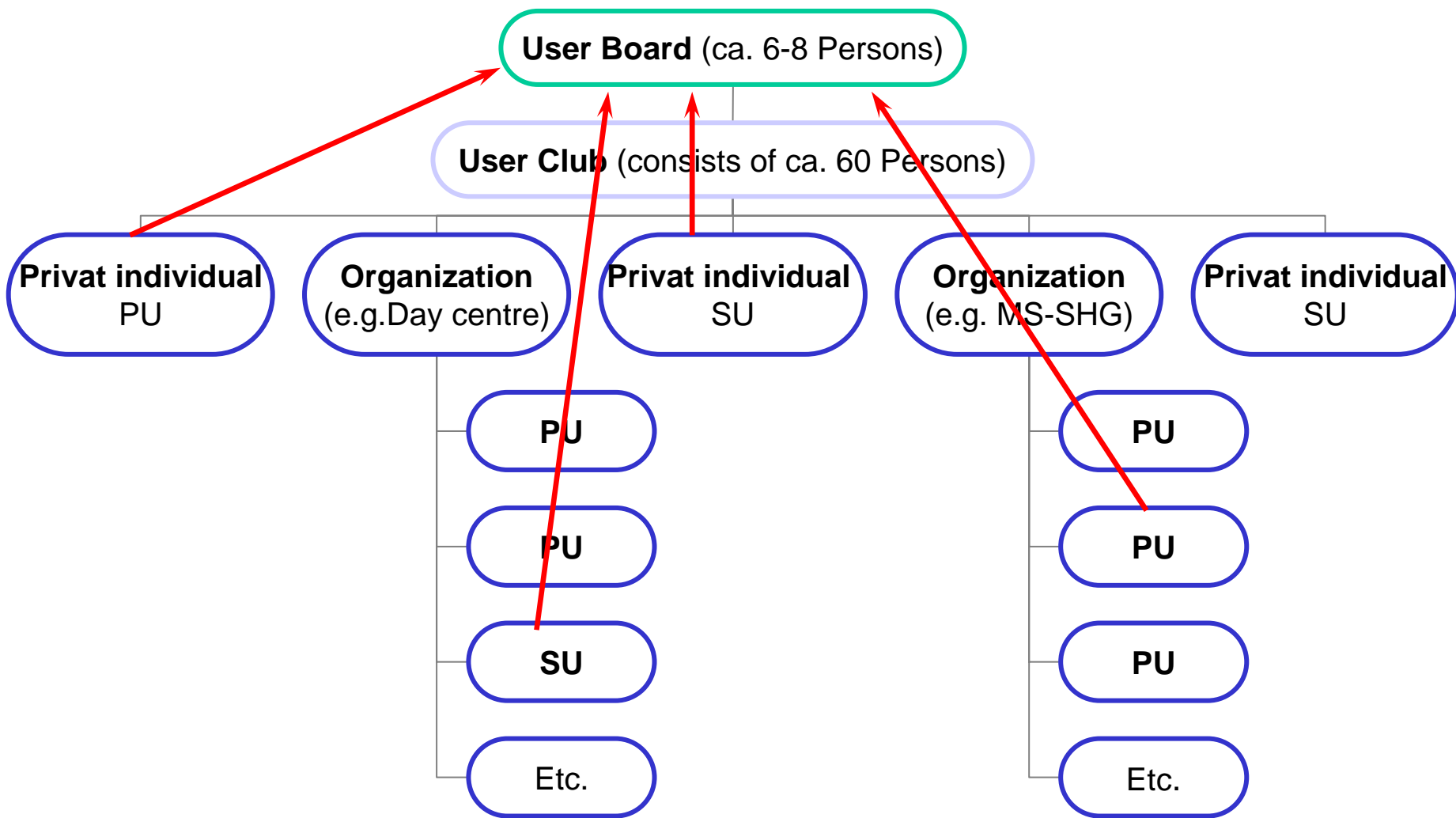
## Two Forms of Collaboration

### 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 forttec, Vienna.

## Labortests

### Information Kit

At least two weeks prior to the test each users 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!



**EURAG** – European  
Federation of Older Persons