



**Linnéuniversitetet**

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(Brukarorienterad design) 15 ECTS

## More creates more

A UX project of how a digital tool can ease recruitment of volunteers to non-profit organizations



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# 1 Introduction

Non-profit organizations (NPOs) that do social work often work to improve society by addressing various social challenges, such as poverty, homelessness, educational deficiencies and health challenges. By getting more people involved in volunteer work, these organizations can tackle these challenges more effectively and create positive changes at a societal level. But also by engaging in volunteering, people can gain a better understanding of the challenges that certain social groups face (Augusto Felício et al., 2013). Non-profit organizations are often strongly anchored at the local level and many of them reach target groups being far away from ordinary society. So by getting involved in these organizations as a volunteer, people can also develop a stronger connection to their local community (International Labour Office, 2011. p.4). By engaging in non-profit social work, people from different backgrounds and walks of life can come together for a common cause.

Nonprofit organizations usually have very limited resources and the need of volunteers is vital (International Labour Office, 2011. pp.3–4). Hence the area of interest in this UX research project is to investigate the possibility of making it easier for non-profit organizations to recruit volunteers but also for people to find organizations in need of volunteers, through a digital artifact. The idea is to find an innovative solution based on participatory design and the creativity of the participants.

Currently, there exist significant challenges and issues in the area and localities of Karlskoga and Degerfors regarding the network of NPOs who are dedicated to addressing social concerns. This network, known as LISA (Local Voluntary Support and Activities), encompasses various associations, all of which are experiencing shortage of non-profit resources in the form of volunteers. LISA aspires to develop a digital artifact to comprehensively catalog and present the diverse requirements within local organizations, thereby streamlining the recruitment process for interested volunteers.

The primary purpose of this study is to target the barriers and challenges surrounding NPO's demands and needs of finding local volunteers. By applying the participatory design methodology, this project aims to construct a prototype of a digital artifact tailored to enhance the ease of recruitment of volunteers through collaboration with non-profit-organizations.

## 1.1 Problem statement

Non-profit organizations (NPOs) dedicated to addressing social challenges often have resource constraints, especially in terms of volunteers. The need to recruit volunteers to NPOs within Karlskoga and Degerfors region has limited visibility and is a part of the problem, along with low accessibility for both NPOs to reach out to potential volunteers but also for individuals to have easy access to a channel with collected content.

## 1.2 Vision statement

The vision of this project is to create a digital solution that would work as a bridge between the NPOs and the individuals who would like to volunteer in the region of Karlskoga and Degerfors. We aim to make recruitment more efficient and easily accessible for individuals and also for the NPOs to have a platform to showcase their events that are in need of volunteers.

## 2 Methodology

### 2.1 Data Collection Method

Data were collected during three occasions in September and October 2023, by means of a focus group and two workshops with participants. The data collection was built into two different phases; *Phase I: The What and Why* and *Phase II: Co-creation*. The phases had a similar set-up, first a short presentation was held about the reason for the meeting by the design team, a short presentation was done by each participant about their name and what organizations they represented and then the group activity started. The meetings lasted for 120 minutes each. The agendas, invitations and content of the workshops were discussed by the whole team and then one designer arranged the meetings. Below a further presentation will be done about the specific method of data collection.

#### 2.1.1 Participants

Participants in this project were the clients, which consisted of representatives of non-profit organizations and members of a network called LISA, who had requested help with creating a digital tool to help ease recruitment of volunteers to non-profit, other non-profit organizations representatives and employees from the municipality. The inclusion criteria was set to participants who had a willingness to brainstorm ideas about how to increase dedication in non-profit volunteer activities amongst local residents and to share their experience on the subject. Our intention was to include participants who, on one hand, have knowledge and insights into the challenges associated with finding and recruiting volunteers and, on the other hand, involve participants that represented the “volunteer”-user. The purpose of this was to hopefully create a setting for multifaceted and nuanced results, reflecting the diverse end user group.

#### 2.1.2 Rationale for the selected method

The method we have chosen aligns with the nature of this project and we believe that the method would give us rich and nuanced data that is essential when designing a prototype in the field of Interaction Design.

The methodological strategy in this project is based on a qualitative approach. A qualitative method is where one wants to focus and concentrate on a limited number of study units in order to explore deeper into the subject one wants to study

(Jacobsen, 2017. pp.46–47). We believe that a qualitative approach permits flexibility in data collection, making it possible for us to follow the participants flow while collecting the data. Additionally a qualitative approach might give us a chance to capture insights that were unexpected.

Participatory design is a form of qualitative data collection methodology which allows for designers and participants to, side by side, develop ideas and design solutions. Participatory design is about increasing the democratic process, allowing for a bottom up inclusion where the “power” is shared between the participants and the designers (Björgvinsson et al., 2010). The core of participatory design being democratic, is suitable for NPOs since their organizations and work also are driven on democratic values and it will hopefully increase the chance of giving everyone an equal voice in the work. Participatory design also opens up for innovation when more participants can contribute and bring their experience and knowledge to the design solutions (Co-creation). This is important for the project since the goal is to attract more people's interest in volunteer work.

In participatory design there are different methods. We decided due to the nature of the project that, amongst others, a future workshop was a suitable method for this project. A future workshop will hopefully foster ideas of innovation and increase the dedication to the use of the system within the LISA-network. Our assessment was that through participatory design, we could obtain more in-depth responses as respondents were given the freedom to express their thoughts in the different phases of the Future Workshop.

A Future Workshop consists of five phases; Preparation, Critique, Fantasy, Implementation (Realization), and Follow up (Vidal, 2006). Below is a further description of the phases of the Future Workshop in connection to our project.

In addition to the Future Workshop, we also conducted 1) focus group session before the Future Workshop to better understand the needs and drives for this project and to feed this knowledge into the future workshop and co-creation 2) conducted an competitive analysis 3) a co-creation workshop for the interface of the prototype.

### **2.1.3 Phase 1 - The what and why**

#### *2.1.3.1 Focus group and competitive analysis*

After the clients had requested help with a digital tool that could ease recruitment of non-profit volunteers, a focus group meeting was held with the client representatives. The purpose of the focus group was to get a first impression about the clients needs and expectations. This laid the groundwork for the planning of the Future Workshop.

We also conducted a competitive analysis. This gave the design team inspiration and understanding of different types of setups with different, possible pros and cons. These later inspired the first prototypes, together with the data from the future

workshop, to the co-creation meeting.

## **2.1.4 Future Workshop Preparation**

### *2.1.4.1 The workshop: how should it be conducted?*

First the location was discussed: where should the workshop take place? Online, on site or hybrid? Since the project team's representatives were located in different geographical locations the first decision was to eliminate the alternative of conducting only an on site workshop. Secondly the alternative of a hybrid future workshop was discussed and rejected. This was not a completely easy decision since we know that often a face to face environment may allow for a setting where creativity, outspokenness, and coziness is easier to achieve than online Vidal (2006). But on the other hand we also discussed that an online workshop would make it easier for participants to take part. Another argument for an online workshop was that since online meetings are such an integrated part of most workplaces today we also may have to adapt to this and try to create an inspiring space online.

We set a duration of two hours for the workshop. We were hesitant if this would be enough time but decided that it was a balance between making it possible for the participants to participate and collecting in-depth data. We were trying to counteract this possible time restriction by planning the time of the workshop wisely and carefully and preparing our own team. The future workshop agenda can be found in appendix A.

We aimed at creating an environment which meant that all the participants felt they had equal authority to speak, no matter what kind of background, knowledge or experience they contributed by making sure everyone got time to talk, helping to give the floor to participants if it was needed and by confirming all participants contributions with positive appreciation and no judgment (Vidal 2006).

On the topic of trying to create a positive digital workshop setting, we aimed at creating that comforting, creative atmosphere by having an open, easy-going and welcoming attitude and using a language easy to understand for the participants, Since a digital workshop wouldn't allow us to sit around the same table, we decided to use Microsoft Teams as a meeting space and Miro (Miro, n.d.) to share a virtual whiteboard. Beforehand we prepared Miro by creating three different boards, representing the phases; critique, fantasy and implementation. We gave the boards different colors to visually help the participants understand the transition and movement through the workshops phases.

## **2.2 Conducting the Future Workshop**

The project team agreement upon dividing the future workshop tasks between each team member. To enhance the clarity among the participants one designer was made the main facilitator, one designer became the second facilitator and the last two were co-facilitators. One of the co-facilitators was assigned to be responsible for the

technology. The second facilitator and the other co-facilitator were assigned to document information of importance during the future workshop.

The future workshop started with the facilitators greeting the participants, introducing the project. Once the introduction was covered the participants got the opportunity to try the digital tool for collecting data, Miro. Unfortunately it wasn't possible for the majority of the participants to use Miro due to technical difficulties such as unfamiliarity with the tool. To follow the rhythm of the participants', the team adopted an flexible approach which meant the team members wrote on the sticky notes in Miro for the participants instead of participants doing it themselves. This made it easy for the participants to engage in the discussion, instead of getting hindered by technical difficulties.

Every start of the phases allowed for a silent moment, to give the participants a chance to think. After this the discussion and dialogue was immense.

### **2.2.1. Future Workshop: Critique, Fantasy and Implementation phase**

Since the participants were very engaged in the future workshop, we wanted them to think freely without stressing them too much about the timeline for each step in the phase. As a result, in the critique phase the focus was on discussion and criticizing the current situation and problems with finding volunteers to non-profit organizations. The phase finished without sorting or prioritizing the sticky notes.

The Fantasy and Implementation phases followed in the same manner. The whole design team helped taking notes and the facilitator made sure to involve all the participants, for example by asking questions to silent participants.

#### *2.2.1.2 Future Workshop: Follow-up phase*

The follow-up phase was merged into the co-creation workshop. The follow-up consisted of a presentation of the analysis of the ideas and objectives that had emerged during the earlier phases of the workshop. The design team asked the participants for feedback on the analysis. .

### **2.2.2 Phase II - Co-creation**

The second phase of this project was planned around a co-creation meeting. Findings from the focus group, competitive analysis and the future workshop were fed into two different brand names for the tool, three different logotypes and three different prototypes and a persona. The reason for not starting from scratch was to make it easier for the participants to give feedback and contribute to the design.

The workshop group was divided into three subgroups and a within-group evaluation was performed. As the members of the subgroups were shown the logotypes and prototypes in different order, there was an attempt to reduce the possibility of peer pressure and the learning effect, which is otherwise a disadvantage of within-group experiments (Lazar et al., 2017).



The participants were asked questions about their first impression of the presented material. To examine this the participants were asked to think about colors and the layout. Questions were asked such as “what do you think about..”, “what do you like with this?” or “what could be improved or what's the best choice out of these and why?”. There was unfortunately limited time to co-create on a more involved level. The participants suggested the design team develop the prototype on their own, since they were not motivated to participate in further in-depth work.

### 2.3 Data Analysis Method

A qualitative approach, especially in the context of trying to understand the social reality, argues that that reality is way too complicated to understand with quantitative data alone. To gain a valuable understanding of reality, one may have to collect information in the form of words to gain rich and nuanced information (Jacobsen, 2017. p.20).

No video-audio recording was made during the workshops. The for and against this decision were discussed but due to not putting unnecessary pressure of performance on the participants the choice was made to not record any of the workshops. Instead notes were taken verbatim of participants talking. A thematic analysis was conducted on these notes. This was done with both an inductive and a deductive approach. The inductive approach was applied to the first phase: The What and Why, to try to explore the data with an unbiased, open mindset. The reason was to gain as much information as possible about the actual reality, and we reasoned it was also in line with the explorative nature of the future workshop. The deductive approach was applied in the second phase, Co-creation, since there was an interest to analyze certain parts of the material. For both approaches, themes were identified on a semantic level. This was done based on a realistic premise that the participants would be able to contribute with knowledge, without having us immediately interpreting underlying meanings. We reasoned that this was in line with the methodology of participatory design and how participants are part in the production of knowledge to the design based on their own context and observations (Mantoura & Potvin, 2012).

First all of the team members got familiar with the data. Two members from the design team started the initial inductive coding of the critique phase in Miro. A third design team member continued with the open coding of the fantasy and implementation phase. The whole design team discussed the coding that had been done and the themes that had been discovered. Division of the tasks were necessary due to time frames. No dissenting opinions were expressed. One team member then conducted another work through, grouped, defined and titled the themes. These were discussed by the team and agreed upon. Requirements were not yet formalized but based on the results from the inductive analysis; logos and prototypes were created for the second workshop Co-creation.

A deductive approach was applied to the second phase of analysis based on the two themes: *Branding and Visuality*, and *First impression*. These themes were of

specific interest to the project since we had already received rich and nuanced data and were now interested in narrowing it down and analyzing these specific areas to better understand important aspects for the final prototypes (Braun & Clarke, 2008). Once again the whole team familiarized with the data, and then three members performed the deductive thematic analysis. There was consistency in the result and the result was discussed by the whole team again. Two team members continued to form a first set of requirements for the prototype designs based on the analysis and a persona was created.

### **2.3.1 Validity and reliability**

Jacobsen highlights the importance of processing the results of an investigation critically (2017. pp.242–246). Thus, reasoning about how the circumstances around the data gatherings might affect the result. In this project, the method Future Workshop had never been used by any of the team members before, which meant that it was a learning experience for every member. Considering this, the result of the workshops exceeded our expectations and the data collected reflected the participant's experiences and thoughts, which was approved by the participants themselves, as well as new participants, in the second workshop. This supports the idea of high reliability.

The main facilitator of the workshop was already professionally familiar with the participants, but in this case we argue that contributed to creating a welcoming and positive atmosphere which helped the participants to share their experiences.

The validity of the data collection could also be considered high as the participants in the workshops were within the target group and had collectively many years of experience in the area of participating in and operating voluntary work. They are amongst the future users of this digital artifact.

## **3 Empirical Results**

### **3.1 Participants**

In this project nine individual participants were included in which all had different types of dedication to societal questions. 22% of the participants were male and 78% were female. The age interval went from 31 to 78 years old. Eight participants were in some way active in a non-profit organization, six were staff members in different non-profit organizations and out of these six, two of them had additional non-profit volunteer commitments and two other participants were both volunteers and board members in other non-profit organizations than their workplaces. Two participants had commitments with sports organizations, two participants belonged to organizations working with social issues, one was from the Swedish church, one was from the folk high school, one participant was from an organization for the elderly and the last one belonged to a non-profit umbrella organization for other non-profit organizations. The ninth participant was an employee of the public sector, collaboratively working with non-profit organizations.

There were three participants in the focus group session. For the future workshop five more participants joined, to a total of 8 participants. For the co-creation workshop three participants had to decline, but two new participants joined.

Below the qualitative results of the two phases are presented consisting of an overview of the main findings in each theme as discovered, see Table 1.

**Table 1** The themes discovered in the analysis from the data

<b>Phases</b>	<b>Themes of the Thematic Analysis</b>
<b>The what and why</b>	The importance of clarity
	Dedication versus compensation
	Relationships - a foundation and source of motivation
	Increasing knowledge
	Easy access: Channels of communication
<b>Co-creation</b>	Branding and Visuality: Distinguish the Non-profit
	First impression: Encourage action

### **3.1.1 Phase I - The what and why**

All quotes in the following sections are translated by an author of this report. To read the original quotes, see appendix C.

#### ***The importance of clarity***

Clarity was a theme discussed eagerly by the participants at several occasions and in different contexts. Everyone perceived it as being important when motivating or recruiting volunteers. They discussed the importance of spelling it out very clearly what the different volunteer activities would involve e.g. time duration, tasks, if it's long-term or a one-time commitment etcetera. They reasoned this would possibly make it easier for a volunteer to understand what to expect from the organization or activity which could increase the chances of getting them involved.

*Participant 2: " I think it's an advantage to be clear, writing this is what we need help with right now so you don't get to a place, then you get there and there's 2 hours of "you can do what you want". No, you want clarity in what to do."*

*Participant 4: "The assignments must be comprehensible and easy to understand."*

But clarity may also be needed not only for the practical what-to-do's. The participants discussed that it may be important to articulate the personal benefits of doing non-profit volunteer activities like growing as a person, learning new skills or meeting new people.

*Participant 7: "[To] clearly communicate the value and experience the volunteers will gain through their involvement. It can be personal development, new skills or the opportunity to build your network."*

The discussions revolved back to even though it is the interest, dedication or passion for the idea the non-profit organization builds upon, another success factor to attract volunteers may be to have well-defined, clearly limited activities. When recruiting, then clarity about what the volunteer activities would entail, a clear communication of mutual expectations, articulating the benefits or purposes of volunteering and so on also seems to be pivotal according to the participants.

*Participant 2: "I thought about my own experience from Stockholm Pride with 350 volunteers. Why did it go so well? I think it was because we could offer people who were passionate about the issue, a concrete limited assignment, simple tasks that did not require prior knowledge."*

### ***Dedication versus compensation***

As already stated, the participants talked about different motivators for people to engage in non-profit organizations. But they also talked about different things both hindering or encouraging involvement. In the discussions it emerged that despite a person's interest or dedication, the barrier may still be too high to get involved. They talked about people being scared of doing the wrong thing, or that many people in society (in Sweden) today seem to feel they have a limited amount of free time.

*Participant 2: "It's that you have an hour here and there, but my experience is that when you get into something, it turns out to be more than you initially thought."*

*Participant 4: "It's about finding time, people have full-time jobs and so on."*

*Participant 7: "People are so busy with their own."*

Further the participants talked about how it may be easier for some people to donate money rather than being hands-on in activities.

*Participant 1: "A matter of conscience. Donate 200 kronor, then they [the organization on site] can solve it. I have made my contribution. I give my money, then I don't have to do anything else."*

The other side of transactions was also discussed, more specifically when volunteers themselves would like a return for their effort.

*Participant 4: "We have come across people who prefer to choose occupations that are paid. Free volunteering is not as attractive."*

*Participant 2: "We feel that it is not always compensation in money, but can be a coupon, there must be something of value. "Can I have a goodie bag?"."*

### ***Relationships - a foundation and source of motivation***

Another thing alongside dedication that surfaced from the discussions was relationships as a foundation for further involvement but also possibly an important motivator was relationships. The participants further speculated on solutions for building a sense of community.

*Participant 2: "Recruit a friend – like Friskis and Svettis "Bring a friend and exercise for free" or "bring a group of friends" like for Pride."*

*Participant 7: "What works well now is going away together, we build relationships. They become a group and recognize some. We can have reunions with old volunteers. I have the opportunity to be present, they get a relationship with me. It creates security immediately."*

Overall the participants emphasized relationships in different ways to build connection to both future and old volunteers. In addition they briefly also discussed the possible importance of members in leading positions in the organizations to create these relationships with volunteers.

### ***Increasing knowledge***

The participants discussed the need of increasing knowledge connected to non-profit volunteering. They spoke about benefits on both societal and individual level.

*Participant 4: "In Norway and Denmark, there are many more non-profit businesses. In their respective countries, it is a different attitude. Another culture. We [in Sweden] are so used to society arranging a lot for us."*

*Participant 5: "We experience how people are becoming more and more used to being served things. We have seen such a development. You want to receive."*

On an individual level the discussion revolved around the need of communicating how non-profit volunteering as an activity could benefit the individual person. They also emphasized how it is important to include all different individuals to be able to take part in non-profit activities.

*Participant 7: " Clear purpose, demonstrate meaningfulness. Ease of engagements, training and support creates a sense of competence in volunteers."*

### ***Easy access: Channels of communication***

When the participants discussed different technological tools or possibilities, the discussions were again connected to the possible needs of the volunteers; easy, clear, enable social interaction through different ways of communication.

*Participant 2: " I'm thinking about what would work, an app where I can, from day to day, go in and take a look because I have two hours to spare. That it [the volunteer activity] is clearly stated. Something [a tool of some sort] that makes it easy.."*

*Participant 6: " Younger generations appreciate when you have a communication port, e.g. group chats, where you can ask "stupid" questions or small questions."*

The participants also discussed the benefits of having information from different organizations gathered at one place.

*Participant 7: " Notice board: association notice, what's happening today, it worked well before. Now everyone has their own channel and you have to follow it."*

*Participant 2: " Advantage if it would be a mix of associations /.../ I might visit the app and want to get involved in ice-hockey and see something else exciting [to get involved in]."*

They also discussed the possibilities of having some kind of digital functions that could help match volunteers to non-profit activities or organizations.

### **3.1.2 Phase II - Co-creation**

#### ***Branding and Visuality: Distinguish the Non-profit***

Branding consisted of names, icons and color themes of different logotypes. All the participants thought that Ideella Krafter (non-profit forces) was the most suitable out of the options.

Regarding the icons they all mutually agreed upon the logo in suggestion 2 and 3, see Figure 1.

*Participant 9: " Love the colors in number 3 [blue/purple]! Like the overall look there. But I think the logo is a little reminiscent of Region Örebro County in some way. Especially when you saw it with the region's blue color."*

*Participant 6: " The yellow catches the eye."*

All participants, except one, preferred the color themes of suggestions 1. The argument for this was that blue and purple gave the participants associations to healthcare and that yellow was welcoming and caught their attention. Hence the co-creation collaboratively ended up in suggestion 4 (Figure 2).



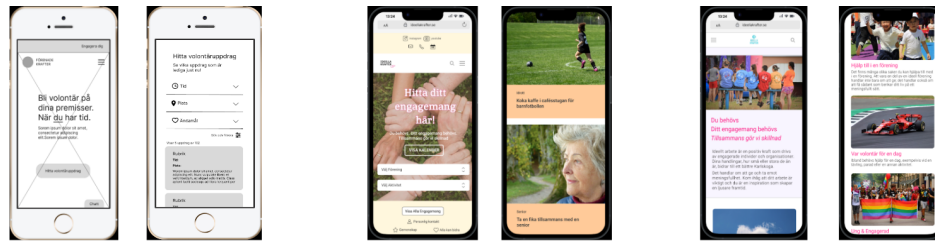
**Figure 1** Logotype suggestions 1,2,3.



**Figure 2** Logotype suggestion 4 is an adjusted version based on the participants' opinions.

### ***First impression: Encourage action***

As described in section 2.2.2 *Phase II - Co-creation* the participants were asked to evaluate the prototype suggestions, see Figure 3, in different orders, e.g. to avoid learning effects affecting the reliability of the data. Overall the participants discussed that the start page should make it easy for a volunteer to get to action. They also agreed that there were pros and cons with the different suggestions. In the end the participants seemed to prefer a mix of them all, but emphasized a blend of prototype 1 and 2. They suggested that the tool would benefit from firstly offering the user the ability to act like in prototype 1 and 2, but should also further down on the start page offer the overview of the content that was shown in prototype 3.



**Figure 3** Prototype suggestions 1, 2, 3 of possible start page.

## 4 Prototype Design

### 4.1 Requirements

Using requirements as a ground for design decisions allows for a data-driven and user-centric approach to development. This ensures that the final product aligns with the actual needs and preferences of the users. Hence it was of importance to canalize user and technical requirements out of the data from the workshops in this project. A selection of the user requirements are listed in Table 2. A full list of the requirements can be found in appendix D. Throughout the whole design phase of the project, the requirements were formatively and summatively assessed to make sure that the prototype was in line with the user needs.

**Table 2** A selection of user requirements.

Requirements (selection)
The system should make it possible for the user to filter volunteer activity.
The system should make it possible to quickly find and book a volunteer activity.
The system should make it possible for user to choose potential compensation.
The system should make it possible to choose between one-time and recurring activities.
The system should encourage the user to invite friends.
The system aims to be useful for all target groups in different ages, but especially the persona.



## 4.2 Persona

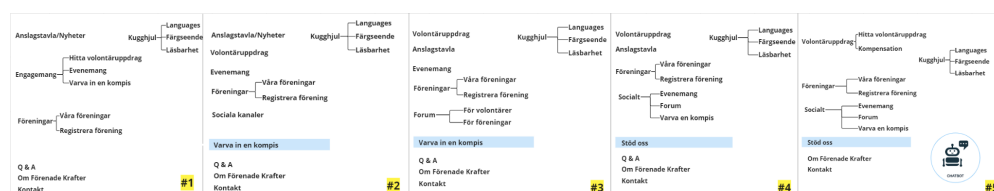
When we had all the data and the thematic analysis was completed, it was time to start the prototype phase. To have a better understanding of the typical user, we created a persona. A persona is a description of a typical user within the targeted audience and helps designers understand the user needs based, in this case, on data from the Future workshops (Goodwin, 2009). Our persona, Sarah Samuelsson, represents a potential volunteer with limited time but a strong interest in engaging in volunteer work. She desires clarity, convenience, and social opportunities when searching for volunteer tasks. Clear timeframes and details regarding expectations and are crucial to her. The full description of the persona, Sarah, can be found in appendix B.

## 4.3 Wireframes

The wireframes presented in this section were created using the web application Figma. (Figma, n.d.). We focused on two task flows; *navigating the start page* and *finding and booking a mission*. These flows were meant to accommodate the participants' recurring theme of being short of time and wanting to get in action quickly.

### 4.3.1 Navigation structure

After the workshops, when the task flows had been decided upon, the navigation structure was planned based on what the participants deemed important for the system. This structure was reworked in five iterations to develop and find a suitable structure, as well to slim the navigation to avoid cumbersomeness. See Figure 4. This structure was then used as a foundation for creating the wireframes.



**Figure 4** The navigation structure being reworked in five iterations.

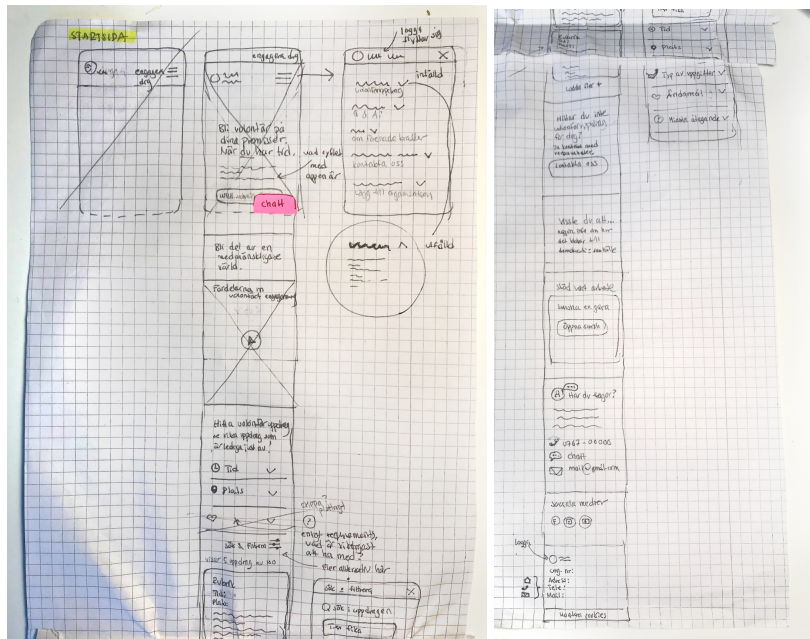
### 4.3.2 Paper sketches

The first sketches were done on paper to come up with conceptual ideas for the project, based on the data from the future workshops and the requirements. Sketching on paper is a good way to create a lot of ideas fast and is therefore a great starting point (Coleman & Goodwin, 2017. pp.4–5). Figure 5 shows how paper, pens, post-it's were used to fuel creativity.



**Figure 5** Sketching the design on paper.

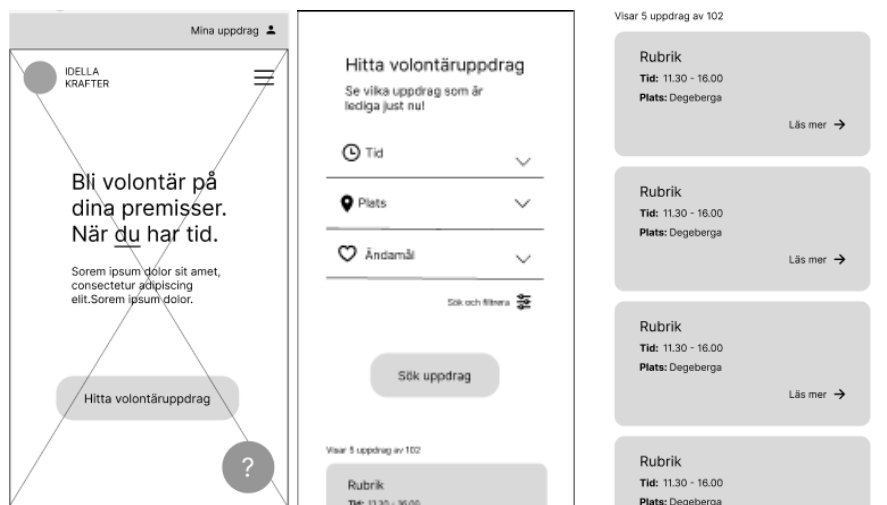
Quite quickly the team decided on making a mobile-first design, as a time efficient system was requested from the users. Being able to use the digital tool on the go we believed was beneficial from this perspective. Therefore sketches for a web-app were made, see Figure 6. The most promising idea was then transferred into the digital world of Figma and served as a foundation for the wireframes.



**Figure 6** A selection of sketches of the start page.

### 4.3.3 Start page wireframe

The wireframes for the start page were reworked in three iterations and based on both the navigation structure and the paper sketches, see Figure 7.

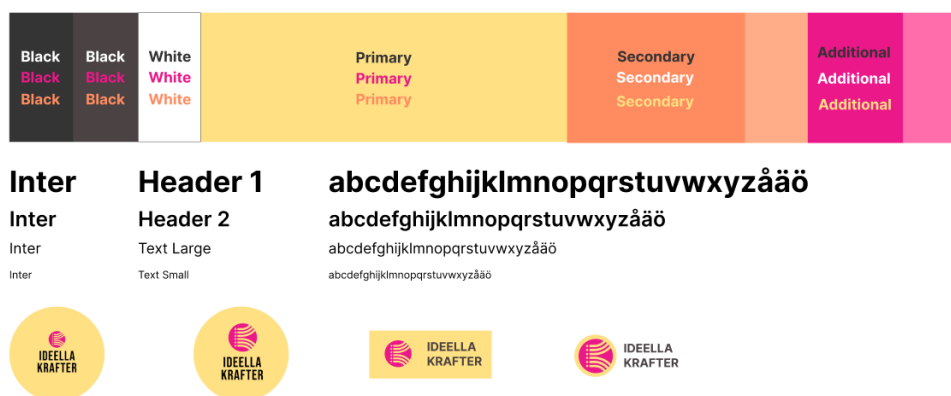


**Figure 7** Three screenshots from the wireframe for the start page.

## 4.4 Mockup

### 4.4.1 Graphical profile

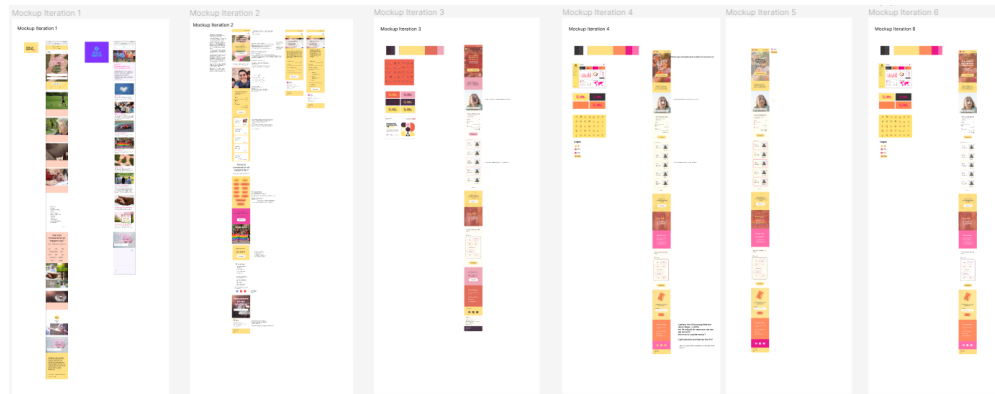
The graphical profile is based on the color scheme chosen by the participants in the co-creation workshop, see Figure 8. However, the shades were altered slightly to work better in a digital milieu by creating a higher contrast, which helps with readability and therefore accessibility. The font chosen is Inter which is specifically created for computer screens and is under the Open Font License (Google Fonts, n.d.). The logo was also chosen by the participants after being shown three different ones, see *Branding and Visuality* in section 3.1.2.



**Figure 8** The graphical profile based on the results from the workshop.

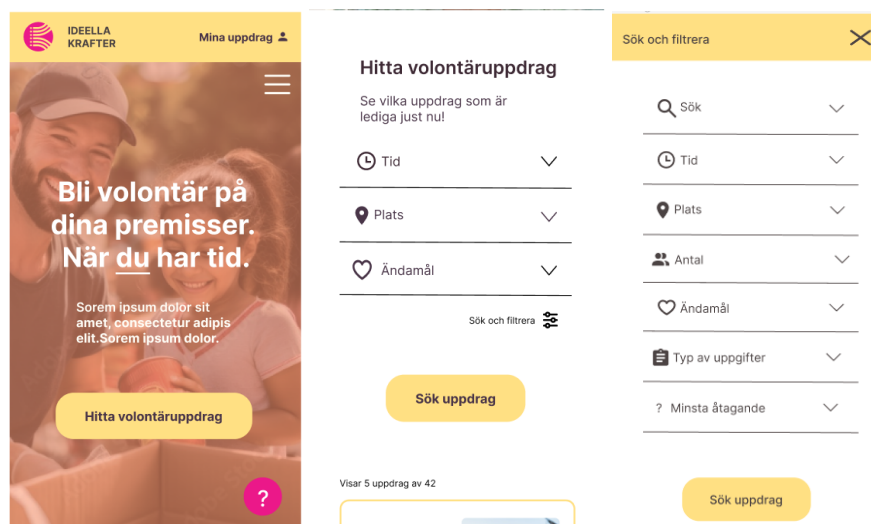
#### 4.4.2 Start page mockup

The start page mockup was reworked in six iterations to explore different ways to use color and content to create a useful design, see Figure 9.



**Figure 9** Overview of the start page mockup being reworked in six iterations.

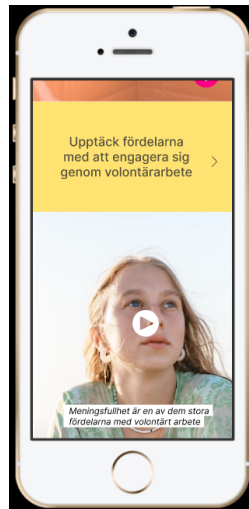
The importance of a quick and easy system was something that emerged from the workshops, and the perception amongst the participants was that people have limited time. The user needs canalized out of this was “*The system should make it possible for the user to filter volunteer activity*” and “*The system should make it possible to quickly find and book a volunteer activity*”. This is considered on the top of the start page where the system offers the user a shortcut to finding volunteer activity, access to filtering options and a booking procedure designed to be quick and easy - using Swedish BankID instead of filling out a form to sign up, see Figure 10.



**Figure 10** The start page lets the user get straight into action and filter tasks.

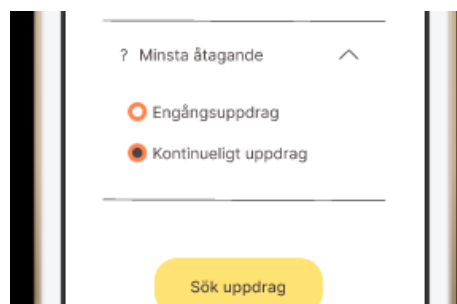
During the fantasy phase of the Future workshop, the participants discussed how it’s important to create a relationship and connection between volunteers and

organizations. They also wanted to highlight all the good things that can come out of being a volunteer. This resulted in the requirement “The system should promote relationships over performance”. It led to a more concrete objective in the user interface, such as a video of involved people expressing the values of volunteership, see Figure 11.



**Figure 11** Video and overflow section expressing the values and advantages of volunteership.

Some participants mentioned that there might be a concern from volunteers that they would involuntarily get too involved in the work, and feeling pressure to invest more time than they are comfortable with. Hence the following requirement was created: “*The system should make it possible to choose between one-time and recurring activities*”. To try and accommodate this, the system makes it possible for the user to choose the level of engagement, see Figure 12, and also the information page of an activity states what is expected of the volunteer, as well as the cancellation policy, see Figure 13.



**Figure 12** Options for level of engagement.



**Figure 13** Subtitles for what is expected of the volunteer, what to bring, potential compensation and cancellation policy.

## 4.5 Interactive prototype

We chose to create the prototype in format Iphone SE, which is slightly smaller than most phones on the market today. This was because we believe that some users might be of older age, hence might use an older phone model, and we wanted to meet the requirement *"The system aims to be useful for all target groups in different ages..."*.

The interactive prototype is designed according to the task flows: *navigating the start page* and *finding and booking a mission* in Figma. The interactive prototype can be accessed through the link below.

<https://www.figma.com/file/VsqdLaDuNQMojrNczXBDjk/LISA-Interactive-Prototype?type=design&node-id=0%3A1&mode=design&t=yg8CFa8bCjWH62ok-1>

or

<https://tinyurl.com/2fbberpa>

## 5 Discussion

### 5.1 Strengths of chosen Methodology

Initially, we described that non-profit organizations (NPOs) often aim to improve society by addressing various social problems and that they would be highly beneficial to facilitate recruitment and have easy access to engaged volunteers. Furthermore, we described that in general, NPOs have limited resources, hence the need of volunteers is essential for the organization's existence.

Thus, this project sought the possibility of easing recruitment for non-profit organizations within the local area of Karlskoga and Degerfors municipalities to find volunteers, and also for residents to more easily find organizations in need of volunteers, through a digital artifact. Through this project, we tried to target the barriers and challenges with NPO's demand and need of finding local volunteers. Using the participatory design approach, our goal was to create a digital prototype customized to improve NPO's ability to discover, involve and enlist volunteers more effortlessly.

The strengths of the chosen methodology of participatory design in this project, particularly through the future workshop and co-creation workshop, promotes collaborative engagement between designers and participants. It empowers involved stakeholders to contribute to the design with their insights and preferences, ensuring that the resulting digital solution is designed with the end users in mind. This approach enhances the likelihood of the tool's success in addressing real-world challenges and the inclusivity can lead to solutions that encompass a broad range of user needs. Since the aim was to give all participants an equal say in the design process, this commitment to democratic values also aligns with the principles often upheld by NPOs, given that they make decisions democratically within their organizations and are allowed to exist independently of the ruling government. By co-creating with the participants to explore solutions to their problems, ideas came to the surface that otherwise could have been overlooked.

## 5.2 Weaknesses of chosen Methodology

Although a lot of positive things can come out of this approach with participatory design, it also has some downsides. One of them is the investment of time and effort from both participants and the research team. It is time consuming to try and involve the users in the majority of the process. Also, a future workshop is time consuming as well to go thoroughly deep in the subjects and at one point in the project there wasn't enough time for the participants to discuss which requirement they wanted to prioritize. Despite they all agreed to instead answer a short survey after the workshop regarding this, unfortunately only one responded. This is another implication which might be challenging, to have participants invest and put in effort in the project, especially after the session is over. We addressed this issue by setting limitations to the prototype, due to time constraints, prioritizing the aspects that participants had expressed most concerned about regarding their challenges.

## 6 Ethical Considerations

According to Jacobsen (2017), there are currently requirements for basic research ethics related to the relationship between researchers and research subjects. Among these requirements, informed consent is included.

When it comes to addressing ethical concerns in this project we had internal discussion. The discussion led to our conclusion that we consider the ethical issues

in this project to be of minor nature since we perceive this topic's sensitivity fairly low.

Process wise we collected the consent forms in a way that we thought was suitable for the participants. The future workshop was held entirely on distance and we had some concerns regarding some of the participants' ability to do a digital signature and also some concern about the participants feeling overwhelmed with paperwork in order to participate. Therefore we first gave an oral presentation of what was said in the consent form and obtained a verbal acceptance of participation from the participants. Afterwards we gave them the consent form to sign, face to face before the second workshop. The participants were given an introduction to the purpose of the workshops both in the invitation and prior to the start of the actual work during the workshops, which aligns with Jacobsens standpoint on providing complete information about the process (2017, p.36).

Regarding dealing with participants from an ethical perspective, we agreed to have a professional approach, both in terms of being prepared for the workshops, such as an agenda but also clear instructions for the participants to limit confusion on how the workshop would unfold. At the same time we wanted the participants to feel relaxed and comfortable enough to share what came to their minds, which meant we had a friendly-professional approach in terms of small talks during the breaks, offering snacks when possible and so on.

We believe that the digital artifact that emerged from this project may have a positive effect on society. NPOs usually work to improve society in different ways and this prototype could improve the situation for NPOs to reach their goals. When the NPOs reach their goals, the community benefits from the contribution. Furthermore, this digital product helps individuals to find a volunteer task that fits their busy life. When that individual can commit on his or her premises it means also that the person can grow in terms of helping their own community to a better place, and on a personal level maybe feel meaningfulness, as participant 9 mentioned in the co-creation phase.

## 7 Conclusion and Future Work

In this project we aimed to help non-profit organizations (NPOs) recruit volunteers, as well as guide volunteers to suitable NPOs, by creating an innovative digital solution using Participatory Design. The workshops held with participants from various NPOs and stakeholders gave us data on what they wanted from this kind of system. Another workshop gave us data on the design and graphical aspects. Our data then resulted in a prototype of a website called Ideella Krafter.

The extensive involvement of participants resulted in enhancing the design from a user perspective.

The consequence and effects of this project will hopefully be that the prototype will act as a design base for development of a digital tool that will reach out to many volunteer candidates in the area of Karlskoga/Degerfors. The aim is that the digital



tool created in this project can promote a sense of engagement, and that potential volunteers will be more likely to participate in the NPOs as a result of using this tool. We hope that this product could potentially contribute to the NPO's challenges with recruiting volunteers.

The most crucial limitations surrounding this project were the time frame of the workshops and lack of monetary resources, as well as designing a system with the interest of the user primarily in mind, nevertheless respect that NPOs have very limited financial and administrative resources for a system such as this. We would have preferred more time with the participants, but didn't insist on this as we hesitated on demanding more of the participants' time. However, summative and formative evaluations throughout the design process would have been of huge benefit for ensuring a usable digital tool. This would be a necessity if the project would continue and proceed to actual development. For future improvement we would distribute some of the time with the participants onto evaluations instead of workshops and plan the workshops even better ahead to make sure we would get as much valuable data as possible.

In conclusion, the vision of this project was to create an innovative digital solution that would work as a bridge between the NPOs and the individuals who would like to volunteer in the region of Karlskoga and Degerfors. We believe that the tool designed would make recruitment more efficient and easily accessible for individuals and also for the NPOs to have a platform to showcase their events that are in need of volunteers. We would need to conduct future design-research to confirm our belief.

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## Appendix A - Future Workshop Agenda

Session 1: More creates more

4/10 13-15

Organizers meet 30 minutes early to sync before the workshop.

**Main Facilitator + participant** - Paulina

**Second Facilitator + participant** - Saffra

**Co-facilitator + participant** - Melissa

**Co-facilitator + participant** - Alva

<b>Time</b>	<b>Responsible</b>	<b>Agenda</b>
<b>13:00</b>	Paulina	Welcome!
<b>13.05</b>	Paulina	Presentation
		Consent
		Theme + participants
	Saffra	Method: Future Workshop
	Paulina	Rules
<b>Start workshop</b>		
<b>13:15</b>	Paulina + all	Critique Phase
<b>13:40</b>		Fantasy Phase
<b>BREAK 14:05-14:15</b>		
<b>14:15</b>	Paulina + all	Implementation Phase
<b>14:45</b>	Paulina	Conclusion and summary

## Appendix B - Quotes before and after translation

The quotes are translated by Alva Gerhardsson, one of the authors of this report.

<i>Svenska (original)</i>	<i>English (translated)</i>
<b>3.1.1 Phase I - The what and why</b> <b>The importance of clarity</b>	
<p><i>Participant 2: "Jag tror det är en fördel att vara tydlig, att skriva det här är vad vi behöver hjälp med just nu så man inte kommer till ett ställe, så kommer man dit och det är 2 timmar av "du får göra vad du vill". Nej man vill ha tydlighet i vad man ska göra"</i></p> <p><i>Participant 4: "Uppdraget ska vara begripligt och lättförståeligt"</i></p>	<p><i>Participant 2: " I think it's an advantage to be clear, writing this is what we need help with right now so you don't get to a place, then you get there and there's 2 hours of "you can do what you want". No, you want clarity in what to do."</i></p> <p><i>Participant 4: " The assignments must be comprehensible and easy to understand."</i></p>
<p><i>Participant 7: [Att] kommunicera tydligt vilket värde och vilken erfarenhet volontärerna kommer att få genom sitt engagemang. Det kan vara personlig utveckling, nya färdigheter eller möjligheten att bygga sitt nätverk"</i></p>	<p><i>Participant 7: " [To] clearly communicate the value and experience the volunteers will gain through their involvement. It can be personal development, new skills or the opportunity to build your network."</i></p>
<p><i>Participant 2: "Jag funderade på en egen erfarenhet från Stockholm Pride med 350 volontärer. Varför gick det så bra? Jag tänker att det var för att vi kunde erbjuda personer som brann för sakfrågan, ett konkret begränsat uppdrag, enkla uppgifter som inte krävde förkunskap."</i></p>	<p><i>Participant 2: " I thought about my own experience from Stockholm Pride with 350 volunteers. Why did it go so well? I think it was because we could offer people who were passionate about the issue, a concrete limited assignment, simple tasks that did not require prior knowledge."</i></p>
<b>3.1.1 Phase I - The what and why</b> <b>Dedication versus compensation</b>	

<p><i>Participant 2: "Det är det att man har en timme här o där men min erfarenhet är att när du går in i något blir det mer än vad man tänkte från början"</i></p> <p><i>Participant 7: "Många vill engagera sig, men det finns en rädsla för att göra fel eller inte veta hur och vad, vilket innebär en hög tröskel eller att [tänka] "det är någon annan som gör det". Men även att vattna blommorna hos oss vore också ett bidrag."</i></p> <p><i>Participant 4: "Det gäller att få tid, människor har heltidsjobb och så vidare"</i></p> <p><i>Participant 7: "Folk är så himla upptagna med sitt eget."</i></p>	<p><i>Participant 2: "It's that you have an hour here and there, but my experience is that when you get into something, it turns out to be more than you initially thought."</i></p> <p><i>Participant 7: "Many people want to get involved, but there is a fear of making mistakes or not knowing how and what, which means a high threshold of [thinking] "someone else does it". But even watering the flowers for us would also be a contribution."</i></p> <p><i>Participant 4: "It's about finding time, people have full-time jobs and so on."</i></p> <p><i>Participant 7: "People are so busy with their own."</i></p>
<p><i>Participant 1: "Samvetsfråga, skänkt 200 kronor, sen får dom [organisationen på plats] lösa det. Jag har gjort mitt bidrag. Jag ger mitt pengar, sen behöver jag inte göra mer."</i></p>	<p><i>Participant 1: "A matter of conscience. Donate 200 kronor, then they [the organization on site] can solve it. I have made my contribution. I give my money, then I don't have to do anything else."</i></p>
<p><i>Participant 4: "Vi har stött på, personer som hellre väljer sysselsättningar som är arvoderade. Gratis volontärskap är inte lika attraktivt."</i></p> <p><i>Participant 2: "Vi upplever att det inte alltid är ersättning i pengar, utan kan vara en kupong, det måste finnas något av värde. "Kan jag få en goodiebag?"</i></p>	<p><i>Participant 4: "We have come across people who prefer to choose occupations that are paid. Free volunteering is not as attractive."</i></p> <p><i>Participant 2: "We feel that it is not always compensation in money, but can be a coupon, there must be something of value. "Can I have a goodie bag?"</i></p>
<p><b>3.1.1 Phase I - The what and why Relationships - a foundation and source of motivation</b></p>	

<p><i>Participant 3: "Drömscenario skulle vara relation viktigare än presentation. Folk vågar inte, det handlar så mycket om prestation. /.../ Kan vi släppa det och gå på relation så har vi vunnit mycket."</i></p> <p><i>Participant 7: "Dom som hör av sig och vill engagera sig /.../ vi har utbildningar, men sen tappar vi många. Dom behöver bli trygga /.../ "Ni gör det här" [säger volontärerna], nej det är VI, vi består av er medlemmar. ""</i></p>	<p><i>Participant 3: " Dream scenario would be relationship more important than performance. People don't dare, it's so much about performance. /.../ If we can let it go and go into a relationship, we will have won a lot."</i></p> <p><i>Participant 7: " Those who get in touch and want to get involved /.../ we have training courses, but then we lose many. They need to feel safe /.../ "You are doing this" [says the volunteers], no it is US, we are made up of you members."</i></p>
<p><i>Participant 2: Värva en kompis - Som Friskis och Svettis "Ta med en kompis och träna gratis" eller "kom ett kompisgäng" som till Pride."</i></p> <p><i>Participant 7: "Det som funkar bra nu, är att åka iväg tillsammans, vi bygger relationer. Dom blir en grupp och känner igen några. Vi kan ha återträff med gamla volontärer. Jag har möjlighet att vara närvarande, de får en relation till mig. Det skapar trygghet direkt."</i></p>	<p><i>Participant 2: " Recruit a friend – like Friskis and Svettis "Bring a friend and exercise for free" or "bring a group of friends" like for Pride."</i></p> <p><i>Participant 7: " What works well now is going away together, we build relationships. They become a group and recognize some. We can have reunions with old volunteers. I have the opportunity to be present, they get a relationship with me. It creates security immediately."</i></p>
<p><b>3.1.1 Phase I - The what and why Increasing knowledge</b></p>	

<p><i>Participant 4: "I Norge och Danmark, där finns många fler (ideella) verksamheter. I deras respektive land är det en annan attityd. En annan kultur. Vi [i Sverige] är så vana att samhället ska ordna mycket för oss."</i></p> <p><i>Participant 5: "Vi upplever hur människor blir allt mer vana att bli serverade saker. Vi har sett en sån utveckling. Man vill ta emot."</i></p>	<p><i>Participant 4: "In Norway and Denmark, there are many more non-profit businesses. In their respective countries, it is a different attitude. Another culture. We [in Sweden] are so used to society arranging a lot for us."</i></p> <p><i>Participant 5: "We experience how people are becoming more and more used to being served things. We have seen such a development. You want to receive."</i></p>
<p><i>Participant 7: "Tydligt syfte, visa på meningsfullhet. Enkelhet i engagemang, utbildning och stöd skapar känsla av kompetens hos volontärer"</i></p>	<p><i>Participant 7: "Clear purpose, demonstrate meaningfulness. Ease of engagements, training and support creates a sense of competence in volunteers."</i></p>
<p><b>3.1.1 Phase I - The what and why</b> <b>Easy access: Channels of communication</b></p>	
<p><i>Participant 2: "Jag tänker på vad som skulle funka, en app där jag kan från dag till dag, gå in och kika för jag har två timmar över. Att det står tydligt. Något som gör det så enkelt. Någon som sätter mig i arbete, princip."</i></p> <p><i>Participant 6: "Yngre generationer uppskattar när man har någon kommunikationsport t.ex. gruppchattar, där man kan ställa "dumma"frågor eller små frågor."</i></p>	<p><i>Participant 2: "I'm thinking about what would work, an app where I can, from day to day, go in and take a look because I have two hours to spare. That it is clearly stated. Something that makes it so easy. Someone who puts me to work, basically."</i></p> <p><i>Participant 6: "Younger generations appreciate when you have a communication port, e.g. group chats, where you can ask "stupid" questions or small questions."</i></p>

<p><i>Participant 7: "Anslagstavla: föreningsmeddelande, det händer idag, det funkade ju väl förr. Nu har alla sina egna kanaler och man måste följa den."</i></p> <p><i>Participant 2: "Fördel om det skulle vara blandade föreningar /.../ Jag kanske går in på appen och vill engagera mig i hockey och ser något annat spännande."</i></p>	<p><i>Participant 7: " Notice board: association notice, that's happening today, it worked well before. Now everyone has their own channel and you have to follow it."</i></p> <p><i>Participant 2: " Advantage if it would be mixed associations /.../ I might go in the app and want to get involved in hockey and see something else exciting."</i></p>
<p><b>3.1.2 Phase II - Co-creation Branding and Visuality</b></p>	
<p><i>Participant 9: "Älskar färgerna i nummer 3 [blå/lila]! Gillar utseendet i sin helhet där. Men jag tycker att loggan påminner lite om Region Örebro län på något sätt. Speciellt när man såg den med regionens blå färg."</i></p> <p><i>Participant 6: "Den gula fångar ögat."</i></p>	<p><i>Participant 9: " Love the colors in number 3 [blue/purple]! Like the overall look there. But I think the logo is a little reminiscent of Region Örebro County in some way. Especially when you saw it with the region's blue color."</i></p> <p><i>Participant 6: " The yellow catches the eye."</i></p>



## Appendix C - All prototype requirements

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### 1 All requirements sorted by theme

All requirements that emerged out of the themes from the thematic analysis of the data from the future workshops.

Tema	Tydlighet
<b>Från FW</b>	<ul style="list-style-type: none"><li>- Tidsangivelser för de med tidsbrist</li><li>- Vill ha kompensation?</li><li>- Ansvar</li><li>- Vad jag/vi får</li><li>- Skriva upp sig när man kan</li><li>- Nivåer på volontärskap</li></ul>
<b>Krav</b>	<ul style="list-style-type: none"><li>● Systemet behöver kunna ange tidpunkter och tidsangivelser för samtliga aktiviteter och evenemang samt uppdrag.</li><li>● Systemet ska erbjuda att filtrera volontäruppdrag efter datum och tidsspann.</li><li>● Systemet ska kunna erbjuda påminnelser eller aviseringar till användaren.</li><li>● Systemet ska erbjuda användaren möjligheten att anmäla sig till valfritt uppdrag. (genom ett svarsmejl/sms direkt till föreningen)</li><li>● Systemet ska erbjuda olika nivåer av volontärskap.</li><li>● Systemet ska erbjuda information till de som vill bidra ekonomiskt.</li><li>● Systemet ska erbjuda information om vad uppdraget innebär för användaren.</li><li>● Systemet ska erbjuda information gällande ansvaret hos användaren.</li></ul>

Tema	Kommunikationsvägar
<b>Från FW</b>	<ul style="list-style-type: none"><li>- Chatt</li><li>- Anslagstavla</li><li>- Allt samlat på samma ställe</li><li>- Digitala verktyg (Webb/app/AI)</li></ul>

	<p>Volontärlots</p> <ul style="list-style-type: none"> <li>- Matchningsmöjligheter</li> </ul>
<b>Krav</b>	<ul style="list-style-type: none"> <li>● Systemet ska kunna erbjuda användaren att skicka samt mottaga meddelanden från en vald person eller en grupp personer.</li> <li>● Systemet ska erbjuda möjlighet att posta och läsa viktig information på en anslagstavla.</li> <li>● Systemet ska omfatta all information och tjänster som organisationen medför.</li> <li>● Systemet ska erbjuda digitala verktyg som underlättar användandet av systemet.</li> <li>● Systemet ska kunna lotsa volontärer till relevanta möjligheter.</li> <li>● Systemet ska kunna matcha volontärer med lediga uppdrag eller organisationer.</li> </ul>

<b>Tema</b>	<b>Engagemang</b>
<b>Från FW</b>	<ul style="list-style-type: none"> <li>- Följa samhällsutvecklingen och göra det tydligt och enkelt för de som vill bidra ekonomiskt</li> <li>- Följa utvecklingen och rikta målgruppen till ungdomsledare och äldre pensionärer</li> <li>- Vill ha vilken typ av kompensation; kuponger goodiebag osv</li> <li>- Skapa lägre tröskel till action; (tid/tydlighet)</li> <li>- Fånga upp genom branding "hupa org" : sociala medier ex</li> <li>- Locka med aktiviteter; konserter/evenemang/osv</li> <li>- Hitta och samarbeta med sponsorer</li> </ul>
<b>Krav</b>	<ul style="list-style-type: none"> <li>● Systemet ska låta användaren följa samhällsutvecklingen.</li> <li>● Systemet ska erbjuda användaren möjligheten att bidra ekonomiskt till behövande.</li> <li>● Systemet ska kunna rikta sig åt målgruppen ungdomsledare och äldre pensionärer.</li> <li>● Systemet ska låta användaren välja vilken typ av kompensation denne är ute efter.</li> <li>● Systemet ska sänka tröskeln för möjlighet att hjälpa till.</li> <li>● Systemet ska fånga upp användare genom branding.</li> <li>● Systemet ska erbjuda aktiviteter eller evenemang för att möjligtvis locka användare.</li> <li>● Systemet ska attrahera sponsorer.</li> </ul>

Tema	Samhällsnytta/kunskap
Från FW	<ul style="list-style-type: none"> <li>- Information om samhällsnytta såsom demokrati och jämlikhet</li> <li>- Utbildning om hälsofördelarna med att engagera sig genom ovanstående bidra till att öppna upp för engagemang för andra målgrupper än de givna i "engagemang"</li> <li>- Hypa volontärarbete till att bli attraktivt, små bidrag räknas också</li> <li>- "följa med" självupptagenheten hos människor = "du får detta" (tydlighet)</li> <li>- Möjlighet att kunna bidra ekonomisk utan att engagera sig</li> </ul>
Krav	<ul style="list-style-type: none"> <li>● Systemet ska informera om samhällsnytta; demokrati och jämlikhet.</li> <li>● Systemet ska utbilda användaren om hälsofördelar med att engagera sig.</li> <li>● Systemet ska öppna upp för engagemang utöver målgruppen ungdomsledare och äldre pensionärer.</li> <li>● Systemet ska uppmuntra till volontärarbete, även mindre uppgifter.</li> <li>● Systemet ska informera användaren om vad denne får ut av att delta.</li> <li>● Systemet ska erbjuda möjligheten att endast bidra ekonomiskt.</li> <li>● Systemet ska underlätta volontärarbete genom tydliga uppdrag med förbestämd kompensation.</li> </ul>

Tema	Relationer
Från FW	<ul style="list-style-type: none"> <li>- Community för känsla till gemenskap</li> <li>- Bygga broar mellan aktörer</li> <li>- Aktiviteter som stärker relationerna mellan volontärer</li> <li>- Värva en kompis</li> <li>- Relation före prestation</li> <li>- Rutinerade större ansvar att fånga upp nya</li> <li>- Möjliggöra uppdrag där några kompisar kan utföra tillsammans</li> </ul>
Krav	<ul style="list-style-type: none"> <li>● Systemet ska erbjuda ett utrymme för kontakt mellan volontärer och organisationer.</li> <li>● Systemet ska erbjuda kontaktmöjligheter mellan aktörer.</li> <li>● Systemet ska erbjuda aktiviteter för och med volontärer.</li> <li>● Systemet ska låta användare bjuda in en kompis.</li> <li>● Systemet ska uppmuntra relation före prestation.</li> <li>● Systemet ska erbjuda uppdrag där flera volontärer kan delta.</li> </ul>

## 2 Prioritized requirements

Prioritized user- and technical requirements selected for this project.

Sprint /prio	General Requirements (Requirements + content)	Technical Requirements
1	<ul style="list-style-type: none"><li>● Systemet ska erbjuda användaren möjligheten att anmäla sig till valfritt uppdrag.</li><li>● Systemet ska erbjuda uppdrag där flera volontärer kan delta.</li><li>● Systemet ska underlätta volontärarbete genom förbestämd kompensation.</li><li>● Systemet ska låta användaren välja vilken typ av kompensation denne är ute efter.</li><li>● Systemet ska uppmuntra till volontärarbete, även mindre uppgifter.</li><li>● Systemet ska underlätta volontärarbete genom tydlig presentation av uppdrag.</li><li>● Systemet ska vara ha läsbar text och god kontrast (för t.ex äldre användare).</li><li>● Systemet ska sänka tröskeln för möjlighet att hjälpa till.</li><li>● Systemet syftar att vara användbart för alla målgrupper, men speciellt personan.</li><li>● Systemet ska informera om organisationen och dess tjänster.</li><li>● Systemet ska uppmuntra relation före prestation.</li><li>● Systemet ska erbjuda information om vad uppdraget innebär för</li></ul>	<ul style="list-style-type: none"><li>● Systemet ska inte kräva inloggningsfunktion för användare</li><li>● Webbplats + hybridapp</li><li>● Systemet ska erbjuda att filtrera volontäruppdrag efter datum och tidsspann.</li></ul>

	användaren.	
2	<ul style="list-style-type: none"><li>● Systemet ska erbjuda möjligheten att endast bidra ekonomiskt.</li><li>● Systemet ska erbjuda användaren möjligheten att bidra ekonomiskt till behövande.</li><li>● Systemet ska erbjuda information till de som vill bidra ekonomiskt.</li><li>● Systemet ska erbjuda möjlighet att posta och läsa viktig information på en anslagstavla.</li><li>● Systemet ska låta användare bjuda in en kompis.</li></ul>	

## Appendix D - Persona

**Name:** Sarah Samuelsson

**Age:** 32 years

**Background:**

Sarah is a professional middle-aged woman. She has a busy lifestyle with limited time to devote to voluntary work, but she has a strong desire to contribute to society and make a positive difference.



**Needs and wishes:**

1. **Clarity:** Sarah values a clear time schedule since she has limited time to devote to voluntary work. She wants to know exactly what is expected of her and what she can expect in terms of compensation or reward for her work.
2. **Ways of communication:** Sarah prefers a usable digital tool where all information and volunteering opportunities are gathered at one place. She wants access to chat functions and a message board where she can communicate with other volunteers that fit her interests and schedule.
3. **Commitment:** Sarah is keen to follow social developments and wants to make it easy to contribute financially if she does not have time to participate in practical work. She appreciates the opportunity to receive rewards or compensation in the form of coupons or goodie bags. To attract her involvement, activities such as concerts and events are suggested. Cooperation with sponsors may also be attractive to her.
4. **Relationships:** Sarah wants to feel a strong community with other volunteers and values relationships highly. She appreciates the opportunities to build relationships and collaborate with her friends when they volunteer together.
5. **Societal benefit/knowledge:** Sarah is interested in understanding the societal benefit of her work and wants education on topics such as democracy and equality. She wants to feel that her contributions, even if small, are meaningful and valuable to society. Getting clear information about how her work affects society can be a motivating factor for her.

## Persona story

Sarah is a 32-year-old woman who lives a busy life in a big city. She works full-time and has an active free time with various interests and hobbies. Even though Sarah has a busy schedule, she is passionate about making a positive impact on society and the people around her. For a long time she's been wanting to volunteer, but she has always felt that it is difficult to find time and opportunities that fit her lifestyle. Sarah would like to contribute to society in a meaningful way without having to make major sacrifices of her time and energy.

One day, Sarah comes across an advertisement for an online volunteering platform. The ad highlights clarity, convenience and social opportunities that attract her. The platform promises to offer different tasks that are easy to understand and can be adapted to her time constraints. Sarah decides to give it a shot. She registers on the platform and starts looking for volunteer opportunities that fit her interests and schedule. She is happy to discover that there are different ways to contribute.

Over time, Sarah becomes an active user of the platform. She participates in volunteer assignments when she can and has the opportunity to build relationships with other committed individuals. She enjoys feeling that her contribution is meaningful and that she is part of a larger community striving to do good.

Sarah feels that her desire to make a positive impact on society has finally been fulfilled, and she is grateful to have found a platform that understands and supports her needs and desires. Through her volunteer work, she feels more connected to the community and looks forward to continuing to make a difference in the future.