

BICIBOMBA ROSARIO DE AGUA



8/1/2017

User Experience Report

E4C user experience reports are meant to capture the user perspective from the field in the technology for development space.

Bicibomba rosario de agua

USER EXPERIENCE REPORT

“ FÁCIL de usar, me gusta....Easy to use, I like it”

FACTS

[Interviewee's father with the product]



User: [end user] –. The product is used by kids and women in the rural area.

Location of the interviewee:
Chimaltenango,
Guatemala. Rural household

Interview Language:
Spanish translated by interviewer

Interview Date: July 2017

“It is pretty easy to use and it is much faster (than using a bucket and rope), now I have more time to do other things around the house.”

Interviewee

User provision

The family got the product as a donation from Bicitec students, they worked on it as a project and donated materials and time. It can be bought from Bicitec for Q2,000 (US \$278).



INTERVIEW QUESTIONS:

- How long have they been using the product?
Over a year
- How did you hear about the product?
Her brother knows Carlos and told her about the bicibomba.
- How frequently do they use the product?
They use it every day according to their needs. Mainly, they use this water for washing their clothes, they fill up the “pila” with it.
- How long do they use this product in a day?
From 20-30 minutes each time, several times throughout the day as needed.
- What products were they using before?
Before they used a bucket and a rope
- What do you think about the product?
She likes it, it is easy to fix and the length of the rope can be extended. Last year there wasn't enough rain so the water level decreased and they had to make the well deeper. With the help of her brother and Carlos they can now extend the suction length.
- What things would they change? Suggestions for designer?
Sometimes the chain or the rope get stuck, but it is easy to fix.

