

Response Grid – Scenario B (ShiftSmart)

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#	Your Question	Question Type	Rationale – why this type?
1	How do you usually check your rota and plan your week around your shifts?	Open	Understands their normal routine and how rota information affects daily planning.
2	Do you trust ShiftSmart to show the correct and most up-to-date rota?	Closed	Directly measures trust in the app, which is one of the key tensions.
3	Why do you feel that way?	Probing	Encourages the participant to explain the reason behind their level of trust.
4	Have you ever had a problem with a shift change or notification in the app?	Closed	Identifies whether the user has personally experienced one of the known issues.
5	Can you tell me more about what happened and how it affected you?	Probing	Explores the personal impact of the issue, such as stress, childcare, travel, or money.
6	What do you usually do when you are unsure whether your rota is correct?	Open	Reveals workarounds, such as asking a manager, checking with colleagues, or using WhatsApp.
7	How easy or difficult is it to swap shifts or request time off through ShiftSmart?	Open	Explores the usability of two important app features.
8	What would make ShiftSmart feel more reliable or useful for you?	Open	Helps identify improvements based on the user's own needs.

Response notes:

#	Question Response
1	Whatsapp group, check printed rota
2	Yes and no. Delays and missed notifications causing trust issues
3	The delays caused some personal plans being cancelled, so it affected his mood and trust within the app.
4	Yes, some delays in terms of shift change. Notified of wrong shifts.
5	Plans and mood affected
6	Still using whatsapp group to contact manager
7	Relatively easy, problem is confirmation. Had to confirm with managers due to delays
8	Too many outliers in terms of rules, too many changes and delays causing issues.