

[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. If you wish to read more about the user experience reports and the methods used go [here](#). (Link to be added)

[Bicibomba rosario de agua]

USER EXPERIENCE REPORT

“It is better than using a bucket to get water because it requires less effort and you don't get hand aches.”

“Es mejor que sacar agua con cubeta porque uno se cansa menos y no duelen las manos”

FACTS

[Interviewee's son using 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

User provision

“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

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 you been using the product?
"1 year"
- How did you get the product?
"I tried a neighbors bicibomba and liked it, so I asked Carlos for one" and it was given as a donation to her household by Bicitec students.
- How frequently do you use the product?
They use it every day according to their needs. They use this water for washing their clothes, bathing and cooking.
- How long do you use this product in a day?
"Usually a couple of minutes" in 15 minutes they can fill up a tank of ~220L
- What products were you using before?
"Before I used a bucket and a rope"
- How deep is your well?
"About 14 m"
- What do you think about the product?
She likes it, she thinks it is even better than having an electric water pump because it requires no operation costs and it is easy to fix.
- Would you recommend it to friends? Why/why not?
"Yes, I told some friends, neighbors" and other family members.
- What things would you change? Suggestions for designer?
She wouldn't change a thing; she likes it the way it is.

[Video available of interviewee using product](#)