ProWork

Design Probe
- Probe tool was first introduced in the end of 1990s by Bill Gaver, Anthony Dunne and Elena Pacenti

- It is aimed to capture the self reported user experience and it is mainly used in the field of applied arts

- Design probe is used exploratory rather than evaluative design context.

- One can have inspiration probes, information probes, participatory probes and dialogue probes.
The probe tool in practice is an “action package”, which includes material for constructing the answers to questions presented.

Package includes:

- camera
- the probe exercise book
- pen
- scissors
- stickers
- other artifacts such as postcards, diaries or maps etc.

The main point is to activate the user to describe his/her insight with more creative way.
What does it tell?

- An excellent tool to capture more vivid picture of peoples’ opinions and desires concerning the workplace.

- It is relatively time consuming for the informant, thus the subject has to be well motivated to answer.
  - It is hard to get an answer rate that would be adequate for generalization.
  - The assumed high motivation of an informant might also give distorted results.

- The results may be supplemented with interviews, surveys and observations.
In the Pro Work project it was used to capture the user experience of different workplaces and phases. The subjects of study were to describe their favorite places for e.g. concentration, team work, “flow” moments, places for relaxation etc. Addition to verbal answers they could use adequate stickers to describe their opinion and take pictures of places or moments that somehow evoked their feelings. The answers were given via exercise books.
