

# A Collaborative Digital Platform for Charity Thrift Store Workers

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# **Boishakhi Ghosh Mukta**

**Boishakhi Ghosh Mukta** is currently attending Østfold University College as a Master's student. Currently she is in 2nd year, doing her master`s thesis titled “Development and Assessment of Gamified Learning Management System Targeted at Higher Education”.

Her research interest lies in User Experience(UX) Design, Information System Security, and Educational Technologies.

# Aims and contribution of our study

## **In our paper we aimed at**

- Creating a collaborative digital platform specifically designed for charity thrift store employees.
- "How can a collaborative digital platform improve the efficiency and effectiveness of communication and task coordination among workers in a charity thrift store?"

## **Contribution of our study**

- We came up with the idea of a digital platform, which resulted in two promising solutions, a digital dashboard display with a stylus and a mobile application.
- Low-Fidelity prototypes of mobile application.

# Background of our study

- Creation of a collaborative digital platform for charity thrift store for improving the efficiency and effectiveness of the store's operations by leveraging the principles of PD and CSCW.
- Our study is based on a Clothing Center, which has provided free clothing to more than 1,600 people since May of 2022.
- The clothing center exemplifies how charitable organizations can have a significant impact on the community.
- Our proposed digital platform, which will help similar organizations by streamlining the donation and inventory management processes by improving communication and coordination among employees.

# Methods

- ❑ Observation

  - ❑ First Session

  - ❑ Second Session

- ❑ Interview

- ❑ Workshop

  - ❑ First session focused on ideation of the artifact

  - ❑ Second session about implementation of the ideation from the first session

# Charity Thrift Store



Figure 1: Different part of Thrift Store

# Observation

## First session

- ❑ Day to day activities
- ❑ Collaboration patterns
- ❑ Interaction among staff members
- ❑ Interaction of customers with staff members.

## Second session

- ❑ Visit to warehouse to observe activities
- ❑ Collaboration and cooperation inside the warehouse
- ❑ Overall setup of the store and warehouse

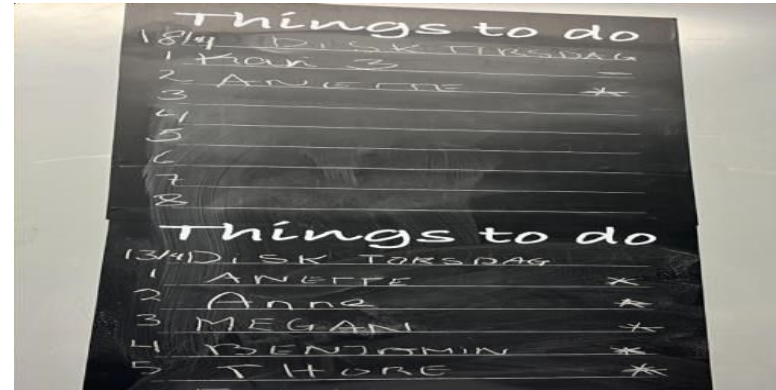
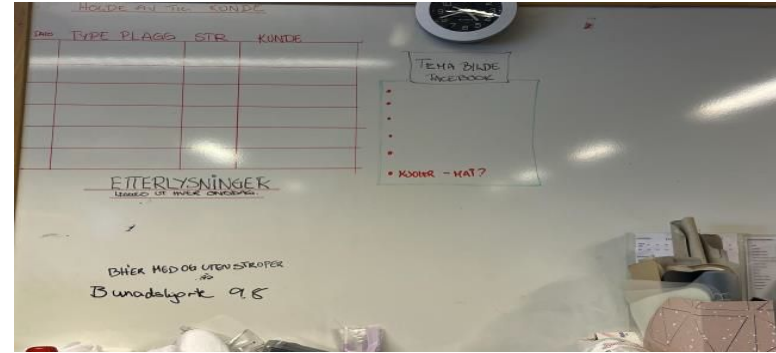


Figure 2: Manual Dashboard inside warehouse.

# Interview

- ❑ The interview was conducted to gain a deeper understanding of the thrift store's daily work processes and communication patterns among staff members.
- ❑ Semi-structured interview with the founder of the thrift store.
- ❑ Pre-prepared open-ended questions facilitated discussions on topics including tasks, workloads, and communication systems used within the store.
- ❑ Throughout the interview note was taken and audio recording were made due to accuracy of data.



# Workshop



Figure 3: Photos from workshop activities

# Result

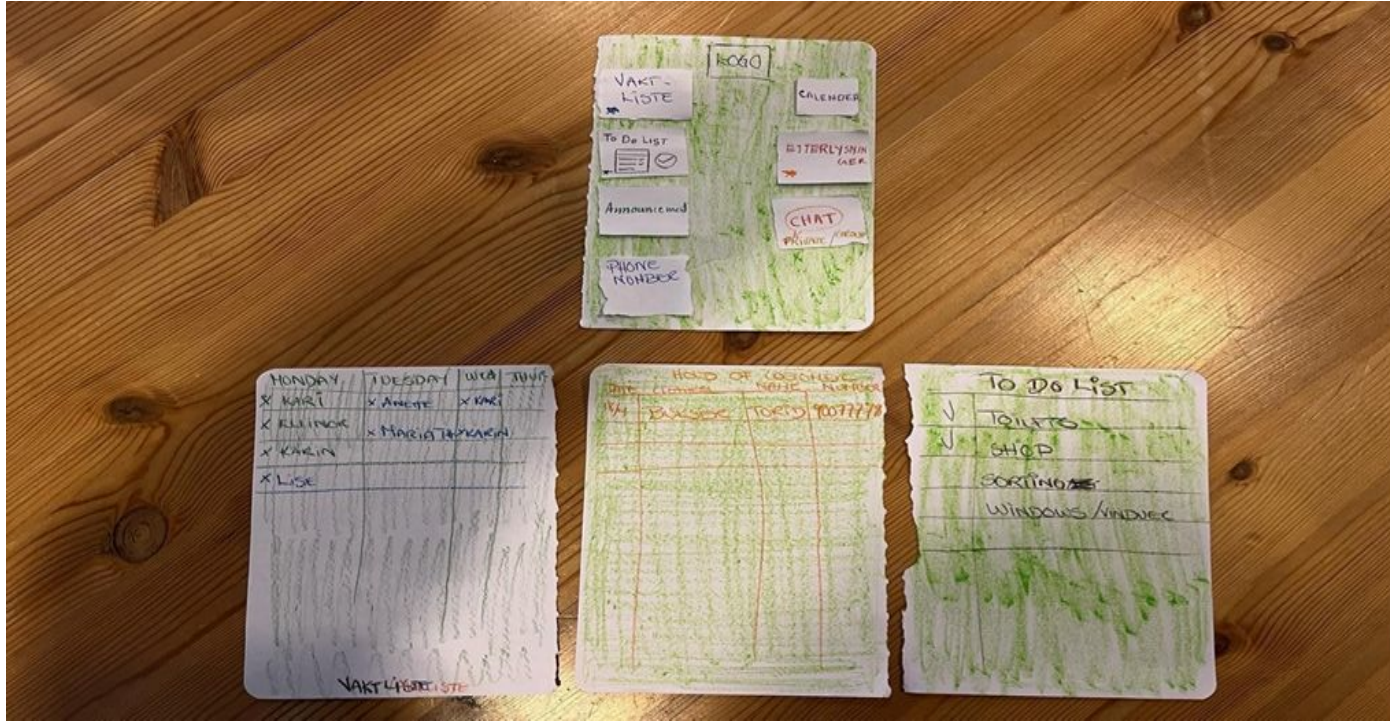


Figure 4: Designed Application Interface

# Result



Figure: Homepage



Figure: To-do list

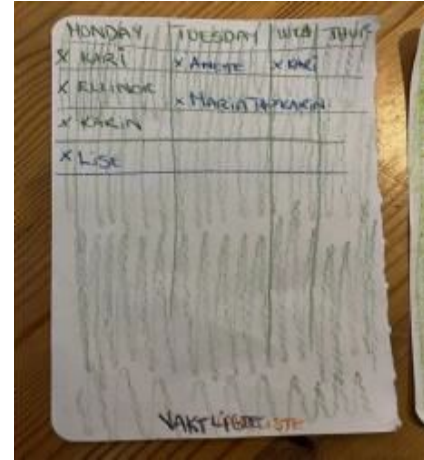


Figure: Work Schedule



Figure: Hold Items

## **Future Work**

- ❑ As next step, we will conduct separate evaluations both for the application and digital dashboard.
- ❑ Create a high fidelity prototype and provide them.
- ❑ Gather feedback and insights to improve applications performance and user interface.
- ❑ Evaluate the efficiency metrics comparison between existing method and proposed platform.

## **Conclusion**

- ❑ Our study revealed valuable insights into the daily work process, communication patterns and needs of the staff which brings potential opportunities for technological intervention.
- ❑ Highlights the importance of PD in developing technological solutions that meet the needs of users and contribute to their success and productivity.