Tag-Based Information Filtering System

An exploration of the approach of Long COVID Support to provide information to employees suffering from Long COVID

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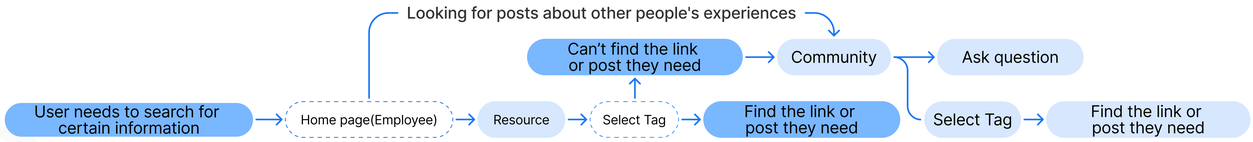
Abstract

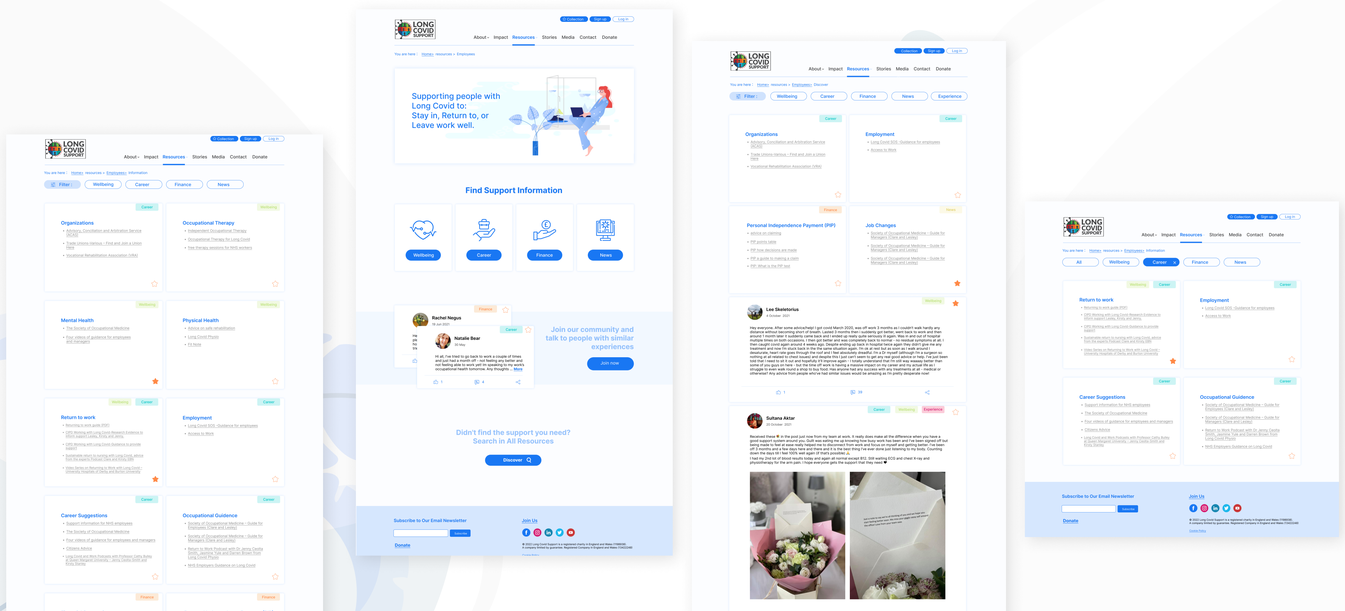
To help Long COVID employees have a better experience of support within Long COVID Support, this project aimed to help Long COVID employees find the information they need more efficiently on the support website. To accomplish this, I conducted a thematic analysis of a large number of posts from Long COVID Support's Facebook group, based on which I proposed a design solution for filtering information by tags, tested the usability of this solution, iterated and optimised it, and made recommendations for technology and future research.

Introduction & Background

As more is known about COVID-19, its long-term negative effects are beginning to receive more and more attention. Most people with coronavirus (COVID-19) will feel better from their first symptoms within a few days or weeks and recover fully within 3 months. However, for some people, the symptoms can have long-term impacts, which is called Long COVID or post COVID-19 syndrome (nhs.uk, 2022). The online support group is a significant way for Long COVID people to get more sound advice.

To fix the problems that exist in the current Long COVID Support website and community, this research aims to identify what information or services people with Long COVID need when looking for support in returning to work and find a way to categorize the information or services users need to help them retrieve them more easily and efficiently.





Study Methodology

Survey

In order to understand the characteristics of employees with Long COVID, a questionnaire was distributed to the research group operated by Long COVID Support. **24 responses** were received and two types of **Persona** were created based on the analysis, for employees who had not returned to work and those who had returned to work.

Thematic Analyses

In order to find out what information employees with Long COVID wanted to access, I conducted a **Thematic Analysis** of the content and comments on over **140 posts**.

Testing & Evaluation

Problem: How users tend to find different types of information?

Solution: Categorise posts and external information sources based on user research, five tasks were set for users to find different types of information and a tree test was conducted to find out which information path users preferred. The link to the test was posted to the Facebook group and a total of 6 users participated in the test.

Conclusions &Future work

Summary

- This project used thematic analysis, which involved a lot of analysis of users' posts on social media. This approach helped me to understand more accurately which problems users were concerned about, so that I could categorise the information and help them to get support more efficiently.

Future Research

- Due to time constraints, usability testing was eventually conducted with a small number of users and the results were not convincing. Future research should test with a larger number of users and improve the label based on the results.
- In addition, based on this research method, other issues of concern to the Long COVID population could be studied to categorise more information and help users access better support.