




**NAME:** Speech2Form 

**DATE:** September 5, 2024 9:06 AM


**DESCRIPTION OF TECHNOLOGY**

**HUMAN VALUES** 


The product changes how the interaction between the reported and their employer is handled by introducing a new way to fill an incident report form. Simplifying the form-filling procedure removes obstacles from the communication process between the reporter and the company.

**TRANSPARENCY** 


The concept behind the application could be hard to understand for an average user therefore no attempt is made in explaining the technological process behind it.

**IMPACT ON SOCIETY** 


In some instances, users would opt not to fill out an incident report form mainly because it is a manual process that may require a lot of time to complete. By developing a speech-to-form solution, this process is simplified and might appear appealing to users who are not inclined to fill out forms manually. In addition, the system can be beneficial for users with certain disabilities.

**STAKEHOLDERS** 


- Users (reporters)
- Form owners (admins)
- Form analyst (read-only viewer)

**SUSTAINABILITY** 


Not applicable.

**HATEFUL AND CRIMINAL ACTORS** 


In theory, the system can be used for listening to conversations with malicious intent by using the computer's microphone. However, the recordings are never stored meaning that the bad actor can only get a (partially) filled form.

**DATA** 


Since data collection is a crucial part of the application, there are systems in place to ensure users are informed about missing information that is expected or not sufficient to fill out the form.

**FUTURE** 

If such methods are adopted by the majority of the users, there is potential to change how people interact with technology (in this case, by using their speech).

**PRIVACY** 

The application temporarily stores user data provided by the user based on a form design provided by an external provider.

**INCLUSIVITY** 


There are certain bias-prone parts of the application. The speech-to-text module could be influenced by the accent or other speech impediments of the user. In addition, there could be suggestive questions affecting the users' answers. Lastly, the pre-configured AI prompt applied to all requests could impact the data interpretation.

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### HUMAN VALUES



**How is the identity of the (intended) users affected by the technology?**

To help you answer this question think about sub questions like:

- If two friends use your product, how could it enhance or detract from their relationship?
- Does your product create new ways for people to interact?...

### TRANSPARENCY



**Is it explained to the users/stakeholders how the technology works and how the business model works?**

- Is it easy for users to find out how the technology works?
- Can a user understand or find out why your technology behaves in a certain way?
- Are the goals explained?
- Is the idea of the technology explained?
- Is the technology company transparent about the way their...

### IMPACT ON SOCIETY



**What is exactly the problem? Is it really a problem? Are you sure?**

Can you exactly define what the challenge is? What problem (what 'pain') does this technology want to solve? Can you make a clear definition of the problem? What 'pain' does this technology want to ease? Whose pain? Is it really a problem? For who? Will solving the problem make the world better? Are you sure? The problem definition will help you to determine...

### STAKEHOLDERS



**Who are the main users/targetgroups/stakeholders for this technology? Think about the intended context by...**

When thinking about the stakeholders, the most obvious one are of course the intended users, so start there. Next, list the stakeholders that are directly affected. Listing the users and directly affected stakeholders also gives an impression of the intended context of the technology.

...

### SUSTAINABILITY



**In what way is the direct and indirect energy use of this technology taken into account?**

One of the most prominent impacts on sustainability is energy efficiency. Consider what service you want this technology to provide and how this could be achieved with a minimal use of energy. Are improvements possible?

### HATEFUL AND CRIMINAL ACTORS



**In which way can the technology be used to break the law or avoid the consequences of breaking the law?**

Can you imagine ways that the technology can or will be used to break the law? Think about invading someone's privacy. Spying. Hurting people. Harassment. Steal things. Fraud/identity theft and so on. Or will people use the technology to avoid facing the consequences of breaking the law (using trackers to evade speed radars or using bitcoins to launder...)

### DATA



**Are you familiar with the fundamental shortcomings and pitfalls of data and do you take this sufficiently into...**

There are fundamental issues with data. For example:

- Data is always subjective;
- Data collections are never complete;
- Correlation and causation are tricky concepts;
- Data collections are often biased;...

### FUTURE



**What could possibly happen with this technology in the future?**

Discuss this quickly and note your first thoughts here. Think about what happens when 100 million people use your product. How could communities, habits and norms change?

### PRIVACY



**Does the technology register personal data? If yes, what personal data?**

If this technology registers personal data you have to be aware of privacy legislation and the concept of privacy. Think hard about this question. Remember: personal data can be interpreted in a broad way. Maybe this technology does not collect personal data, but can be used to assemble personal data. If the technology collects special personal data (like...

### INCLUSIVITY



**Does this technology have a built-in bias?**

Do a brainstorm. Can you find a built-in bias in this technology? Maybe because of the way the data was collected, either by personal bias, historical bias, political bias or a lack of diversity in the people responsible for the design of the technology? How do you know this is not the case? Be critical. Be aware of your own biases....

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