

Problem-Solving Strategies and Wastes in Digital Text Management

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Digital text management is one of the most common digital activities. However, research and measurements show that text processing activities impose a significant cognitive load, resulting in considerable losses in both processes and artifacts, affecting human and machine resources alike. The aim of our research is to explore the types and strategies of problem-solving employed by students and teachers in text management, and to examine the kinds of waste these solutions generate. For this analysis, we conduct tests where participants' mouse and keyboard actions are recorded in a text file, as well as their screens are captured. We compare the resulting qualitative and quantitative data with the eight types of waste defined in the lean approach already accepted in production, services, and administration. In our presentation, we analyze the identifiable types of problem-solving and waste during the completion of a text management task, and outline a methodology for an effective text processing approach.