



# USABILITY TESTING



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## Usability Testing

**Tasks Descriptions and Observation sheet**

**BCKK Employee Management System**

**User Group: Admin**

**Investigators:**

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**Alex Haider Abedin**

## Informed Consent

The purpose of this document is to conduct the usability testing. This will help us understand and identify any issues that come up while doing a task.

If you agree to take part in this study you will be asked to complete a few tasks regarding the system. You will also be asked to rate the difficulty level. Your answers will be collected, and they will help us to understand the data and improve the system.

According to our estimations, the time taken to complete the study will take about 20 minutes. You are not required to answer every single question but if you do so, it will help us greatly. If you do not feel comfortable doing these tasks, you can withdraw your consent anytime.

Thank you for taking part.

Please rate the difficulty of this task by copying this checkbox and pasting it in the desired place. ☒

By signing this document, you agree to participate in this project.

Name of Participant: Seng

Signature of Participant:



Date: 21<sup>th</sup> November 2020

## Task 1: Login as Admin

Login into the system with credentials provided

Username: testp@gmail.com

Password: 123456\*

Very Hard ☐ ☐ ☐ ☐ ☒ Very Easy

## Task 2: Import Data To UBS

Please go to admin panel and click the import button to import user data from UBS software

Very Hard ☐ ☐ ☐ ☐ ☒ Very Easy

## Task 3: Update Bio Data – Change Address

Change the address field from “123 Lorong Stutong Street” to “5A Jalan Song”

Very Hard ☐ ☐ ☐ ☐ ☒ Very Easy Task

## Task 4: Update Bio Data – Change religion

Change user’s religion from Buddhist to Islam. Remember, only 1 character is allowed. Please read the details above the placeholder.

Very Hard ☐ ☐ ☐ ☐ ☒ Very Easy

## Task 5: Update Bio Data – Change Marital Status

Change the user’s marital status from Single to Married.

Remember, you will be asked to attach a document.

Very Hard ☐ ☐ ☐ ☐ ☒ Very Easy

## Task 6: Change your profile photo

Please proceed to update the profile picture from the default icon to “123.png”. You can do that by clicking the “browse” button.

Very Hard ☐ ☐ ☐ ☐ ☒ Very Easy

## Task 7: Login as Human Resource & approve changes

Login into the system with credentials provided

Go to HOD/Admin tab and see the changes that you changed earlier and approve them

Username: testp2@gmail.com

Password: 123456\*

Very Hard ☐ ☐ ☐ ☐ ☒ Very Easy

## Task 8: Login as Head of Department & approve changes

Login into the system with credentials provided

Go to HOD/Admin tab and see the changes that you changed earlier and approve them.

Username: testp3@gmail.com

Password: 123456\*

Very Hard ☐ ☐ ☐ ☐ ☒ Very Easy

## Task 9: Export Data To UBS

Please proceed to update these changes to the UBS software by going to the Admin Panel and clicking export.

Very Hard ☐ ☐ ☐ ☐ ☒ Very Easy

## Task 10: Logout

Proceed to logout from the system.

Very Hard ☐ ☐ ☐ ☐ ☒ Very Easy

## System Usability Scale

| Instructions  |                                     |                       |                                     |                       |                                     |
|---|-------------------------------------|-----------------------|-------------------------------------|-----------------------|-------------------------------------|
| <p>Please highlight/tick the option that best represents your reaction to the system. (Please replace the check box you want to select by copying and pasting this one <input checked="" type="checkbox"/>).</p> <p>Don't think too hard about each question. We are interested in your first reaction.</p> |                                     |                       |                                     |                       |                                     |
|   | Strongly Disagree                   |                       |                                     | Strongly Agree        |                                     |
| 1. I found the system unnecessarily complex.  | <input type="radio"/>               | <input type="radio"/> | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="radio"/>               |
| 2. I thought the system was easy to use.  | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input checked="" type="checkbox"/> |
| 3. I think that I would need the support of a technical person to be able to use this system.   | <input type="radio"/>               | <input type="radio"/> | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="radio"/>               |
| 4. I found the various functions in this system were well integrated.   | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input checked="" type="checkbox"/> |
| 5. I thought there was too much inconsistency in this system.   | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/>               |
| 6. I would imagine that most people would learn to use this system very quickly.  | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input checked="" type="checkbox"/> |
| 9. I felt very confident using the system.  | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input checked="" type="checkbox"/> |
| 10. I needed to learn a lot of things before I could get going with this system.  | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/>               |
| Any other comments:   |                                     |                       |                                     |                       |                                     |

