


# Project Report

<b>Product Name</b>	Advanced Certificate in Web Development
<b>Qualification Name (ITSF)</b>	NICF-Advanced Certificate in Infocomm Technology (Software & Applications)
<b>Product Name</b>	NICF-UI Frameworks
<b>Module Name (ITSF)</b>	NICF-UI Frameworks

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<b>Date issued</b>	<b>Completion date</b>	<b>Submitted on</b>	
21/12/2022	21/12/2022	21/12/2022	

<b>Project title</b>	<b>Design &amp; Develop Front End Community Portal RIA application.</b>
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Learner declaration	
<p>I certify that the work submitted for this assignment is my own and research sources are fully acknowledged.</p>	
Student signature: 	Date: 21/12/2022

# Content

1. Project background
2. Project Objectives
3. Business Process & Solution Architecture
4. Task 1
5. Task 2
6. Task 3
7. Task 4
8. Task 5
9. Task 6
10. Task 7
11. Task 8
12. Task 9
13. Task 10

## 1. Project Background

You have been approached by 'ABC Jobs Pte Ltd' as a website developer to develop a community portal for Software Developers. The project will be carried over through Module 3, Module 4, Module 5 and Capstone project. For this module the scope is to Design, Develop, Implement Front End RIA Application. The Scope of the Project is to design a Community Portal Similar to LinkedIn.com. Users will be able to register in the portal using the Registration Page. Users of the portal can search for other users using various parameters such as First Name, Last Name, Company Name, City & Country. Users will be able to view the Public Profile of users after searching them. The portal allow users to login, request for forgotten password and Update their profile information The scope of the project in this modules is for development of GUI front end using HTML, Javascript, CSS & Angular.

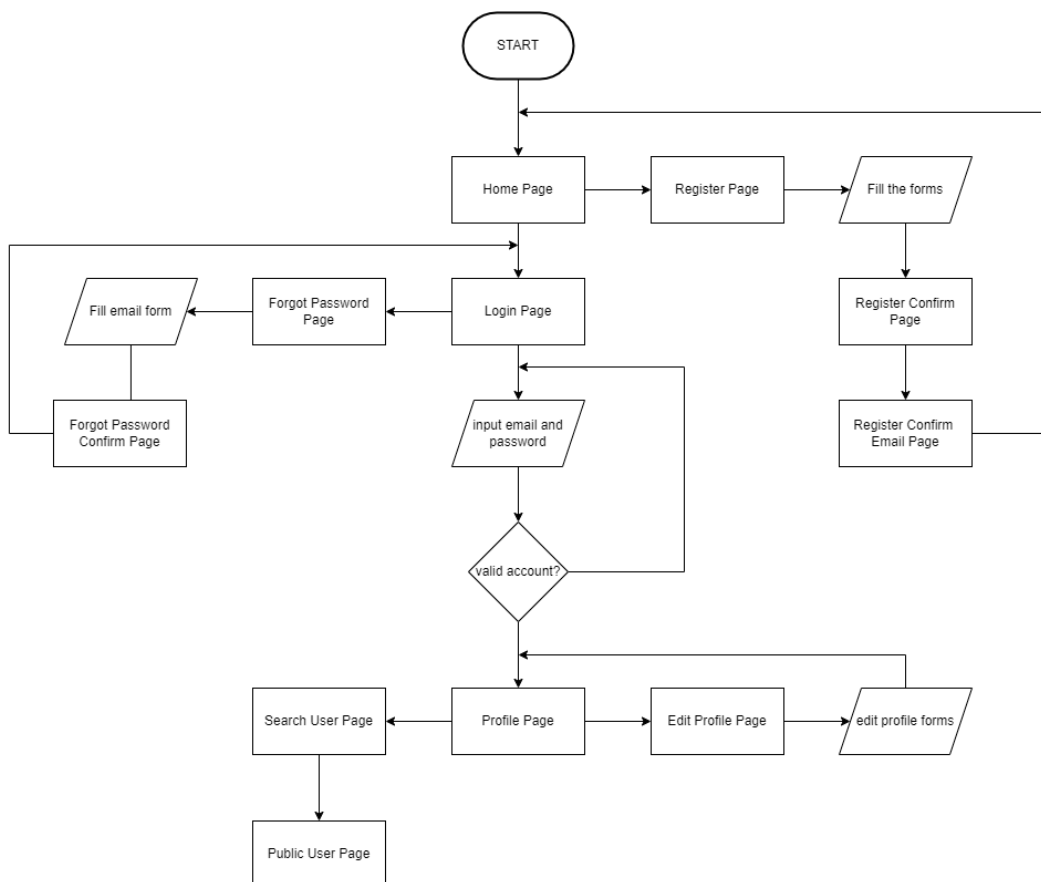
## 2. Project Objective

- I. Laptop Dell Latitude 3420
- II. Windows 11
- III. Axure
- IV. Microsoft Edge
- V. LinkedIn.com
- VI. [www.jobstreet.co.id](http://www.jobstreet.co.id)
- VII. Microsoft Word
- VIII. Microsoft PowerPoint

### 3. Business Process & Solution Architecture

The business process architecture flow can be shown below.

- Software developers could do a variety of tasks after logging in. They must first register if they still require an account. Passwords could also be forgotten.
- After logging in, users can see their profile and make changes to it, look up other users and see their profile, send and reply to messages, see, post, and participate in discussion threads for other job openings, and finally sign out.
- The administrator can view, change, and control user data as well as their profile. Additionally, invite candidates to become members of ABC Jobs.



#### 4. Task 1

##### Task Statement:

1. Briefly explain techniques and methods for gathering and analysing user feedback.
2. Find at least 2 websites which are similar to community portal and visit and use them and record your experiences.

##### Solution:

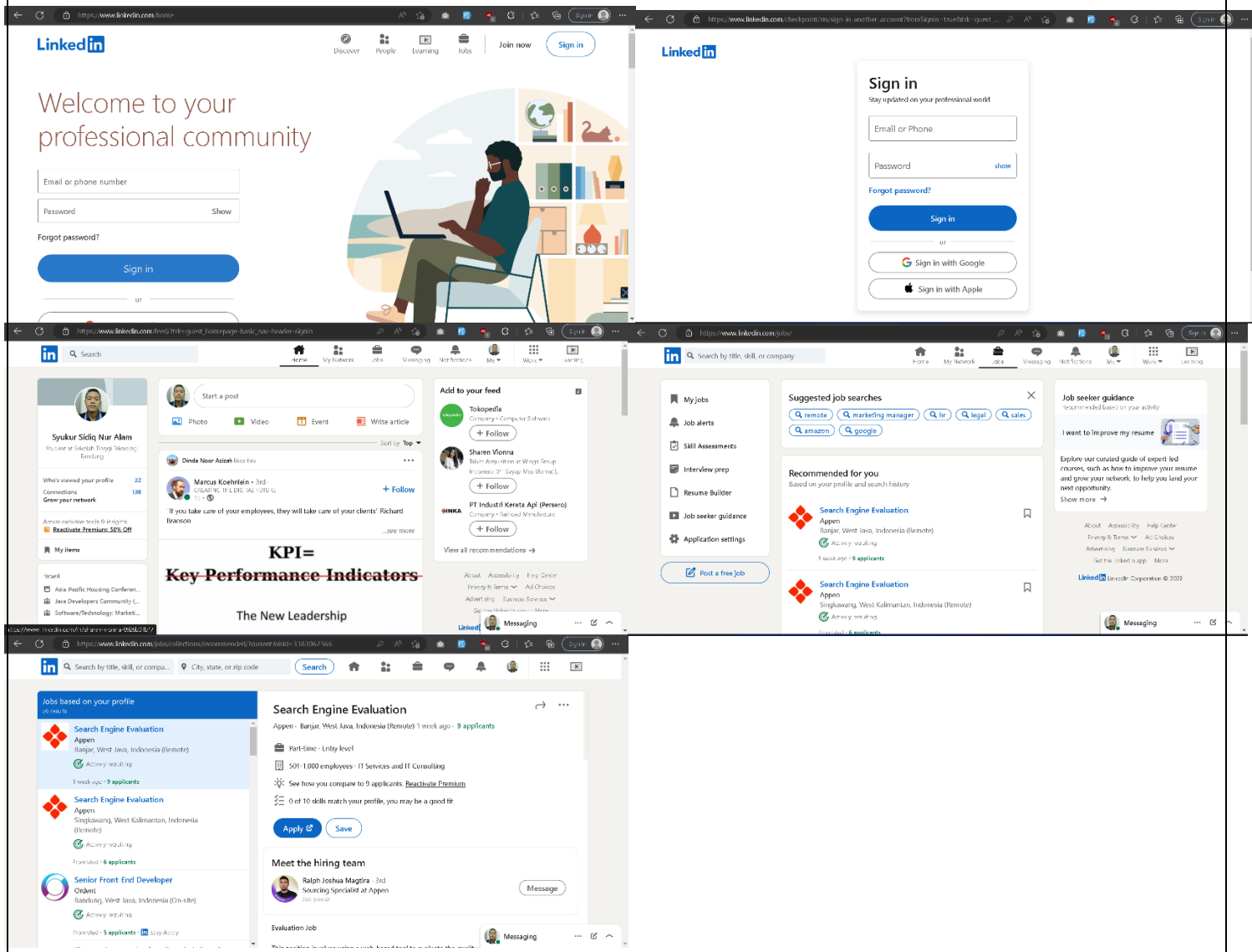
##### Task 1.1

The Writer Used a survey method to gather user needs, user difficulties and feedback about the community portal that has been made. Ask about what the user needs, what user difficulties are when using the community portal, how long it takes to fill out the form of registration, whether the UI is good or not, is less content or too much content, note user quotes, listen to their goals, note actions they take. The Writers ask directly to the user.

##### Task 1.2

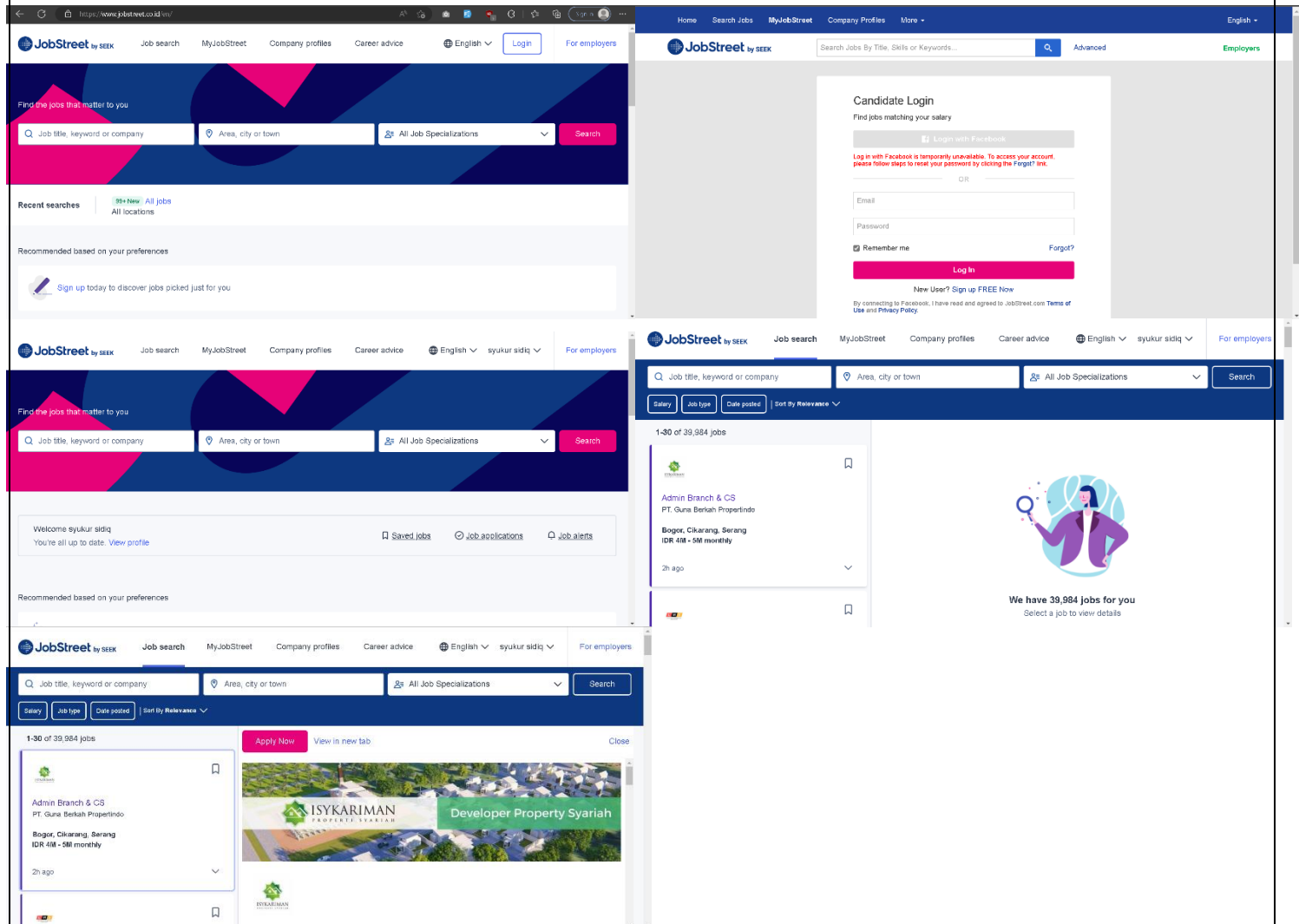
##### 1. LinkedIn.com

LinkedIn is a social media site that facilitates connecting with potential employers and other job seekers. Due to the fact that it can be accessible via the website or app, anyone may easily access LinkedIn



## 2. jobStreet.co.id

JobStreet is a popular job seeker app or site in East Asia that you can find jobs easily or you can search for great employees easily. You can set a minimum of who can enter your company



## 5. Task 2

### Task Statement:

1. Discuss, study and analyse the user experience based on the observations done in Task 1.
2. Study the experience for 2 to 3 scenarios

- **Solution:**

First, The Writer visits LinkedIn because LinkedIn is the world's largest professional network on the internet. The writer's first impression is really good about this website because it looks clean and fresh and has a solid layout. Easy to navigate when we land on this website. The top right is a button to register and log in to the website. Users can also log in without clicking the button on the top right. Users can also login into the home page when they land on LinkedIn.

According to The Writer's experience, there are quite a few procedures before receiving the confirmation email. Although we can subsequently alter our profiles, the information we must supply cannot be skipped. In the same way that there are many potential scenarios for a bio or work history, the most frequent one is when a recent graduate lacks the necessary experience but cannot claim to be a student because they have already graduated. Finally, the feed page appears (home). Numerous features are provided to us, including suggestions for employment opportunities, contacts, and other items in which you might be interested. The following are feeds of previous posts, and there is space for us to write our own. There is a search column as well. The menus are easily accessible, and we can access our connections, jobs, user profiles, settings for managing content message notifications, and other menus.

The second website that The Writer found similar to LinkedIn is Glints. The function and purpose of this website are the same. Is it to find a professional network and job on the internet with a trusted company. The color design of this website is quite similar to LinkedIn, using white, yellow, blue, and black for the footer. When we land on this website, they will offer Glints Expert Class. On this website, we can directly choose a location to make it easier when searching for jobs under the nearest location. On the homepage before login, there is more content compared to LinkedIn. On the navbar, there is more button to go to what the user needs. Also, there is a column for search a job. The navigation is simple. We can go to our associations, jobs, and user profile by setting and managing content message notifications and other menus we can access.

## **The first scenario, New User**

In LinkedIn, as described before, we must complete the required Information. We need to be less flexible until the confirmation email as we are still in registration, and we can update our profile later. The Writer proceeded with it and chose the 'Student' option as The Writer still needed to gain job experience. The Writer needed clarification when typing where The Writer studied because it did not directly show my university there. It took me about 1 minute to finish the problem. After we finish Inputting all the Information, they will send us the email confirmation, and we must enter the OTP they give to confirm. While The Writer did not experience any Input errors, he could proceed with no problem. However, it was still a long process of registration, approximately 15 minutes.

Glints, also the same as LinkedIn, need to provide the flexibility to fill in the Information. We can sign up with another provider, but The Writer chooses to create manually. The Writer entered his name, phone number, location, email, and password. There is no show-hidden password, so it made me re-type again to ensure The Writer put the password correctly. Fortunately, Glints provided the Indonesian language. So it is easier to use this website. Even with the inexperienced, it will be easy because there is the Indonesian language.

## **Second Scenario, Find another user or job**

Because it is located in the menu navigation area, we can immediately see the search column on LinkedIn's homepage and try to write the person's name or another phrase we are looking for. When you type, there are many suggestions displayed. We are taken to the results page after pressing enter. There, we can exclude certain types or additional keywords.

Similar to LinkedIn, Glints has a search function on its homepage. Of course, The Writer also attempts to type a random person's name there. Although they displayed a suggestion filter rather than a suggestion result, The Writer pushed enter straight to the results page. After that, it shows many people many job orders, and we can use the filter to make the output more correct.



## 6. Task 3

### Task Statement:

1. Identify the performance levels and gaps between user experience in the study & desired user experience.
2. Measure the level of user engagement & stickiness with the product.

### Solution:

The Metrics used in this project report is based on 3 scenarios, Login, Registration and Forget Password. Here the result:

#### LinkedIn

Scenario	Expected Time to Complete in secs	Actual Time to Complete in secs	Performance Gap in secs
Registration	20	20	0
Login	10	10	5
Forget Password	40	50	15

#### JobStreet

Scenario	Expected Time to Complete in secs	Actual Time to Complete in secs	Performance Gap in secs
Registration	30	30	0
Login	10	10	5
Forget Password	40	55	15

The performance on the LinkedIn website turned out to be as expected as a whole. In the login, it is quicker than expected. However, while waiting for verification to forget the password, there is a time lag when the server sends the verification code via email.

Also same expectation on the Glints website. There are no big issues when users come to a website and do the 3 scenarios. But, in the forgot password also has a delay time for waiting code verification.

These two websites are easy to use and have no big issues.

## 7. Task 4

### Task Statement:

1. Develop & document 3 metrics to measure the user experience.

### Solution:

#### A. Task Success Rate

- ☐ The task success rate (TSR) measures the number of correctly executed tasks.

☐ Used very frequently.

☐ You can measure the TSR by a clearly defined endpoint – for example, filling out a form or buying a product.

☐ Before collecting data, be clear about what goals you consider a success in a particular case.

B. Time on Task

☐ Test the user's ability to finish the task.

☐ The final grade is displayed as a percentage of successful participants relative to all participants.

C. Customer Satisfaction

☐ The CSAT is another attitudinal UX KPI that expresses customer satisfaction in a convenient metric.

☐ Users/testers are asked: How satisfied are you with (website, product, service, etc.)?

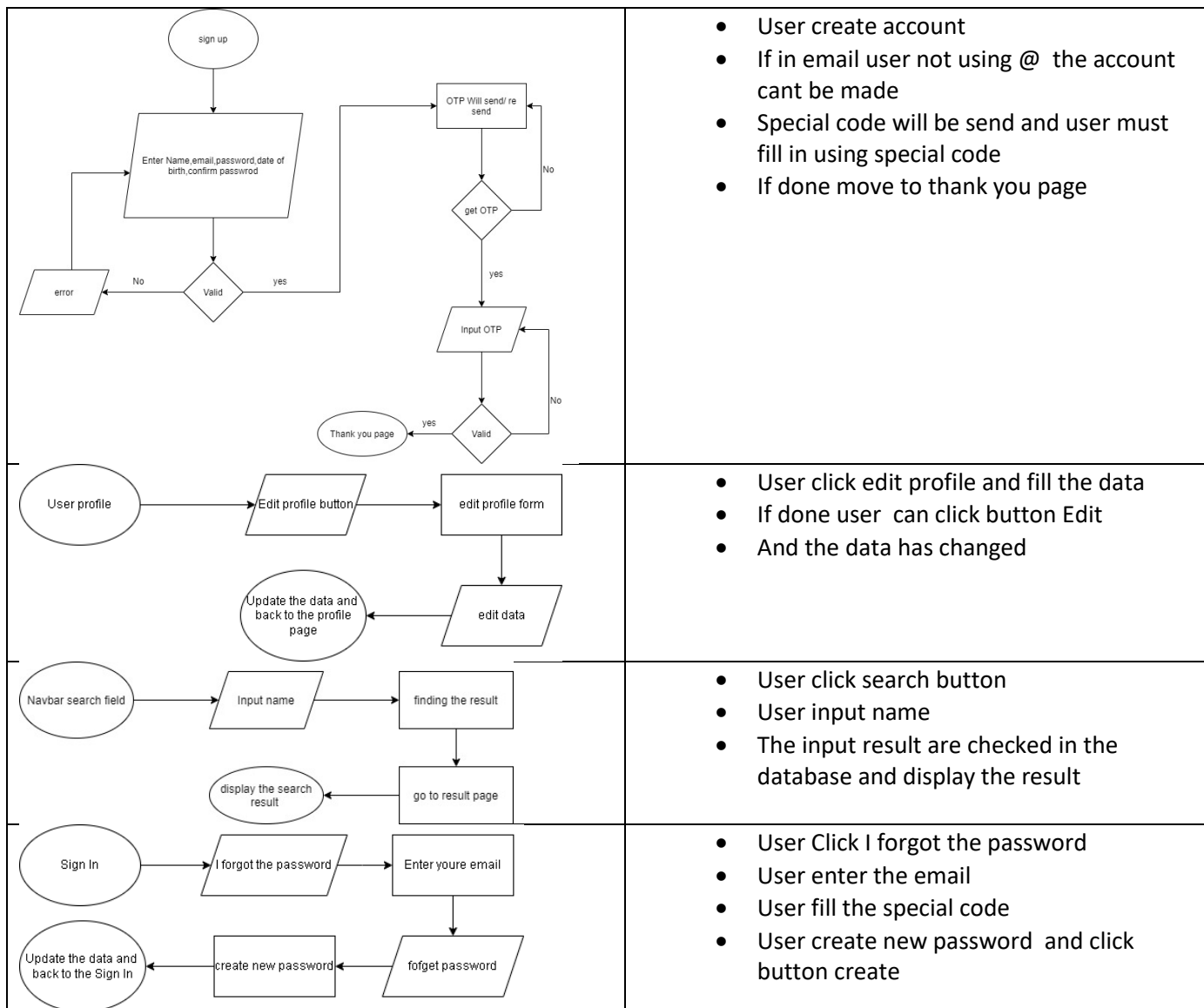
☐ The result is a percentage from 0 to 100, where 100 stands for maximum customer satisfaction.

## 8. Task 5

### Task Statement

### Solution:

Wireframe	Description
<pre>graph TD; Start([Sign In]) --&gt; Input[/Input email password/]; Input --&gt; Check[Entries check againsts registered data base]; Check --&gt; Valid{User Valid?}; Valid -- No --&gt; Error[/Show Error/]; Error --&gt; Input; Valid -- Yes --&gt; Success[Sign in succes]; Success --&gt; End([to the home page]);</pre>	<ul style="list-style-type: none"><li>• User at sign In page</li><li>• User Input email and password</li><li>• The input result are checked in the database if it is wrong it will not be able it enter</li><li>• Page move to home page</li></ul>



## 9. Task 6

### Task Statement: Solution

from ajri:

#### LinkedIn

LinkedIn is a work-oriented social network that enables its users to connect with other professionals, find jobs, and promote their skills and careers. LinkedIn also provides a forum for exchanging ideas and knowledge across a variety of industries, as well as helping companies find suitable candidates. LinkedIn is primarily used by professionals who want to connect with co-workers or potential clients, as well as by employers who want to find potential employees who have the skills that match their available positions.

#### JobStreet

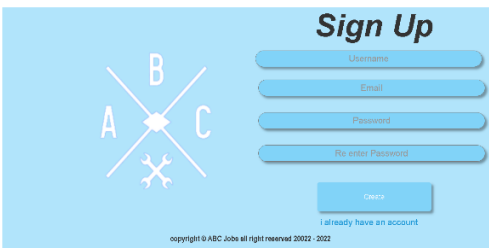



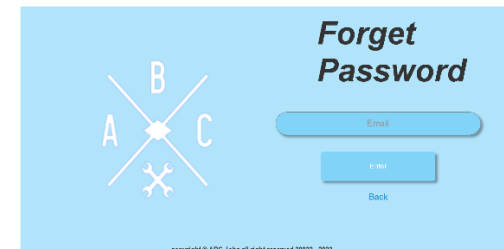
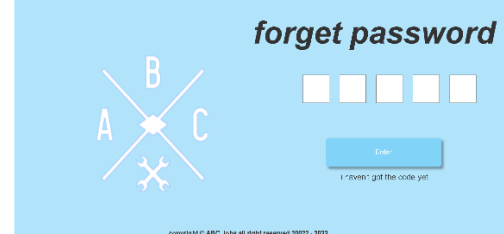
JobStreet is a useful platform for professionals looking for jobs in Southeast Asia. The platform provides various useful features for job seekers, such as quick registration, fast scanning and application tracking. JobStreet also maintains a large database of available job vacancies across various industries in Southeast Asia.

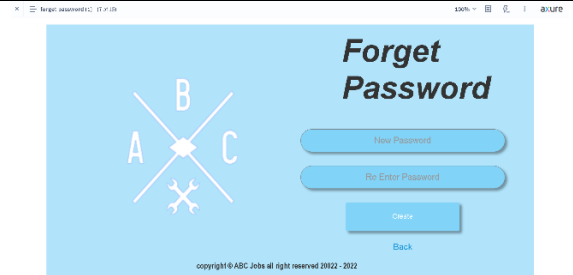
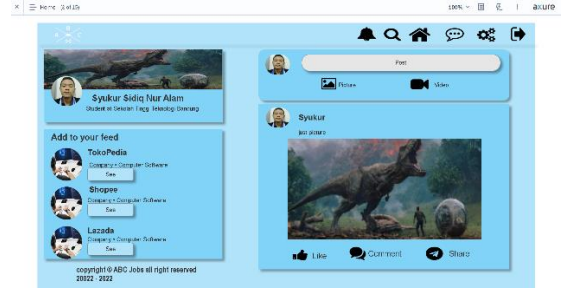
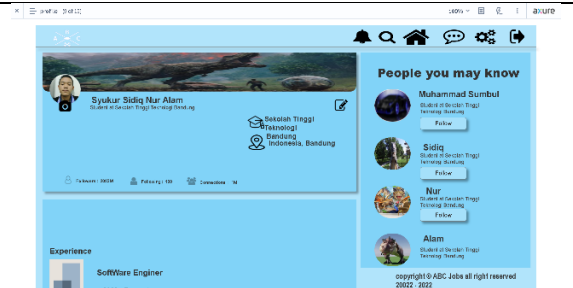
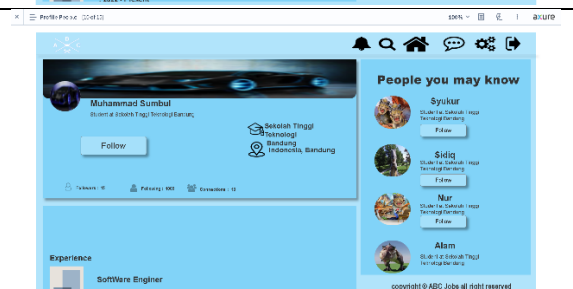
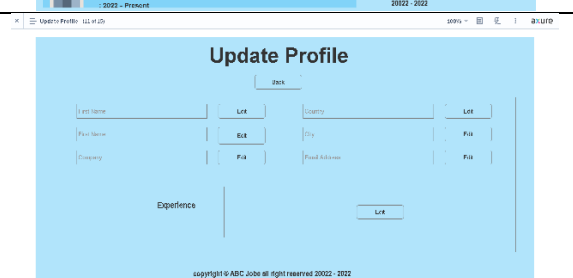
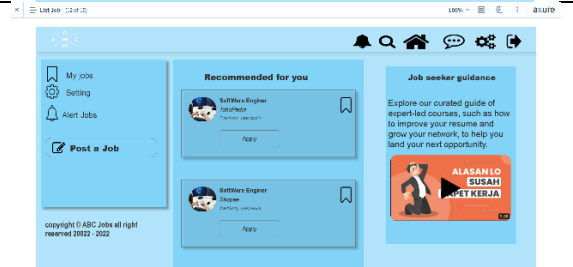
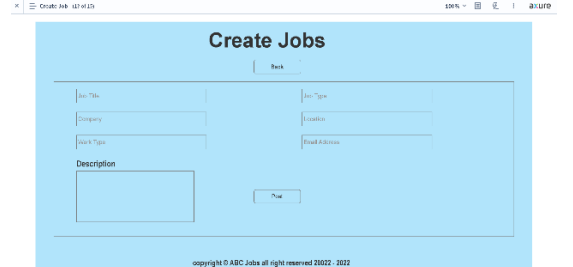
JobStreet is designed to help professionals find jobs that match their skills and experience, as well as simplify the job application process with features such as quick sign-ups and quick scans. The platform also provides information about available companies and job vacancies, so that job seekers can make the right decision about the job they are going to apply for.

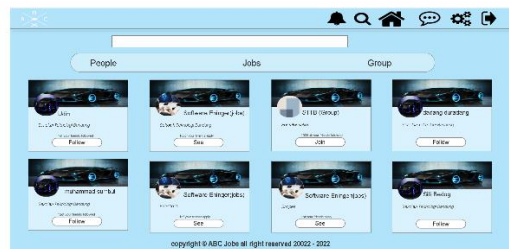
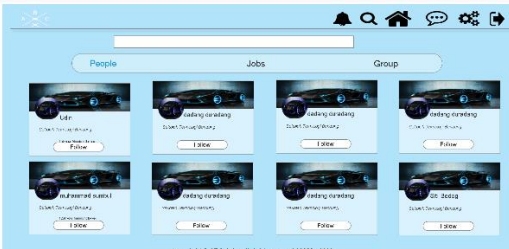
## 10. Task 7

### Task Statement

### Solution

No	Widget	Interaction
1	<b>Sign Up</b>  <p>The screenshot shows a 'Sign Up' form with a logo on the left consisting of a circle with 'A', 'B', and 'C' and a wrench. The form has fields for Username, Email, Password, and Re-enter Password, followed by a 'Create' button. A link 'I already have an account' is at the bottom.</p>	<ul style="list-style-type: none"> <li>• “Create” Open Link to Sign Up(2)</li> <li>• “I already have an account ” Open Link to Sign In</li> </ul>
2	<b>Sign Up(2) Page</b>  <p>The screenshot shows a 'Sign Up' page with the same logo. It displays the text 'soon you will be part of the ABC family :)' and a code '123 456'. There are 'Next' and 'Back' buttons.</p>	<ul style="list-style-type: none"> <li>• “Next” Open Link to Sign Up(3)</li> <li>• “Back ” Open Link to Sign Up</li> </ul>
3	<b>Sign Up(3) page</b>  <p>The screenshot shows a 'Congratulation' message: 'Your account is ready, now enter your account so you can interact with others'. It features a large purple cone icon and a 'Sign In' button. A 'Back' button is also present.</p>	<ul style="list-style-type: none"> <li>• “Create” Show the congratulation etc</li> <li>• “Back ” Open Link to Sign Up(2)</li> <li>• “Sign In ” Open Link to Sign In</li> </ul>
4	<b>Sign In</b>  <p>The screenshot shows a 'Sign In' form with the same logo. It says 'Hi Welcome Back :)' and has fields for Email and Password, followed by an 'Enter' button. Links for 'I don't have an account yet' and 'I forgot the password' are at the bottom.</p>	<ul style="list-style-type: none"> <li>• “Enter ” Open Link to Home</li> <li>• “I don’t have an account yet ” Open Link to Sign Up</li> <li>• “I forgot the password ” Open Link to forget password</li> </ul>
5	<b>Forget Password</b>  <p>The screenshot shows a 'Forget Password' form with the same logo. It has an 'Email' field and an 'Enter' button. A 'Back' button is at the bottom.</p>	<ul style="list-style-type: none"> <li>• “Enter ” Open Link to confirmation forget password</li> <li>• “Back ” Open Link to Sign In</li> </ul>
6	<b>forget password</b>  <p>The screenshot shows a 'forget password' form with the same logo. It has five input boxes for a code and an 'Enter' button. A link 'I "reset" got the code yet' is at the bottom.</p>	<ul style="list-style-type: none"> <li>• “Enter ” Open Link to forget password(1)</li> </ul>

7		<ul style="list-style-type: none"> <li>• “Create ” Open Link to Sign In</li> <li>• “Back ” Open Link to confirmation forget password</li> </ul>
8		<ul style="list-style-type: none"> <li>• “home logo ” Open Link to Home</li> <li>• “search logo” Open Link to search</li> <li>• “out logo ” Open Link to forget Sign In</li> <li>• “work logo” Open Link to job List</li> <li>• People logo open Link to profile</li> </ul>
9		<ul style="list-style-type: none"> <li>• “home logo ” Open Link to Home</li> <li>• “search logo” Open Link to search</li> <li>• “out logo ” Open Link to forget Sign In</li> <li>• “work logo” Open Link to job List</li> <li>• People logo open Link to profile</li> <li>• “Edit logo” Open Link to Update profile</li> </ul>
10		<ul style="list-style-type: none"> <li>• “home logo ” Open Link to Home</li> <li>• “search logo” Open Link to search</li> <li>• “out logo ” Open Link to forget Sign In</li> <li>• “work logo” Open Link to job List</li> <li>• People logo open Link to profile</li> </ul>
11		<ul style="list-style-type: none"> <li>• “Back ” Open Link to profile</li> <li>• “Back ” Open Link to Profile</li> </ul>
12		<ul style="list-style-type: none"> <li>• “home logo ” Open Link to Home</li> <li>• “search logo” Open Link to search</li> <li>• “out logo ” Open Link to forget Sign In</li> <li>• “work logo” Open Link to job List</li> </ul>
13		<ul style="list-style-type: none"> <li>• “Back ” Open Link to List Job</li> <li>• “post ” Open Link to List job</li> </ul>

14		<ul style="list-style-type: none"> <li>• “home logo ” Open Link to Home</li> <li>• “search logo” Open Link to search</li> <li>• “out logo ” Open Link to forget Sign In</li> <li>• “work logo” Open Link to job List</li> <li>• “People” open link to search people</li> </ul>
15		<ul style="list-style-type: none"> <li>• “home logo ” Open Link to Home</li> <li>• “search logo” Open Link to search</li> <li>• “out logo ” Open Link to forget Sign In</li> <li>• “work logo” Open Link to job List</li> </ul>

## 11. Task 8

### Task Statement:

1. Demonstrate and let the users give feedback on prototype and document them
2. Make suggestions to improve the user experience and implement them in the prototype

### Solution:

1. - Display useful and relevant information for users. For example, make sure the list of job vacancies displayed matches the user's search criteria.
  - Offers useful features such as notification of new job vacancies or applicant features that make it easier for users to submit job applications.
  - Make sure the website is optimized for mobile devices so that it is easily accessible via mobile phone or tablet.
- 2.- Make sure that the website is easy to use and intuitive. This is very important so that users can easily navigate and find the information they need.
  - Display useful and relevant information for users. For example, ensure that the list of job vacancies displayed matches the user's search.
  - Offer useful features such as notification of new job vacancies or an applicant feature that makes it easy for users to submit job applications.

## 12. Task 9

### Participants:

- I. agus (18), Software Engineering Student
- II. jujun(18), Software Engineering Student
- III. engkus (18), Software Engineering Student

## Methods:

The Writer gives them the laptop and let them to do the scenario.

### First Usability Test

Sign In.

No.	User	TOT	TSR
1	Agus	20 seconds	Success
2	Jujun	22 seconds	Success
3	Engkus	19 seconds	Success
Average		21 seconds	100%

#### Observation & Analysis

- Overall, they can do with no issues. All participants are familiar with the login form.
- Time on task faster than register because just a simple form.

### Second Usability Test

Update profile account.

No.	User	TOT	TSR
1	Agus	40 seconds	Success
2	Jujun	47 seconds	Success
3	Engkus	38 seconds	Success
Average		43 seconds	100%

#### Observation & Analysis

- Overall, they can do with no issues except agus. When he tries to do registration, he always asks me step by step, but he can make it faster than jujun.

### Third Usability Test

Forgot password account.

No.	User	TOT	TSR
1	Agus	28 seconds	Success
2	jujun	30 seconds	Success
3	engkus	28 seconds	Success
Average		29 seconds	100%

#### Observation & Analysis

- On average, there are no problems.

- jujun always be on the long time TOT in Three Usability Test.
- Engkus the fastest person in this test.