

Data Analysis Report

Course: CO2214: Practical Work on CO2224

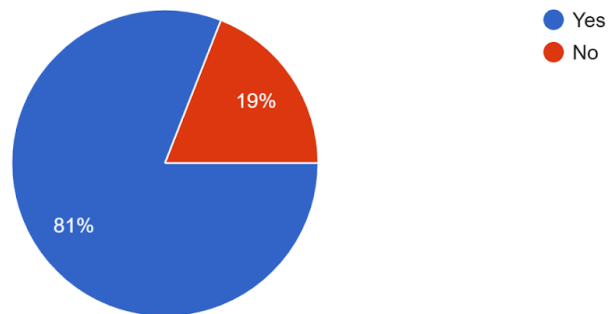
Group Number/Name: Group 08

Student IDs:

- EUSL/TC/IS/2021/COM/41
- EUSL/TC/IS/2021/COM/95
- EUSL/TC/IS/2021/COM/27
- EUSL/TC/IS/2021/COM/45
- EUSL/TC/IS/2021/COM/42
- EUSL/TC/IS/2021/COM/64

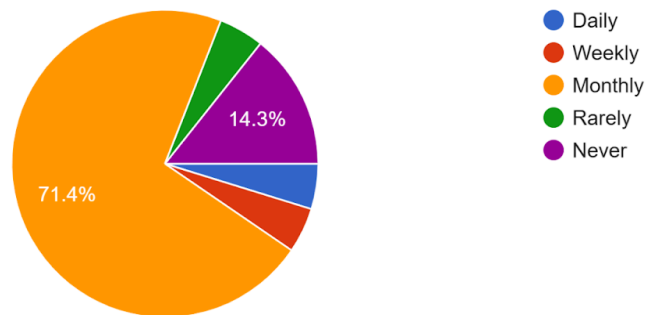
1. Have you used the CEB Care mobile app before?

21 responses



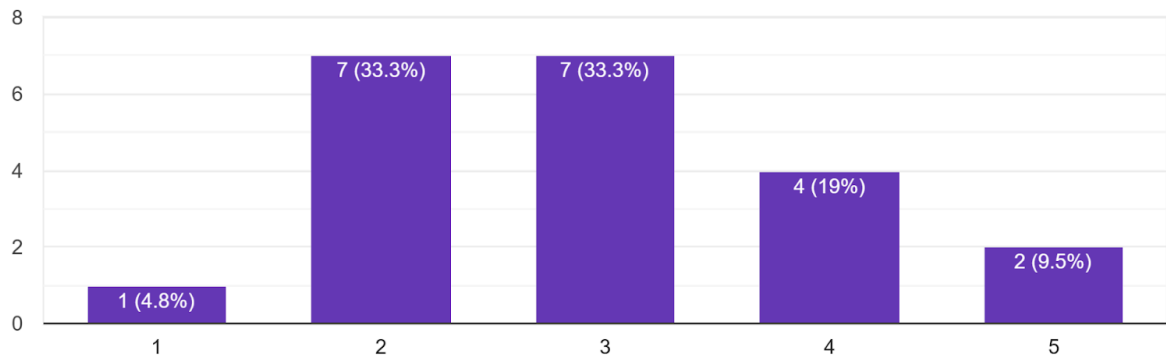
2. How often do you use the app?

21 responses



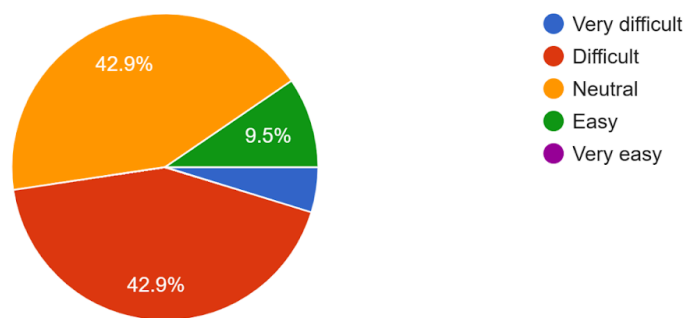
3. How would you rate the overall design of the app (UI/UX)?

21 responses



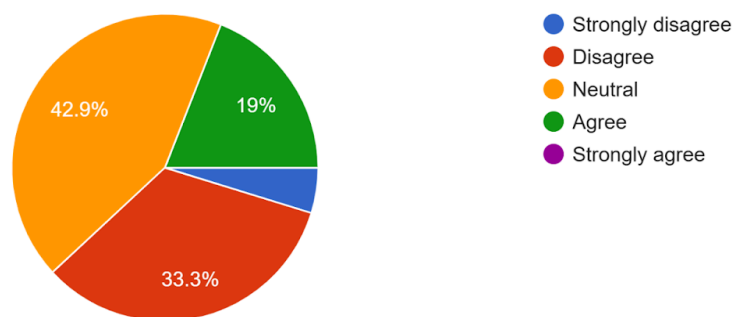
4. Is the app easy to navigate and understand?

21 responses



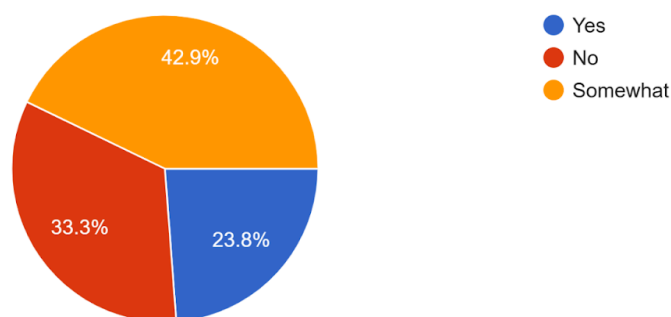
5. Does the app look visually appealing and modern?

21 responses

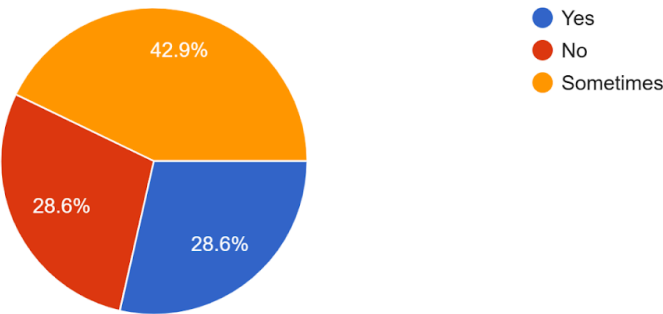


6. Do you find the login and registration process simple and smooth?

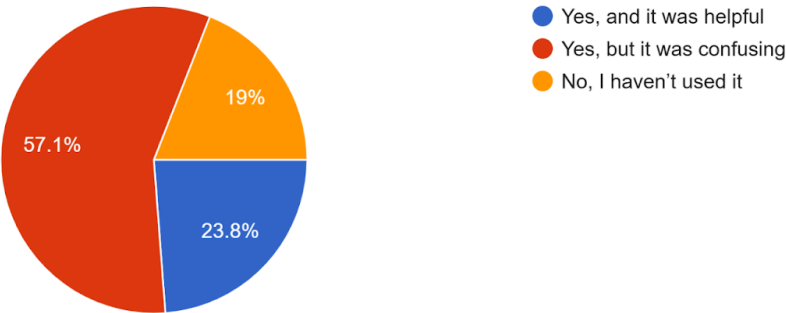
21 responses



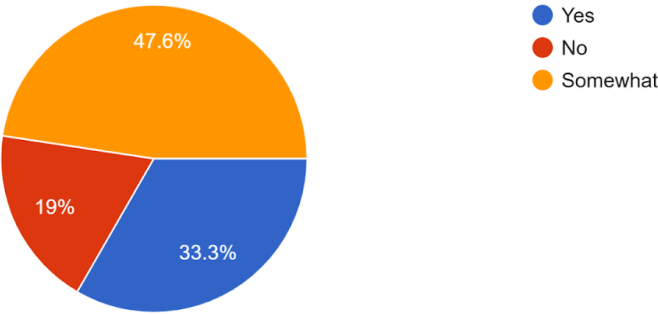
7. Can you easily find the information you're looking for on the home page?
21 responses



8. Have you used the interruption calendar feature? If yes, was it clear and helpful?
21 responses

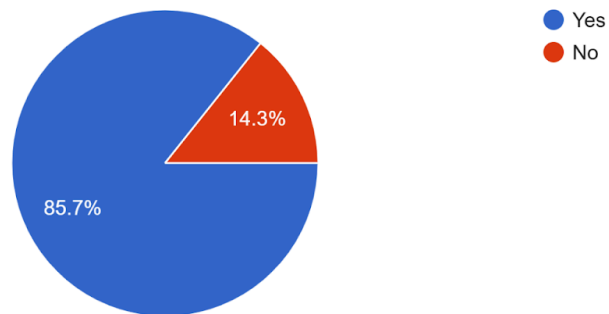


9. Is the navigation menu clear and well-organized?
21 responses



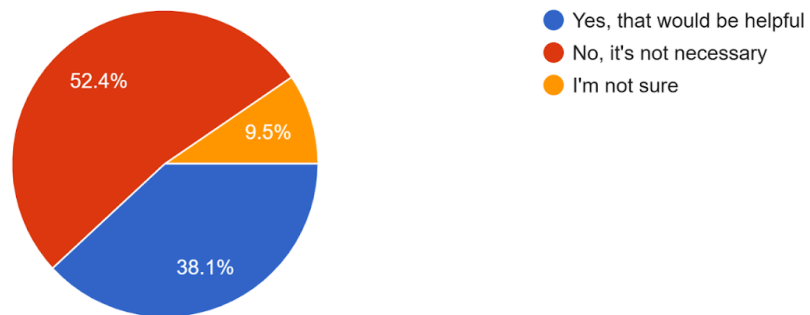
10. Have you ever accidentally logged out of the app?

21 responses



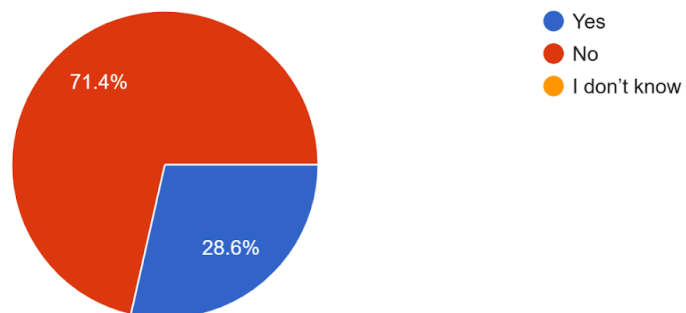
11. Would you prefer the app to show a confirmation prompt before logging out?

21 responses



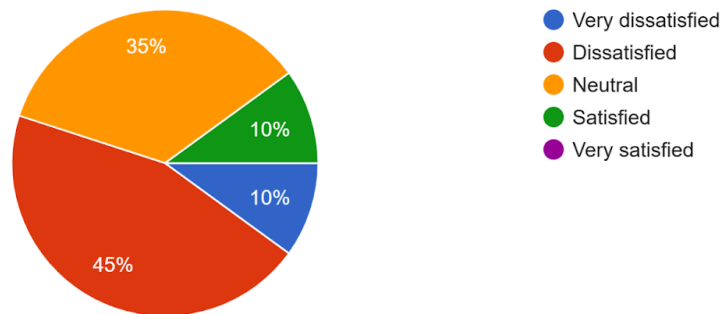
12. Are you able to view your previous electricity bills in the app?

21 responses



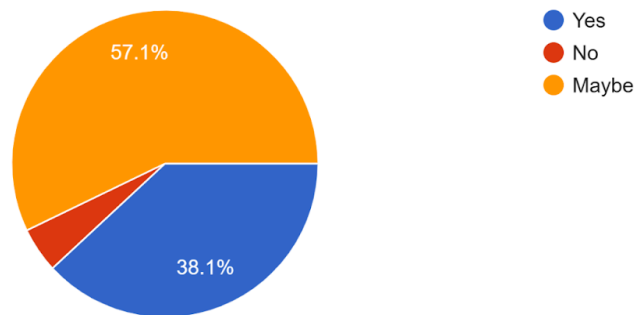
13. How satisfied are you with the complaint submission feature?

20 responses



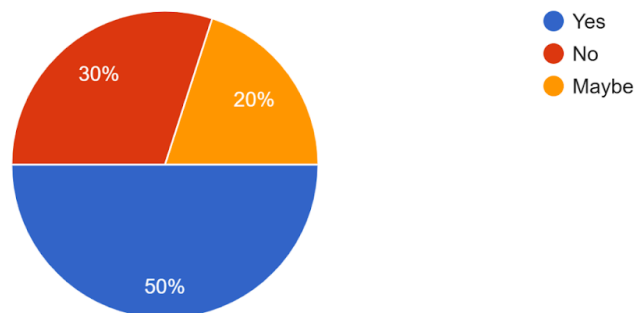
14. Is the text in the app readable (font size, color contrast)?

21 responses

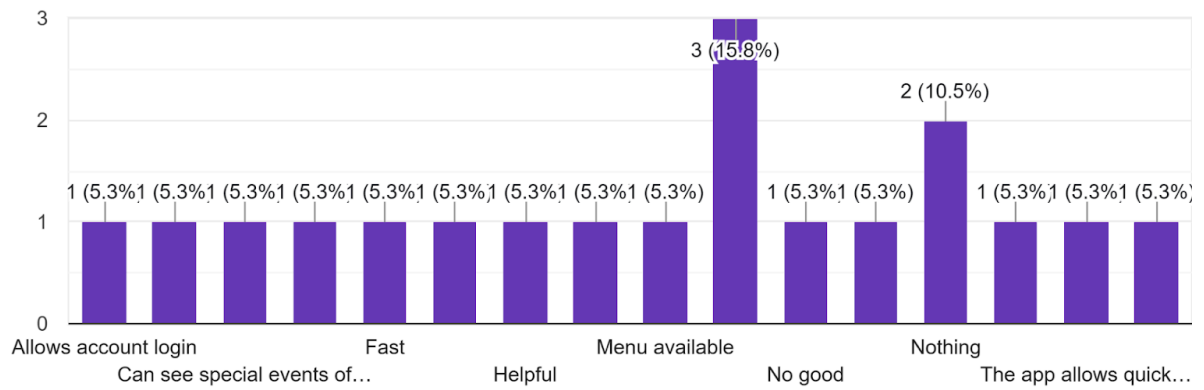


15. Have you experienced any performance issues (loading time, crashes)?

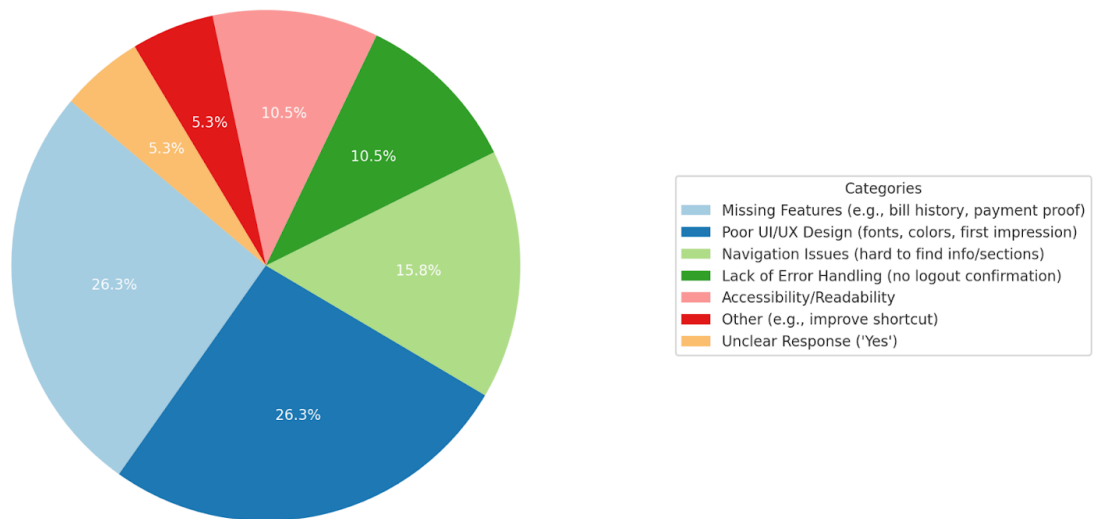
20 responses



19 responses



User Feedback on Areas of Improvement in CEB Care App



User Suggestions for CEB Care App Improvement

