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**BSc (Hons) in Information Technology**

**Software Engineering – Year 3 Semester 2, 2022**

**SE3050 – User Experience engineering**

**Milestone 02**

**SER\_027**

**Group Members: -**

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**Introduction**

We selected the 8th goal out of 17 sustainable goals to proceed ahead with our project. After doing several research, we finally we find out that there are some problems related to small scale tea plantation and selling process.

Through the research we found out that the small-scale tea land owners face so many troubles when handing over the tea to the factory and tracking the income. In the normal process the tea leaves has to be collected by the tea collectors in the area using lorries and hand over to the nearest tea factory in the area. In this collecting process we found that the tea collectors and the factory also face some problems. They face problems in scheduling the tea collecting times and handling large number of data manually. As a solution to these problems we have decided to launch a mobile application.

This project also fulfills the goals under the sustainable goal 8. Through this solution some more job opportunities will be created such as the system admins for the system and jobs related to application maintaining. The employees of the factory get an easier way to keep their data saved. This also help to uplift the employees with the modern technology.

As a group we identify 4 actively participated Actors to this scenario. Such as

* Tea Seller
* Lorry driver
* System admin
* Price Manager

**Goal**

We are doing this user research in order to identify solutions for problems related to small scale tea plantation and selling process. The main problems we found were divided between several user groups. Small-scale tea land owners face so many troubles when handing over the tea to the factory and tracking the income. In the collecting process we found that the tea collectors and the factory also face some problems. They face problems in scheduling the tea collecting times and handling large number of data manually.

Therefore we made our goal to solve all these problems via a mobile application which help to access all data in a fingertip distance and make all the processes more easy.

**Methodology**

The user research has been done through Interviewing, Video recording and questionnaire. Here we are interview four characters.

**Interviewing**

Four the interviews were conducted in a question-and-answer format. We have selected four users and interviewed them. We have selected physical and online platforms.

**Video recording**

Combine Video Link: Reference to the git Group Video folder

**Questionnaire**

Four Questionnaires have been conducted using a google form during our user research period. We shared the google form link through the WhatsApp groups and gathered responses.

**Participant Profiles**

|  |  |  |
| --- | --- | --- |
| Name | Demography | Location, Date and Time |
| Mr.S.W. A Wijewardhana | **Age**: 46 years  **Gender**: Male  **Marital Status**: married  **Location**: Karagoda – Uyangoda, Kamburupitiya **Profession**: Permitted Tea Leaves Collector | Location: Karagoda – Uyangoda, Kamburupitiya  Date: 23/09/2022  Time: 8.30 am |
| Mrs. Chandima Gayani Dahanayaka Yapa | **Age**: 46 years  **Gender**: Female  **Marital Status**: Married with 2 children  **Location**: Athuraliya, Kamburuitiya, Southern Province Sri Lanka  **Profession**: Entrepreneur | Location: : Athuraliya, Kamburuitiya, Southern Province Sri Lanka  Date: 23/09/2022  Time: 11.30 am |
| Mr.Milinda Senavirathne | **Age:** 31  **Gender:** Male  **Marital Status:** Married  **Location:** Wilpita, Kamburupitiya, Sri Lanka **Profession:** Finance Manager | **Location:** Wilpita, Kamburupitiya, Sri Lanka  **Date:** 26/09/2022  **Time:** 09.30 am |
| G K N Ruchiranga | **Age:** 25  **Gender:** Male  **Marital Status:** Single  **Location:** Rathnapura, Sri Lanka  **Profession:** Tea Factory Manager | **Location:** Rathnapura, Sri Lanka  **Date:** 26/09/2022  **Time:** 11.30 am |

**Protocol**

Tea seller and lorry driver 🡪 Felid visit

Financial manager and System Admin 🡪 Factory visit

In detail all are mentioned in the individual documents.