# Sri Lanka Institute of Information Technology

## Visual Analytics and User Experience Design (IT4031)

Assignment 1

Survey questions with the answers
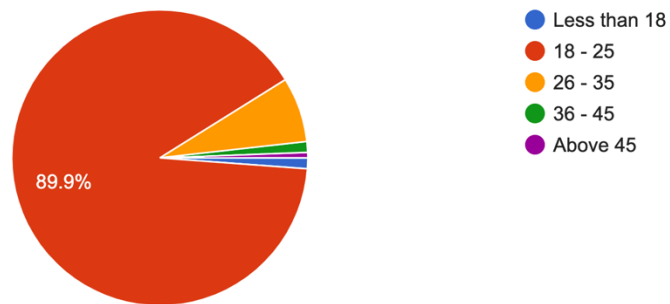
GROUP ID: 2022-VAUED-G19



| Student Name | Registration Number |
|---|---|
| 1. Vithana K.C.D | IT19083742 |
| 2. Weerarathne D.N.N | IT18228786 |
| 3. Wijesiri M.R.M | IT19064246 |
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| 7. Perera K.S | IT19045504 |

**Google Form Link: https://forms.gle/SrHjK8mE7ktNkner7**

## 1. Please select your age group
169 responses



- Less than 18
- 18 - 25
- 26 - 35
- 36 - 45
- Above 45

89.9%

## 2. Please select your gender
169 responses



- Male
- Female
- Prefer not to say

51.5%

48.5%
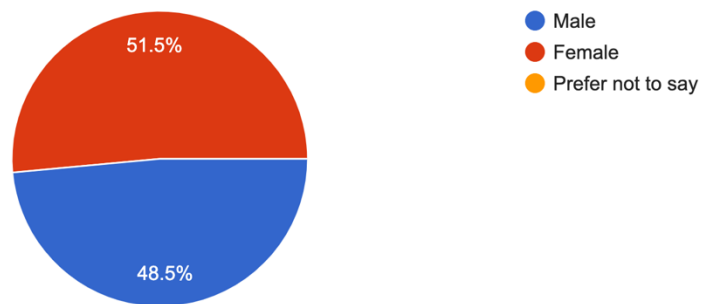
## 3. What describes your employment status ?
169 responses



- A School Student
- An Undergraduate
- Employed
- Unemployed
- Retired

17.8%

76.3%
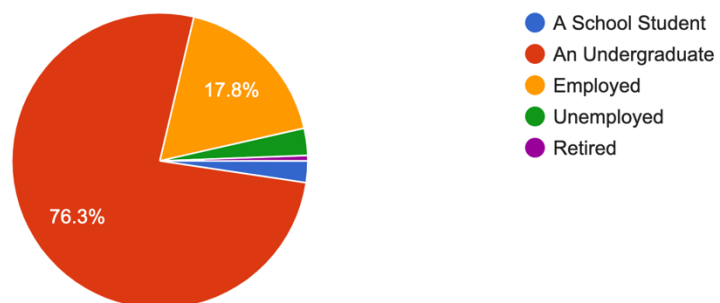
## 4. In which sector are you currently involved ?

169 responses



- ● Information Technology
- ● Medical
- ● Engineering
- ● Bussiness
- ● Law
- ● Education
- ● Agriculture
- ● Other

69.2%

9.5%
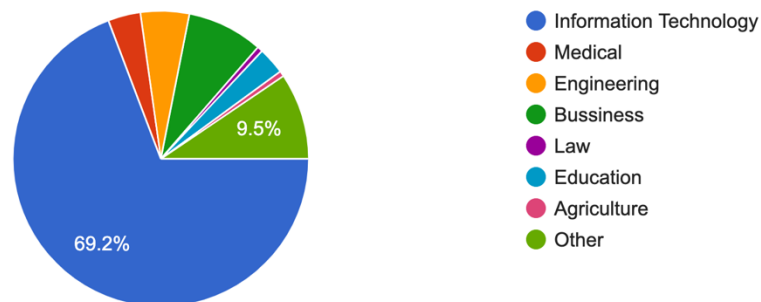
## 5. Who is your telecommunication provider ?

169 responses



| | |
|---|---|
| Dialog | 120 (71%) |
| Mobitel | 76 (45%) |
| Hutch | 15 (8.9%) |
| Other | 7 (4.1%) |

0    25    50    75    100    125
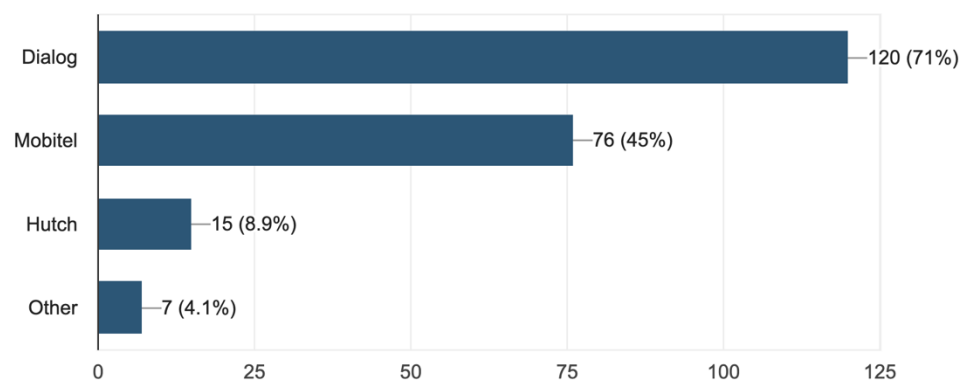
## 6. Have you used self-care applications ?

169 responses



- ● Yes
- ● No

28.4%

71.6%
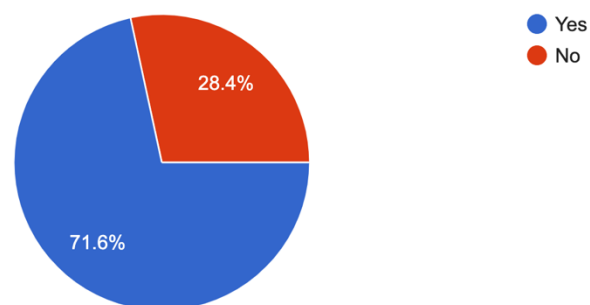
## 7. What is the reason for not using self-care applications ?

44 responses

| Reason | Count |
|---|---|
| Navigation issue | 3 (6.8%) |
| Complex to use | 10 (22.7%) |
| Consumes time | 12 (27.3%) |
| Not aware about the application | 26 (59.1%) |
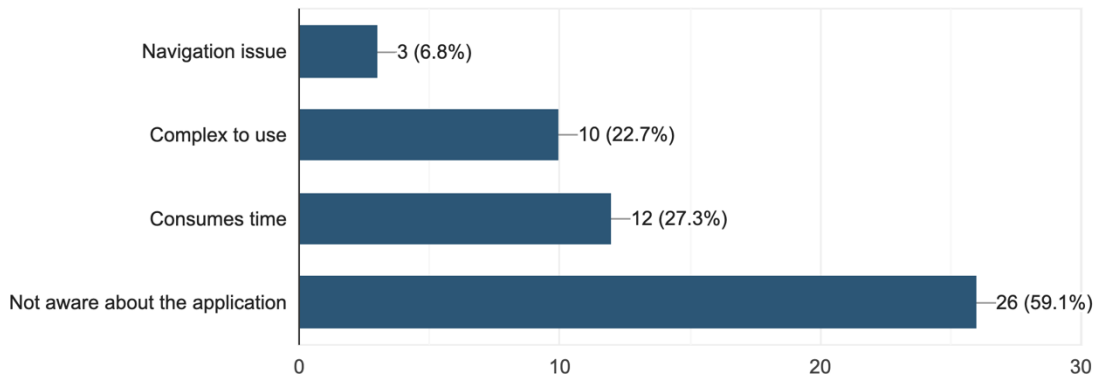
## 8. How often do you use the self-care application ?

121 responses

- Daily — 28.1%
- Weekly — 49.6%
- Monthly — 22.3%
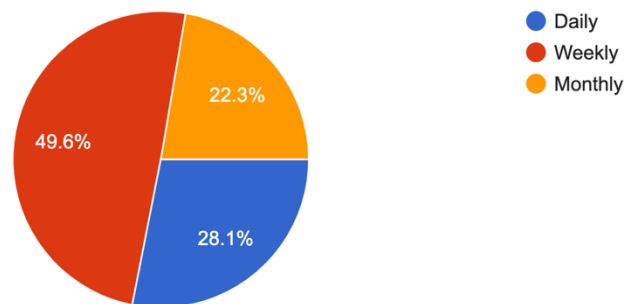
## 9. How much satisfied are you with your self-care application ?

121 responses

| Rating | Count |
|---|---|
| 1 | 4 (3.3%) |
| 2 | 14 (11.6%) |
| 3 | 47 (38.8%) |
| 4 | 42 (34.7%) |
| 5 | 14 (11.6%) |
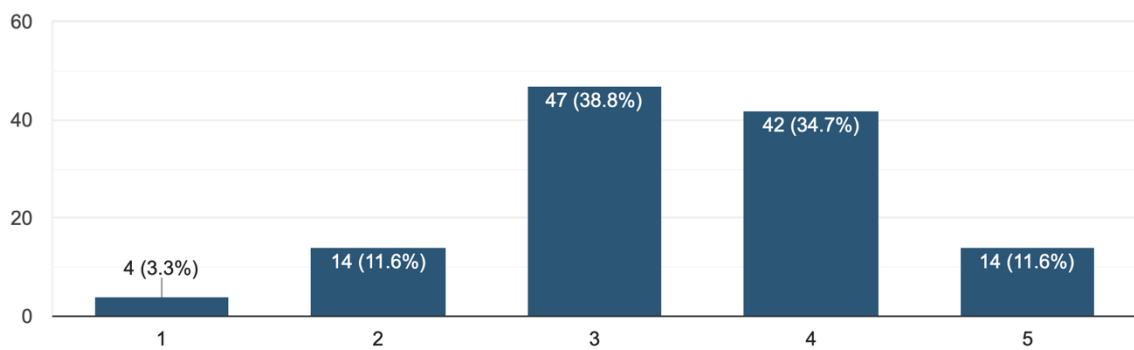
## 10. What is your first impression of the self-care application ?

121 responses



- Satisfied
- Neutral
- Not Satisfied

56.2%
37.2%
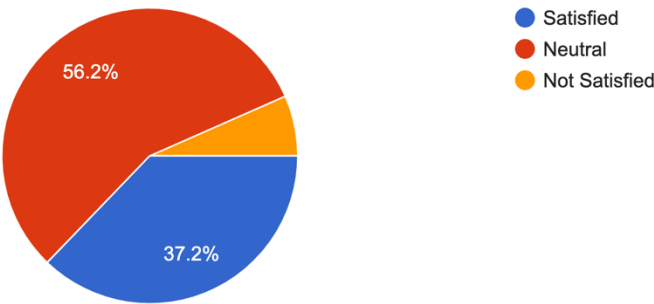
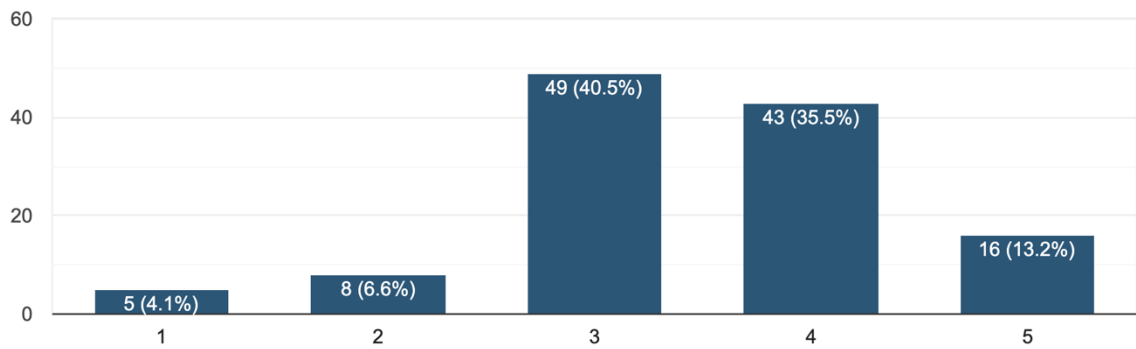## 11. For which services do you use the self-care application ?



- Mainly
- Secondary
- Rarely
- Not used
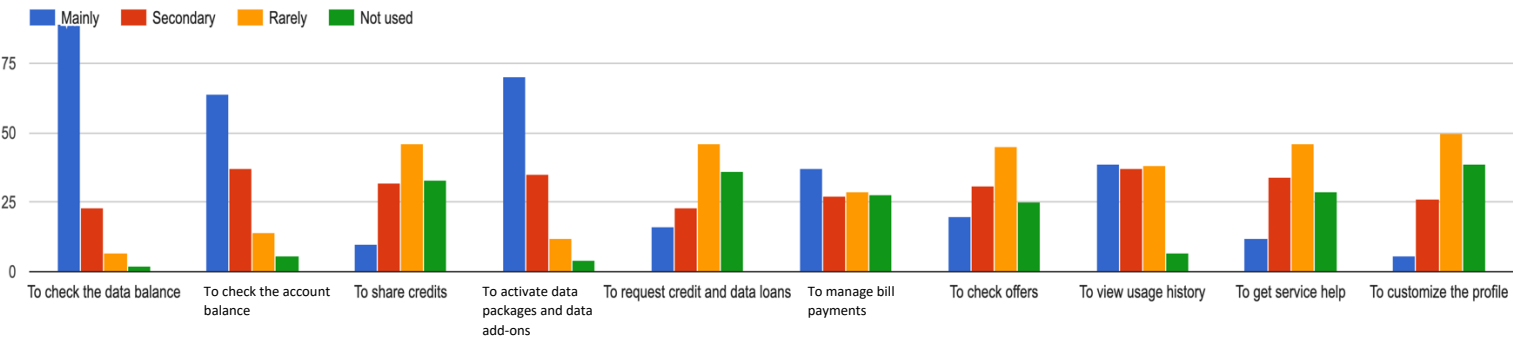
## 12. Do you prefer quick recommendations to customize your home page for better user experience ?

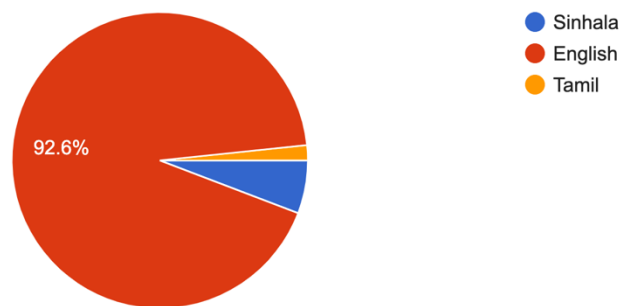121 responses



- Yes
- No

88.4%
11.6%
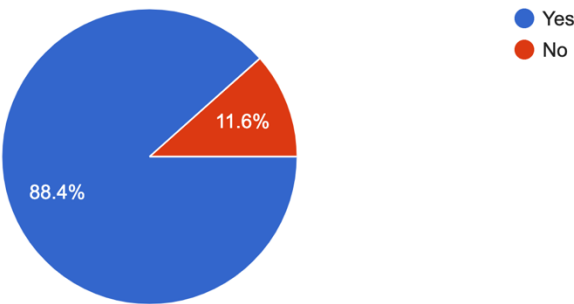
## 13. How would you rate the ease of navigation through the self-care application ?

121 responses
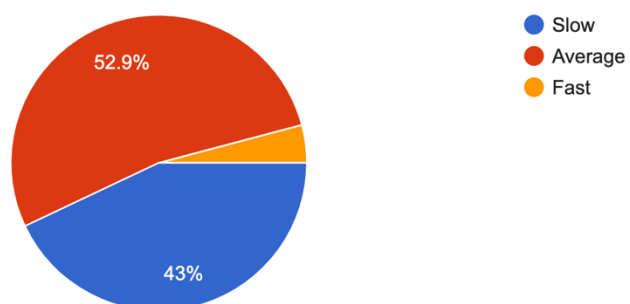


## 14. What language do you prefer ?

121 responses



- ● Sinhala
- ● English
- ● Tamil

92.6%

## 15. How would you rate the user interface of the self-care application ?



■ Satisfied   ■ Neutral   ■ Not Satisfied

Color Themes | Button Placement | Animations | Fonts | Icons | Clear visualizations of usage | Arrangements of components
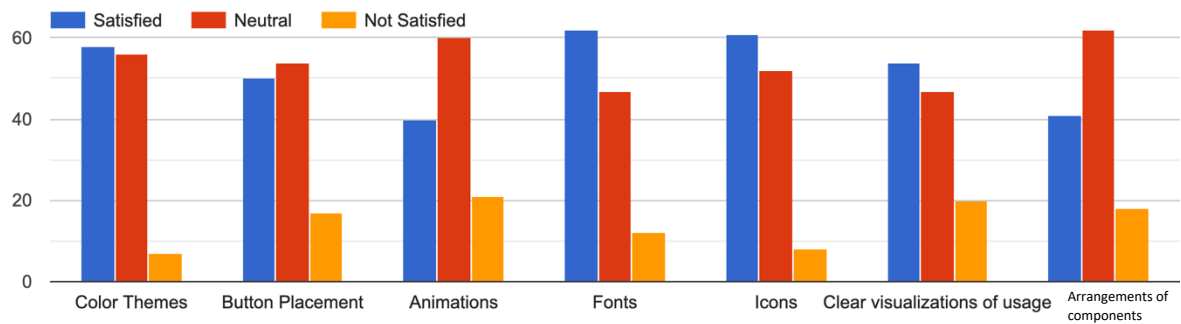
## 16. State the loading speed of the self-care application ?

121 responses



- Slow
- Average
- Fast

52.9%

43%

## 17. Were you able to manage several connections using the same self-care application ?

121 responses



- Yes
- No
- Maybe

19%

24.8%

56.2%
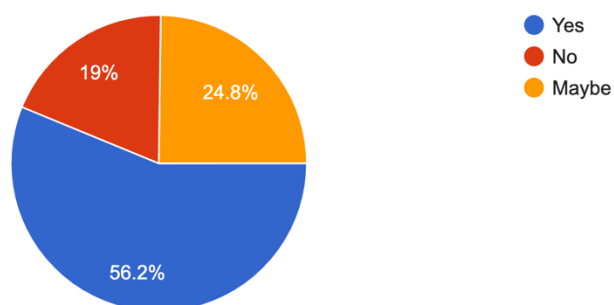
## 18. Are you satisfied about the privacy and security of the self-care application ?

121 responses



- Yes
- No
- Maybe

14%

31.4%

54.5%
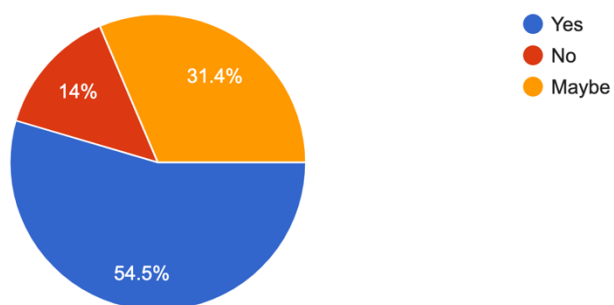
**19. What are the difficulties you have faced while using a the self - care application?**

121 responses
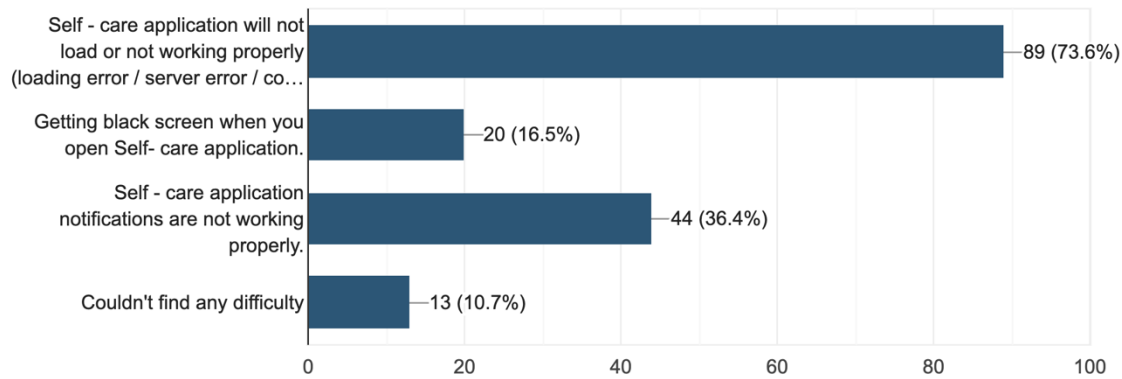


20. Do you find any missing features in the self-care application?

- Live chat with agent option should be implemented
- Its bit confusing to find some important components because of the arrangement/placement issues
- Speed, Accuracy
- User friendliness and responsiveness are some features which are lacking in most self care applications
- History should be there
- Chat Bot
- Require details about loyalty information
- Need to have a live chat options with a agent
- Data usage by device
- Make the chatbot more user-friendly. Ability to follow up on complains not satisfactory