

Appendix 3

Transcript of final conversation with Client (Transcribed and translated from Bahasa Indonesia)

Me: Good morning nice to meet you again Mr.Client.

Client: Thank you for coming to meet me today. How is the product since we last met? I hope that you were able to implement the changes from the feedback I gave you during the testing phase.

Me: Yes, I think I was able to implement all the changes you suggested. I also modified the user interface so it is cleaner and everything is more compact. I removed the directory and instead implemented a navigation bar to help you traverse all the sections better. I also made the history pages dropdowns with popovers to help you compare them better. Finally, I also made database switching seamless, I hope this is adequate.

Client: Yes I think this is fine, I am satisfied with this thank you for creating this wonderful product.

Me: You're welcome, do you mind if I ask you some questions regarding the product's success and its success criteria?

Client: You can.

Me: Were you satisfied with the login page for this product? Was this able to satisfy the criteria?

Client: Yes I am satisfied with this criteria and how only I can access the website, I think this security measure is important, especially with the sensitive and private information and the simple login page is easy to use and very user-friendly for me.

Me: Glad to hear that, moving on how satisfied are you with the program when creating new instances of employee, subcontractor, or overheads? Was this able to satisfy the success criteria?

Client: I think the way you have done this is very easy and intuitive. I was able to navigate through the process without much of an issue due to the well built interface.

Me: Thank you, are you satisfied with the filter search results for instances of employee, subcontractor, or overhead functionality? Was this able to satisfy the success criteria?

Client: Yes this is so convenient, I used to spend so much time going over my log book and with this, I can do it in an instant. The arithmetic operations also help with some of the simpler tasks I need to do on a daily basis, this is very nice.

Me: Thanks, so I take it that the arithmetic operations are to your satisfaction?

Client: Yes, these operations help me escape from the many tedious calculations I need to do, thank you.

Me: You're welcome, are you satisfied with the program functionality to edit instances of employee, subcontractor, or overhead? Does this meet the success criteria?

Client: Mhm, I like the way you made it, It is easy to follow, and was not difficult at all to manage. It is quick and easy, a definite upgrade from having to erase and cross out pages in my old log book.

Me: Moving on, are you satisfied with the program functionality when managing employee instances for their punctuality?

Client: I am satisfied with, the way you made it is quite unique, I think its good as it can be easily followed without giving me headaches like keeping track of this when using a book. The bonus functionality built-in to the calendar was also something I did not consider and is very useful and convenient and helps me a ton when logging in lots of information.

Me: Moving on, can I ask you if your are satisfied with how I implemented the add or subtract the pay from the subcontractor database? Was this able to meet the success criteria.

Client: I think the design you made has very nice functionality, it was easy yet effective.

Me: Moving on to the management functionalities, are you satisfied with how I implemented the arithmetic operations for the estimation of total costs for certain time periods? Does this meet the success criteria and is there anything missing?

Client: No, I think this is perfectly fine, it is very useful as not only does it save time it allows for more accurate calculations and easy estimations than when I do it manually as I make calculation mistakes a lot.

Me: Moving on, does the history functionality work to your liking, does it fulfill the success criteria of the program?

Client: I really like this. This allows me to keep track of the changes I have made and backtrace any errors, something I wouldn't be able to do on paper. This is a very good function, thank you.

Me: No problem, final question, is the program alright overall, did you have any difficulty navigating the program, and were you at any point confused or needed to access the backend to make changes or anything?

Client: Overall, this is a really nice product, I'm not very tech savvy so I appreciate being able to do everything through the easy to use front end.

Me: Ok thank you so much for your time, I hope you have a great day!

Client: You too, thank you for making this for me.