# User Research Plan

<<Group Name and the Number>>

**Group Name:**

**Group Number: 2021S2\_REG\_WE\_37**

**Members:**

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## Introduction

The mobile application which we selected was related to pharmacy which is names as Healthnet Sri Lanka. It was developed by Deeshana Basnayake. This one particular application helps the user to save the family details, save different addresses, upload prescriptions, chat with the pharmacist to clear the doubts. Although it has the mentioned features, the application is not user friendly.

We tried to test the user-friendliness and the usability of the application by selection two personas who handles the mobile application, as the pharmacist and a normal user (patient). The research method conducted was both the quantitative (questionnaires are given with both the open ended and close ended questions) and qualitative (an interview was conducted) methods.

We conducted two separate interviews with two different set of questionnaire to identify how the features allocated in the application is helpful to the user, how to they prefer to handle the application, what are the modifications they need, what are the features they not prefer to have in the application.

Through this testing process we hope to improve the features of the applications. We thought to have a landing page, change the login method (It makes the users more comfortable to track the details), a page for delivery, a page for track the progress (with status as pending, progressing, cancelled, completed and, approved) of the medicine after the uploading of the prescription and until the delivery. It shows the available medicine for the patients which can be bought without prescription and shows the medicines to the pharmacist, the medicines which can be bought with the help of the prescription.

Test Objectives

The testing was done to identify the current value of the application, and features to add in order to improve the value of the application. We wanted to identify the engaging time period with the application for both personas. The application we select had less features like color selection for the user interface, order page has two functions as order and ask questions, all the fields has to fill by typing (lack dropdown menus or selecting options), and there is no button to undo the entire form when certain information has to remove at once. To improve the features, we needed the peoples’ feedback, and their ideas who are using this application

## Methodology

The user research regarding the common user and the pharmacist was conducted based on qualitative and quantitative methodology. Out of the population, sample size was two persons representing the pharmacists and the patients were involved in the user research study. The point of view regarding this study was done by three main methods. They conducted structured interviews, video recordings and data collected using questionnaires. The questionnaire contains multiple type 20 questions including open ended and close ended questions for pharmacist. For the patient, 18 questions are included in the questionnaire. Radio buttons and checkboxes are the main question types, which were to research the user testing. A sample size of two persons is selected by random sampling method. The questionnaire was distributed as an online Google form among participants. It was directly sent to the participants through their email addresses and gave a time period to fill the form. The structural interviews were conducted on the zoom online platform.

### Interviewing

We mainly took two interviewed people for this user research. Among the three main interview methods, structed interviews were conducted here. We conducted the interview in Zoom online platform. Initially, we gave a comfortable time to the user to join the interview from the given links.

Two scripts for the interviews are given below.

**Patient Interview Script**

**Introductory Questions.**

**Interviewer:** Hello glad to meet you

**Patient:** Nice to meet you too

**Interviewer:** Shall we start the interview

**Patient:** Yeah sure

**Basic Evaluation Questions.**

**Interviewer:** How long are you using this app?

**Patient:** I'm using this app from last two months

**Interviewer:** Did you face any issues while registering or logging in?

**Patient:** No but there was no dashboard. It straightly navigated to order page

**Interviewer:** Can you explain the conversation with the team?

**Patient:** It was good; they replied quickly; and their communication method was also good

**Interviewer:** Did you add your family members also?

**Patient:** No not yet

**Scenario/Shared Values Questions.**

**Interviewer:** How did you order can you describe the procedure?

**Patient:** Yeah sure. First, I asked some questions regarding to medicine and delivery. I typed the prescription after I received the answers. I didn't upload the image because I wanted to order some common medicine

**Interviewer:** Please describe the process after placing the order

**Patient:** There were some fields to type the delivery details; and also, we can save our address

**Interviewer:** Did you receive any confirmation messages about the order payment and delivery?

**Patient:** Yes, I got confirmation messages

**Interviewer:** Can you explain an issue your face when you ordered?

**Patient:** I was unable to find the company details, available time and medicines which were in stock. I asked every single detail from the team

**Interviewer:** How did you receive your orders, and did you get on time?

**Patient:** I received the medicine by Courier. It took some time to deliver because of the COVID-19 pandemic

**Wrap-up Questions.**

**Interviewer:** Please share your experience of using this app and give your suggestions

**Patient:** It was good, but it will be a great app if they do some improvements in design and features

**Interviewer:** Thank you so much for participating in this interview

**Patient:** Thank you

### video recording

< This is where you outline exactly how you will be conducting the video recording. This video recording should cover all functions and UIs selected by all 04 members. Include your plan >

### Questionnaire

We created 2 google forms to Pharmacist and User.

Pharmacists google form:

<https://docs.google.com/forms/d/e/1FAIpQLSdEtV7kmLMducucTUs4nUHcdQS16YCiYtJjx2ckkSB0TkG0AA/viewform?usp=sf_link>

Screenshots:

Graphical user interface, text, application, email

Description automatically generated

Graphical user interface, text, application

Description automatically generated

Graphical user interface, text, application

Description automatically generated

Graphical user interface, text, application, email

Description automatically generated

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Description automatically generated

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Patients google form:

<https://docs.google.com/forms/d/e/1FAIpQLSd0v07nbc9_9t_xDb9CqcR3o9MvqesvJ6rdVv-AJGzd9PNcuA/viewform?usp=sf_link>

Screenshots:

Graphical user interface, text, application, email

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Graphical user interface, text, application

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Graphical user interface, application

Description automatically generated

Graphical user interface, text, application

Description automatically generated

Graphical user interface, text, application

Description automatically generated

Graphical user interface, application, Teams

Description automatically generated

## Participant Profiles

|  |  |  |
| --- | --- | --- |
| Name | Demography | Location, Date and Time |
| For testing the app in user(patient) point of view | Age: 26  Gender: Female  Marital status: Single | Location: Batticaloa  Date: 06/08/2021  Time: 2.00 pm |

### User Research – Tasks/Scenarios

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Task Instruction** | **Target** | **Probes** |
| 01  02    03  04 | Testing the order function of the app.  Testing the register and login function of the app.  Testing the payment function of the app.  Testing the delivery function of the app. | Ask some questions to the team before ordering using ‘Ask question’ button.  Select the order method according to their prescription type.  Request the patient to install the app in Appstore  Request the patient to register and login  Ask the patient to confirm the order  Inform to select the convenient payment method for the patient.  Inform the patient about pre order and save address functions and request to use them.  Enter the delivery details and certain information |  |

## Plan for Data analysis

|  |
| --- |
| *<<Interviews>>*  *<<Qualitative or quantitative collected data>>*  *<<Detail analysis plan>>*  We conducted 2 interviews to the users (Patient and Pharmacist).  **Patient interview**  The collected data were qualitative.  0 – No  1 – Yes  2 – Good  3 – Type prescription  4 – Delivery |
| *<<Video recordings>>*  *<<Qualitative or quantitative collected data>>*  *<<Detail analysis plan>>*  **Order and feedback**  The collected data were qualitative   |  |  |  |  | | --- | --- | --- | --- | | Ask Question | Order Type | | Feedback | | Uploading image | Type medicine | | Medicine details  Availability  Payment details  Delivery details | Upload the picture of doctor’s prescription by taking photo or selecting photo in gallery | Type common medicines including painkillers and ointments | Not in the app. It is very important to know the users’ feedbacks. | |
| *<<Questionnaires>>*  *<<Qualitative or quantitative collected data>>*  *<<Detail analysis plan>>*  We prepared separate questionnaires for both Pharmacist and Patient and sent them.  **Patient Questionnaire**  The collected data were both quantitative and qualitative.  We created a google form and sent to patient to collect the response.  The following link is containing the result of our analysis.  <https://docs.google.com/forms/d/1PjgUt0xUJUd1qQ9_vZ85q9qxWgKVbI1WXVWQ8lgWh1Y/viewanalytics> |