SECV2113 07
HUMAN COMPUTER INTERACTION

Lecturer: Ts. Dr. Sarina binti Sulaiman

GROUP PROJECT 4
PROTOTYPING & EVALUATION

GROUP NAME : TRIO S2

TEAM MEMBERS:

NAME	MATRIC NUMBER
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1.0 Introduction

Cleansiott is a user-friendly cleaning service application designed to simplify tasks such as booking cleaners, renting cleaning tools, and applying for cleaning jobs. The app incorporates an intuitive interface and an AI avatar to assist users throughout their journey, and ensure a seamless and efficient experience. Cleansiott caters to a wide range of users, making everyday cleaning tasks more accessible and manageable while addressing diverse needs like convenience, lack of equipment, and employment opportunities.

For usability testing, it was conducted at participants' homes. Prototypes were designed using Canva, a versatile platform known for its simplicity and compatibility with various devices like PCs, phones, and tablets. Three participants representing different user needs were selected: someone who has limited time for cleaning, a user without proper cleaning tools, and an individual seeking for a job. During testing, participants completed three key tasks inspired by existing systems like Recommend.my and Clean Like Pro such booking a cleaning service, renting cleaning tools, and applying for a job. Insights from this process provided valuable feedback to enhance Cleansiott, ensuring it delivers a practical and user-focused solution for its target audience.

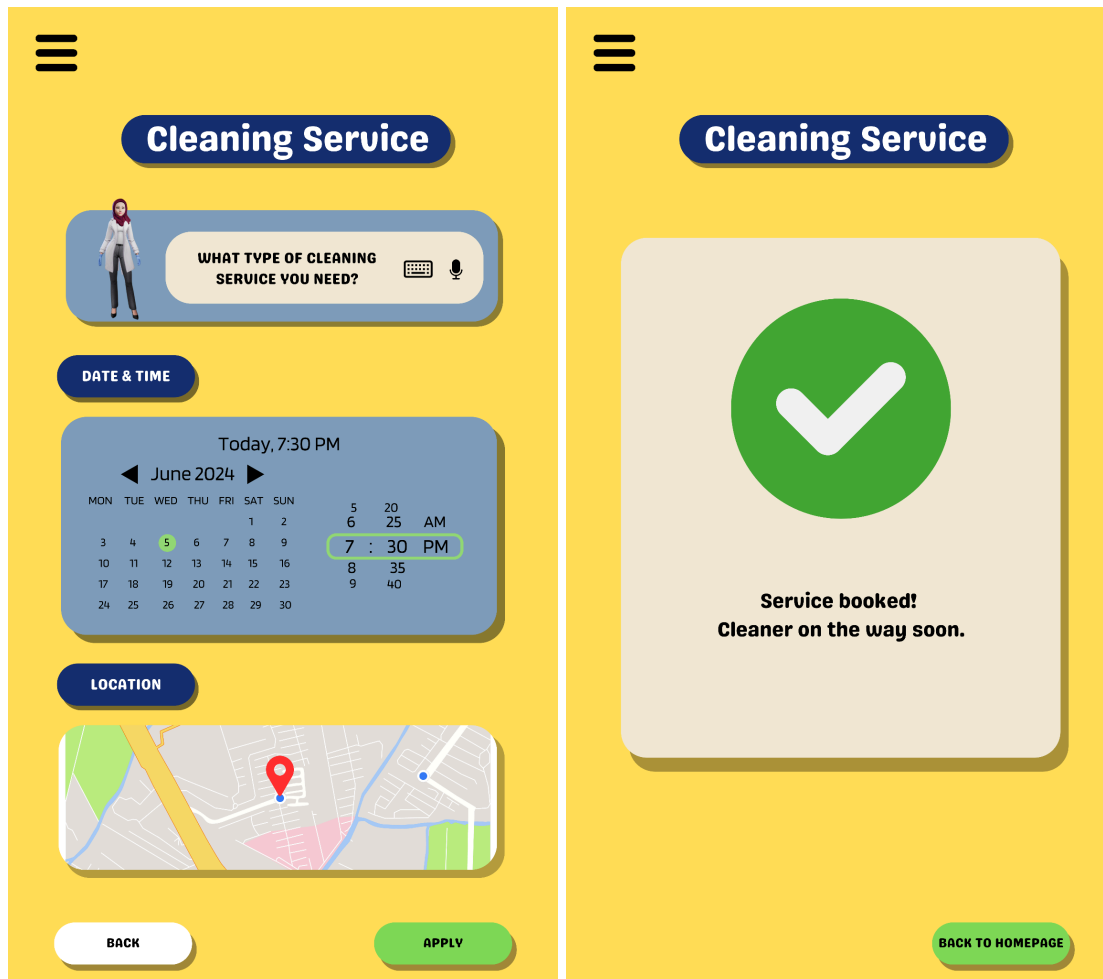Testing for User 1 was handled by IZZAT FAKHRULLAH BIN KARIM,
Testing for User 2 was handled by MUHAMMAD AIMAN DANISH BIN MUHAMMAD EKHSAN
Testing for User 3 was handled by MUHAMMAD AIDIL HAIKAL BIN MAZALAN

2.0 Screenshots of your prototype

{Several screenshots are enough}

      2.1 Task 1 : Book a cleaning services

      2.2 Task 2 : Rent cleaning tools

CLEANSIOTT

WELCOME BACK, AMIR DANISH

HOW MAY I HELP YOU TODAY?

JOB

SERVICE

RENTAL

ORDER DETAIL

Rental Tool

WHAT KIND OF TOOLS ARE YOU LOOKING FOR?

TOOLS

Vacuum

Water Jet

Other

Don't know the product name? Just SNAP!

Insert photo

BACK

APPLY

Rental Tool

THESE ARE THE SUITABLE VACUUMS BASED ON YOUR REQUIREMENTS

MODEL

Tineco All Hero

RM50/day

It is lightweight and cordless, making it easy to maneuver on large carpets without much effort.
It has good suction power for deep cleaning.

See Less

Roborock S8 Pro Ultra

RM40/day

It can clean large carpets efficiently because of its strong suction and smart navigation.
It operates automatically, saving your energy since you don't need to push or carry it.
You can set it up to clean regularly without manual effort.

See Less

BACK   APPLY

Rental Tool

WHAT THE DATE AND TIME DO YOU WANT TO RENT THE VACUUM?

DATE & TIME

Today, 7:30 PM

◄ June 2024 ►

MON	TUE	WED	THU	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

6   20   AM
7 : 30 PM
8   35
9   40

RETURN DATE

2 DAYS ▼

4   35   AM
7 : 30 PM
9   40
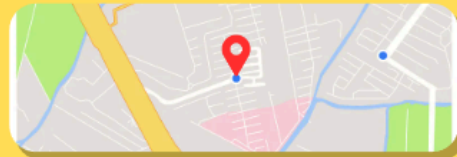
LOCATION

BACK   APPLY

Order Summary

ARE YOU CONFIRM? ⌨ 🎤

TOOL	MODEL
Vacuum	TINERO ALL HERO

DATE & TIME	RETURN DATE & TIME
1 JAN 2025 8.30 AM	3 JAN 2025 10.00 AM

LOCATION

116, M17 KTDI, UTM, 81310 SKUDAI JOHOR, MALAYSIA

PRICE	RM 100

Total Price: RM 100

BACK CONFIRM

2.3 Task 3 : Applying Job

Job

TELL ME YOUR JOB SCOPE

JOB MODE

FULL TIME | PART TIME

JOB DETAIL

PART TIME

Location	Job Scope
Kulai	Cleaning
Skudai	Cleaning
Kulai	Cleaning
Mutiara Rini	Cleaning

BACK | APPLY

3.0 Briefing notes – prepared by {AIMAN DANISH}

Good Morning/Afternoon / Evening Sir/Madam,

We are from TRIO S2; firstly, we would like to express thanks for joining this Usability Testing session. Let me introduce myself; my name is _____ , and I will be the facilitator for this session.

So, our product is called CLEANSIOTT, an app that will be used by anyone who is busy, does not have time for cleaning or looking for a job. It can help us accomplish many tasks with just a finger clicking.

So, today, we will need you to do 3 tasks using the prototype we designed in the Canva app. During testing, please tell us your feelings or opinions about our interface and system. If you feel difficult or unable to complete the task that we give, say "Stop" to notify us to stop. Then, we will proceed to the next task.

Sir/madam. Before we start, may I have your verbal consent first? If you understand everything I mentioned just now, reply "Yes". If no, reply to us with "No".

4.0 Testing with users

4.1 User 1: Iznur Farahin
Link Video Task 1, 2 , and 3:
https://drive.google.com/drive/folders/17Y1PamJ17WMqkRnMd936-2hUfLx6AaOY?usp=sharing

4.2 User 2: Fakhrul Razzi
Link Video Task 1, 2 and 3:
https://drive.google.com/drive/folders/1gB7kxm-Oa5UqzjTei5R44tJ9GpXwcUN0

4.3 User 3: Amir Zafri
Link Video Task 1, 2 and 3:

https://drive.google.com/file/d/1qDoLi94hzcB2OVE8ICNZIO7qqY0ncybQ/view?usp=sharing

5.0 Observations – prepared by {IZZAT FAKHRULLAH}

Based on the feedback provided by Lecturer Iznur Farahin binti Mazdan, who was the first user to test the user interface of our application, Cleansiott, the overall feedback was positive. The design, layout, and color scheme of the user interface were deemed satisfactory, leaving the user pleased with the application's aesthetics. The booking process was smooth and user-friendly, aided by step-by-step guidance and an effective calendar integration for scheduling. To enhance efficiency, the addition of preset cleaning packages could be considered for quicker bookings. On the other hand, the job application process lacked clarity, as users were unsure about the required documents and the expected timeline for feedback. Providing more detailed instructions and clearer expectations would significantly improve the user experience in this area

The second user, Fakhrul Razzi from the mosque community, tested all the app's functions and provided valuable feedback. While the app's ease of navigation and user-friendliness were praised, two key areas for improvement were highlighted. First, the color scheme, which primarily uses maroon from the Cleansiott logo, was found to be less appealing. It was suggested to incorporate a more diverse and vibrant color palette to make the app more visually engaging. Second, the function key hitbox needed adjustment, as users had to click multiple times to access functions like "dismiss." A larger hitbox would improve the usability of such features.

The third user, Amir, a student. Amir highlighted that the icons are intuitive and convey their meanings effectively, the steps are well-detailed, and the overall user experience is excellent. Amir did not give any bad comments about the app.

6.0 Findings – prepared by {MUHAMMAD AIDIL HAIKAL BIN MAZALAN}

Several conclusions were drawn from the input of different testers in order to improve the Cleansiott application's user experience.

First off, although the booking process was commended for its ease of use and intuitive interface, it was pointed out that the inclusion of pre-made cleaning packages could greatly increase productivity. Users currently have to choose services by hand, which could take a lot of time for people who want to make reservations quickly. Pre-designed packages simplify the booking process and cut down on the amount of time needed to schedule a service by allowing users to easily choose a bundle that suits their needs without having to go through several steps.

Second, users were left wondering what documents to prepare and when they would receive feedback due to the job application process's lack of clarity. Job seekers may become frustrated as a result of this communication breakdown. Setting clear expectations by stating an approximate timeframe for feedback and offering comprehensive instructions on the documents needed for the application are crucial in resolving this problem. In addition to making the applicant's experience better, this will give the platform a more polished appearance.

The app's visual design, particularly the colour scheme, raised additional concerns. Although the app has a consistent branding identity thanks to the maroon colour taken from the Cleansiott logo, some users, like Fakhrul Razzi, thought it was less aesthetically pleasing. To make the interface more interesting, he recommended using a colour scheme that is more vivid and varied. The visual appeal can be improved while keeping the design consistent and in line with the brand identity by incorporating complementary colours.

One of the testers, Amir, also brought up the necessity of an authority detection feature for reporting problems. The app doesn't currently have a way to confirm the legitimacy of submissions, which could result in abuse or hold up the resolution of legitimate issues. The app could prioritise tasks, verify reports, and make sure that only authorised users are submitting valid issues by putting in place an authority detection system. This feature would improve the app's efficiency and credibility when processing reports.

Last but not least, the comments emphasised the absence of tools to promote consistent user interaction. Amir proposed implementing a system of rewards in which users could accrue points for completing particular tasks within the app or for logging in on a daily basis. By rewarding regular interaction, such a system would encourage users to use the app more often and cultivate loyalty. Long-term user retention can be increased and the app made more fun by gamifying the experience with rewards.

LINK BLOG : https://sites.google.com/view/group3-trios2/phase-4

LINK YOUTUBE VIDEO PROJECT #4: https://youtu.be/xFVI6KsOpgg