



IT3060 Human Computer Interaction

3rd Year, 2nd Semester

Assignment 1

[riyasewana.com /website](http://riyasewana.com/website)

Submitted to

Sri Lanka Institute of Information Technology

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Project Description

Here, we want to improve the user interface compared to the current one. While there are some excellent websites, the user experience on them is poor due to the UI that has been employed. Both the users and the server providers should avoid this. HCI illustrates the relationship between the computer and its user. The user interfaces (UIs) used in this interaction should be intuitive.

We have selected the website "riyasewana" for our project since it allows users to buy, sell, and post information on vehicles and spare parts. There are several faults across the website, and the user interfaces are hopelessly outdated. We were able to gather all the essential information from the knowledgeable parties, and our goal is to build a website that is more efficient and user-friendly so that users can use it without any issues.

Workload Distribution

No	Student Name	Selected Pages
Member 1	Abeykoon R.M.S.P	<ul style="list-style-type: none">• Home page• Login page• Registration page
Member 2	Jayasinghe K.A.K.N	<ul style="list-style-type: none">• Sell vehicle page• Buy spare parts page• Add wanted ad
Member 3	Nishshanka N.A.P.K.R	<ul style="list-style-type: none">• Contact us page• Contribute page• Leasing offers page
Member 4	Nishshanka N.A.G.A.A	<ul style="list-style-type: none">• Search wanted page• Edit my add page• Buy car page
Member 5	Sendanayaka D.C.I	<ul style="list-style-type: none">• Edit my profile page• Change password• Buy SUVs/ jeeps page

Alternatives considered

The major goal of our project is to improve the user experience for those who visit the riyasewana.com website. An e-commerce website is one that enables online purchases and sales of automobiles, motorcycles, tricycles, Jeeps, and spare parts. Trade has been common for years, whether it is through barter trade or the buying and selling of products and services.

The members of our group decided on the top website out of the five that they had chosen. The following four website addresses are provided.

- ❖ Ikman.lk
- ❖ airforce.lk
- ❖ riyapola.com
- ❖ birdspark.lk

User groups identified :-

We were able to identify three user groups who are using this website daily. The user groups are shown as follows,

- Guest User
- Customer
- Product Seller

Usability issues identified by the students

Abeykoon R.M.S.P

IT21021602

<https://riyasewana.com/>

- ❖ Font Size: Small font size makes it difficult to understand website details.
- ❖ Font Color: The color differences make it difficult to distinguish Web Site Details and some buttons.
- ❖ To reach the website's bottom, scroll down a bit.
- ❖ The used logo lacks all qualities.
- ❖ The header and footer of the webpage do not align.
- ❖ The website is less visually appealing.
- ❖ The website has been added with unnecessary buttons that don't function.

<https://riyasewana.com/login.php>

- ❖ Footer not in proper order.
- ❖ The search bar is not required.
- ❖ The footer also refers to the includes of the header.
- ❖ The Login page does not have a link that leads back to the home page.
- ❖ There is a broken link to reset your password (forgot password).

<https://riyasewana.com/register.php>

- ❖ Several of the image buttons are malfunctioning.
- ❖ Correct information was omitted from the adverts.
- ❖ It can be challenging to select the right advertisement because there are those from other websites.
- ❖ The selecting bar is not functioning correctly.
- ❖ Sort bar isn't operating correctly.
- ❖ The web page's body, header, and footer were improperly ordered.

Jayasinghe K.A.K.N
IT21032806

https://riyasewana.com/add_vehicle.php

- ❖ The hue of the background is not user-friendly.
- ❖ There are a lot of blank places on the website.
- ❖ Text Fields are tiny.
- ❖ The fonts haven't been given any thought, and the font size is minimal.
- ❖ The services make use of low-quality photos.
- ❖ There is no button to stop the procedure, unfortunately.
- ❖ The "Your posting is successful" message is not seen when you click the "add vehicle" button.
- ❖ The word "placeholders" is not used.

<https://riyasewana.com/spare-parts-accessories.php>

- ❖ The hue of the background is not user-friendly.
- ❖ The website has a lot of blank space.
- ❖ The fonts haven't been given any thought, and the font size is minimal.
- ❖ Too many advertisements play on the website.
- ❖ The services make use of low-quality photos.
- ❖ The list of spare parts categories is not intended to be user visible.
- ❖ Not bothered by the button's size.

https://riyasewana.com/add_wanted.php

- ❖ Users may find the background color unfriendly.
- ❖ The website has a lot of blank space.
- ❖ Text Fields are tiny.
- ❖ The fonts are poorly designed and have a small font size.
- ❖ The services make use of low-quality photos.
- ❖ Fall down Menu is not an intuitive system.
- ❖ They do not include placeholders.
- ❖ There isn't a cancel button to stop the procedure.
- ❖ The phrase "Your posting is successful" is not displayed when you click the add wanted ad button.

Nishshanka N.A.P.K.R
IT21033032

<https://riyasewana.com/contact.php>

- ❖ Font Size: The small text size makes it difficult to see contact information.
- ❖ The website's topic is not in the center.
- ❖ This web interface overuses the color white, and the web page's colors should be altered.
- ❖ Unnecessary buttons are blocking website areas.
- ❖ Email forms are neither user-friendly or appealing.
- ❖ Page is not visually appealing.

<https://riyasewana.com/contribute.php>

- ❖ Font Size: Because of the small font size, it is difficult to read the finer details.
- ❖ The webpage's topic is off-center.
- ❖ There are so many voids.
- ❖ This online interface overuses the color white, and the web page's colors need to be modified.
- ❖ Because of needless buttons, places on websites are blocked.
- ❖ Coordinates for alignment are incorrect. The Footer is out of sequence.
- ❖ Low-quality pictures, or pictures that aren't of standard quality.

<https://riyasewana.com/leasing-offers.php>

- ❖ Low contrast and small print.
- ❖ There are so many voids.
- ❖ The footer is out of sequence.
- ❖ Not alluring.
- ❖ The colors of the web page need to be modified because this web interface overuses the color white.

Nishshanka N.A.G.A.A
IT21032974

<https://riyasewana.com/wanted.php>

- ❖ Due to the small font size, several details are difficult to read.
- ❖ So many empty spaces.
- ❖ UI isn't very appealing.
- ❖ The header and footer are mismatched.
- ❖ The page's design does not use color variety.

<https://riyasewana.com/account.php>

- ❖ Users may find the background color unfriendly.
- ❖ Text Fields are really tiny.
- ❖ Too many advertisements play on the website.
- ❖ Images of poor quality are used for the services.
- ❖ Concerned about edit page.

<https://riyasewana.com/search/cars>

- ❖ There are so many voids.
- ❖ Numerous locations utilize the same color.
- ❖ The advertisements are tiny.
- ❖ Finding the search option for search services is challenging.
- ❖ The wrong hues for the buttons.

Sendanayaka D.C.I
IT21112164

<https://riyasewana.com/editprofile.php>

- ❖ The form's input fields are not validated.
- ❖ To stop the procedure, there is no cancel button.
- ❖ Button names have not been used correctly. Only the edit profile button is present in place of the submit button.
- ❖ They do not include placeholders.
- ❖ Form format is not correct.
- ❖ Even without updating any details, "Your profile updated" message appears when hitting the edit profile button.

<https://riyasewana.com/changepass.php>

- ❖ After the user changes their password, no email is sent to them.
- ❖ There are incorrect labels on the buttons.
- ❖ No cancel button exists.
- ❖ No eye icon is present to display the password.
- ❖ Interface is not visually appealing.
- ❖ Details about the password format are omitted.
- ❖ When a different password is entered in the field labeled "Re-enter Password," an incorrect pop-up message appears.
- ❖ When returning to a page after leaving one, no new login prompt is displayed.

<https://riyasewana.com/search/suvs>

- ❖ The website has a lot of blank space.
- ❖ The website's heading is difficult to find.
- ❖ The link for the selected button doesn't stay active to let you know what page you clicked.
- ❖ The back button, which is used to return to a web page, is not readily apparent in the adverts provided.
- ❖ There is no home button to take you back to the homepage.

Personas for selected



Age : 23
Gender : Male
Address : 98/8, Mallwaththa.
Ruwanwella

THAMINDU JAYASINGHE

Marketing Manager

About

Thamindu Jayasinghe is a Customer of this Riyasewana website. He is working as a marketing manager in JAYPER Media Company. He is the key decision marker who focuses mainly on social media marketing, and he has a great passion for buying services and products.

Goals

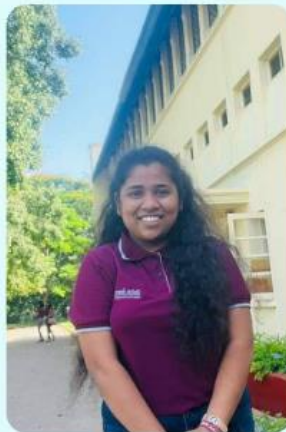
- To Study About Website, Their design and development.
- Want to purchase items through online platform.
- Good Communication.
- Get some discounts.

Frustrations

- Buying products without a feedback.
- Try to negotiate products to a very low price.
- Purchasing a high quantity of products without checking samples.
- Unnecessarily requesting for customer support.

Personality

- Need Feedback
- Creative
- Public Speaking
- Independent



Age : 23
Gender : Female
Address : E123, Ruggahathenna,
Kotiyakumbura

HARSHIKA HEWAWASAM

Teacher

About

Harshika Hewawasam is a teacher at Wales college, and apart from teaching She has a small Auto mobile business and therefore she always tends to use this web site for her business purposes. She often uses this site to sell her product. As a user of this site, she has a lot of experience with this site.

Goals

- Find a products easily.
- Buy Quality products to a minimum price.
- Negotiate with the seller to get products to a good and fixed price.
- Quickly close the deal.

Frustrations

- Buying products without giving a feedback.
- Try to negotiate products to a very low price.
- Purchasing a high quantity of products without checking sample.
- Unnecessarily requesting for customer support.

Personality

- Chatty
- Caring
- Clever
- Public Speaking



Age : 25
Gender : Male
Address : C 73/A, Kegalla
Road, Alawathura

ESHAN WEERASINGHE

University Student

About

Eshan Weerasinghe is a student at university of SLIIT. He visits this site as a guest user. He doesn't have much knowledge about this site, but he has a good technical knowledge as an undergraduate Student. He has a good business idea and a good knowledge of trade and, he likes to study web site like this and find information and increase knowledge.

Goals

- To study about website, their design and development
- Want to purchase items through online platform.
- Good Community.

Frustrations

- Requesting unnecessary customer support.
- Asking too many questions.
- Taking too much phone calls.
- Unnecessarily requesting for customer support.

Personality

- open-minded
- confident
- Clever
- easygoing

❖ Scripts for contextual inquiry for 3 users

Background description of the user	Questions to be asked from the user	Tasks to be given to the user
Thamindu Jyayasinghe is a user of this Riyasewana website. He works as a marketing manager at JAYPER Media Company. He is a key decision-maker who mostly focuses on social media marketing. He has a strong interest for making purchases of both things and services.	<ul style="list-style-type: none"> • How has this website affected you as a user? • What do you think of the website's user interface? • What do you think of the button labeled "Listing Location" at the top of the website? 	<ul style="list-style-type: none"> ☞ Go to https://riyasewana.com/ • Select a product
Harshika Hewawasam is a teacher at Wales College. In addition to her work as a teacher, she also has a small auto mobile business, thus she always worries about using this website for professional purposes. She frequently sells her stuff on this website. She has extensive experience using this website as a user.	<ul style="list-style-type: none"> • What is the main problem you encounter when utilizing this site as a product seller? • What are the facts about this site's low customer attraction? • What should be developed while trying to promote a product, in your opinion? 	<ul style="list-style-type: none"> • Register as the user • Login to the system • Click on the publish button • Scroll down to the bottom of the page • Fill the details in the form • Add a photo of the product

	<ul style="list-style-type: none"> Do you think this site is a user friendly? Why? 	
	<ul style="list-style-type: none"> What pointless insertions are responsible for the interface's lost space? 	

<p>Eshan Weerasinghe studies at SLIIT College. On this website, he is a visitor. Even though he doesn't know anything about this website, he is a good technical student in his undergraduate studies. He enjoys researching websites like this one to learn more and increase his knowledge. He has a strong business plan and solid industry knowledge.</p>	<ul style="list-style-type: none"> What did you think of this website as a user? What do you think of the website's user interface? What changes should be anticipated? What must be changed and what are the highlighted areas and the least appealing things? What are the falls when using as a guest? 	<ul style="list-style-type: none"> Register as the user. Login to the system. Click on Dashboard button. Select the Category button. Fill the form an add necessary details.
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❖ Usability issues identified based on contextual inquiry

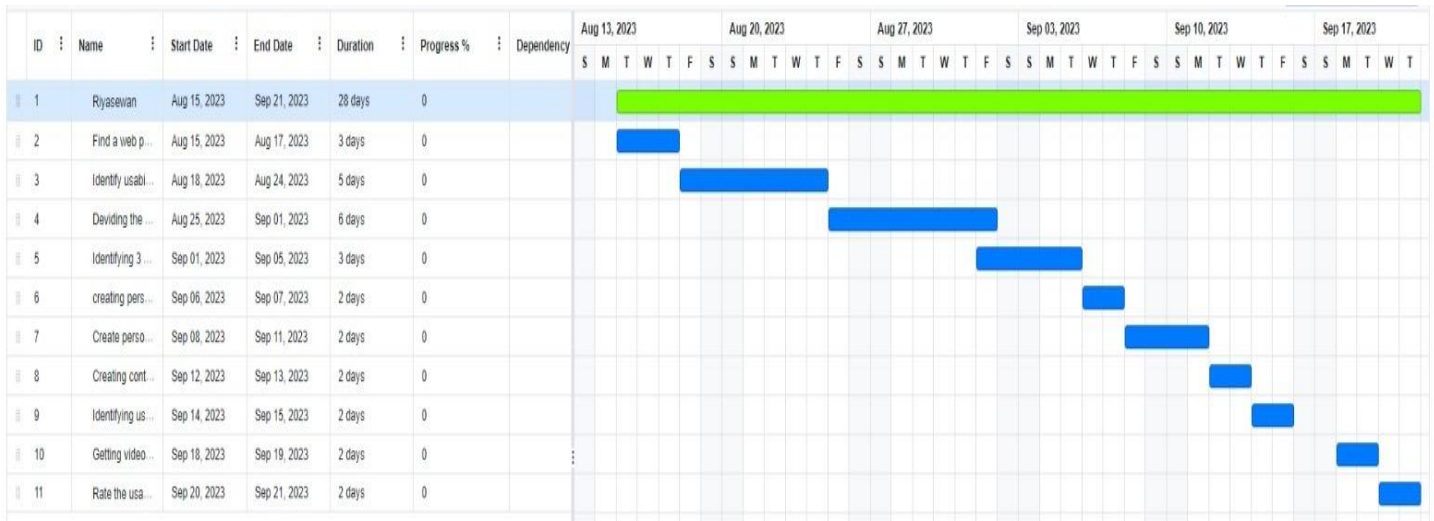
User	Interface Name	Usability Issue
Customer	Home Page	<ul style="list-style-type: none"> • listing location link that is not essential • The website's header and footer are mismatched. • Use of inappropriate colors • Font size is too small • White areas are more prevalent. • User interface is difficult to user eyes • Added unnecessary features • Some functions won't be helpful and won't be functioning. • Interface that isn't appealing (the "user interface of this site should be developed in such a way as to attract the user")
Product Seller	Product category Page	<ul style="list-style-type: none"> • Form needs to be improved. • Details in the form are not user-friendly. • Products contained inthis website • have applied a watermark without consulting anyone

	Admin Page	<ul style="list-style-type: none"> • Finding certain details is challenging. • Notices and warnings are not user-friendly. • White spaces are more prevalent.
	Create Page (Register Page)	<ul style="list-style-type: none"> • Form is overly basic • Available unnecessary text field • there are missing placeholders
Guest User	Product Page	<ul style="list-style-type: none"> • When a user wants to get in touch with the product's seller, that information is not included in the product details • Finding the price is more difficult for the user.
	Create Page (Register Page)	<ul style="list-style-type: none"> • Form is overly basic • Available unnecessary text field • There are missing placeholders.

❖ Ratings of the Usability problems as high medium and low

<i>User</i>	<i>Usability issues</i>	<i>Ratings</i>
Customer	The website's header and footer do not line up.	HIGH
	Some functions won't be useful and won't be functioning.	HIGH
	Use of inappropriate colors	LOW
	Identifying the Categories is challenging	HIGH
Product Seller	Notices and warnings are not user-friendly.	MEDIUM
	Form is too simple	MEDIUM
	Products contained in this website have added a watermark without any management	HIGH
	There are more white spaces	LOW
	Placeholders are missing	LOW
Guest User	This website's products have an arbitrary watermark that has been added.	HIGH
	There are some missing page titles	MEDIUM
	The used logo is of poor quality.	HIGH
	Finding price is more difficult for the user.	HIGH
	Finding some details was challenging.	MEDIUM

❖ Gantt Chart



❖ Video link

https://mysliit-my.sharepoint.com/:f/g/personal/it21021602_my_sliit_lk/EhQCKuWwSxVGsjOldde5jfMBpC4UHFsxzw2HkNSit0as_g?e=UyV6C6

❖ References

❖ Creating Personas for User Experience

Research

<https://youtu.be/u44pBnAn7cM>

❖ Example Usability Test with a Paper Prototype

[https://www.youtube.com/watch?v=dNbh21-](https://www.youtube.com/watch?v=dNbh21-G_cQ)

[G_cQ](https://www.youtube.com/watch?v=dNbh21-G_cQ)

❖ Usability Problems

<https://www.invespro.com/blog/7-methods-to-uncover-problems-on-your-website/>

