

# Human Computer Interaction-IT3060

## Assignment 1

Project Name - **Police.lk**  
Group ID - **2021-Y3-WE-02**

### Group Details

	Student ID	Name	Workload Distribution
1.	IT19033938	Samaranayake S.L.	<ul style="list-style-type: none"><li>• Special Events</li><li>• Home Page</li><li>• Library</li></ul>
2.	IT19035536	Sameera T.M.A.	<ul style="list-style-type: none"><li>• Media Briefing</li><li>• Examinations</li><li>• Human rights</li></ul>
3.	IT19171302	Thimira Isiwara Vithanage T.V.	<ul style="list-style-type: none"><li>• Notable Service</li><li>• Police History</li><li>• CCTV Division</li></ul>
4.	IT19031408	Piyathissa R.D.H.P	<ul style="list-style-type: none"><li>• Sports News</li><li>• Vision mission page</li><li>• Police College</li></ul>
5.	IT19037066	De Silva W.A.D.S.	<ul style="list-style-type: none"><li>• Media Release</li><li>• Police sports club</li><li>• Traffic police</li></ul>

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## Project Description

The website we have chosen is "police.lk". We hope to reduce the ambiguity of the user interfaces on this site and give it a new look. We hope this project will help the UI user more.

## Alternatives considered

- Sarasavi.lk
- Laugfsgas.lk
- Waterboard.lk
- Srilankateaboard.lk
- Ananmanan.lk

## User groups identified

Primary User - User

Secondary User -Traffic police officer

Third User -Civilian police officer

## Three Personas for selected



# NIMAL GAMAGE

*Nimal Gamage is a traffic police officer who has been working there for more than 4 years. He has a good habit of reducing traffic congestion in every area of the Colombo District.*

**Age: 38**  
**Occupation: Traffic Police Officer**  
**Location: Colombo Battaramulla**

**Goals**

- crime prevention and deterrence,
- apprehension of offenders,
- creation of a sense of security and satisfaction
- traffic control

**Frustrations**

- There is no time to end frequent traffic jams.
- Having to suffer all-day

**Motivations**

- Integrity
- Impartiality
- Public Service

**Strengths**

- Communication Skills
- Problem-solving Skills
- Strong moral character



# HEMANTHA BANDARA

*Hemantha Bandara is a Civilian police officer and he work for the Department of Defense. He is working here for more than 5 years. His duties include investigating crimes, enforcing laws on state-owned property, and more.*

**Age: 40**

**Occupation: Civilian Police Officer**

**Location: Battaramulla**

## Goal

- Asset and Access Control
- Prevention of theft
- Security checks
- Events and Emergency Response

## Frustrations

- Their work is often stressful and responding to calls of domestic violence is often frustrating.
- Officials are further frustrated by the department's operations and the complexities of informal policies and law enforcement.

## Motivations

- Careful documentation / reporting of criminal activities
- Public Service
- Timely response to emergency calls

## Strengths

- Resilience.
- Assertiveness.
- Maturity.



# LALITH HEWAWASAM

**Lalith Hewawasam** is a Military police officer and he work for the department of Defense. As a military policeman, he enforces military laws and regulations to protect the lives and property of civilians during military installations.

**Age: 39**

**Occupation: Military Police Officer**

**Location: Colombo**

## Goal

- Protecting the lives and property of the people
- Conducting police intelligence operations.
- Preventing paralysis and responding to all emergencies

## Frustrations

- Disappointment Poor health
- Criminal Court Trial
- Having to suffer all-day






## Motivations

- Public Service
- Experience







## Strengths

- Traffic control.
- Close security.
- Power protection.

## Usability issues identified by the students

Interface Name / Interface Screen Shot	Problem identified/Negative feedback	Reason for identified problem	Severity (High/ Medium/ Low) and Justification for your rating	Way(s) to rectify and any Tradeoffs (i.e., Why suggested fix might not be a perfect solution)
	When we go to the home page and the special events page, we see similar details.	Home page not created properly.	<b>High</b> As soon as the user comes to the home page he is confused.	The home page should be created correctly in an attractive way.
	The “Contact Us” section of the dashboard is not clear. (Missing Contact Information)	The contact us section does not have the required address, mail address and contact no.	<b>Medium</b> The main web page “police.lk” must have a “Contact Us” section otherwise users will be embarrassed.	Contact details must be provided correctly.
	Unclear UI	Overall interfaces have no color combinations and overall display of the website has made the user confused.	<b>High</b> This gives the user a vague idea about this web page.	Changing the text colors of the interfaces.
	Unclear Text links	Although there are essential text links, some are in English and some are in Sinhala. It is also difficult to identify text links because there is no color difference.	<b>Low</b> It is difficult to find the information the user needs.	Text links should use the same language and the same color. Also this text link should be positioned in one place.
	Inconsistency	Overall interfaces have a huge visual conflict. The users cannot clearly understand and respond to the content.	<b>Medium</b>	Make a stick layout of pages with the same design, fonts, header usage, button placement and etc. Throughout the web site



	In case of an emergency, the phone number cannot be found directly on the web page.	At the bottom of the web page, the emergency phone number appears.	<b>High</b> It may take some time to find this emergency phone number, from top to bottom of the web page. That's a big problem	This emergency number should be displayed at the top of the web page.
	The user does not have a search box to search for items that are not on the web page.	The user should normally have a search box at the top of the webpage, which is not present at the top of the webpage.	<b>Law</b> It's a law problem because it's hard to find a search box.	Create a search box at the top of the web page.
	The front page layout is full of newspaper reports.	Difficult for the user to find the most important items directly on the home page.	<b>Medium</b> Having these newspaper reports right in the middle of the web page may require you to scroll from the top to the bottom of the entire web page to find the most important items. This is a medium problem	To view these press reports, create a separate "Newspaper Reports" Image button and move it to the left or right.
	This web page has a navigation box on both the right and left sides	This navigation box has both sides, making the web page smaller	<b>Medium</b> This is a medium problem because the web page is small and the font on the web page is small	Remove this navigation box and make a header with the new button and make a drop-down list.
	Difficulty navigating this web page for people who do not know English	This web page does not have three English / Sinhala / Tamil Languages translator pages	<b>High</b> Lack of three Languages translator pages can make it difficult for the user to complain to the police. That's a big problem	To get translator pages in all three languages, create a drop-down list button at the top of the web page.
	Header is too small with the buttons on it	With this button, the header is smaller so the font on it is also much smaller	<b>High</b> The header with this button is very small and visually impaired make it difficult for visually impaired people to see the title with the button at the top of this web page. That's a high problem	Change the header more attractive (change the icons, add sliders) and increase the font size.

## Scripts for contextual inquiry for 3 users

1.)

A → Customer Service Representative:

B → Customer:

A : Hello, my name is Kamal Perera is the Customer Service Representative of the police. We wanted to know the feedback based on your user experience on our website.

First, I will ask you simple questions. Can you answer for that?

B : Sure.

A : How often do you visit to the Police.lk website?

B : This is my first visit.

A : Mm.., Why are you visiting the site today?

B : I visited to the website to know some information about sticker pass for vehicles driven by people belonging to essential services during the ongoing COVID-19 lockdown travel restrictions.

A : Is it easy to find the information that you seek?

B : It's too much hard to find. Because the website does not have a search box to search words on the web page.

A : Mm.., What do you think about the overall layout of the website?

B : I think the layout of the content is not clear. I do not like it because some important segments are hidden.

A : Okay, are you face any other problems related to the website?

B : Yes. The "Contact Us" section of the dashboard is not clear. (Missing Contact Information)

A : Can you rate how easy you to find information on the site? (Easy, somewhat easy, difficult)

B : I guess it was difficult to find information quickly.

A : Can you rate how useful you found the information on the website? (Not useful, somewhat useful, extremely useful)

B : I guess it is somewhat useful.

A : Okay. Is there anything else that I can help you with today?

B : No, thank you. That would be all.

A : Okay. Thanks for answering and I hope you have a good day.

B : You too! Goodbye.

2.)

A → Customer Service Representative:

B → Customer:

A : Hello, my name is Amal Perera, is the Customer Service Representative of the police, Sri Lanka. We wanted to collect the customer feedback based on your user experience on our website.

First, I will ask you some simple questions. Can you answer for that?

B : Sure. Why not?

A : How often do you visit to the Police.lk website?

B : This is my second visit.

A : Mm..., Why are you visiting the site today?

B : I visited to the website to find more information about updated road safety rules and regulations.

A : Is it easy to find the information that you seek?

B : It's too much hard to find. Because overall interfaces have a huge visual conflict. The users cannot clearly understand the content.

A : What do you think about the overall layout of the website?

B : I think the layout of the content is difficult to understand.

A : Okay, are you face any other problems related to the website?

B : Yes. In case of an emergency, the phone number cannot be found directly on the web page. At the bottom of the web page, the emergency phone number appears. It may take some time to find this emergency phone number because the user finds it from top to bottom of the web page. That's a big issue.

A : Mm..., Can you rate how easy you to find information on the site? (Easy, somewhat easy, difficult)

B : It was difficult to find information quickly. When the user comes to the home page the user is confused and difficult to identify information.

A : Can you rate how useful you found the information on the website? (Not useful, somewhat useful, extremely useful)

B : I think it is not useful.

A : Okay. Is there anything else that I can help you with today?

B : No, thank you.



A : Okay. Thanks for answering and I hope you have a good day.

B : You too! Goodbye.

**3.)**

Ashan : Hello Mr. Tharidu. Good morning. Thank you for joining with me. First, I will ask simple question from you.

Miss Hashini : Hello Ashan. Good morning. It's okay.

Ashan : Are you use this web site the first time?

Miss Hashini : No, I'm using much time. I used it often.

Ashan : Umm.... Okay, Mr. Tharidu. That good. I ask question from you.

Miss Hashini : Okay. Surely. Please tell me your question.

Ashan : Mm.... Mr. Tharidu would you like to record this conversation?

Miss Hashini : Yeah... of course.

Ashan : Thank you Mr. Tharidu. Can you login to the Sri Lanka Police website?

Miss Hashini : Okay, please wait.

Ashan : Okay Mr. Tharidu.

Miss Hashini : Mm.... I think that is right.

Ashan : Umm.... Then, please show me how to get a child account withdrawal application from Sri Lanka Saving Association using this web site.

Miss Hashini : Okay. Please wait. Give me 02 minutes.

Ashan : Ahh.... Okay.

Miss Hashini : Ashan I am okay. Find it.

Ashan : Mm.... Okay Mr. Tharidu. Do you have any problems?

Miss Hashini : I think yeah. I have problems.

Ashan : Mr. Tharidu please tell me your problems.

Miss Hashini : Sure. Wait,

1) I had a hard time finding the places where those applications were.

2) Although there were many links, it took a long time to find the required links.

3) The exact signals required to go to the desired locations on the web site are not properly specified.

4) Some areas are blurred due to incorrect color use.

Ashan : Oh.... There are lot of problems this web site for you. I think, you can't easily find items.

Miss Hashini : Yeah. (laughs) That's right.

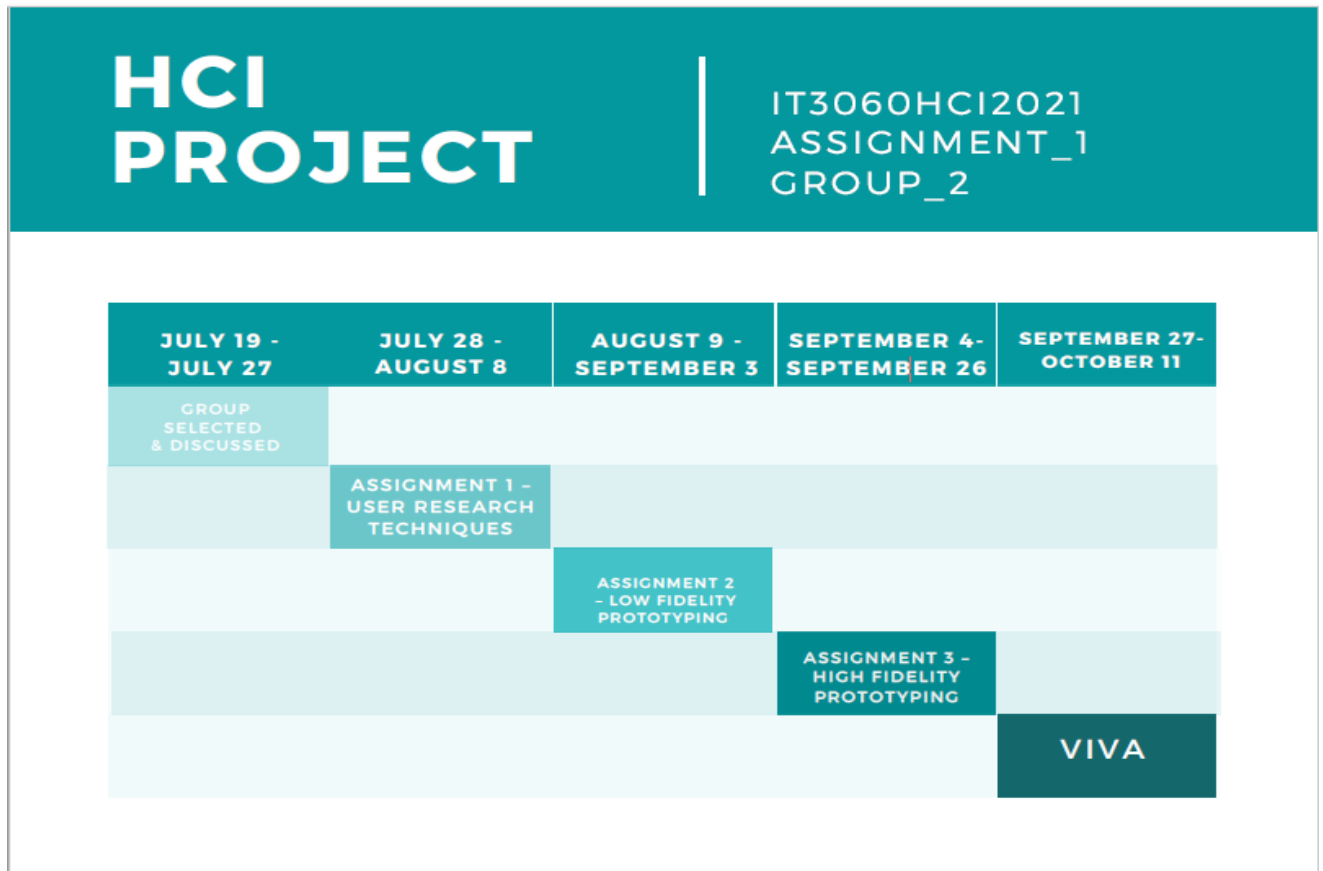
Ashan : Okay Mr. Tharidu. Finally, again I thank for you. Have a great day Mr. Tharidu.

Miss Hashini : It's okay. Thank you for interview me. Have a great day Ashan

### **Three video links**

<https://drive.google.com/drive/folders/1JaEYoPk75ugiozGjbR-pgBy0DKW-wGD2?usp=sharing>

## Time schedule (Gantt chart)



## References

<https://lukedowding.com/20-common-usability-issues-look/>