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User Experience Engineering

User Research Plan

Lab Sheet 04

Group ID : 2021S1\_JUNE\_WD\_04

**Group Member Details**

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**Introduction**

Topjobs is the mobile application for find a new job vacancy under various categories. Using this app users can keep up to date with the latest job vacancies on the go. Through this app can user view any job vacancy according to job categories. And user can search job vacancies related to the particular job category. Also, through this app user can add job vacancies to favorite and view the favorite list whenever they want.

For this app we are doing a user research to analyze user feedback about ‘TopJobs’ app. Also, we can clarify what are the improvements we need to do this app and find out what are the users think of what we are about to do to this app. As a result of the research, we expect gather data and analyze data about exciting app.

In this app we are going to implement User management function, post jobs function and Add candidate detail’s function. In the user management function there are login, registration, and user profile. Mainly users can register to the system as job seekers or job providers. After login to the system users can view the profile, update, and delete the profile details. In the job post function, after login to the system user can post new job vacancies to the system. also, user can update and delete details. users can view and search job vacancies under different categories. In the add candidate detail function, after login to the system candidate can add career skills and bio data to the system and also user can update and delete data. Users can view all the candidates’ details. Candidates can apply for job vacancies and view the applied job history.

This document contains of information which are gather by interviews and questionaries about Topjobs app. Which are important details about the performance and user friendliness of the app.

**Test objectives**

* Get a clear idea about effectiveness of this app.
* To know the opinions of the customers about the existing app.
* To know about the features that this app needs to change further.
* To identify existing bugs in this app.
* Get an idea from the customers what they think about the new functionalities that we intend to add.

**Methodology**

We conducted a user research to find the feasibility of the Tobjobs app. We did that research using a questionnaire and interviewing users of that app. We created a questionnaire and shared it with people to fill out using their ideas about feasibility of the app. In that questionnaire, we have included all the questions we were hoping to get feedback and we got adequate responses.

As another option for research, we decided to interview people. Due to the pandemic situation in the country our interviews were conducted via zoom meetings. We interviewed two people and an undergraduate and a software engineer were selected for that. We used structured interview format and were presented with premade questions. Selected users have used that Topjobs app as job seekers and their feedback has not been positive. We asked them to do tasks such as apply for jobs and add job vacancy to the favorite list.

They introduced us all the vulnerabilities encountered in performing their tasks and we identified that existing app need to be further improved by adding new features and functionalities. We then introduced our new features that are going to be added to the app to interviewed people and they agreed with us and gave positive feedback on those new features. This is how we did our user research successfully.

Video Recording

*<<link>>*

<https://web.microsoftstream.com/video/1bdb078b-b623-4a3f-8f14-b44765c10914>

Interviewing

As a method of information gathering, we have interviewed a software engineer and undergraduate related to our personas. They have used TopJobs app as a jobseeker. We interviewed them to let us know about user experience on TopJobs app and negative and positive comments of this app. We informed her about new features that we are going to add to that app, so that we could get users’ rough idea on our new features. Functionalities that we covered in the interview are User Management and the Profile, Post job vacancy, add candidates’ details.

**Script 01**

Interviewed by

* L.S. Gamage - IT19382036

1. Can you give me a brief introduction about yourself?
2. Have you ever used this Topjobs app?
3. How did you know about this app?
4. Do you use this app often?
5. At What times do you use this app?
6. Why did you used this app?
7. Was this app helpful you to achieve your goals?
8. How about your experience with this app?
9. Do you like the app design? What do u think about the interfaces, font size colors that used for the app?
10. What do you think about the functionalities of the app?
11. (TASK) Please Can you show me how to apply for a job with this app?

(New functionalities going to be added : registration page, login page, user profile, post a new job vacancy and apply for the job through this app, can view the history of the applied jobs, candidate can add their details and job providers can view them.)

1. Can I know What do you think about the new features we are going to add?
2. Are there any suggestions for this app?

**Script 02**

Interviewed by

* T.M.L Bambarandage - IT19176116
* Anjali W.M.S - IT19989242

1. Can you give me a brief introduction about yourself?
2. How long do you use this app?
3. How did you start to use this app what is the purpose to use this app?
4. Did this app helpful you to achieve your goals?
5. Can you describe any positive or negative app experience that you had?
6. Did you ever recommend this app to your friends?
7. Do you like the app design? What do u think about the interfaces, font size colors that used for the app?
8. What do you think about the functionalities of the app?
9. Would you prefer to manage a profile through this app?
10. As a jobseeker would you like to add your career skills though this app?
11. Are there any functions you would like to add to this app?
12. (TASK) Please Can you show me how to add job into the favorite list?

(New functionalities going to be added : registration page, login page, user profile, post a new job vacancy and apply for the job through this app, can view the history of the applied jobs, candidate can add their details and job providers can view them.)

1. Can I know What do you think about the new features we are going to add?

Questionnaire

As a method of information gathering, we used the questionnaire by creating google form . through that we target all types of the users in the TopJobs app. We did this his questionnaire to gather information regarding the performance, design of the app , user-friendliness, effectiveness of the app and also, we collected common data according to TopJobs app. In this questionnaire there are 13 questions.

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![Graphical user interface, calendar

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![Graphical user interface, application

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**Participant Profiles**

|  |  |  |
| --- | --- | --- |
| Name | Demography | Location, Date, and time |
| Y.H. Amaya | Age : 28  Gender : Female  Marital status : Married  Profession : Software Engineer at XXX Company. | Location : Home (due to the pandemic situation we did our interviews via the internet)  Date : 17 - 08 - 2021  Time : 7.00 PM |
| A.M. Abhayasignhe | Age : 24  Gender : Female  Marital status : Unmarried  Profession : 4th year Student at University of Kalaniya. | Location : Home (due to the pandemic situation we did our interviews via the internet)  Date : 16 – 08 - 2021  Time : 9 . 30 AM |

**User Research – Tasks / Scenarios**

|  |  |  |  |
| --- | --- | --- | --- |
| No | Task instructions | Target | Probes |
| 01 | Task : Apply for a job  Scenario:   * Open the app and go through the categories page. * Then select a category. * Then select a job vacancy * Then go to page which shows information regarding to the job vacancy. * Then apply for the job. | * To get an overview of the problems faced by the applicant while going to apply * Find out if the app user can easily recognize the user flow that applies to a job. | When trying to apply to the job could not apply to the job because she could not log in to the web browser it took much time for loading. |
| 02 | Task : add job vacancy to the favorite list.  Scenario:   * Open the app and go through the categories page. * Then select a category. * Then select a job vacancy * Then add job vacancy to the favorite list. | * To know about the usability of the app * Find out about the problems encountered while going to the desired location through this app | When the user mark vacancy as favorite then she trying to select job category it took much time to select the expecting category. |

**Plan for Data analysis**

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