

# User Research Plan

Hex Clan  
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Group Members: -

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## Introduction

This project is about identifying issues and developing it of an existing mobile application. The mobile application we selected is “Litro Gas Home Delivery Mobile Application”. It is an e-commerce mobile application and being public with this pandemic situation in the country. People can order any item which is manufacturing by the Litro Gas Company, through this mobile application. The main opportunity of this application is, provides the delivery facility. They deliver what ever order that customer requested, to their doorstep. And the other main opportunity for the users is, they can pay for their order by online banking method.

To do this research we used some different methodologies and come up with some solutions.

By conducting this research, we hope to identify major bugs which are having with this mobile application. As the first task members had to identify what are the highlighted usability issues of the selected mobile application. For that, the mobile application was checked out carefully and listed what are the problems that can be identified by the students. More than that list, useability issues had to identify via a contextual inquiry. According to our identifications in the first phase, we identify some functions which are not user-friendly to the users that we selected.

## Test Objectives

- To identify what kind of technology we need to use to the build application.
- To identify what is the best platform for this application.
- To understand what kind of best practices, need to use this application
- To identify responsiveness with different mobile devices.
- To identify most suitable mobile device for testing.
- To identify the performance within the different network status.
- To check performance with low resources and high resources.
- To check availability of application.
- To identify security performance
- To identify usability improvements
- To understand the unwanted functions.
- To get correct requirement from the client
- What are the UI components that client could not be able to understand
- To identify bugs and issues in the application.

## Methodology

### Interviewing

- Interview two users who are already using this mobile application and identify the bad user experience that they have when using the application.

### Video recording

- Recorded those interviews and the interviews were held through the Microsoft Teams application.

### Questionnaire

- Created a google form and published it with the users and collect their opinions according to their user experience.

## Participant Profiles

Name	Demography	Location, Date and Time
Ms. Mishel Cooray	Age: 22 years Gender: Female Marital Status: Single Location: Kalutara, Sri Lanka Education: Graduate Profession: Manager at Shipping Company	Location: Microsoft Teams Date: 18/08/2021 Time: 6.00 PM
Mr. Gihan Costa	Age: 35 years Gender: Male Marital Status: Married Location: Malabe, Sri Lanka Education: Graduate Profession: A Lecturer	Location: Microsoft Teams Date: 18/08/2021 Time: 7.30 PM

## User Research – Tasks/Scenarios

No.	Task Instruction	Target	Probes
01.	Login to the mobile application.	Check, if the user can log in to the application successfully.	Didn't face any problem.
	Adding a new address as the delivery address.	Check, if the user can add a new address successfully.	User doesn't much like to type in the 'Delivery To' field because it should have only few selections.  User entered a separate address manually and selected another separate address on the map.
	Change the contact number.	Find a way to change the contact number.	Cannot find a way to change the contact number in my profile user interface.
	Adding the quantity when make the order.	Check the number of quantity that user added.	Suddenly add the quantity as '1000'. Doesn't have any limit.
02.	Edit an item that are already in the cart.	Identify the bugs which are having in the cart.	Could not be able to edit an item in the cart. And also could not able to find any button to navigate to the edit cart item.
	Change the email address, once he entered when registering to the system.	Check a way to change the email address.	Cannot find a way to change the email address in my profile user interface.
	Do the online payment.	Checking the process of online payment.	Cannot select the card option in the payment methods. Its not clickable.  Didn't get any confirmation in the process of doing online payment.

	Give a feedback	Checking the user friendliness of the process of giving the feedback.	<p>After click on the 'Give feedback' button, He could not be able to see how to give a feedback suddenly.</p> <p>While typing the feedback he go back and come again to continue to type the feedback which he was typing, and at that time the feedback that he was typing, was erased and came a new text box, earlier one was not drafted automatically.</p>
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## Plan for Data analysis

### Interviews

#### **Miss.Cooray:-**

**Question** – How often do you use Litro gas app to deliver gas cylinders?

**Answer** – Usually use Litro gas application to order gas cylinders.

**Question** - What is the main reason for using this app?

**Answer** – It has a delivery service facility and able to pay with my bank card.

**Question** – Do you face any troubles when using this application.

**Answer** - There are some bad experience when used the application. When add delivery address face more troublesome.

**Question** – Are there any unnecessary details that you have to enter?

**Answer** - There is field called "delivery to", for this field there would be few selections so if there's a selection menu, it would be really easy to select what user want.

**Answer** – There is no any validations when user enter details to that page and also when click on the drop selection in the district field, it will show up at the bottom of the page and it is very uncomfortable when use mobile with only hand.

**Question** – What do you think about the facility that you have to select the location of the address on the map?

**Answer** – That has issues, user able to enter address manually and able to select a separate location on the map, Once Click on the 'add address' It will submit without any confirmation and the manually entered address and selected address from the map, are totally different.

**Question** – Do you had any other bad experience when using this app?

**Answer** - In My profile page, once entered user details to the application user cannot change it again. If user want to change that details, user have to create a new account with new details.

**Question** – Do you think that there should be want to have more details to enter?

**Answer** - If there are an option to add alternative contact numbers, it will be more easy for dealers to contact customer when one contact number will not work.

**Question** – Any troublesome with the cart of the application?

**Answer** – once user add an item to the cart user cannot update the relevant item as they want.

**Question** – Do this application want any other facilities than this?

**Answer** - If there is a facility to select a dealer what they want, by checking their full details and the item quantity, it would be really great. It can be improving user trustworthiness that they have with the Litro gas home delivery application.

**MR.Costa:-**

**Question** – How often do you use Litro gas app to deliver gas cylinders?

**Answer** - Just start to use this application.

**Question** - What is the main reason for using this app?

**Answer** - It has the online payment method and online ordering method. Usually use delivery service facility that provided by this app.

**Question** – Do you face any troubles when using this application

**Answer** - There have some bad experience when used the application. There is no any confirmations when order an item in the app.

**Question** – For which pages that should have confirmations?

**Answer** - If there are confirmations before adding items to the cart and for the ordering process, It would be more easy to users.

**Question** – Do you had any other bad experience when using this app?

**Answer** - When order any item, user could not be able to know the delivery fee of my order, and it will be a major issue for users.

**Question** – Would you like to display the delivery fee separately or after added to the total amount of the bill.

**Answer** - Better to display the delivery fee separately.

**Question** – Do this application want any other facilities than this?

**Answer** - If there is an ability to track the order status, it would be great.

**Question** - What do you think about the process of adding items to the cart in this application?

**Answer** - Once add an item to the cart user cannot change the quantity of the relevant Item as they want.

**Video recordings**

Interview with Ms. Cooray: -

<https://drive.google.com/file/d/1s5yy8n04dWfXPKLoH6N1D1LXIaAtyVIZ/view?usp=sharing>

Interview with Mr. Costa: -

<https://drive.google.com/file/d/1dDzv2IkluNy9MKaPJ8Ryzij7BuEqYd6-/view?usp=sharing>

## Questionnaires

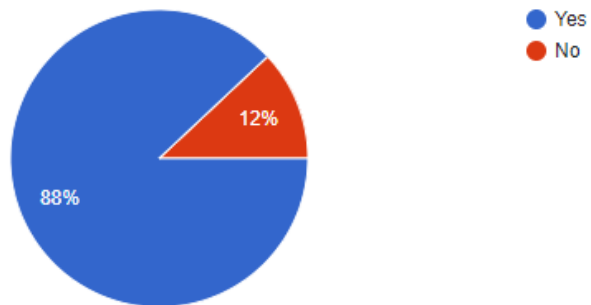
Link to the google form:-

<https://forms.gle/hDKnvtQqs4NZoYMt5>

Responses: - 75 responses.

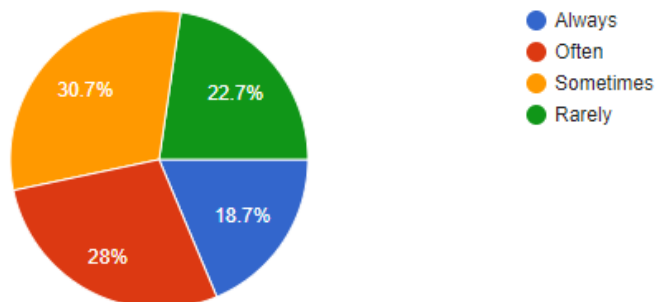
Do you use Litro Gas Home Delivery mobile application?

75 responses



How often do you use the application?

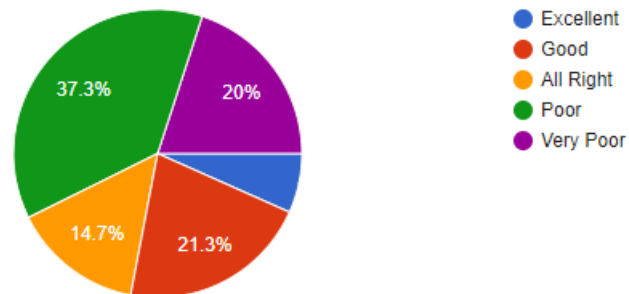
75 responses



### How was your experience with this application?

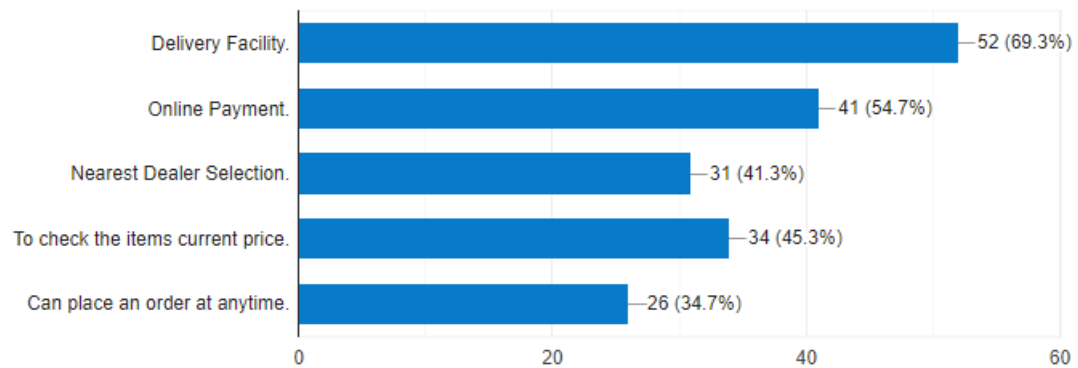


75 responses



### What is the main reason for using this application?

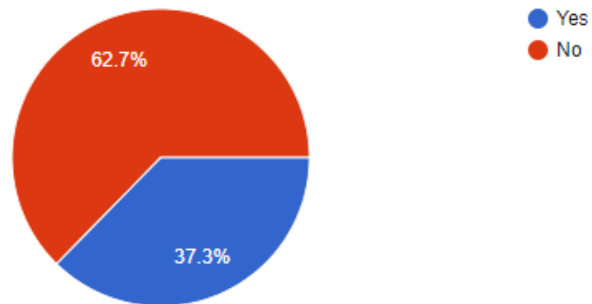
75 responses





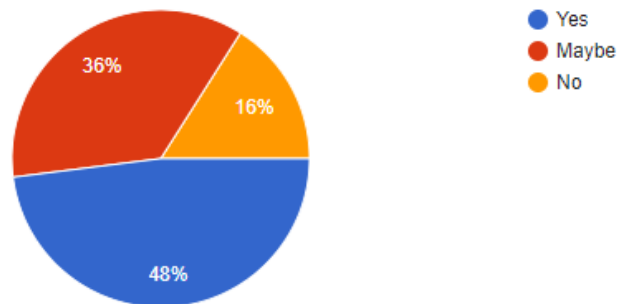
Are these facilities enough?

75 responses



Have you faced any trouble when you use those User Interfaces?

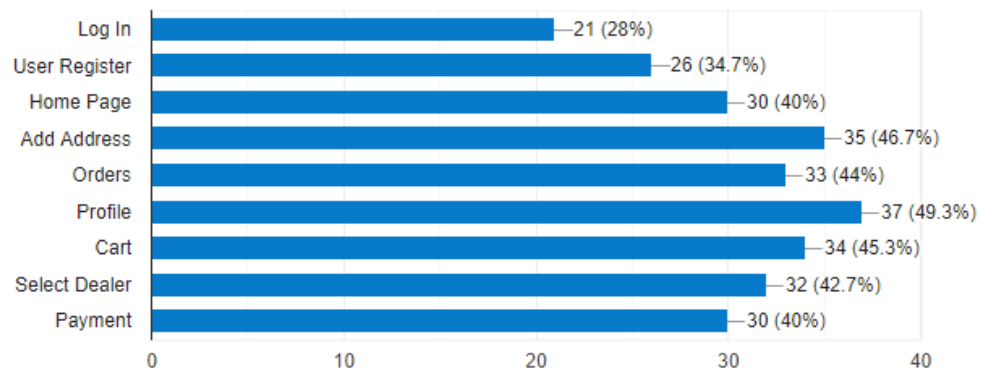
75 responses



### If its Yes, Then what are those User Interfaces?

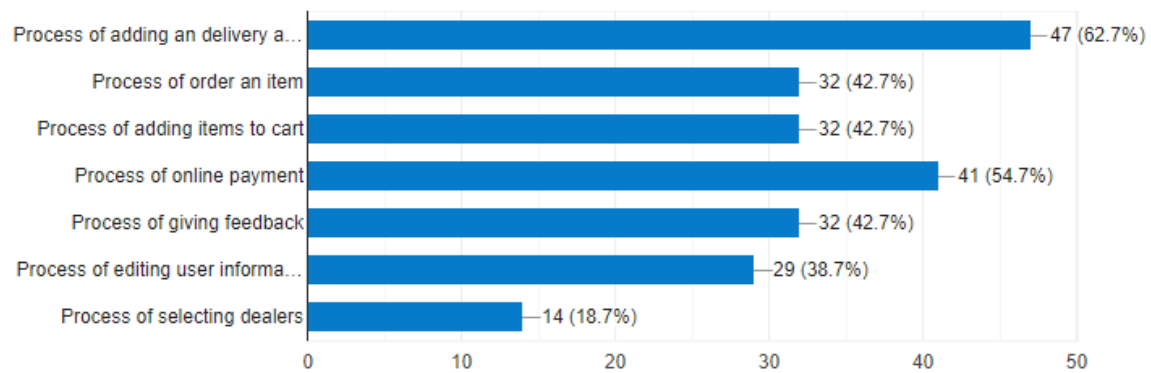


75 responses



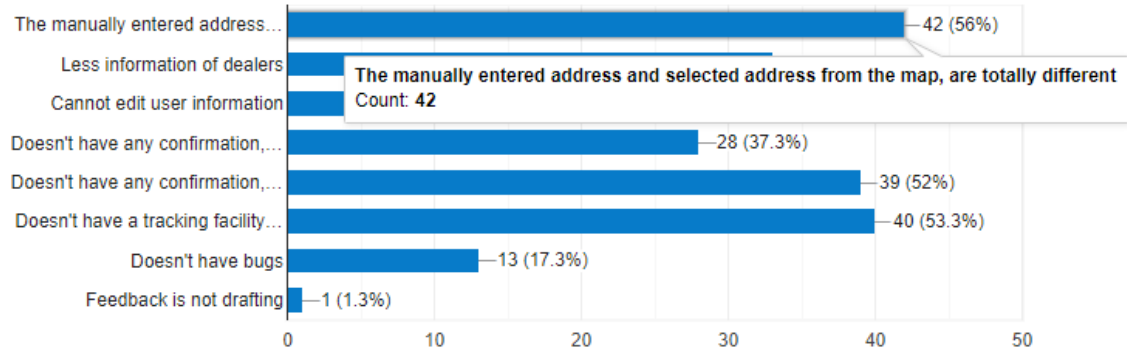
### What are the major difficulties that you faced when using this application?

75 responses



According to your opinion, what are the major bugs of this application?

75 responses



If you have any suggestions or improvement, you can write here

17 responses

Have to develop more

It's better if I can edit user information as I have mentioned below

Quick response

No

nothing

Needs to be properly organised

App should be simple and fast

This is one of the worst app. All functions didn't work clearly

Have to rebuild this app.... because there are so many difficulties when use this. 😞

If you have any suggestions or improvement, you can write here

17 responses

Have to rebuild this app.... because there are so many ddifficulties when use this. 😞

This application really needs to be updated. User interfaces are not in good condition.

Need to have a facility to track the ongoing order

Should have a proper navigation flow

Better, If there a option to upload a profile picture

Should have a option like gift item

more colorful

a option that can directly contact the dealer with one click

only enough, if the location can select on the map

