

User Research Plan

Train Sri lanka

Lab 04

SE3050 – User Experience Engineering – 2021

GROUP ID : 2021S2 REG WD 01

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Introduction

Train sri lanka app was selected for our UEE project. This app will provide train schedule according to search input. We have found so many failure points on that app from our point of view. this usability testing to get a user experience to more improves our existing 'Train Booking' app is to better for the users. Mobile application success is heavily depending on application testing User research also one of best methods to understand the problem of app. Also, this user research will be increasing the reliability factor amongst users.

we are going to do user research methods. There are three ways interviewing, video recording, and questionnaire. We hope to achieve a good understanding of our app users and tell their problems when they are using our app. In this testing we are mostly focuses on user interface and user experience. While testing on the field we can realize the problem from the actual user.

Usually, during the test, participants will try to complete typical tasks, while observers are watching, listening, and taking notes. The goal is to identify any usability issues, collect qualitative and quantitative data, and determine participants' satisfaction with the product. This data is to be analyzed by us and we make and give a good user-friendly app to our users. These this will help our app to be more popular in our country.

Test Objectives

Usability testing allows design and development teams to identify issues before coding. The earlier the problem is detected and fixed, the lower the cost of the repair in terms of staff time and the potential impact on the schedule. Our testing goal is to perform different types of research methods to obtain different types of user experience for different types of users. Also, some users say that the experience is good when using our application, and some users say that the experience is bad. We then analyze their bad experiences and have a group discussion on how to solve these failures. We then had a good discussion and developed our existing app based on the decision .

Methodology

For the research purpose of our assignment the user research will be carried out by two people who match the roles we develop. User research will be carried out by interviewing two selected users and asking them to complete specific activities in the application.

Interviewing

The interview will be conducted online using the Microsoft team's platform, with the user providing his thoughts on the application while wearing a face camera so that we can clearly discern the user's emotions. By Sharing the train sril anka mobile app interface we have contacted interview to get better judgement from user

Video recording

we record these videos with user using the application on the team platform. This will cover the four most important functions. Questionnaire survey To collect data, we have developed a Google Sheet, and we will analyze the responses received.

Participant Profiles

Name	Demography	Location, Date and Time
DR. Sarangan	Age:30 Sex: male City: Colombo Marital status: single	Location: through online Date and Time: 21/8/2021
Teacher samitra	Age: 25 Sex: male City: Gampaha Marital status: single	Location: through online Date and Time: 21/8/2021

User Research – Tasks/Scenarios

No.	Task Instruction	Target	Probes
01	Register to the system	User want enter user details in to system.	
02	Login to the system	User want enter user email and password for check the already registered user identification	
03	See notices	User should want to navigate train notice page and see train notices	
04	Go and see train details	User should want to again navigate train home page and see train details	
05	Go and search train schedule	User should want provide starting and end location in to search bar. And search train details	
06	Book the seat	According to the search result user should want to select the train and book the train seat	
07	Do online payment	After booking train derails user should want to navigate to the payment portal and user want to give their payment details.	
08	Give a feedback	User should want to navigate feedback page and want to give a feedback in to allocated place.	

Plan for Data analysis

<Interview>

<Qualitative or quantitative collected data>

<Detail analysis plan>

Person 01 < Doctor >

Doctor	How often do you use this mobile application?
Interviewer	when I get an emergency situation.
Doctor	why you selected this application?
Interviewer	This is the one and only official mobile application in railway department
Doctor	Are you satisfied with this application?
Interviewer	No, there are many failures in in functions.
Doctor	what are the benefits that you gain from this application?
Interviewer	Just to see train time schedules
Doctor	What are difficulties you faced in this application?
Interviewer	can't book seats and unable to do payment through this app
Doctor	Do you want a way to express your opinions?
Interviewer	Yes, I like but there is no way to give feedbacks
Doctor	Any suggestion about existing functions?
Interviewer	with our current location, it is useful to get sorted train schedules
Doctor	Any new features you suggest for the application? (pending)
Interviewer	need to book seats and to do payment through this app

Person 02 < Employee >

Employee	How many years are you using this application?
Interviewer	For more than two years
Employee	why you selected this application?
Interviewer	Because this is the only official mobile application in railway department
Employee	How about the user interfaces?
Interviewer	it is very bad as well as with unclear structure
Employee	what are the ideas of you about this application?
Interviewer	there should be way to book seats and way to do payment through this app
Employee	would you prefer if the app have login and register?
Interviewer	yes, according to user location we can show personal details
Employee	Can you trust train time schedules?
Interviewer	Yes, I can trust train schedule times
Employee	what is the way that you pay for the tickets?
Interviewer	cash payment when getting tickets from the station
Employee	Any new features you suggest for the application? (pending)
Interviewer	need to book seats and to do payment through this app

<Video recording>

<Qualitative or quantitative collected data>

<Detail analysis plan>

Link to video & interview

Video 02 – (Employee – Teacher)

<https://drive.google.com/file/d/10GW6rhIRzI8W-6ROOcBNrRHuHiwussR8/view?usp=sharing>

Video 01 – (Doctor)

<https://drive.google.com/file/d/1WpTFa8D0tBe2SqKTx7Cc-gIXYSEPuLOK/view?usp=sharing>

<Questionnaires>

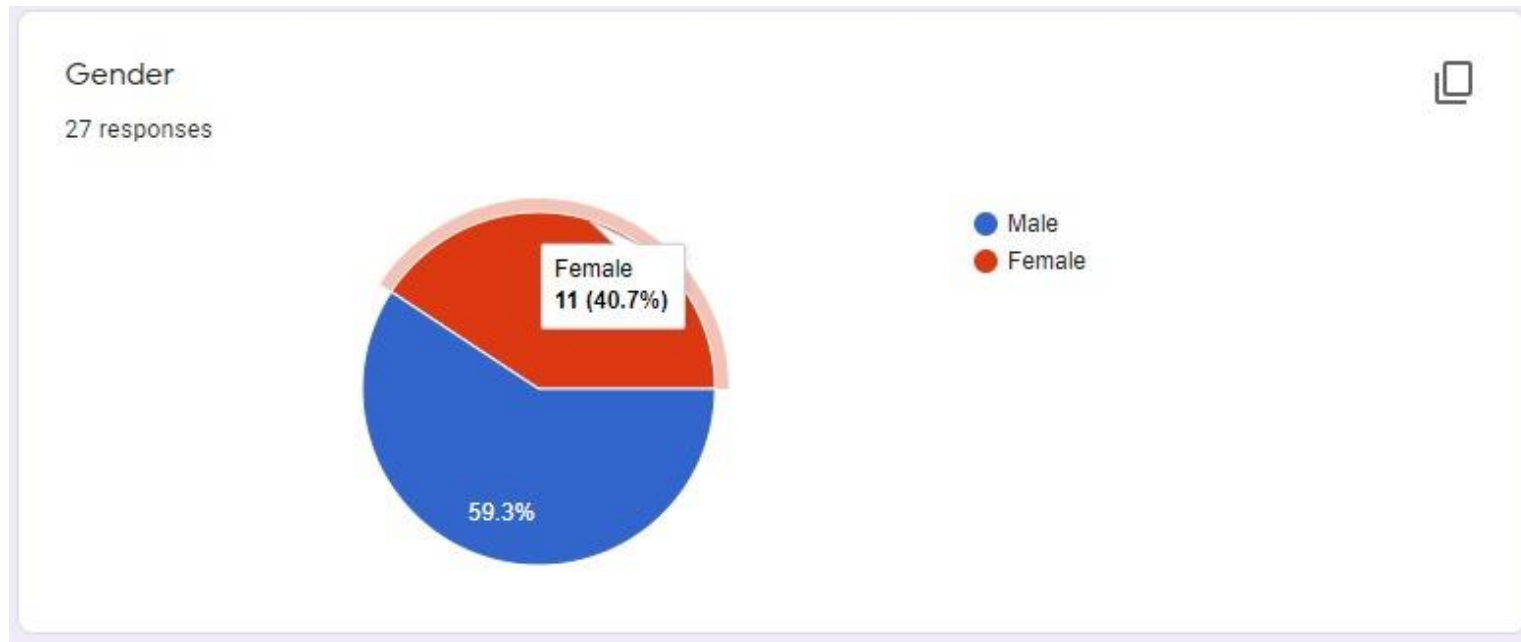
<Qualitative or quantitative collected data>

<Detail analysis plan>

Link to google form

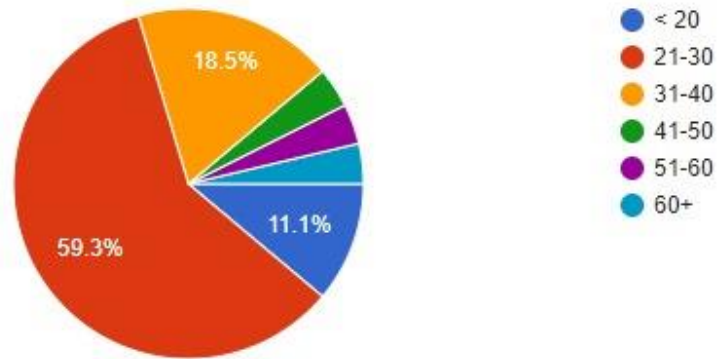
https://docs.google.com/forms/d/e/1FAIpQLSezHP9GG0aUeo3C_RrrUQX4iz_y58lUCpcNAvehMD5eC4DPiA/viewform

Responses: - 27 responses.



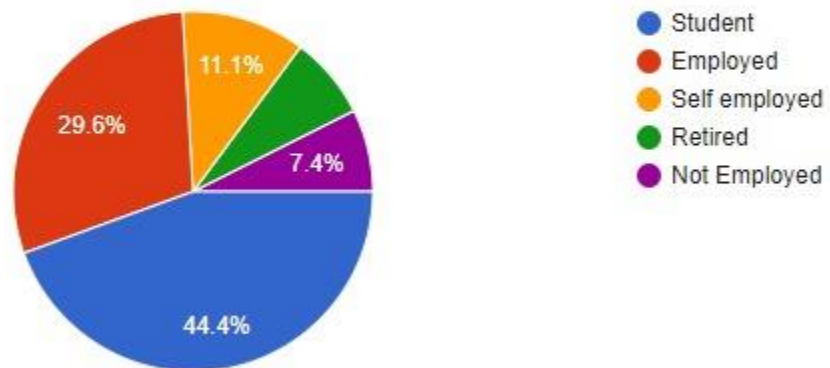
Age Group

27 responses



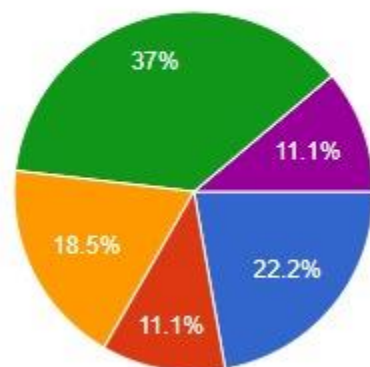
Which of the following describes you best?

27 responses



How often do you travel by train?

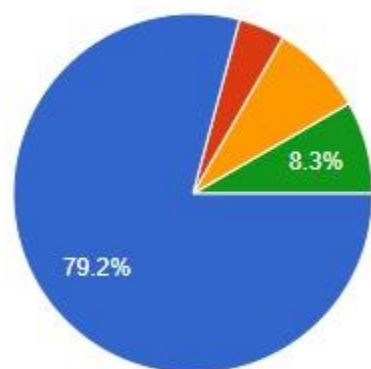
27 responses



- Daily
- Weekly
- Monthly
- A few times a year
- Never

What type of ticket do you usually purchase?

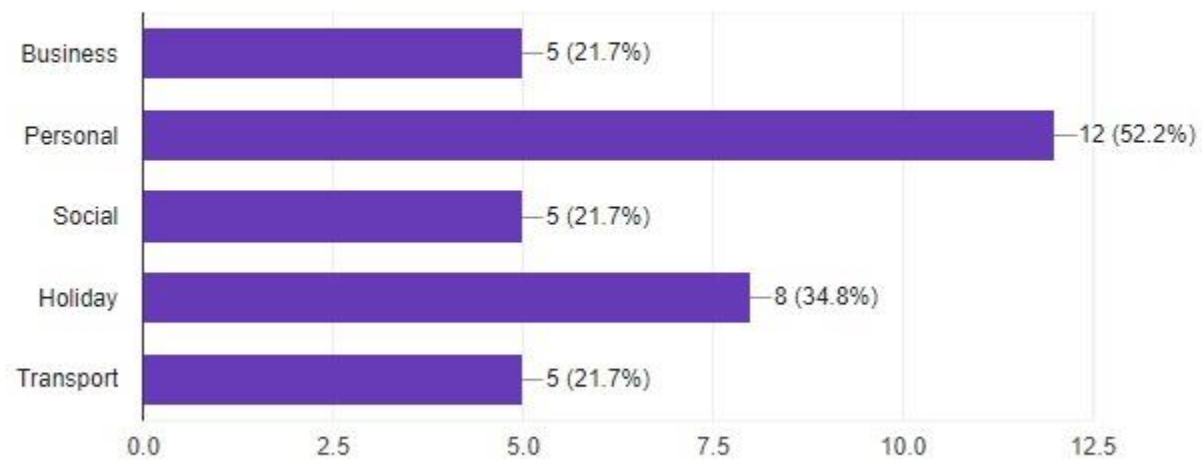
24 responses



- Per journey
- Weekly
- Monthly
- Annual

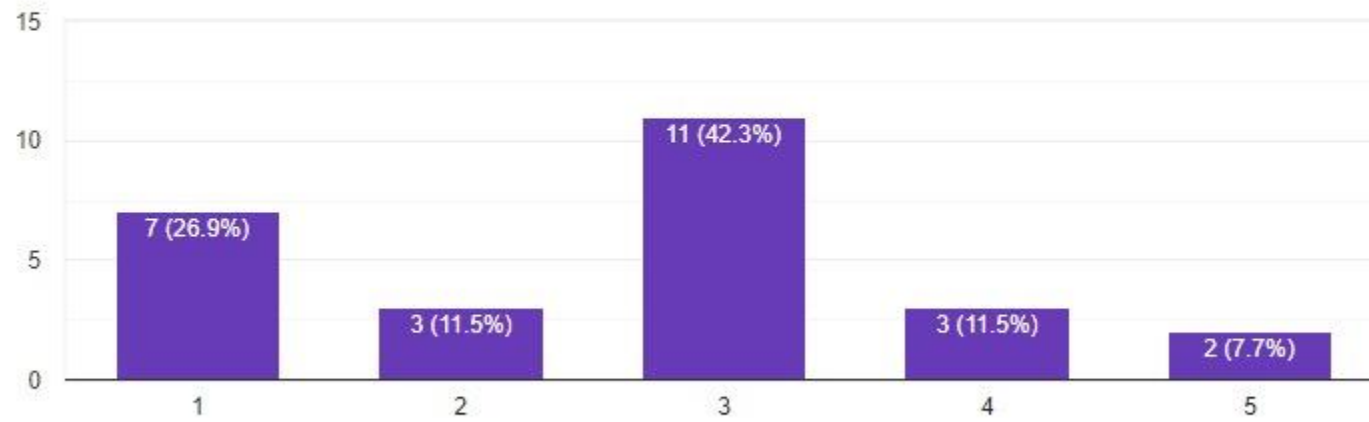
Do you travel by train for reasons:

23 responses



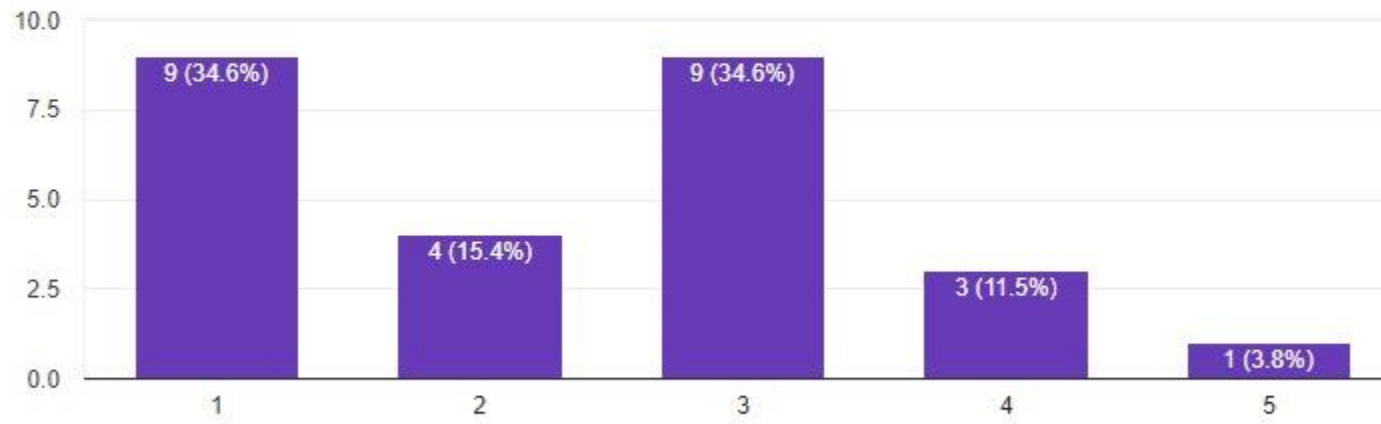
How would you rate our ticketing process?

26 responses



How would you rate our trains?

26 responses



Gender

- ☐ Male
- ☐ Female

Age Group

- ☐ < 20
- ☐ 21-30
- ☐ 31-40
- ☐ 41-50
- ☐ 51-60
- ☐ 60+

Which of the following describes you best?

- ☐ Student
- ☐ Employed
- ☐ Self employed
- ☐ Retired
- ☐ Not Employed

How often do you travel by train?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ A few times a year
- ☐ Never

What type of ticket do you usually purchase?

- ☐ Per journey
- ☐ Weekly
- ☐ Monthly
- ☐ Annual
- ☐ Other...

What type of ticket do you usually purchase?

- ☐ Per journey
- ☐ Weekly
- ☐ Monthly
- ☐ Annual
- ☐ Other...

Do you travel by train for reasons:

☐ Business

☐ Personal

☐ Social

☐ Holiday

☐ Transport

☐ Other...

How would you rate our ticketing process?

1

2

3

4

5

Very Poor

☐☐☐☐☐

Excellent

How would you rate our trains?

1

2

3

4

5

Excellent

☐☐☐☐☐

Very Poor