



## User Research Plan

# UEE – Lab 04

Group ID :- 2021S2\_REG\_WD\_07

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## **1. Introduction**

We choose “Riyapola” app for UEE project. Riyapola application is buying and selling application. Sellers can sell their items and buyers can buy the items. Users can buy and sell the items under various categories. In this app has four main categories. They are Business and services, Properties, Electronics and Vehicles. Under the business and services category users can see all the business and services facilities. Buyers can buy the services through this category. Sellers can sell business and services using the form. Under property category users can see all the available properties. Buyers can buy the properties through that page. Under electronic page users can buy and sell their item through this page. Under vehicle category users can see all the available vehicles in the page. Users can buy and sell the vehicles through the vehicle category page.

In this app there are user management function also. First user must log into the system. User has not an account user must register into the system. All the registered users can maintain their user profiles. That means users can update or delete their profiles. Then after users log into the system users can see the latest and available items through the respective pages. Sellers can publish an item advertisement by using the form. He can add all the item details into that form and send it to the admin panel. And buyers can select the category. They can search the category type in the search bar. The buyers can fill the form and he can send a message to the seller’s email. Buyers can insert, update, view and delete the items under respective category pages. And finally, admin can get a report of all the buying and selling item according to the category wise.

## **2. Test Objectives**

- To identify what are the unnecessary parts in the mobile application
- To identify what are the usability in this mobile application
- To identify security features
- To identify the availableness
- To identify what are the errors occur while using this mobile application
- To identify the user requirements
- To identify the responsiveness while using the mobile application
- To identify the more interactive UIs
- To identify the difficulties while using this app
- To identify more interactive features
- To identify the suggestion to improve the functionalities

### **3. Methodology**

We plan to gather information through conducting the interview. We plan to conduct two interviews and gather some information about the Riyapola app. We are planning to conduct the interview via the Microsoft teams. After do these to interviews we can gather so many details about the Riyapola mobile application. And the questionnaire we will do using the google form.

#### **Interviewing**

Interview two people to identify what are the difficulties that they have faced while using this Riyapola mobile application. And to identify suggestions to improve in order to include in this mobile application.

#### **Video recoding**

The first interview conducted via the google meet platform. And the second interview conducted via the Microsoft team's platform. This interview conducted by turned on the camera both user and the interviewer.

#### **Questionnaire**

Using the google form we are going to collect the user's opinions and suggestions according to their user experience. Using that google form we got both quantitative and qualitative data.

#### 4. Participant Profiles

Name	Demography	Location, Date & Time
Mrs Thileka Perera	Gender – Female Age - 35 Marital status – Married Profession - Lecturer Education – BA English and MA English	Location – Google meet Date – 2021.08.21 Time –7.30 pm
Mr Udara Sanka	Gender – Male Age - 23 Marital status – Married Profession – Businessman Education – BA(Hons) Business management	Location – Microsoft Teams Date – 2021.08.21 Time – 4.30 pm

## 5. User Research – Tasks/scenarios

No	Task Instruction	Target	Probes
1	Register to the system	Check if the user can successfully register for the application.	Not any issue
2	Login to the system	Check if the user can successfully login to the application.	Not any issue
3	Post a new ad	Check if the user can post a new ad successfully	It took a while for the user to find the form to post a new ad. He clicked the post add tab from the My account page, but it did not show the page successfully, so the user had to go back to the home page and go to that page
4	Find a vehicle and try to send a message to the seller	Check if the user finds a way to send a message to the seller	Hard to find contact seller option, he had to scroll to the very bottom of the ad page to find the seller contact form.
5	Search your favourite cars in your district	Check a way to find the car using search option	The user had to type the name of the district as the search form did not have an option to easily select the district.
6	Change the user profile details	Check a way to update user details	User successfully updated details but did not want to fill out the form due to confusion on that page

## 6. Plan for data analysis

### Interview 1

- Question** - How did you know about this app?
- Answer** - Through google play store
- Question** - How often do you use thus app?
- Answer** - Always
- Question** - What are the main reasons of using this app?
- Answer** - To buy a vehicle and house through this app
- Question** - What are the features that too like in this app?
- Answer** - I like the grids displaying on the page with information about each vehicle and property.
- Question** - What are the features that you don't like in this app?
- Answer** - Home page is not attractive and not user friendly. All the features are not in order.
- Question** - Are those UIs attractive?
- Answer** - No. UIs are not very good and not user friendly.
- Question** - What are the difficulties you faced while using this app?
- Answer** - The page connectivity is not very convenient. After buying what I want the confirmation message is not displayed. Hence, I can't see that task is finished or not.
- Question** - Are there any suggestions in order to improve this app?
- Answer** - All the UIs should be user friendly. specially the home page should be more attractive and unnecessary details should be removed from the forms.

### Interview 2

- Question** - How did you know about this app?
- Answer** - My friend recommended it to use
- Question** - How often do you use thus app?

- Answer** - Whenever I want to use it
- Question** - What are the main reasons of using this app?
- Answer** - To find a babysitter to look after my child and to buy a blender
- Question** - What are the features that too like in this app?
- Answer** - I like the feature which can change themes
- Question** - What are the features that you don't like in this app?
- Answer** - While using this app there are so many unwanted advertisements display always. Cannot do any task without seeing advertisements.
- Question** - Are those UIs attractive?
- Answer** - Yes, Some of them are attractive. Publish an advertisement page is attractive. But some are not. Home page UI and all the category pages are not attractive.
- Question** - What are the difficulties you faced while using this app?
- Answer** - While using this app there were so many unwanted advertisements pop up on the screen
- Question** - Are there any suggestions in order to improve this app?
- Answer** - Home page and category pages should be more attractive. The unwanted advertisements should be blocked.

## Video recording

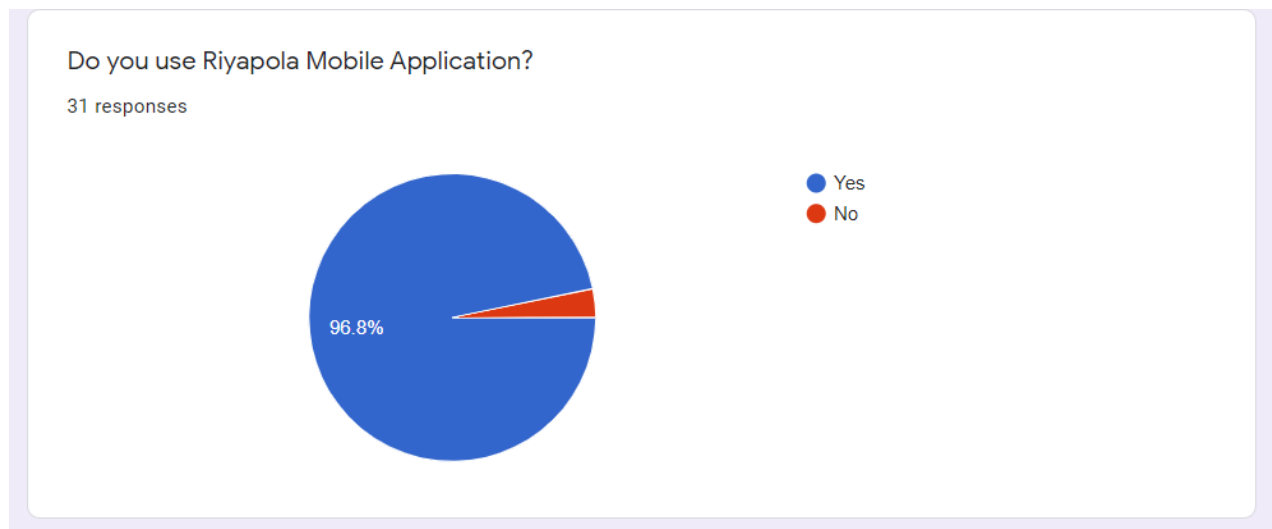
[https://mysliit-my.sharepoint.com/:v/g/personal/it19181820\\_my\\_sliit\\_lk/EewvOuYxkT9GnxPw0B6kYr0BGVSwm-zHgzaMPUYqpxVheA?e=j8LJt0](https://mysliit-my.sharepoint.com/:v/g/personal/it19181820_my_sliit_lk/EewvOuYxkT9GnxPw0B6kYr0BGVSwm-zHgzaMPUYqpxVheA?e=j8LJt0)

## Questionnaires

Link to the google form:

<https://forms.gle/E3BZ8WaBgF44wRUA9>

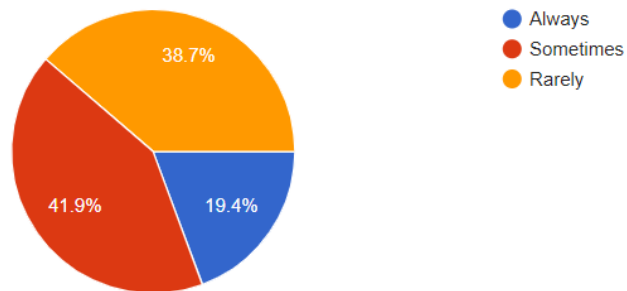
Responses : 31 responses





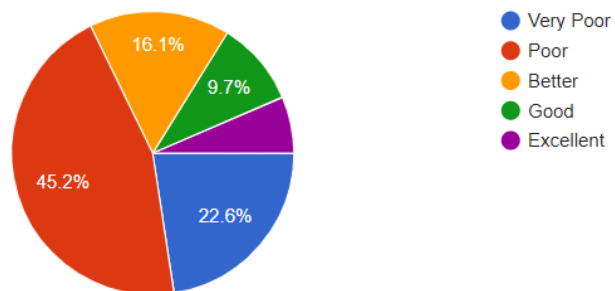
How often you use this mobile application?

31 responses



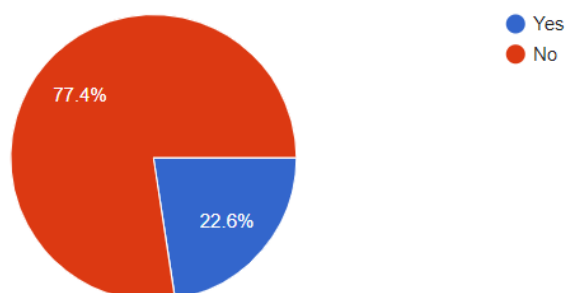
How is your experience with the application?

31 responses



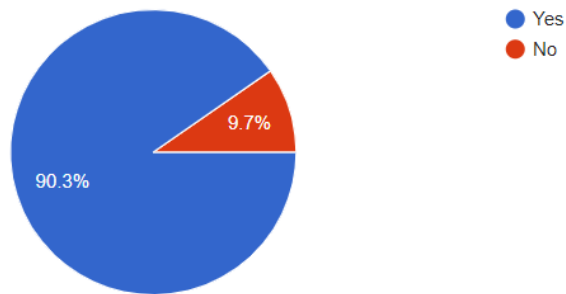
Is this application better than other applications?

31 responses



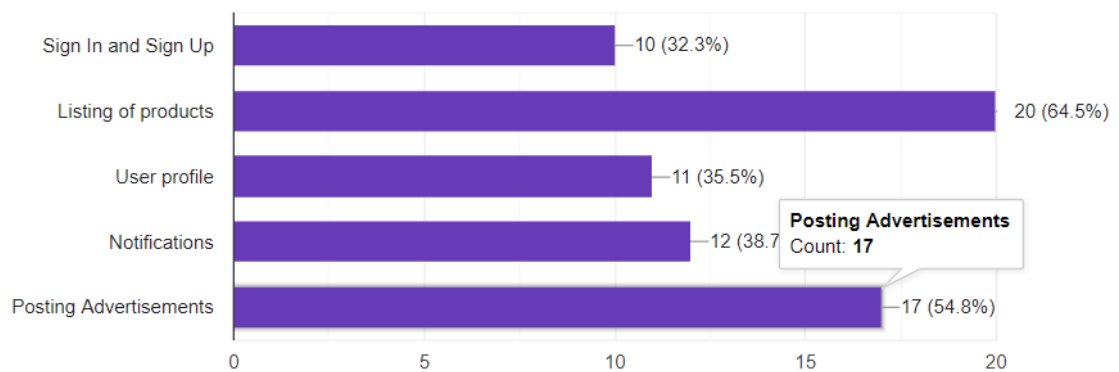
### Did you face any problem in the User Interface?

31 responses



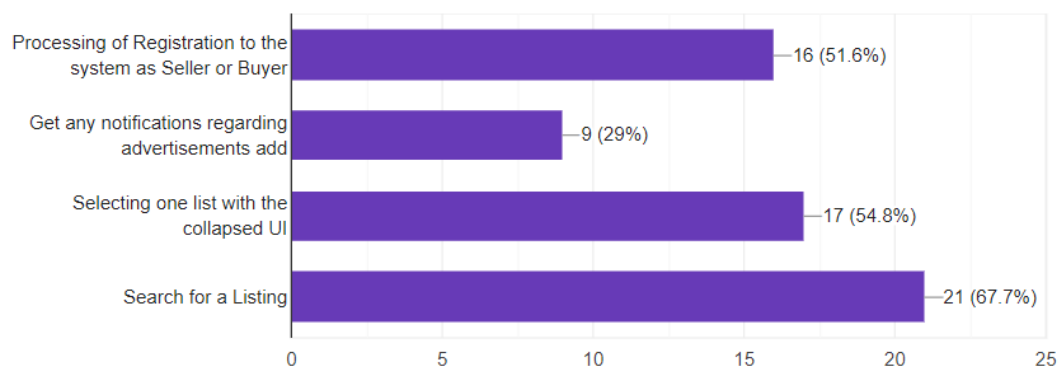
### If yes, In which UI you face problems?

31 responses



### What are the most complexed difficulties you have faced while using the application?

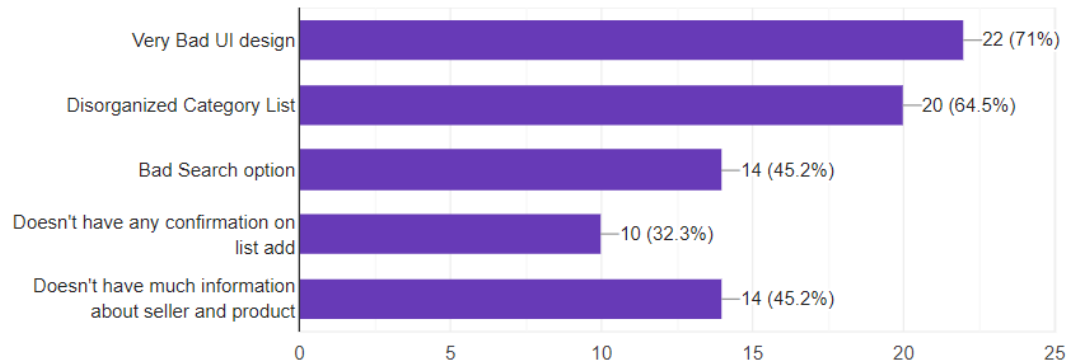
31 responses



### According to you, What is the most suffocated problem in this application?



31 responses



### If you have any suggestion for the development of this application?

12 responses

- Need to add proper navigation drawer/ add light and dark themes
- Need good filter system / need simple clear listings
- Upgrade UI design and More informations about products
- Create a well designed ui
- Need to update some ui designs
- Need some updates
- Need to improve serch option
- Same data exists of multiple places you have to reduce these redundancies
- Add show password feature to the registration form