

User Research Plan

B Positive 2021S2_REG_07

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Introduction

BOC Banking app is a mobile banking app which is already existing for their customers. In this app, there are some functions such as reset password, apply a loan, bill payment, money transaction etc. When we get reviews from users, we identified some props and cons about some functions on this app which is cases about app failure. After identifying that we decided to redesign this app for better user experience. Now our main goal is making existing BOC Banking app to better user interactive application. It will help users to get better user experience.

Test Objectives

1. Check convenience of control flow of forget password process.
2. Awareness about change password option in my profile content.
3. Check user friendliness of bill payment options interfaces and complexity of bill payment process.
4. Check user satisfactions about dashboard.
5. Awareness about online loan applying interface location.
6. Find out difficulties user faces in using exchange rate for USD option.
7. Get an idea about complexity regarding money transfer functionality and its time consuming processes.
8. To know the value of the budget calculator for this app and its user usage and inconvenience things.
9. To check the eye catchiness and user friendliness of user interfaces and fonts.

Methodology

Interviewing

Script 1

Good afternoon mr

How are you?

For the interview purpose can you tell bit about yourself please?

Aware interviewer on what purpose doing this interview.

Begin interviewing regarding app.

First of all before moving to the interview question tell me how long have you been using BOC mobile banking app?

During these(time period) have you ever in a situation that you have to reset your password because of forgetting it.?

Then can you tell bit about the experience you have gone through that moment and inconvenient things you have gone through?

Do you ever know that there is a option call my profile in this mobile banking app?

Are you satisfied with the functionalities and interface regarding my profile option?

During (time period) have you ever make a bill payment using this mobile banking app?

If so were you able to do it quickly what are the problems you faced and what are the inconvenient things you recognize in bill payment interfaces?

My next question is are you satisfied with the dashboard interface?

Actually we have gone through this app and we found there is a another section for online loan applying. Have you ever applied for a loan by using this loan section. If so what are the difficulties you have faced at that time.

Actually in this mobile banking app there is a feature called exchange rate USD .Have you ever used that feature?

Then in that feature what are the inconvenient things you recognized?

Apart from payment one of the main functionality of a mobile banking app is online money transfer. Have you ever used this app on that purpose? If so what are the difficulties you found out in this app.

Actually when we went through this app we found out an interesting thing. That is budget calculator.
Are you aware about this budget calculator ?

How often do you use this budget calculator?

Then What do you think about this budget calculator?

Mr. you have answered so many interview question regarding this mobile banking app. This is very important. Do you have any suggestion to improve this mobile banking app?

I am asking this because you have experience regarding this mobile banking app.

Finally one question would you recommend this app for other?

End of interview question

Thanks to interviewer for participation .

End.

Script 2

Good afternoon mr

How are you?

For the interview purpose can you tell bit about yourself please ?

Aware interviewer on what purpose doing this interview.

Have you ever tried to reset your password? if yes, did you face any difficulties while doing that?

Are you satisfied with user profile interface?

Have you ever tried to make a payment? If yes, were you able to do it quickly?

Are you satisfied with the dashboard interface?

Did you able to apply a loan through the app? What are the difficulties you faced, while you are trying to apply a loan?

Could you find exchange rates for USD? What are the difficulties that you faced while you are trying to exchange some amount of money?

Have you transferred money between your accounts? If yes what are the difficulties, you faced?

How often do you use budget calculator? What is the reason you use it or not?

Do you have any suggestions to improve this app?

Would you recommend this app to others?

Video recording

Link to interview video - <https://web.microsoftstream.com/video/89cc5a19-0a17-45e3-92c1-8ebc96da1829>

Questionnaire

01. Age group : *

- I. 18 - 25
- II. 26 - 40
- III. 40 - 60
- IV. Above 60

02. Gender : *

- I. Male
- II. Female

03. Current Occupation : *

- I. Full Time Worker
- II. Part Time Worker
- III. Full Time Student
- IV. Part Time Student
- V. Retired - No occupation

04. Have you used an online banking app? *

- I. Yes
- II. No

05. If no, give reason?

06. Have you ever used BOC mobile banking app? *

- I. Yes
- II. No

07. If yes. Do you still use that app?

- I. Yes
- II. No

08.If no, give a reason?

09.Have you ever tried to reset your password in BOC mobile banking app?

- I. Yes
- II. No

10.What did you think about the password resetting process?

- I. More complex
- II. Flow is too long
- III. More secure but had to lot of form filling
- IV. More convenient
- V. Other:

11.Have you noticed my profile option in BOC mobile banking app?

- I. Yes , I have
- II. No , I haven't

12.Are you satisfied with my profile option?

- I. Yes , I'm completely satisfied
- II. No , it's more inconvenient
- III. No , it only contained password changing option
- IV. No , for that option my profile name is ambiguous

13.How often do you make a bill payment by using BOC mobile banking app?

- I. Very often
- II. Seldom
- III. Very rare
- IV. Never

14.How convenient is the payment option in BOC mobile banking app?

- I. At the beginning it's more complex but now it is easy
- II. still ,it is very complex and very confuse
- III. It is easy even using at the very first time

15. Are you satisfied with the dashboard interface?

- I. Yes , I am
- II. No , I am not
- III. It is very ugly
- IV. It has perfect color combination and convenient elements
- V. Moderate
- VI. Some modification with colors and elements will make it more convenient

16. Did you ever apply for a loan by using this app?

- I. Yes , I have
- II. No I haven't
- III. No I did not know there is a loan applying option in BOC mobile banking app

17. What do you think about the exchange rate for USD option in BOC mobile banking app?

- I. It is very useful
- II. It is useless
- III. It only gives Rs value for 1 USD ,for any other amount it needed to calculate manually
- IV. it should keep in the mobile application but it needed more modification regarding calculating amounts
- V. It should be removed from the app
- VI. Other:

18. How often do you make transactions using this BOC mobile banking app?

- I. Very often
- II. Seldom
- III. Very rare
- IV. Never

19. What do you think about the money transaction functionality in BOC mobile banking app?

- I. Very convenient and easy to use
- II. At the beginning it was very complex and now it is fine
- III. It very complex and confuse since the beginning of using this app and still the same
- IV. Transaction account adding and making transaction window in two different in locations. So it is very time consuming and very complex method
- V. Other:

20. Have you ever used budget calculator in BOC mobile banking app?

- I. Yes , I have
- II. No , I haven't

21.If yes, what are the inconvenient things that you find in budget calculator?

- I. It completely useless
- II. There are no any inconvenient things regarding budget calculator
- III. Output graph doesn't show expenses in category wise ,modification with that it will increase the value of the budget calculator

22.Do you have any suggestions to improve quality of the BOC mobile banking app?

23.Do you suggest the current BOC mobile banking app for others to use?

- I. Yes , I do
- II. No , I don't

24.Please give reasons to above answer

Participant Profiles

Name	Demography	Location ,Date and Time
Haritha Udyā	Age – 27 Lives in Kegalle Occupation - Teacher	Location Online platform via zoom in own places Date – 21 / 08 /2021 Time – 11.00 AM
Harsha Suraweera	Age – 24 Lives in Yatiyanthota Occupation – Freelancer University student	Location Online platform via zoom in own places Date – 21 / 08 /2021 Time – 02.00 PM

User Research – Tasks/Scenarios

No	Task Instruction	Target	Probes
01	Try to reset your password, imagine you forgot it. Do it till the forget password form completely filled.	To know complexity of the control flow of the reset password option To calculate proceed time for over roll process	
02	Try to make a small payment to a phone bill.	To check the user friendliness of bill payment interfaces and bill payment form	
03	Convert 25\$ to lkr by using exchange rate USD option	To identify whether user can find the exchange rate functionality location place To find out calculation methodology and process is comfortable for users or not	
04	Imagine that you want to transfer money to 21548795458 account please perform all the tasks until the money transfer form completely filled	To find out whether filling forms are user-friendly or not To calculate spending time to make a transfer whole process because for that user needed to add account details in another UI and make payment in another UI	

05	After login to the system think you suddenly remember your previous password now change password back to old one. Do it till the password change form completely filled.	<p>To know my profile content name is ambiguous for users for change password</p> <p>To know users are well aware about password change location and password changing option.</p>	
06	Find out your assets amount from the dash board	To check font sizes and elements are easily recognizable for users in dashboard interface	
07	Fill the form of the personal loan applying functionality	<p>To check whether users are aware about loan option</p> <p>To check users can find out loan applying interfaces because it not located in a relevant place where user can easily find out</p>	
08	Get the expenses percentage category wise by using option in this mobile banking app	<p>To check how often users use budget calculator and to know whether they are aware about it</p> <p>To check proceed time period to get final outcome</p> <p>To check uses can easily analyze final outcome</p>	

Plan for Data analysis

Interview:

1. Have you ever tried to reset your password? if yes, did you face any difficulties while doing that?

Participant 1- Yes, I tried one time but I couldn't reset my password. Because I had to go through so many questions at that time I wasn't at my home So I didn't have my pass book to answer those questions.

Participant 2- Yes, I tried it once. It was quite difficult to reset but somehow I managed to do it. But the password reset process is time consuming.

2. Are you satisfied with user profile interface?

Participant 1- I would say no, because it only has password reset option , there are no any other information in that window I mean not even my user name.

Participant 2- I have only visited it once, there is nothing in that window as I remember, am I right? Since you told me I checked it again there is only password change option in that window. Who would satisfy with that interface? I'm not satisfied with that interface

3. Have you ever tried to make a payment? If yes, were you able to do it quickly?

Participant 1- Yes, that's what I use this app for. At the beginning it took few minutes to complete a payment because I have to go through different fields and I had to fill them after some time I realize there is a option to pay my bills periodically. Now I don't even use application that often because it does all of my payments automatically.

Participant 2- Yes, I use it to pay my electricity and phone bills. When I first started to use this app, I was little bit confused since there are multiple interfaces I had to go through when I make the payment. Now I can make a payment with in one minute, I think.

4. Are you satisfied with the dashboard interface?

Participant 1- No, it is very ugly isn't it. I don't like that one. Sometimes I can't find what I want.

Participant 2- No, I have used other bank apps too. If I compare this one with other apps this one has the worst dashboard interface, I think.

5. Did you able to apply a loan through the app? What are the difficulties you faced, while you are trying to apply a loan?

Participant 1- Yes, I did. Actually, I could not be able to find it easily. It is in offer section, and it is not the relevant category. I have to spend long time to find apply loan section.

Participant 2- No, I could not be able to find it. I log into the app and look at the account section. But I could not able to find it.

6. Could you find exchange rates for USD? What are the difficulties that you faced while you are trying to exchange some amount of money?

Participant 1- Yes, I did. But I wanted to convert \$2500 to LKR. But it shows only for 1\$. Converted rates are divided into two parts called buying and selling rates. I have to calculate those two rates manually. And also it has another sections such as currency, travelers cheques, Telegraphic transaction etc. If I want to calculate into those sections, I have to calculate it manually. It is more time consuming.

Participant 2- Yes, I able to find it. But In night times, colors that used for user interface are not comfortable for my eyes. Sometimes, it's hard to read what it is saying.

7. Have you transferred money between your accounts? If yes what are the difficulties, you faced?

Participant 1- yes I recently used it. but there is one issue in transaction form there is no way to enter account numbers itself.so that it has option in another place to add other accounts to it. by doing that only we can do the transaction. I think it is too time consuming

Participant 2 - yes I have 3 BOC accounts. I transfer money between those accounts using this app. The only problem I faced is An account can not be added for only one temporary transaction. You know what I mean right, lets say if I want to transfer money to your account for a emergency I should be able to do it quickly right. I don't want to save your details to my account there should be a option to make a quick transaction with new account details without saving those in a separate window.

8. How often do you use budget calculator? What is the reason you use it or not?

Participant 1- Yeah, I used it in every week to see my budget. But in the graph, it doesn't show my expenses in category wise. It would be even better if I could see my expenses in category wise.

Participant 2- No, I never used it before. Because it is not important for me

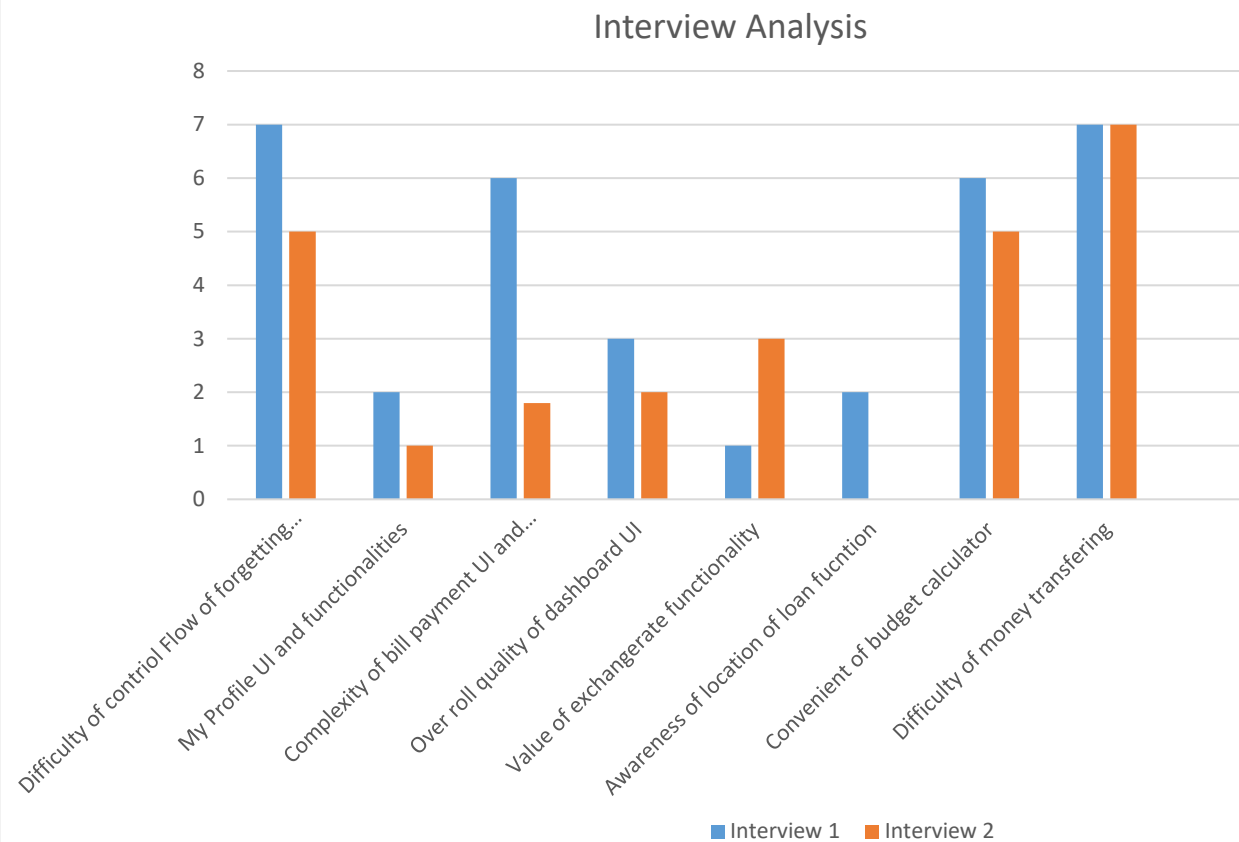
9. Do you have any suggestions to improve this app?

Participant 1- Most of the time when I try to login to app it takes around 30 seconds to login to the app. I think the time taken for that should be very short

Participant 2- Every time when I login to the app I have to enter my username and password it would be nice if I could use my fingerprint as login credential.

10. Would you recommend this app to others?

Participant 1- Yes, I recommend this app to others with some improvements
Participant 2- Yes, but there are things to improve compare to the other apps



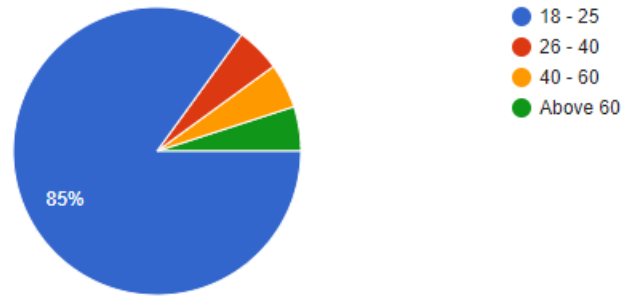
Video Recording:

Link to interview video - <https://web.microsoftstream.com/video/89cc5a19-0a17-45e3-92c1-8ebc96da1829>

Questionnaires:

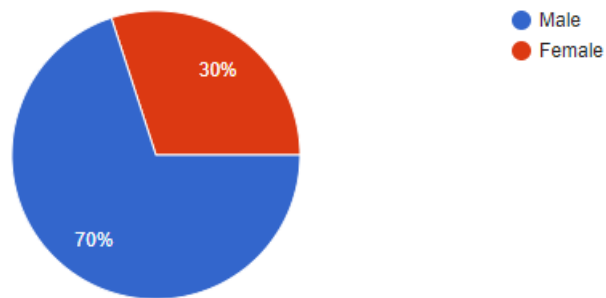
Age group :

20 responses



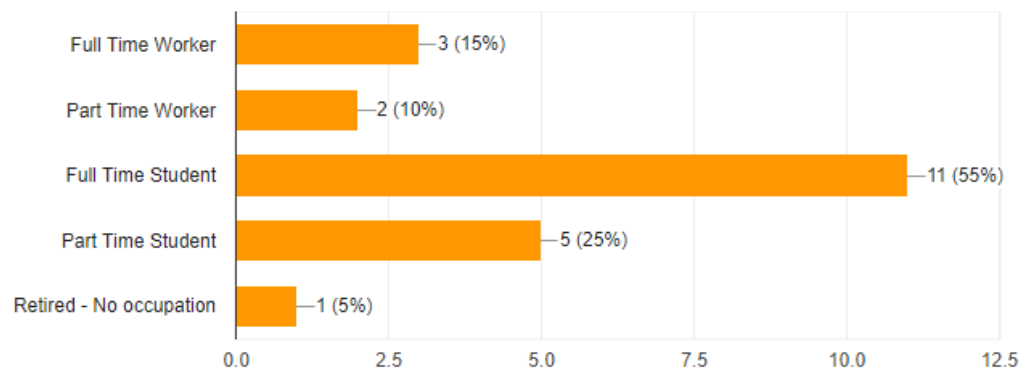
Gender :

20 responses



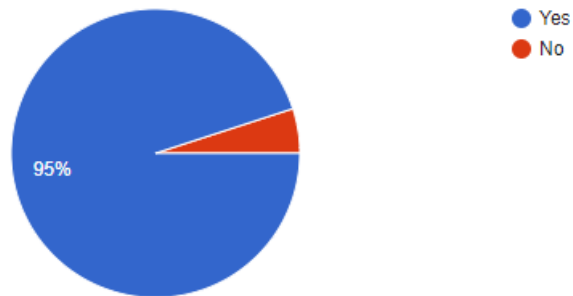
Current Occupation :

20 responses



Have you used an online banking app ?

20 responses



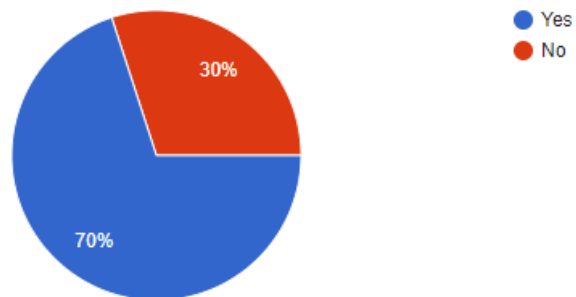
If no , give reason ?

1 response

I don't trust online mobile banking app

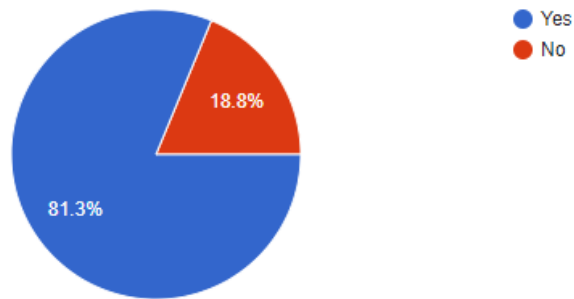
Have you ever used BOC mobile banking app ?

20 responses



If yes . do you still use that app ?

16 responses



If no , give a reason ?

4 responses

I haven't used it

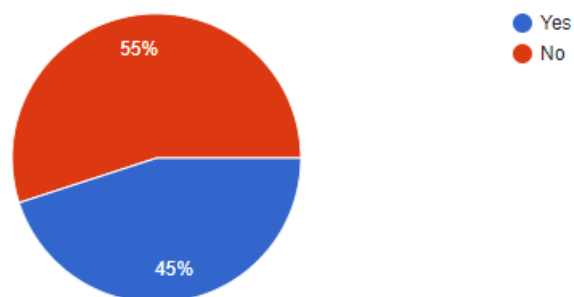
I have no account in boc.

Long loading time and unwanted error messages

Dont have an account

Have you ever tried to reset your password in BOC mobile banking app ?

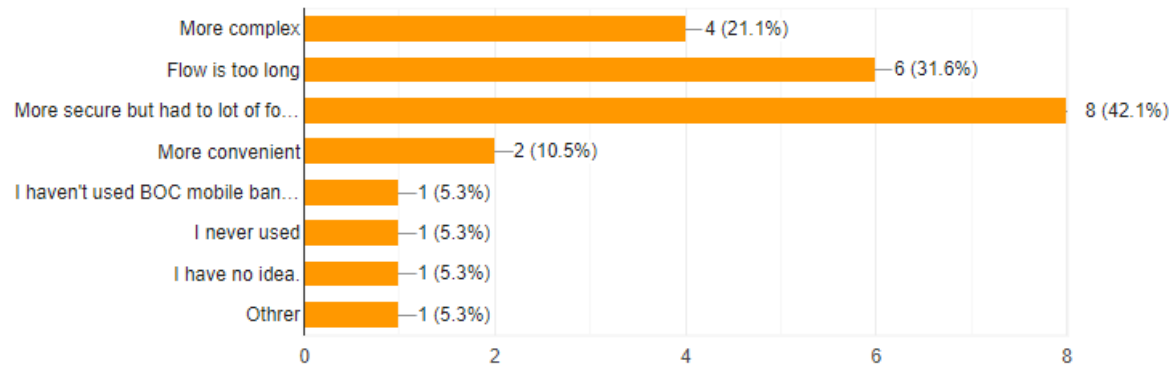
20 responses



What did you think about the password resetting process ?

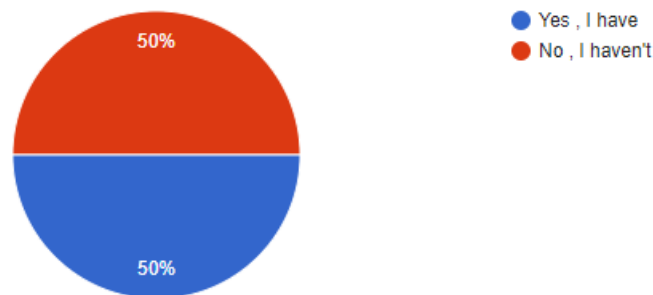


19 responses



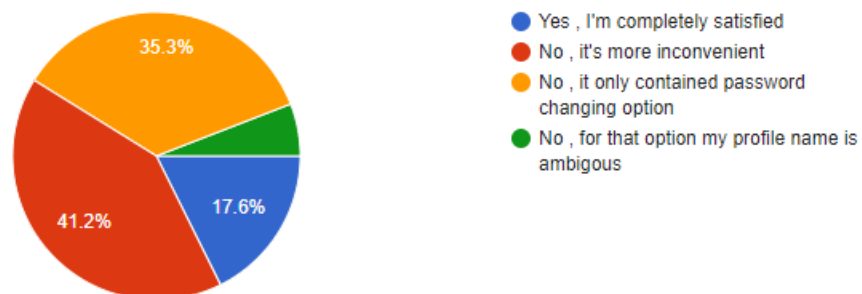
Have you noticed my profile option in BOC mobile banking app ?

20 responses



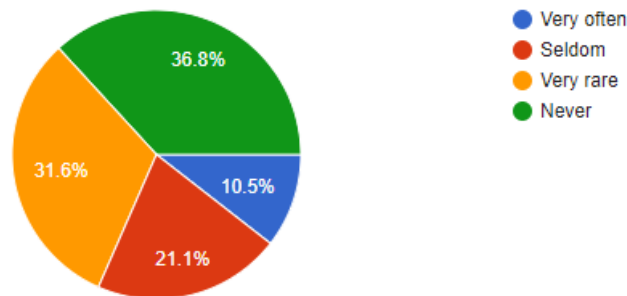
Are you satisfied with my profile option ?

17 responses



How often do you make a bill payment by using BOC mobile banking app ?

19 responses



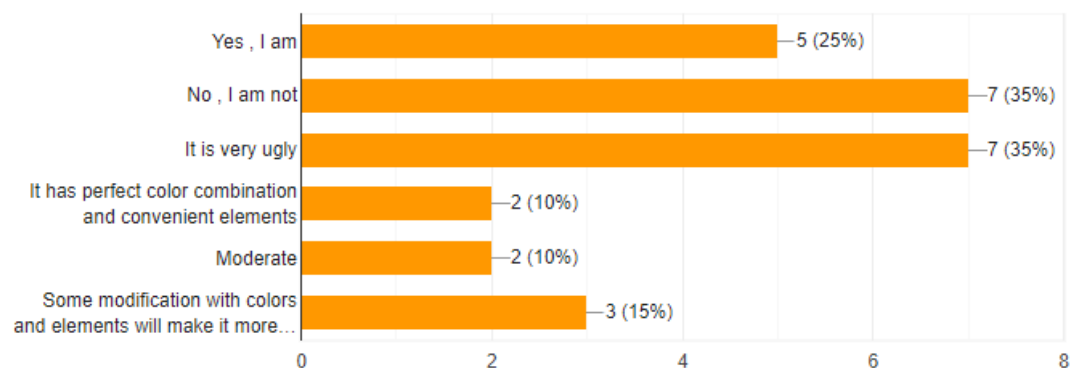
How convenient is the payment option in BOC mobile banking app ?

14 responses



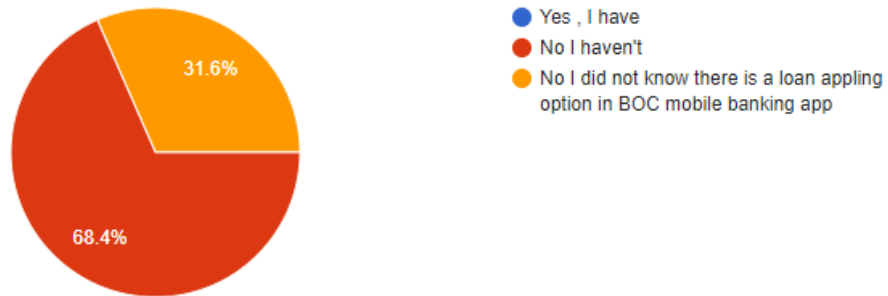
Are you satisfied with the dashboard interface ?

20 responses



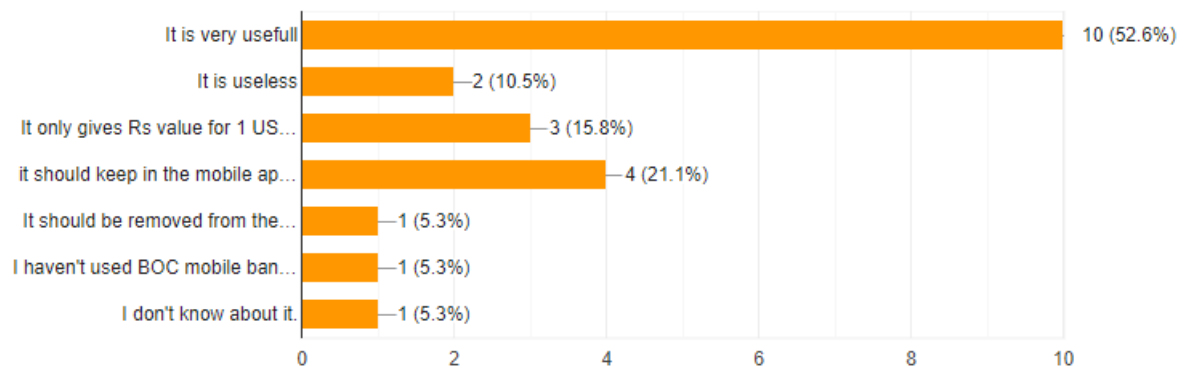
Did you ever apply for a loan by using this app ?

19 responses



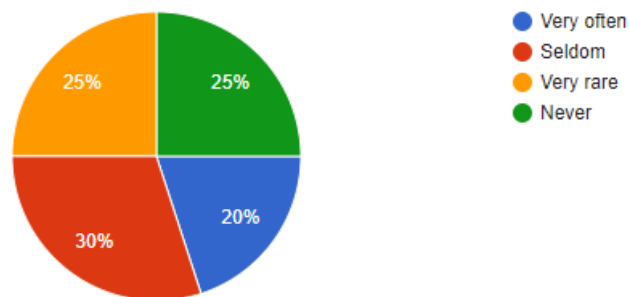
What do you think about the exchange rate for USD option in BOC mobile banking app ?

19 responses



How often do you make transactions using this BOC mobile banking app ?

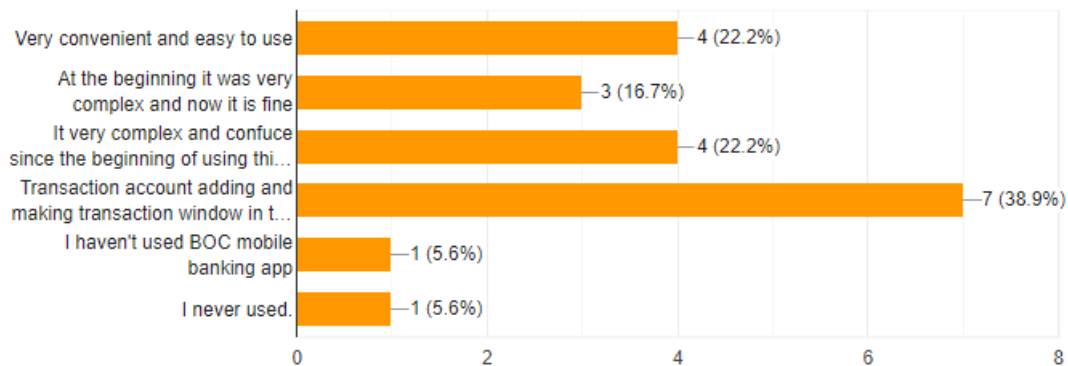
20 responses



What do you think about the money transaction functionality in BOC mobile banking app ?

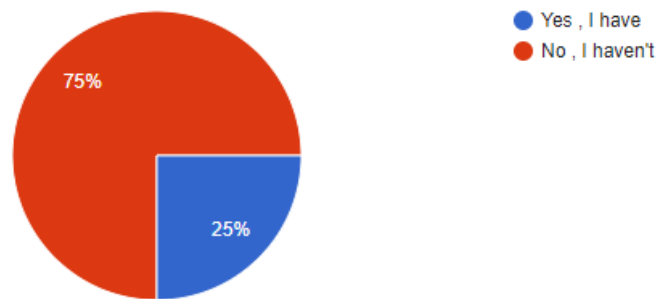


18 responses



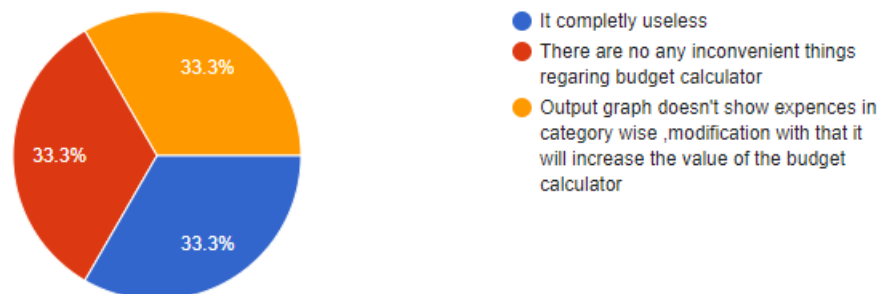
Have you ever used budget calculator in BOC mobile banking app ?

20 responses



If yes ,what are the inconvenient things that you find in budget calculator ?

6 responses



Do You have any suggestions to improve quality of the BOC mobile banking app ?

9 responses

I have no idea

login in to the account using user name and password in every session out is a very pain for that it would be easy if it there is an option like saving login in login option like in face book mobile app

Interface should improve

No

Make the app easy to use

Use biometric authentication

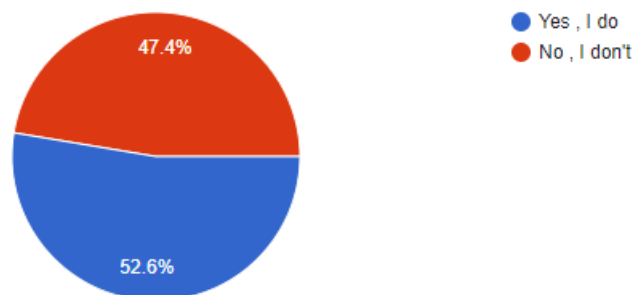
no

App stuck in loading screen most of the time so they have to fix that

Yes

Do you suggest the current BOC mobile banking app for others to use ?

19 responses



Please give reasons to above answer

12 responses

I haven't used BOC mobile banking app

I have using this app may be 3 to 4 year. Functional wise it is more useful app .

It's not user friendly

I never used it.

Logging in with a password is always annoying.create another method for that.

it is a useless app

Its secured.

its provide convenience for transactions

I think it's good

It's a good mobile app

it would be better if my profile option contain with more information rather than only include change password

It's very useful for busy customers