



**UTM**  
UNIVERSITI TEKNOLOGI MALAYSIA

**FACULTY OF COMPUTING**  
UTM Johor Bahru

## **SECV2113: Human-Computer Interaction**

Semester 01, 2025/2026

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### **Group Assignment:**

### **Evaluation Report and Journey Map Suggestion 20252026**

**Group 1 Name: SURVIVOR**

**Lecturer:** Dr. Sarina Binti Sulaiman

no.	NAME	MATRIC NO.
1	ABDURRAFIQ BIN ZAKARIA	A24CS0031
2	AHMAD MUNIF BIN BAHARUM	A24CS0038
3	YEE CHING YANG	A24CS0214
4	NAJMUDDIN BIN KAMARUDIN	A24CS0145
5	MUHAMMAD HAZIM BIN ZULKANAIN	A24CS0136

## 1.0 Introduction

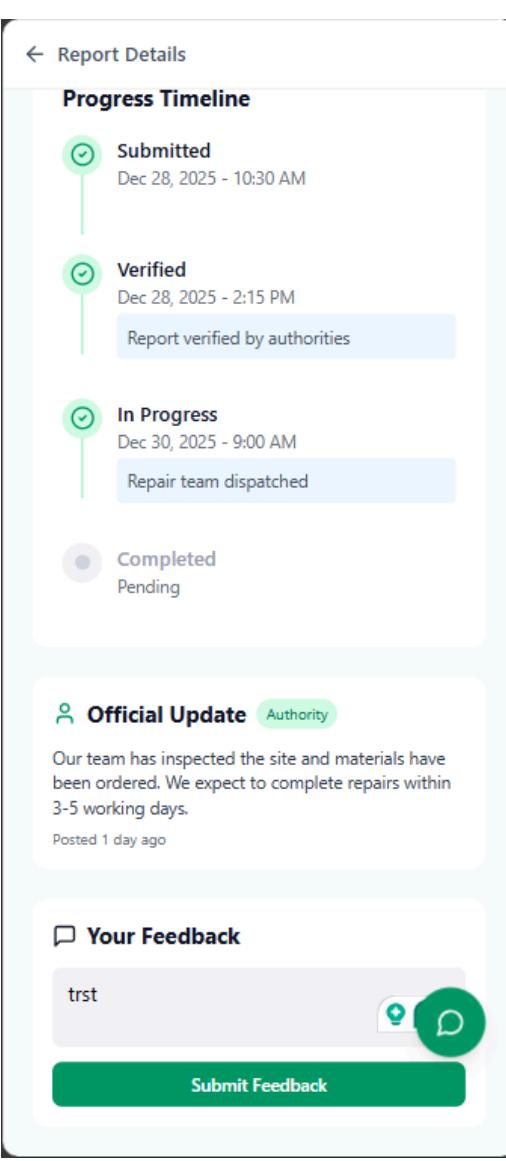
Our team acted as usability experts to review the prototype created by Group 2. To make our feedback as realistic as possible, we conducted our evaluation from the perspective of Fariz, a 16-year-old high school student. Fariz is a typical digital native who expects apps to be fast and intuitive, he wants to help his community by reporting issues like broken streetlights or clogged drains, but he is easily discouraged by long forms, confusing menus, or a lack of updates after he submits a report.

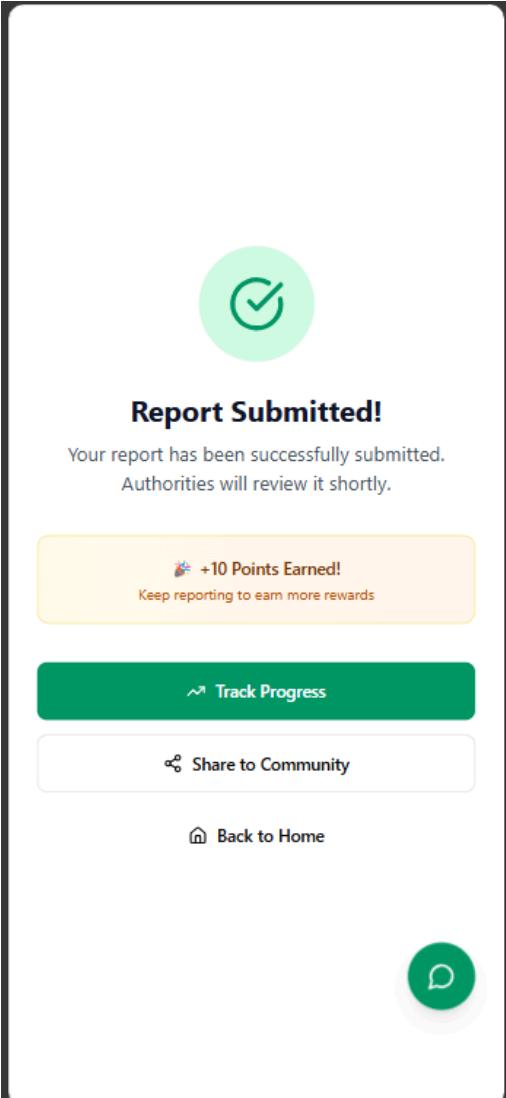
We specifically tested the app using a scenario where Fariz is on his way to a futsal match and spots a broken wooden bench that could be dangerous to others. He opens the app to quickly report the damage by taking a photo and using his location. During our inspection, we looked for any obstacles in Group 2's design that might frustrate Fariz or slow him down. We focused on whether the app provides clear status updates, uses simple language, and makes the reporting process feel rewarding, noting down every issue we found to help the other team improve their final design.

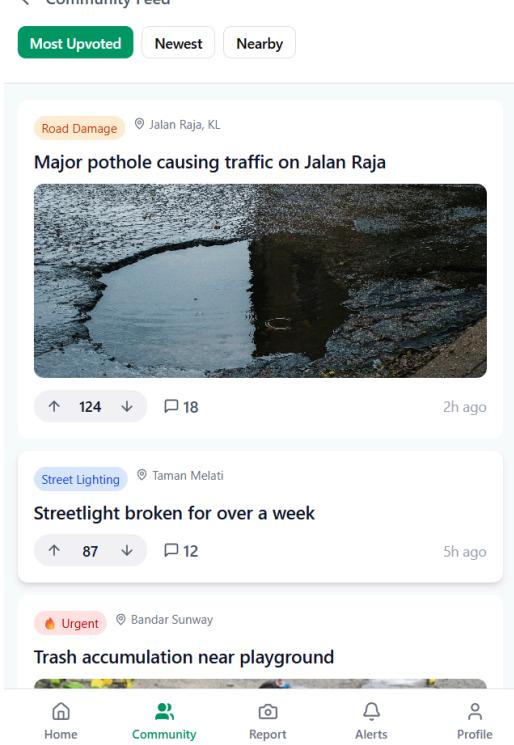
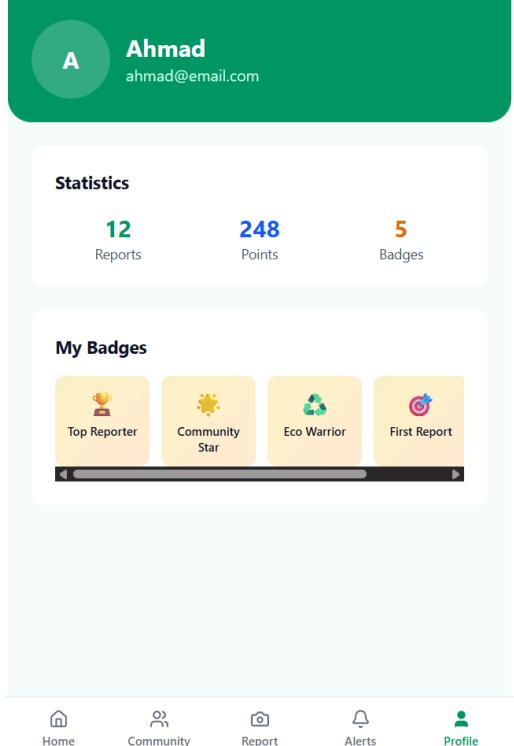
## 2.0 Instruction #1:

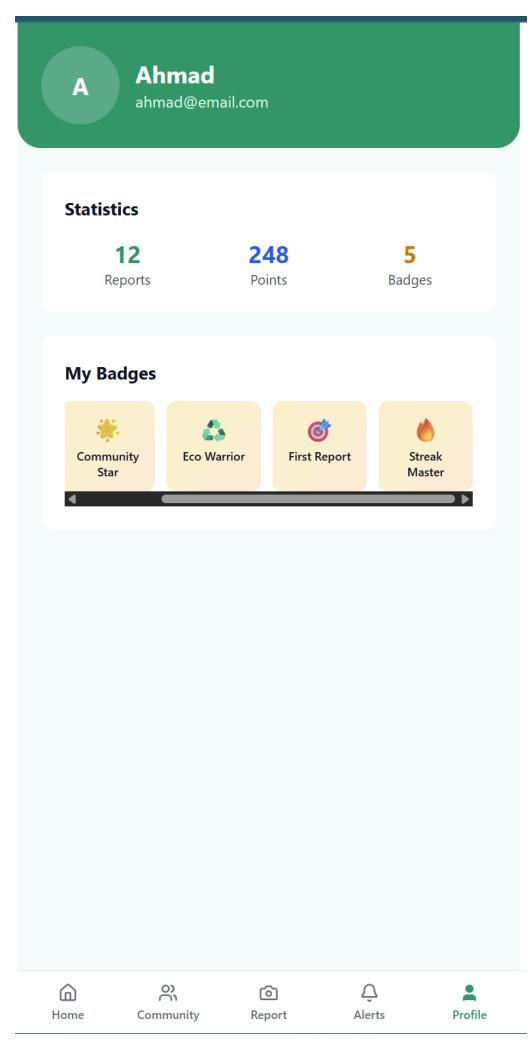
We have conducted a thorough observation of your prototype and identified several usability concerns. Below is a Heuristic Evaluation (HE) table containing **8 instances** where the design could be improved to better align with industry standards and user expectations.

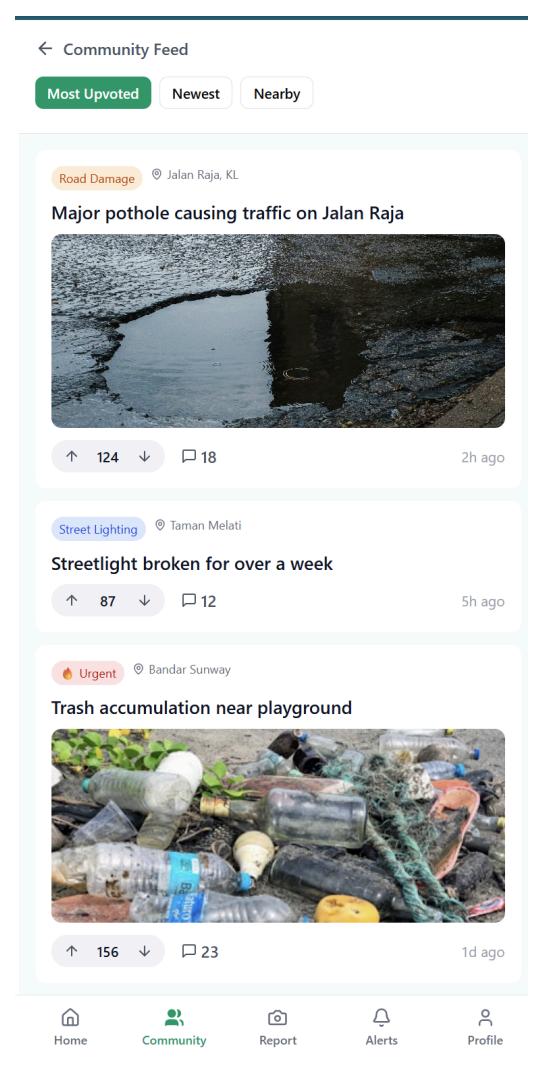
**Table 1: HE Table**

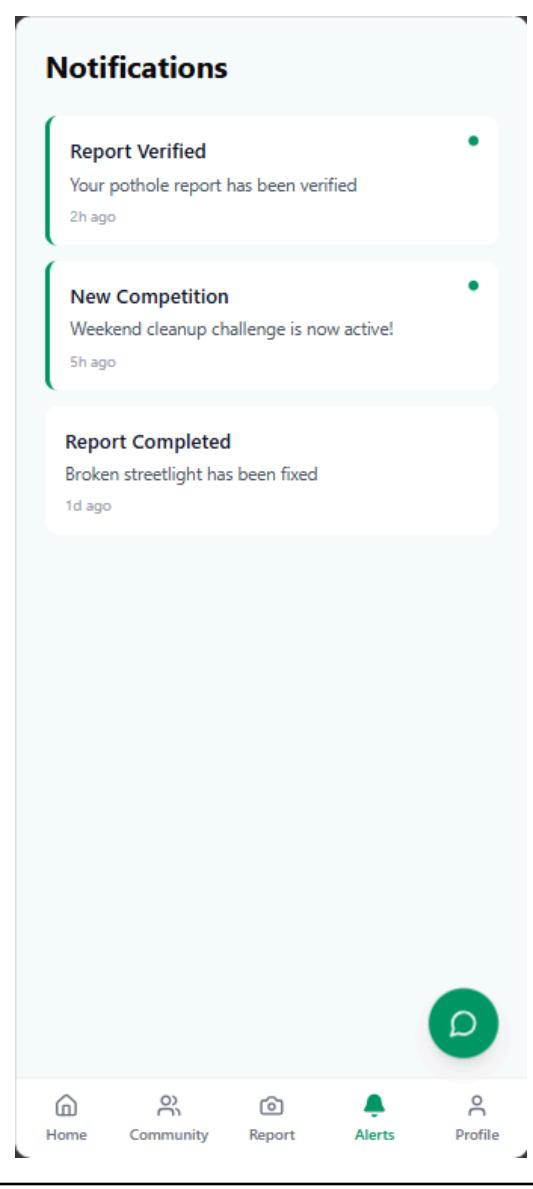
No.	Identified Issue	Heuristic and Severity	
1.		<p>Color-coded status bars: The progress timeline confuse/hard the user to see if it not done yet, in progress and done. (no traffic light color)</p>	<p>H1: Visibility of system status. S2: Minor issue</p>

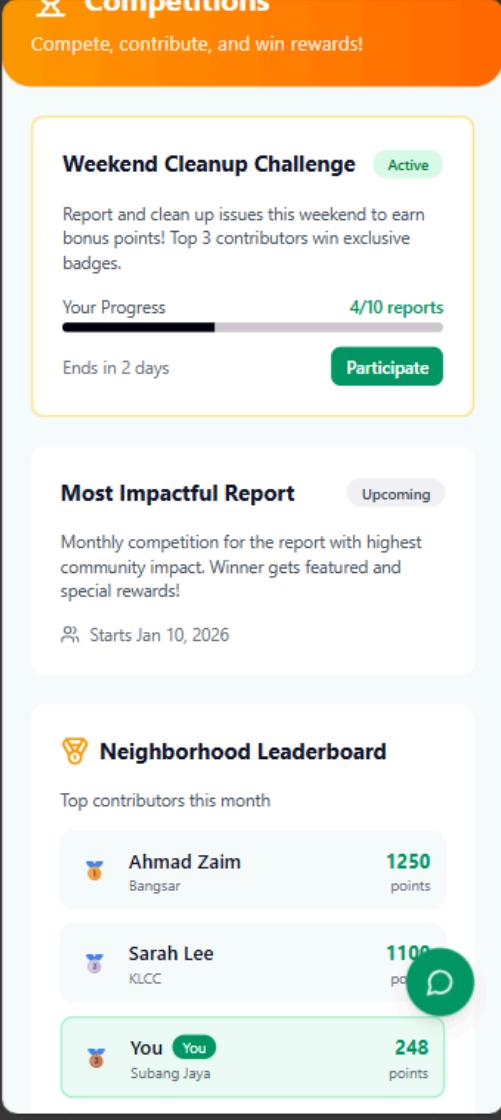
2.		Visibility of System Status: No visual feedback for required fields or validation errors.	H1: Visibility of system status.  S3: Major issue
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3.		<p>Unnecessary Community Feed back button:</p> <p>The bottom navigation buttons alone is enough for user navigation</p>	<p>H4: Consistency and standards.</p> <p>S1: Cosmetic issue</p>
4.		<p>My Badges horizontal scroll bar:</p> <p>A huge vertical gray scroll bar with dark background ruins the aesthetics.</p>	<p>H8: Aesthetic and minimalist design</p> <p>S1: Cosmetic issue</p>

5.	 <p>Ahmad ahmad@email.com</p> <p><b>Statistics</b></p> <table border="1"> <tr> <td>12 Reports</td> <td>248 Points</td> <td>5 Badges</td> </tr> </table> <p><b>My Badges</b></p> <ul style="list-style-type: none"> <li>Community Star</li> <li>Eco Warrior</li> <li>First Report</li> <li>Streak Master</li> </ul> <p>Home    Community    Report    Alerts    Profile</p>	12 Reports	248 Points	5 Badges	<p><b>Streak master issue</b></p> <p>The user don't understand what is the function of that and if it is streak for daily login.. This system is not suitable</p>	<p>H2: Match between system and real world</p> <p>S2: Minor issue</p>
12 Reports	248 Points	5 Badges				

6.	 <p>← Community Feed</p> <p>Most Upvoted   Newest   Nearby</p> <p><b>Road Damage</b> Ⓜ Jalan Raja, KL Major pothole causing traffic on Jalan Raja  ↑ 124 ↓ □ 18   2h ago</p> <p><b>Street Lighting</b> Ⓜ Taman Melati Streetlight broken for over a week ↑ 87 ↓ □ 12   5h ago</p> <p><b>Urgent</b> Ⓜ Bandar Sunway Trash accumulation near playground  ↑ 156 ↓ □ 23   1d ago</p> <p>Home   Community   Report   Alerts   Profile</p>	<p><b>Lack of Search/Filter:</b> There is no search bar to find specific local issues, only "Most Upvoted" or "Nearby" tabs. This forces users to scroll excessively.</p>	<p><b>H7: Flexibility and efficiency of use</b></p> <p><b>S2: Minor issue</b></p>
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7.	 <p><b>Notifications</b></p> <ul style="list-style-type: none"> <li><b>Report Verified</b> Your pothole report has been verified 2h ago</li> <li><b>New Competition</b> Weekend cleanup challenge is now active! 5h ago</li> <li><b>Report Completed</b> Broken streetlight has been fixed 1d ago</li> </ul> <p>Home    Community    Report    <b>Alerts</b>    Profile</p>	<p><b>Inconsistent Terminology:</b> The screen header is titled "Notifications," but the bottom navigation label is "Alerts." This inconsistency can cause cognitive friction.</p>	<p>H4: Consistency and standards</p> <p>S1: Cosmetic issue</p>
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8.	 <p><b>Competitions</b></p> <p>Compete, contribute, and win rewards!</p> <p><b>Weekend Cleanup Challenge</b> <span style="border: 1px solid green; border-radius: 50%; padding: 2px;">Active</span></p> <p>Report and clean up issues this weekend to earn bonus points! Top 3 contributors win exclusive badges.</p> <p>Your Progress <span style="background-color: #ccc; width: 100px; display: inline-block;"> </span> <b>4/10 reports</b></p> <p>Ends in 2 days <span style="border: 1px solid green; border-radius: 50%; padding: 2px; background-color: #fff;">Participate</span></p> <p><b>Most Impactful Report</b> <span style="border: 1px solid lightgray; border-radius: 50%; padding: 2px;">Upcoming</span></p> <p>Monthly competition for the report with highest community impact. Winner gets featured and special rewards!</p> <p><span style="font-size: small;">⌚</span> Starts Jan 10, 2026</p> <p><b>Neighborhood Leaderboard</b></p> <p>Top contributors this month</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center; padding: 5px;"> Ahmad Zaim Bangsar</td> <td style="text-align: center; padding: 5px;"><b>1250</b> points</td> </tr> <tr> <td style="text-align: center; padding: 5px;"> Sarah Lee KLCC</td> <td style="text-align: center; padding: 5px;"><b>1100</b> points</td> </tr> <tr> <td style="text-align: center; padding: 5px;"> You Subang Jaya</td> <td style="text-align: center; padding: 5px;"><b>248</b> points</td> </tr> </tbody> </table>	 Ahmad Zaim Bangsar	<b>1250</b> points	 Sarah Lee KLCC	<b>1100</b> points	 You Subang Jaya	<b>248</b> points	<p>The "Participate" button remains active even though the user has already completed <b>4/10 reports</b>.</p>	<p>H1: Visibility of system status</p> <p>S3: Major issue</p>
 Ahmad Zaim Bangsar	<b>1250</b> points								
 Sarah Lee KLCC	<b>1100</b> points								
 You Subang Jaya	<b>248</b> points								

### 3.0 Instruction #2:

The following user journey map outlines the experience of Fariz Alkausar, a 16-year-old student, as he navigates the process of reporting a campus safety hazard through a digital interface.



**Figure 1:** Example of a User Journey Map