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## Executive Summary

The purpose of the study was to evaluate existing workflows, the applications people use on a day-to-day basis, and to identify commonalities in the overall user experience.

We tested the usability of current processes by prompting participants for:

- Most used application
- Pain points with current applications
- Suggestions for improvements

The test group mainly consisted of employees working from home across business domains such as teaching and software engineering.

The key findings are:

- Over half of the participants started the day by checking email.
- The majority of participants use between 5 and 10 applications in the work-day
- Outlook, Gmail, and Microsoft Teams were the most used applications
- Almost all participants use external feedback or results to measure work success

This research report includes details of how we conducted our research, the results we found, and a brief list of recommended improvements to the systems used in a work environment.

57%

of participants start their day with email.

43%

of participants spend most of their time on email applications.

33%

of participants measure progress by client or colleague feedback.

71%

of participants use between 5 and 10 applications per work day.

33%

of the participants most used services are email applications.

44%

of participants measure progress by tangible results and outcomes.

## Goals

Understand what users would like from a new system.

Determine the most important services.

Identify bugs & issues with current systems.

## Methodology

### Outreach & Screening

#### Channels Used

- Google Forms
- In Person interviews

#### Screening Criteria:

- Full time employment within an organization

### Participant Profiles

The participants submitted responses anonymously and as such we have no data available on age or income.

### Testing Setup, Moderation & Post-Test Questions

#### 1. Introduction

Describe the first step of your testing process. Briefly explain what the participants were told regarding the test and your product before they began.

The test was introduced to a colleague who then passed the invitation to the online questionnaire between their colleagues.

Participants were informed that their responses will be anonymous, real company names won't be used, and their email won't be collected. They were also informed that answers will be used to help design a new system for a university project. Participants were given the option to omit responses to any questions.

#### 2. Tasks

Participants were asked to:

- Follow their invitation link to the online survey
- Complete as many survey questions as they liked
- Submit their survey responses

#### 3. Post-Test Questions

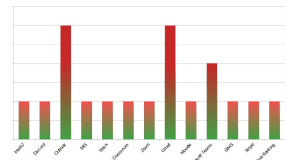
No post-test questions were asked in this scenario to maintain the anonymity of the process.

### Results

Raw data was extracted from the survey and cleaned to remove noise.

- Results, outcomes, and sales were combined into a single results data-point
- Check email and respond to email were combined into a single email data-point
- Client and customer feedback were combined into a single client feedback data-point

### Applications and Services



#### THE GOOD

33%

of the participants most used services are email applications.

#### THE BAD

43%

of participants spend most of their time on email applications.

### Different applications used to perform work tasks

14%

of participants use less than 5 different applications

14%

of participants use between 10 and 15 different applications.

71%

of participants use between 5 and 10 different applications

#### Breakdown



### Observations

*A common API for all business functions would need to integrate between 5 and 10 different services to meet the requirements of most users.*

## Current System: Bugs & Issues

#### GENERAL

- Out of date UI
- Performance issues
- Too many different meeting links

#### Cross platform compatibility and integrations

- Lack of Slack integrations
- Too many different passwords
- Absence of Linux compatibility
- Too many different emails for different platforms
- Accessing services from mobile or local machine

## Recommendations & Action Items

#### GENERAL

- Ad blocking
- Slack integration
- Voice recognition
- Automatically switch to picture-in-picture video when navigating away from video call interface
- Automatic To-do list creation
- Shared passwords across different services

## Disclaimer

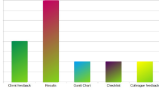
Several factors may have affected the results of the usability test. It's important to remember that people bring their own experiences and biases into a test without realizing that they might color their impressions.

1. The sample size may not be representative of all people that may use the new system
2. New responses were not included in the data after extraction

## Appendix

### Additional Analysis of goals and progress

This figure visualizes responses to the query: **How do you measure progress or success in work?**



Thank you.



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