Summary of the survey

As part of our project of building a cost effective and more practical mobile phone reloading machine all of our group members did a survey in our residential areas about the feasibility of our product and other aspects. Following report present some of the information we have gathered from our survey.

1. E.M.M.L Ekanayaka

Kidapola,

Kudagalgamuwa,

Kurunegala.

He quite liked the idea of improving the usual reloading machine. He told us that the user interface is not easy to be understood by new users. A more user friendly interface with the instructions on how to use the machine being displayed while the process in being carried out will enable more people to use these machines in his opinion.

1. S.D.J.Hewawitharana

No.42,

Uyandana road,

Mallwapitiya.

She was happy about our idea to introduce name based reloading where instead of typing in your mobile phone number you can just give your name or some other identification and get the reload to your phone. She also appreciated our idea of making it accessible to the differently abled people.

1. S.M.Wijesinghe

Mallawapitiya

He is visually impaired and I asked him if the addition of audible signals and brail lettering on the machine would enable him to use it. He told us that even though he uses a hand phone most of the visually impaired people are not interested in using such devices and that he thought the market that we are aiming at is too small. But he very much appreciated our idea of making it accessible to the visually impaired.

1. T.H.Kumara

Sithmi Communications,

Kandy Road,

Hewapola,

Pilessa.

He is the owner of a small communication by a school and his main concern about the available reloading machine was its cost. He is simply not able to afford such a device in his communication and he thought that our idea of improving the machine would increase its costs further and that would make it even less accessible to the shop owners. He insisted that we focus our product so as to build something that is innovative but cost effective at the same time.

1. K.G.L.Navarathne

52/c/14,

Suriyapaluwa,

Kadawatha.

She found it difficult at first to use reloading machines and therefore have given up on using them and she thinks that a interface with instructions will be very helpful for women like her. She also pointed out that as a mother she would like to see some form of security measures where children have limited access to these machines. She wants a mechanism where her sons can’t use them without her awareness and also a limit to the amount of money that can be reloaded.

1. T.K.Doratiyawa

22,

Eldeniya,

Kadawatha.

As an owner of a communication he said that he would not be very much interested in the new product if it is going to cost him much more than what he is paying now. He says if we can come up with a product that is in the same price segment as the available ones he would definitely buy one.

1. Marcus Fonseka

102,

Eldeniya,

Kadawatha.

I spoke to this person nearby who was visually impaired and his main concern was his disability to use such a machine where he currently gets the assistance of their children to reload the phone. He was convinced about the brail system and the use of audible signals that we are hoping to introduce to the new machine and further stated that he himself can recharge his phone in critical situations if this system was introduced.

1. Anton Rayan Perera

32/1, Lake road,

Kalutara.

This person was a less privileged person , who was not so much accustomed to new technologies and currently using the conventional ‘recharge cards’ to top up the phone. He mentioned that he was not used to reload machines and and mentioned that he doesn’t have much faith in the machine. As I introduced about our idea of improving the user interface with step by step instructions in their preferred language, he seemed to like the idea and further told that he would like to use such a machine.

1. Mrs. Nilanthi Fernando

Kalutara.

This lady currently owns a shop, and she is a strong stakeholder of the existing reload machine where she mostly tops up the phone using them. She is very concerned about the unavailability of failsafe mechanisms of the existing machines where she had lots of experiences in entering wrong numbers. He further extended her ideas saying if there’s a way to reconfirm the entered number, then it will be more convenient in avoiding such mistakes.

1. Nadith Perera,

860, Galle Road,

Katukurunda.

Kalutara.

I met with this shop owner who operates a reload machine. Her main concern was the price and stated that the current machine costs between 60 to 70 thousand. And also he mentioned about the mistakes done by many customers in entering the wrong number. This person further pointed out that if he is working in the shop alone it would be very disturbing to serve a customer who is doing reloading when another customer is being served since the service provider has to be selected in the existing machine. I further explained him about our idea of improving a step by step instructions process where users can operate in their preferred language (basically Sinhalese and English); he was very convinced about it.

1. Ms Sachini Peiris

Duwa Temple Rd,

Kalutara North.

This person has not used a reloading machine. But uses reloads to top up her mobile. In her current method of reloading she doesn’t get a bill when the reloading is completed, and she stated that the method is not very convincing nor assuring since the shop owners doesn’t pay much guarantee after the procedure due to the lack of the bill. She mentioned that users will be very much confident and satisfied if a proper bill is issued.

1. Roy Fernando

958,

Galle Road,

Katukurunda.

This shop owner mentioned that the existing machine very much useful rather than the conventional use of mobile phones in early days, but stated some of the disadvantages including the absence of fail-safe mechanisms, inability to be used by many elderly people with visual disabilities etc…

1. Mr. D.R.P. Dissanayaka.

Hungampola,

Moronthota.

He was a shop owner who is selling all other house hold goods and also is using several mobile phones to reloading. And the main problem he that he is having is misplacing of the reloading phones. So he is very happy to hear about the reloading machine. But the cost is too much for him. Spending that much of money at one time is not easy for him. He asked to pay for this in two or three installments. In this area people have to walk a while to pay electricity bills and so on. Having facility of selling bills is very much appreciated by him.

1. Ms. Y.B.M.I. Yapa Bandara.

Hiru Niwasa,

Pahala Moradana,

Undugoda.

She was a clerk of a SANASA bank and she is using two cellular phones with her which is having two service providers. One is prepaid and the other one is post paid. With that condition she likes very much for our product. As well as she is very happy to have such a reloading machine that keeps her phone number safe and hidden for the shop owner.

1. Mr. Nihal Gamalath.

Karawanalla.

He is a Doctor worked at Karawanalla general hospital. He has two children both of them are now university students. For both he is the one paying the bills. Having such a reload machine which can pay bills is very easy for him than go to other far away. And he says generally this is very valuable machine for the people who are using reloading systems than writing numbers and waiting to the reload.

1. Mr. A.R.D.K. Ranasinghe.

Sinha Communication,

Kegalle.

He is a communication (shop) owner. And he is already having such kind of machine and he says that it doesn’t have a billing facility and pc software to rechecking the reload. And the available reloading machine which has that facility is too much cost (67900). Though 40,000 is bit reasonable price with that features.