CSE 325

Information System Design

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Introduction:

The software application we selected for studying is [NBR e-Return](#). This web application is used for giving income tax-return online all over the country. We interviewed a few regular users of this application, especially people who regularly give income tax-return. The findings are discussed below:

Positive Aspects:

- Allows users to give income tax from the comfort of their home.
- Any people with little technology knowledge can use this website.
- Provides both a web application and a mobile application with most similar interfaces.
- Supports multiple payment methods such as bKash, Rocket, Nagad, Card.
- Sends OTP if someone forgets password.
- When preparing e-return, people can use system help (by putting cursor on sign).
- People do not need to attach any documents. They have to just fill in relevant fields, and keep related documents with them for any future reference.
- All computations in eReturn will be based on inputs, and will be suggestive figures. People have the option to edit any system calculation if their own calculations differ.

Negative Aspects:

- A person will need a biometrically verified mobile phone number for using eReturn. It is a negative aspect. As many people without having verified mobile no. may want to give income tax.

- For best experience and performance, people have to use a laptop or a desktop computer. Mobile devices don't display all features.
- If a person has any source tax or advance tax payment, online filing may not provide credit at this moment. Because when we were preparing the report development of the verification process was ongoing. However, people can prepare their paper return using the eReturn system.
- Some companies cut from the salary of their employees for income tax. This system can't handle those payments.
- Some people don't trust this website for payment system.

Recommendations:

We propose the following recommendations for improving the user experience on the application:

- The UI should be made more user-friendly.
- Videos can be made demonstrating the functionalities and the booking process.

Conclusion:

The e-Return service is used by thousands of people each day in some particular months. People should be made to give their income tax in a very relaxing way. So, the system should focus on improving UI experience and provide more user friendly face.