System Usability Scale

		Users 1-10 rated the tasks on a scale of 5, according to the question 1 - Strongly Disagree 5 - Strongly Agree									
		1	2	3	4	5	6	7	8	9	10
1	I think that I would like to use this system frequently.	3									
2	I found the system unnecessarily complex.	3									
3	I thought the system was easy to use.	3									
4	I think that I would need the support of a technical person to be able to use this system.	4									
5	I found the various functions in this system were well integrated.	4									
6	I thought there was too much inconsistency in this system.	3									
7	I would imagine that most people would learn to use this system very quickly.	3									
8	I found the system very cumbersome to use.	4									
9	I felt very confident using the system.	4									
10	I needed to learn a lot of things before I could get going with this system.	4									
	User Score (after applying SUS formula)	87.5									
	Total Average	87.5									

SCORE is 87.5, thus it's better-than-average usability.

The System Usability Scale (SUS) results summarise how the participant rated all 10 usability statements on a scale from 1 (strongly disagree) to 5 (strongly agree). After applying the SUS scoring formula, the system received a final score of 87.5, which is considered well above average and suggests that the interface is highly usable and generally well designed. Scores above 80 typically indicate that users find the system easy to work with, consistent, and overall satisfying to use.

Single Ease Question for Task Level Satisfaction

Overall, how difficult or easy was the task to complete?

		Users 1-10 rated the tasks on a scale of 7, according to the question 0 - Failed to perform 1 - Very Difficult 7 - Very Easy									
		1	2	3	4	5	6	7	8	9	10
1	Log in using the correct username and password.	2									
2	Attempt to log in with incorrect details and observe the error message.	3									
3	Scroll through the home screen to view available movies.										
4	Select a movie and choose a showtime.	7									
5	Pick an available seat from the seating layout.	6									
6	Confirm the reservation and view the confirmation page.	4									
7	Select a seat and press Cancel to return to the previous screen.	5									
8	Use the footer icons to navigate back to the home page.	0									
9	Task 9										
10	Task 10										
	User Average	3,86									
	Total Average	3,86									

The tasks were rated below the typical average ease range.

The Single Ease Question (SEQ) results show how easy or difficult each task felt for the participant, rated from 0 (failed) to 7 (very easy). After calculating the average score across all tasks, the system received 3.86, which is lower than the usual average. This means that although some tasks were easy, others were harder than expected. Overall, the results suggest that a few parts of the system could be made clearer and easier for users to complete.

User Name/Age/Gender:				
Sr.	Task Description	Task Time	No. of errors	Problems faced / Comments
1	Log in using the correct username and password.	20 sec	1	Wrong credentials
2	Attempt to log in with incorrect details and observe the error message.	10 sec	2	Invalid username and password. Authentification failed.
3	Scroll through the home screen to view available movies.	0.5 sec	0	No problem
4	Select a movie and choose a showtime.	2 sec	0	No problem
5	Pick an available seat from the seating layout.	5 sec	0	No problem
6	Confirm the reservation and view the confirmation page.	7 sec	0	No problem
7	Select a seat and press Cancel to return to the previous screen.	5 sec	0	No problem
8	Use the footer icons to navigate back to the home page.	2 sec	1	Footer icons are not working
9				
10				
11				
12				
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16				
17				
18				

The task performance summary records the time taken, the number of errors made, and any issues the participant faced during each task. Most tasks were completed quickly and with few errors, showing that the general workflow was understandable. However, specific problems such as incorrect login attempts and the footer icons not working affected the user's progress and highlighted areas where the system's reliability and navigation could be improved. These observations help identify the key usability issues that need attention.