



Sri Lanka Institute of Information Technology
Human Computer Interaction IT3060
Assignment 01 - Report
Project title-riyasewana
Group number-2023-WE-S2-52
Tema Name- Challengers

	Name with Initials	Registration Number	Workload Distribution
1.	Mendis A.R.P.	IT21228094	<ul style="list-style-type: none"> • Search Wanted Page • My Account Page • Edit Profile Page • Change Password Page
2.	JayasingheJ.A.J.M.	IT21225574	<ul style="list-style-type: none"> • Home page • Sell vehicles page • My Favourite Page
3.	SandaruwanW.M.I.M.	IT21231100	<ul style="list-style-type: none"> • Buy Spare Parts Page • Registration Page • Login Page
4.	Madhusanka J.A.A.	IT21215292	<ul style="list-style-type: none"> • Edit ad Page • Delete ad Page • Ad view Page
5.	Bhagya P.S	IT21225024	<ul style="list-style-type: none"> • Contribute Page • Contact US Page • Buy Vehicles Page

Project Description

Our team chose the software Riyasewana website to rebuild. This website allows you to sell and buy vehicles and car spare components. One of the most significant characteristics of a website is its usability. Our group consists of Working to improve the usability of the Riyasewana website. We discovered The official Riyasewana website has numerous usability concerns. We hope to decrease usability. By revamping this website, we can address concerns and improve the user experience.

Alternatives considered

- <https://arngren.net/>
- <https://www.riversideartcenter.org/>
- <https://siphawaii.com/HAWAIIAN-SOUVENIRS-GIFTS-Calendars-Sationery-Magnets-Luggage-Tags-Island-Ties-Straps-Kitchen-Accessories.htm>
- <http://www.gatesnfences.com/>
- <http://www.pnwx.com/>

User groups identified

- Unregistered User: Unregistered users access this website to look for and purchase autos.
- Buyer: Buyers use this website to search for and purchase autos.
- Sellers frequently use this website to sell their autos.
- Publisher: They also frequent popular customer-facing websites on a regular basis. That is, to learn about the clients' preferences and interests.
- Admin: To make changes to their website.

Personas



H.S.C Hapangama

1. Age: 23
2. Personal type: **Buyer**
3. Gender: Male
4. Occupation: Businessman
5. Location: Colombo
6. Education: BBA(Hons) in Business Management
7. Organizational Details: Business Management School
8. User segment: New buyer

PERSONALITY

- Helpful
- Independent
- Resourceful



PSYCHE (EXTROVERT)

- Empathetic Listener
- Energizing Presence
- Connector

EMOTION

- Empathy
- Compassion
- Sensitivity

ATTITUDES

- Positive Outlook
- Open-Mindedness
- Service Orientation

INTERESTS

- Travelling
- Driving
- Reading



Sayumi Hettiarachy

Age: 22
Occupation: Teacher
Personal type: Unregister Customer
Gender: Female
Location: Gampaha

ATTITUDES

- Cooperation
- Responsiveness
- Friendly

PSYCHE

(EXTROVERT)

- Self Awareness
- Empathetic Listener
- Empathy



EMOTION

- Excitement
- enthusiasm
- Sensitivity

PERSONALITY

- Helpful
- Independent
- Resourceful

INTERESTS

- Travel
- Photography
- Reading



V.P.I.Niwantha

1. Age: 22
2. Personal type: **Seller**
3. Gender: Male
4. Occupation: Student
5. Location: Wennappuwa
6. Education: University Of Moratuwa
7. User segment: New Seller

MOTIVATIONS

- Positive Outlook
- Open-Mindedness
- Service Orientation



PSYCHE (EXTROVERT)

- Connector
- Energizing Presence

EMOTION

- Compassion
- Empathy

PERSONALITY

- Helpful
- Independent
- Resourceful

INTERESTS

- Board games
- Coding

Usability Issues identified by the students

1. Navigation: Is the main menu easy to find? Are the menu labels clear and intuitive? Is there a search bar for users to find specific content?
2. Layout: Is the layout clean and organized, avoiding clutter? Is there a clear visual hierarchy that guides users to important content?
3. Mobile Responsiveness: Does the website function well on mobile devices? Is the content easy to read and interact with on smaller screens?
4. Readability: Is the text easy to read with appropriate font size and contrast? Is there enough spacing between lines and paragraphs?
5. Call to Action: Are important buttons or links prominent? Are call-to-action buttons clear in their purpose (e.g., "Buy Now," "Sign Up")?
6. Loading Speed: Does the website load quickly? Slow loading times can deter users from staying on the site.
7. Consistency: Are colors, fonts, and branding consistent across the website? Inconsistent design can make the site look unprofessional.
8. Error Handling: Do users receive clear error messages when they make mistakes? Is there guidance on how to correct errors?
9. Forms: Are forms easy to complete? Are unnecessary form fields avoided? Is there validation for correct input?
10. Images and Media: Are images appropriately sized and optimized for web? Do videos have controls for play/pause?
11. Pop-ups and Ads: Are pop-ups used sparingly and for relevant purposes? Are ads intrusive and disruptive to the user experience?
12. Accessibility: Is the website accessible to users with disabilities? Is alt text provided for images? Is the color contrast compliant with accessibility standards?

Scripts

User-01

Background description of the user

Sahan Chamika, a famous Business Management School graduate, has created an outstanding route from academics to entrepreneurship. He has used his knowledge, drive, and inventive attitude as the owner of MSG Logistic Company to revolutionize the logistics sector. Sahan has changed his firm into a beacon of excellence by committing to sustainability and taking a visionary approach, setting new standards and motivating others to think boldly in the business sector.

Questions to be asked from the user

- Did you previously use this website? (Face expression: -Eye contacting)
- Are you a regular visitor to this website? (Face expression: - Relieved)
- Which times do you visit this type of website? (Face expression: - curious)
- Is it easy to find an information? (Face expression: -Bored)
- Are you in contact with any one? (Face expression: -Glare)
- Have you ever purchased vehicles or vehicle parts from this website? (Face expression: -Crossed Arms)
- Did you comfortable when utilizing the Riyasewana? (Face expression: -Sad)
- Can you log and search for a car through the Riyasewana website?
(Face expression: - Annoyed eye roll)
- What do you think of the entire layout? (Face expression: - Distant stare)
- Are you completely satisfied with the website? (Face expression: -Bored)
- Do you have any recommendations about how to enhance the website?
(Face expression: -Happy)

Task to be given to the user

- Go to the Riyasewana website.
- Login to the system.
- Go to the buy vehicle page.
- Filter and search a favorite type of vehicle.
- Select your preferred vehicle.

Sharable link of the upload video -:

https://drive.google.com/file/d/1pcwXUZEG_kZj9WOL43s5KLowvpXXYGG-/view?usp=drive_link

User -02

Background description of the user

Sayumi Hettiarachy, a 22-year-old medical practitioner hailing from Gampaha, embodies a profound dedication to the field of healthcare. her relentless pursuit of medical excellence and compassionate patient care showcases his unwavering commitment to making a significant difference in the lives of those he treats. Dr. Jayasinghe's innovative approaches to diagnosis and treatment, coupled with his empathetic demeanor, underscore his mission to positively influence the well-being of his patients. Her qualities of diligence, independence, and resourcefulness further amplify his capacity to provide top-notch medical services. Driven by principles of collaboration, attentiveness, and approachability, he not only imparts medical expertise but also cultivates an environment where patients feel supported and valued on their path to recovery.

Questions to be asked from the user.

1. Did you previously use this website?
(Face expression: -Eye contacting)
2. Can you describe the main purpose for which you used the website?
(Face expression: -Thinking)
3. How easy was it to navigate and find the information you were looking for?
(Face expression: -Eye contacting, Thinking)
4. Were you able to view the vehicle listings and details without any issues?
(Face expression: - Annoyed eye roll)
5. Did you find the website's layout and design appealing and user-friendly?
(Face expression: -Bored)
6. Were there any specific features or tools on the website that caught your attention?
(Face expression: -Eye contacting, Confident)

Task to be given to the user.

- Go to the Riyasewana website.
- Search for the vehicle.
- Visit the contribute page.
- Select the vehicle category.

Sharable link of the upload video –

https://drive.google.com/file/d/17NJOwqGLIMLUfnQcduAAfgbvSN5mUX6-/view?usp=drive_link

User -03

Background description of the user

Inosh Niwantha, a 22-year-old male student from Wennappuwa, currently pursuing studies at the University of Moratuwa. With an open-minded and empathetic personality, he's inclined towards service and aims to excel as a new seller. Inosh finds joy in board games and coding, showcasing his resourcefulness and independent nature. His compassionate and helpful disposition leaves a positive impact, while his commitment to learning and strategic thinking drives his pursuits. As he navigates academia and his seller role, Inosh's dynamic blend of traits is sure to leave a mark of innovation and positivity.

Questions to be asked from the user

- Did you previously use this website? (Face expression: -Eye contacting)
- Can you describe the main purpose for which you used the website? (Face expression: -Eye contacting)
- Is it easy to find an information? (Face expression: - contempt)
- Have you ever Sells vehicles or vehicle parts from this website? (Face expression: -Glare)
- Are you a regular visitor to this website? (Face expression: - curious)
- Are you having any problem entering details to sell the vehicle Riyasewana? (Face expression: - curious)
- Are you completely satisfied with the website? (Face expression: -Sad)
- Could you provide suggestions for improving the website? (Face expression: - Happy)

Task to be given to the user.

- Go to the Riyasewana website.
- Login to the system.
- Go to the sale vehicle page.
- Create advertisement sell a vehicle

Sharable link of the upload video –

[12D9338F-D4AF-4365-9A0D-E062BDDFA7B4.MOV - Google Drive](https://drive.google.com/file/d/12D9338F-D4AF-4365-9A0D-E062BDDFA7B4/view?usp=sharing)

Usability issues identified based on contextual inquiry	Reason for Identified Problem	Severity (High/ Medium/ Low) and Justification for your rating.
Issue in Add wanted advertisement page.	When user add a wanted advertisement to the website, website doesn't send any notification to the customer	High When users post a wanted ad, they usually anticipate some kind of confirmation that their ad was properly published. Users are kept in the dark, unaware whether their ad was successful or if there was a technical issue.
A large number of unrelated advertisements	Too many advertisements and it is slow down the loading speed of a website.	High A bad user experience produced by intrusive advertisements can result in greater bounce rates and fewer user engagement, hurting the overall performance of the site.
Experiencing ambiguous vehicle image and explanations on that website platform.	When user want to find a vehicle of his choice, the images and vehicle descriptions are not clear and font size is too small.	Low User engagement, trust, and overall pleasure can all suffer as a result of imprecise visuals and descriptions.
Messy page and not well organized.	Lack of white space. Important information might become hidden in the clutter, forcing users to waste time looking for essential facts.	Medium A messy and disorganized page can have a negative impact on user experience, engagement, and perception of a website.
Unstructured content	There is no order of things, so it is difficult to find what we need.	Medium A lack of order on a webpage can have a number of negative consequences for visitors, including difficulty locating content, confusion, and bad opinions of the website.

Usability issues identified based on contextual inquiry	Reason for Identified Problem	Severity (High/ Medium/ Low) and Justification for your rating.
Vehicle details that are unclear on the vehicle description page.	The reason for the identified problem is that when users select a vehicle, they are unable to quickly locate the seller's contact number.	Medium The problem of users not being able to promptly locate the seller's contact number is significant but doesn't critically impair the main functionality of the vehicle description page. While it may cause user frustration and hinder efficient communication between buyers and sellers, alternative methods for obtaining contact information are likely available. Nonetheless, addressing this issue would improve user experience and the overall effectiveness of the platform.
Uniform buttons, small fonts in vehicle category.	The reason for the identified problem is that users experience confusion and strain on their eyes when selecting a vehicle category due to the uniform appearance of buttons and the small font size. This leads to delays in the selection process.	Medium The issue of confusing buttons and small fonts in the vehicle category selection impacts the usability of the interface. While it doesn't directly hinder the core functionality of the page, it significantly affects user experience by causing confusion and visual strain. Users might take more time to make selections, leading to frustration and potentially discouraging further engagement. Addressing this issue would improve the overall usability and user satisfaction with the platform.
Users struggle to grasp purpose of contribute page.	The reason for the identified problem is that when users are directed to the "Contribute" page, they often associate it with the "Sell a Vehicle" page, leading to a misunderstanding of its actual purpose.	High The issue of users misunderstanding the purpose of the "Contribute" page is of high severity due to its potential impact on user engagement and platform goals. If users consistently associate the page with selling vehicles, they may not utilize its intended features and functions, leading to missed opportunities for user participation and contribution. This confusion could also reflect negatively on the platform's usability and credibility, hindering its overall effectiveness. Addressing this problem is crucial to ensure that users fully understand and engage with the intended purpose of the "Contribute" page.

Results appear below white space, causing confusion.

The reason for the identified problem is that when users are tasked with selecting a vehicle and they perform a search, the results appear below a white space. This creates confusion as users might mistakenly believe that the results are still loading. As a result, they wait for a moment before scrolling, only to discover the searched results below the white space.

Medium

The issue of vehicle search results appearing below a white space has a medium severity level. While it doesn't completely prevent users from accessing the results, it does cause confusion and a delay in their interaction with the platform. Users might perceive this as a loading issue and waste time waiting before realizing they need to scroll down. This can lead to frustration and a less seamless user experience. While it's not a critical problem, addressing it would significantly enhance user understanding and efficiency when interacting with the search feature.

Unorganized vehicle details make users scroll continuously.

The reason for the identified problem is that when users access the vehicle details page, they are required to scroll excessively to view all the information, leading to inconvenience and inefficiency in accessing the complete details.

Medium

Requiring users to excessively scroll to access all vehicle details presents a medium-level usability concern. Although it doesn't prevent information access, it can lead to frustration and potential information overlooking. This issue could affect user satisfaction and engagement. Addressing it would enhance the overall user experience by improving the efficiency of navigating the vehicle details page.

User -03

Usability issues identified based on contextual inquiry	Reason for Identified Problem	Severity (High/ Medium/ Low) and Justification for your rating.
Security and Trust Concerns	Users might be hesitant to provide sensitive information if the page doesn't clearly communicate how their data will be used and protected.	High Security and trust concerns are serious because users may not share sensitive info if they're unsure how it's used. This can harm the platform's reputation and user confidence.
Inconsistent Design	If the design elements (colours, fonts, buttons) are inconsistent, users might have difficulty understanding how to interact with the page	Medium Justification: Inconsistent design confuses users about how to use the page, impacting their experience. It's not critical but affects usability.
Excessive Form Fields:	Too many required form fields can overwhelm users and make the process feel tedious, leading to potential drop-offs.	Medium Justification: Too many form fields can make users tired and leave the process. It's not very serious but affects user interest.
Lack of Preview	Users might want to see how their listing will appear to potential buyers before finalizing it. A preview feature could address this concern	Medium Not having a preview feature can inconvenience users who want to check their listing before finalizing. While not critical, it affects user experience and listing accuracy.
Confusing Terminology:	If the page uses industry jargon or unfamiliar terminology, users might not understand the options available to them or the information they need to provide.	Medium Justification: Using confusing words or terms can make users unsure about their choices. It's not a big problem, but it makes things harder for users.

Time Schedule (Gantt chart)

ID	TASK NAME										
		1	2	3	4	5	6	7	8	9	10
1	Group forming										
2	Bring the selection project by each of the member to the group										
3	Finalize on one project by discussing with group members										
4	Take a workload of 3 interfaces.										
5	Identify 3 stakeholders from 3 categories according to the project.										
6	Draw 3 personas to represent different stakeholders.										
7	Black and white a suitable script for contextual inquiry for 3 users										
8	Take video recordings of the issues pointed by showing the selected project to the stakeholders										
9	Upload the Video Records to a cloud storage										
10	Find at least 10 usability problems while analyzing the videos										
11	Rate the Usability problems as high median and low.										
12	finalized the project created the report										

References

1. Expert tips for writing a project description By : Kate Eby on May 25,2021
Received date: August 03,2021

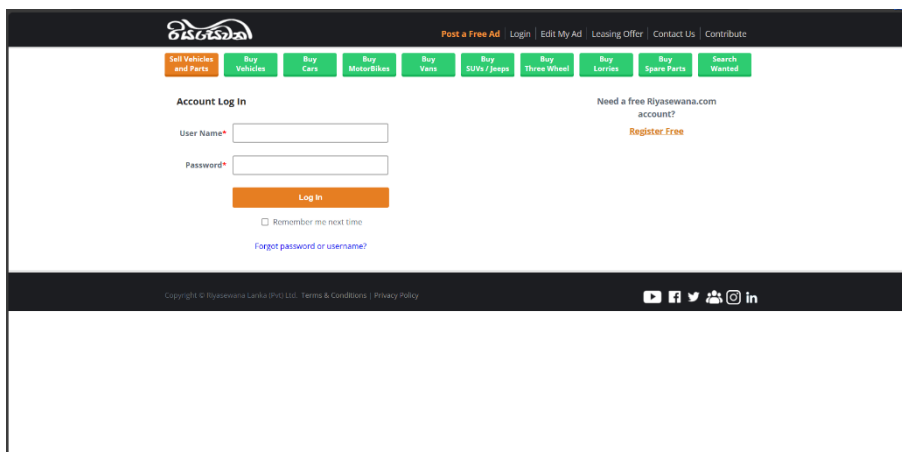
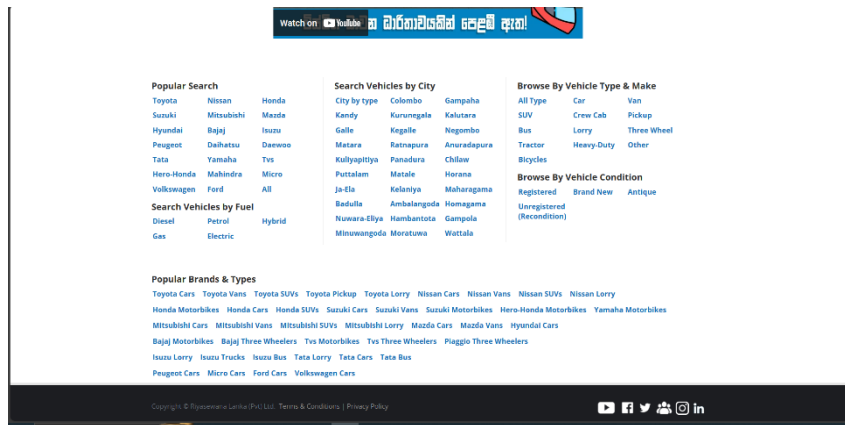
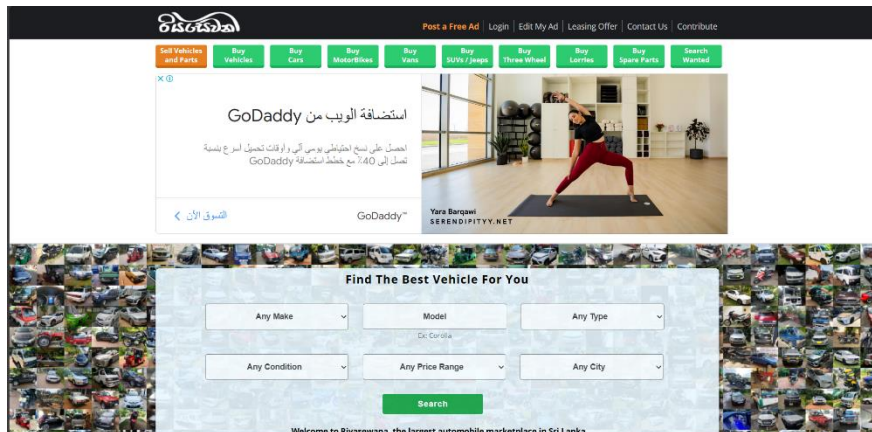
Link: <https://www.smartsheet.com/content/project-description>

2. 6 Steps to identify Usability Problems By:Jeff Sauro,PhD on September 17,2013
Received date: August 05,2021

Link:- <https://measuringu.com/six-steps-usability-problems/>

3. Contextual Inquiry: Inspire design by Observing and Interviewing Users in their context By: Kim Salazar on December 6,2020 Received date: August 06,2021

Appendix



[Sell Vehicles and Parts](#)
[Buy Vehicles](#)
[Buy Cars](#)
[Buy Motorbikes](#)
[Buy Yams](#)
[Buy SUVs / Jeeps](#)
[Buy Three Wheel](#)
[Buy Lorries](#)
[Buy Spare Parts](#)
[Search Wanted](#)

Vehicle Leasing Offers in Sri Lanka

Please enter your details to connect with a leasing agent

Full Name
 Phone
 City



CBC Finance will grant the following benefits for Riyasewana customers

- Wave off 50% of documentation fee for Riyasewana customer.
- 100% future interest rebate on early settlements for leasing facilities (tc apply).



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 Message*

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Contact Support - 077 444 6565 (9.30AM - 6PM)

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Frequently Asked Questions

1) Is Riyasewana.com free?

Riyasewana.com is a Free service.

2) Why are my Ads pending?

If you are putting an Ad for the first time you have to send a sms with your name to confirm the phone number used in the Ad. (Please check your account area for more details.)

3) Are there any hidden fees/charges when sending SMS?

NO, it will only cost you normal mobile SMS charges.

