**PUBLIC VEHICLE COMPLAINT MANAGEMENT SYSTEM**

**User Acceptance Testing form**

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Please put a check (√) mark on the rating boxes.

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| Criteria | Description | | Rating (1 – Lowest / 5 – Highest ) | | | | | | | | |
|  | | 1 | | 2 | | 3 | | 4 | | 5 | |
| 1. Functionality |  | |  | |  | |  | |  | |  |
| 1.1 Accuracy | How does the system adequately meet its objectives? | |  | |  | |  | |  | |  |
| 1.2 Security | How protected is the system and its data contents from unauthorized access? | |  | |  | |  | |  | |  |
| 2. Reliability |  | |  | |  | |  | |  | |  |
| 2.1 Data Validity | Does the system check and validate user input to avoid erroneous data entry? | |  | |  | |  | |  | |  |
| 2.2 Recoverability | How easily does the system provide a way to back-up data stored in it? | |  | |  | |  | |  | |  |
| 3. Usability |  | |  | |  | |  | |  | |  |
| 3.1 Understandability | Does the system provide on-screen instructions? | |  | |  | |  | |  | |  |
| 3.2 Learnability | Can users quickly and easily learn to use the software? | |  | |  | |  | |  | |  |
| 3.3 Operability | Can users easily navigate between program screens? | |  | |  | |  | |  | |  |
| 3.4 Attractiveness | Is the overall user interface visually pleasing? | |  | |  | |  | |  | |  |
| 4. Efficiency |  | |  | |  | |  | |  | |  |
| 4.1 Ease of Start-up | How easily is the system started up? | |  | |  | |  | |  | |  |
| 4.2 Resource Utilization | Does the system require minimal hardware resources? | |  | |  | |  | |  | |  |
| 4.3 Time Behaviour | How quickly does the system accomplish specific actions? | |  | |  | |  | |  | |  |

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| Criteria | Description | | Rating (1 – Worst / 5 – Best ) | | | | | | | | |
|  | | 1 | | 2 | | 3 | | 4 | | 5 | |
| 5. Maintainability |  | |  | |  | |  | |  | |  |
| 5.1 Installability | How easily is the system installed (in case re-installation is needed)? | |  | |  | |  | |  | |  |
| 5.2 Testability | Can the system be tested and verified using test/sample data? | |  | |  | |  | |  | |  |
| 6. Support and Manuals |  | |  | |  | |  | |  | |  |
| 6.1 Understandability | Does the user manual provide clear and concise instructions on how to operate the software? | |  | |  | |  | |  | |  |
| 6.2 Visual References | Does the user manual provide actual screenshots showing how to operate the software? | |  | |  | |  | |  | |  |

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| Comments/Suggestions | |
| 1. Functionality |  |
| 2. Reliability |  |
| 3. Usability |  |

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| Comments/Suggestions | |
| 4. Efficiency |  |
| 5. Maintainability |  |
| 6. Support and Manuals |  |

Table Summary

Average Score Interpretation:

|  |  |
| --- | --- |
| Criteria | Total Score |
| 1. Functionality |  |
| 2. Reliability |  |
| 3. Usability |  |
| 4. Efficiency |  |
| 5. Maintainability |  |
| 6. Support and Manuals |  |

4.1 – 5.0 = Very Acceptable

3.1 – 4.0 = Acceptable

2.1 – 3.0 = Moderately Acceptable

1.0 – 2.0 = Not Acceptable

Average Score:

Evaluated and Tested by:

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