InstaPrint: A Printing Kiosk with Standardized Pricing and Efficient Services Operated through Coin and GCash Payment

Background of the Study

The advancement of digital printing technology has significantly transformed the printing industry, offering faster, more cost-effective, and high-quality print solutions. As the demand for accessible and efficient printing services continues to grow, there is a need for an innovative system that streamlines the printing process while maintaining affordability and reliability. InstaPrint is designed to address these challenges by providing a self-service printing kiosk equipped with user-friendly features, multiple payment options, and seamless digital file processing. This study aims to evaluate the usability, satisfaction, and reliability of InstaPrint to determine its effectiveness in meeting consumer needs. By analyzing user feedback, the research seeks to identify areas for improvement, ensuring that InstaPrint delivers an optimized and technologically advanced printing solution.

Statement of the Problem

1. What are the main problems faced by students and faculty members of PUP CEA when using printing services?

    1.1 Service cost basis;

    1.2 File sharing method;

    1.3 Payment method.

2. What specific limitations or shortcomings exist in the current printing services offered near PUP CEA?

    2.1 Inconsistent and high service costs;

    2.2 Limited payment options;

3. How does InstaPrint address the identified research gaps in printing services?

    3.1 Standardized and fair pricing model;

3.2 Multiple payment options (coins and GCash);

3.3 Enhanced accessibility and user experience.

4. What are the developmental stages of InstaPrint?

    4.1 Feature identification;

    4.2 Product design;

    4.3 Prototyping;

    4.4 Implementation.

5. How does InstaPrint enhance the overall user satisfaction of PUP CEA students and faculty members?

    5.1 Ease of use;

    5.2 Accessibility of services;

    5.3 Quality of printed materials.

6. What impact does InstaPrint have on the time efficiency of printing services for PUP CEA users?

    6.1 Reduction in waiting time;

    6.2 Speed of transaction completion;

    6.3 Availability of kiosks.

Questionnaire

This questionnaire aims to assess the satisfaction, usability, and reliability of **InstaPrint**, a self-service printing kiosk. The study seeks to gather user feedback on the system's interface, functionality, and overall performance. The responses will provide valuable insights into areas of improvement and ensure that InstaPrint meets the needs of its users efficiently.

The survey consists of three key sections:

1. **Usability** – This section evaluates the ease of navigation, touchscreen intuitiveness, file upload process, clarity of instructions, and overall accessibility of InstaPrint.

2. **Satisfaction** – This section measures user satisfaction regarding print quality, accuracy, payment options, pricing, and the overall experience with InstaPrint.

3. **Reliability** – This section assesses the stability of InstaPrint's wireless connectivity, technical service, print output consistency, uptime, and document security.

Participants will respond using a **five-point Likert scale**, ensuring quantifiable data for analysis. The findings will contribute to optimizing InstaPrint's functionality and user experience, aligning with the goal of delivering an efficient and user-friendly self-service printing solution.

Questionnaire used to measure satisfaction, usability, and reliability

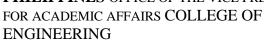|	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree
Usability					
1. Is the user interface of InstaPrint easy to navigate?					
2. Are the touchscreen controls of InstaPrint intuitive and easy to use?					
3. Is InstaPrint straightforward in uploading files and completing printing tasks?					
4. Are the instructions provided by InstaPrint clear and helpful?					
5. Are you satisfied with the overall accessibility of InstaPrint?					

	5 Strongly Satisfied	4 Satisfied	3 Neutral	2 Dissatisfied	1 Strongly Dissatisfied
Satisfaction					
1. How satisfied are you with the quality of prints produced by InstaPrint?					
2. Did InstaPrint meet your expectations with its printing accuracy?					
3. How satisfied are you with the availability of multiple payment options (coin and GCash) of InstaPrint?					
4. How satisfied are you with the overall pricing of InstaPrint services compared to traditional printing services?					
5. Overall, how satisfied are you with your experience using InstaPrint?					
	5 Very Reliable	4 Reliable	3 Neutral	2 Unreliable	1 Very Unreliable
Reliability					
1. How reliable is					

the wireless connectivity of the InstaPrint kiosk for uploading documents?					
2. How reliable is the technical service of InstaPrint when it encounters technical issues (e.g., paper jams, software glitches)?					
3. How reliable is the print output consistency of the InstaPrint kiosk across different printing jobs?					
4. How reliable is InstaPrint when it comes to its uptime and availability during your intended use?					
5. Is InstaPrint reliable when it comes to the security of your documents?					