SECV 2113-15 HUMAN COMPUTER INTERACTION

202420251 – SEMESTER 1

CASE STUDY: REDESIGNING A MOBILE BANKING APP

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1. **Identify Common User Tasks:**
   Think about the key tasks that users commonly perform in a mobile banking app, such as:
   - Checking account balance: Quick access to account balances.
   - Transferring funds: Send money between accounts or to others.
   - Paying bills: Pay utilities, credit cards, or schedule recurring payments.
   - Viewing transaction history: Track and verify recent activities.
   - Setting up account alerts: Get notifications for low balance, deposits, or payments.

2. **Analyze Interaction Flow:**
   Choose one of the common tasks (e.g., transferring funds) and outline the typical steps a user would go through to complete this task in a mobile banking app. Think about the interaction flow, considering aspects like:

   - **Step 1: Open Transfer Screen** - Accessed from the main dashboard with a prominent "Transfer" button.
   - **Step 2: Select Recipient** - Choose from a list of favourite recipients or add a new one.
   - **Step 3: Select Bank** – If new recipients, choose from a list of bank name.
   - **Step 4: Enter Amount** - Input the transfer amount with a clear numeric keypad.
   - **Step 5: Review and Confirm** - Display a summary screen to review details.
   - **Step 6: Receive Confirmation** - After submission, a confirmation message appears with transaction details.

   Design Aspects:

   - **Screen Layout & Button Placement:** Central buttons with clear labels, easy navigation.
   - **Clarity:** Simple instructions at each step, guiding users through the process.
   - **Feedback:** A final confirmation message and option to save a receipt.

3. **Identify Pain Points:**
   Reflect on potential challenges that users might face while performing the chosen task. Consider factors such as:
   - **Navigation Complexity:** Too many steps or unclear button labels can confuse users.
   - **Instruction Clarity:** Insufficient guidance on fields or icon meanings may cause errors.
   - **Accessibility Issues:** Small fonts, tight button spacing, or lack of visual cues affect usability for some users.

4. **Propose Design Improvements:**
   Based on the identified pain points, suggest specific design changes that could improve the interaction. For instance:
   - **Streamline Steps**: Combine steps, such as merging recipient selection and amount input into one screen.
   - **Improve Icons & Labels**: Use more descriptive icons, such as a dollar sign next to the amount field and use standardized icon.
   - **Enhance Accessibility**: Increase font size, add space between buttons, and provide text-to-speech for visually impaired users.
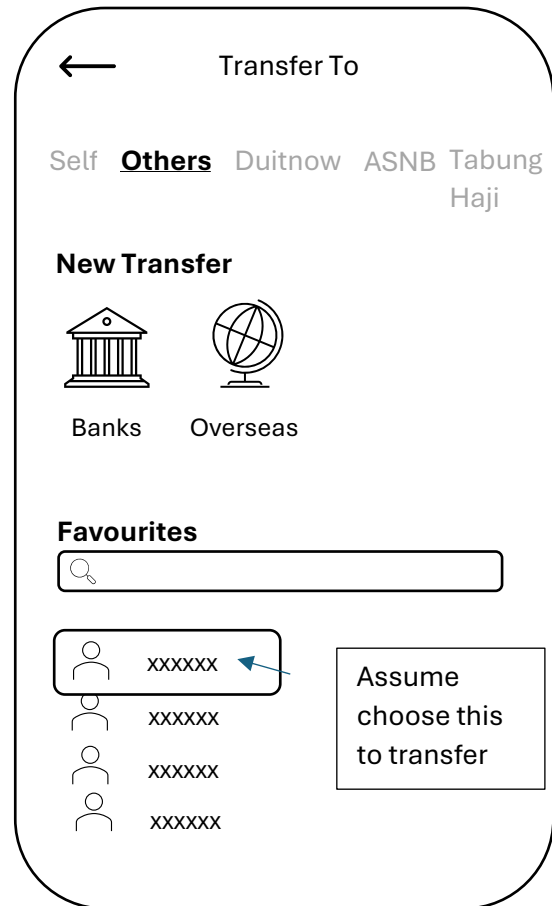
5. **Create a Mockup or Storyboard:**
   Create a simple sketch or storyboard of your redesigned interaction flow for the chosen task. Explain how your design would make the process easier and more intuitive for users.
   - This streamlined layout minimizes steps and enhances clarity, making the process faster and easier.
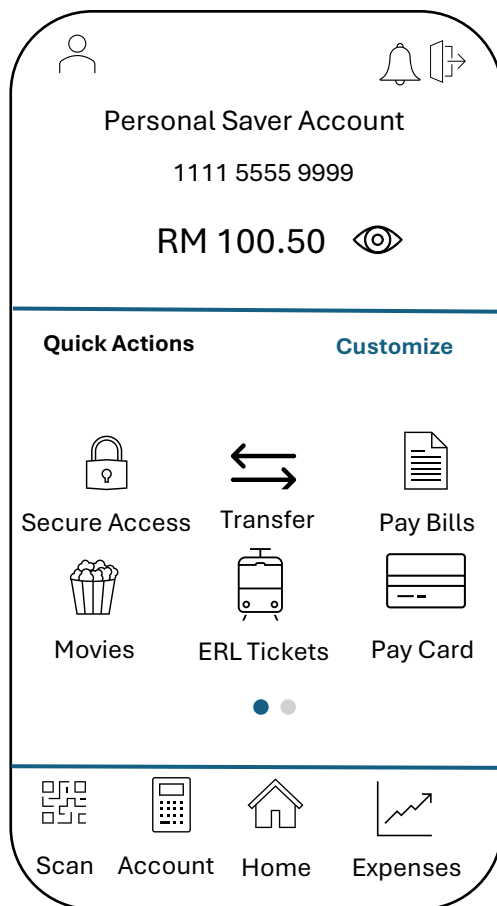
Main Dashboard

Choose Transfer

Transfer To

←

👤 xxxxxx

Enter Amount

RM 50.00
_____

Enter recipient reference

_____

Enter payment details (Optional)

_____

Transfer type

| Funds Transfer ⌄ |

Transfer mode

| Duitnow Transfer ⌄ |

Confirm

Transfer to Favourites
Account

Secure Access Authorisation

RM 50.00

To   xxxxxx

From   Personal Saver Account
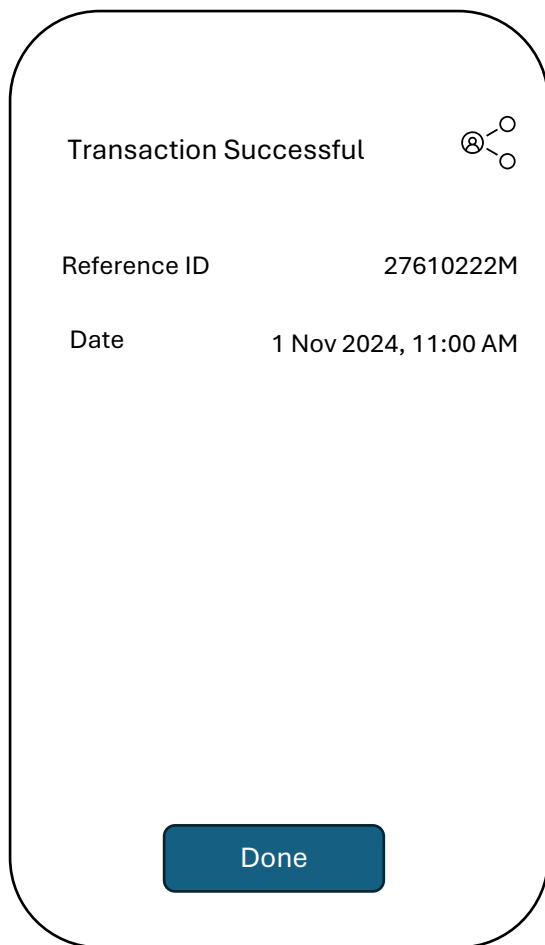   1111 5555 9999

Transaction   Duitnow Transfer
type

Date   1 Nov 2024, 11:00 AM

Reject   **Approve**

Secure Access
Authorisation (2-step
verification)

Transaction Successful

Reference ID	27610222M
Date	1 Nov 2024, 11:00 AM

Done

6. **Reflection:**
   Write a short reflection on the importance of user-centered design in mobile applications. How can improving interactions in a banking app affect users' trust and satisfaction?
   - User-centered design in mobile apps, especially for banking, directly impacts trust and satisfaction. By simplifying interactions and improving accessibility, users feel more confident and secure, leading to increased app usage and loyalty. Clear, accessible designs make essential tasks easier and foster trust, particularly in handling sensitive information.