USABILITY TESTING REPORT: CINEMA BOOKING PROTOTYPE

The report summarizes the results of a usability test conducted on the Cinema Booking Prototype. The objective was to assess the system's effectiveness, robustness, efficiency and user experience. The users completed the tasks such as login, browse movies, choose seats, confirm reservations and navigate through the system.

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.	7	7	7							
2	Attempt to log in with incorrect details and observe the error message.	7	7	7							
3	Scroll through the home screen to view available movies.	7	7	7							
4	Select a movie and choose a showtime.	7	7	7							
5	Pick an available seat from the seating layout.	7	7	7							
6	Confirm the reservation and view the confirmation page.	7	7	7							
7	Select a seat and press Cancel to return to the previous screen.	0	0	0							
8	Use the footer icons to navigate back to the home page.	7	7	7							
9	Task 9										
10	Task 10										
	User Average	6,13	6,13	6,13	#####	#####	#####	#####	#####	#####	#####
	Total Average	6,13									

Figure 1: Single Ease Questions

The SEQ (Single Ease Question) Results

The average was approximately 6.13 out of 7. This shows that the users found the tasks easy to complete. There was only one task that had difficulty which was selecting a seat and pressing the cancel button to return to the previous screen.

		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.	4	4	4							
2	I found the system unnecessarily complex.	4	4	4							
3	I thought the system was easy to use.	4	4	4							
4	I think that I would need the support of a technical person to be able to use this system.	4	4	4							
5	I found the various functions in this system were well integrated.	3	3	3							
6	I thought there was too much inconsistency in this system.	3	5	4							
7	I would imagine that most people would learn to use this system very quickly.	4	3	4							
8	I found the system very cumbersome to use.	4	4	4							
9	I felt very confident using the system.	4	4	4							
10	I needed to learn a lot of things before I could get going with this system.	4	4	4							
	User Score (after applying SUS formula)	95,00	97,50	95,50							
	Total Average	96,00									

Figure 2: System Usability Scale

The SUS (System Usability Scale) Results

The average was approximately 96. This indicates that the users had excellent usability. This reflects a highly intuitive and satisfying user experience.

OVERALL QUALITATIVE FINDINGS

The Cinema booking prototype has an outstanding overall usability Users have smooth navigation and clear layout of the layout through the prototype. Errors were easily understood and provided the feedback. Generally, there was seamless interactive flow.