ĐẠI HỌC QUỐC GIA TP. HỒ CHÍ MINH

TRƯỜNG ĐẠI HỌC KHOA HỌC TỰ NHIÊN
KHOA CÔNG NGHỆ THÔNG TIN

Homework 4

Course: Testing

Student:

Nguyễn Phúc An - 22127002

Lecturer

Dr. Lâm Quang Vũ

Dr. Hồ Tuấn Thanh

Dr Trương Phước Lộc

Monday, 28th July, 2025

1. Feature selected:

Measure the usability of the Products page on the admin account.
The survey was taken on Google Form with 12 questions and 9 responses.
Link survey: [GUI testing survey](#)

2. Survey

2.1 Survey questions:

Here are the 11 questions that I use to take the survey of the page

| Question	Answer Type
1. How easy was it to understand the purpose of the " Products" page at first glance	Multiple choice
2. How intuitive (trực quan) was the search feature (e.g., textbox placement, how it works)	Multiple choice
3. Does the 'Add product' button set in the correct position?	Multiple choice
4. How easy was it to move between product pages using the pagination controls?	Multiple choice
5. Were the column headers in the product table (e.g., Name, Price, Stock) clear and easy to understand?	Multiple choice

6. Did you have any trouble using the page with keyboard navigation (e.g., using Tab or Enter) ?	Multiple choice
7. How would you rate the overall visual design of the page (layout, spacing, readability)	Multiple choice
8. How would you rate the speed of the page when searching or switching between pages?	Multiple choice
9. If you used the page on a mobile or tablet, how well did it display and function?	Multiple choice
10. Are the components organized in a logical and easy-to-follow order?	Multiple choice
11. Did the actions (such as searching, changing pages, or editing a product) behave as you expected ?	Multiple choice
12. What would you suggest to improve or change on the	Short text answer

"Products" page for better usability?	

2.2 Survey response:

How easy was it to understand the purpose of the " Products" page at first glance

9 responses

- Easy
- Neutral
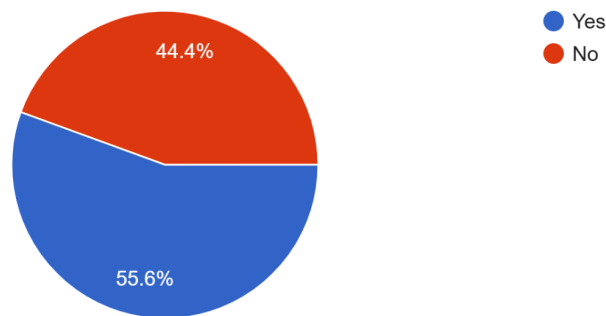- Difficult
- Very difficult

33.3%

11.1%

55.6%
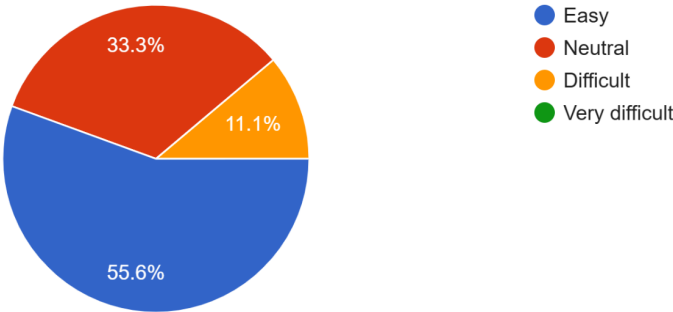
How intuitive (trực quan) was the search feature (e.g., textbox placement, how it works)

9 responses

- Intuitive
- Neutral
- Confusing
- Very confusing

44.4%

33.3%

22.2%
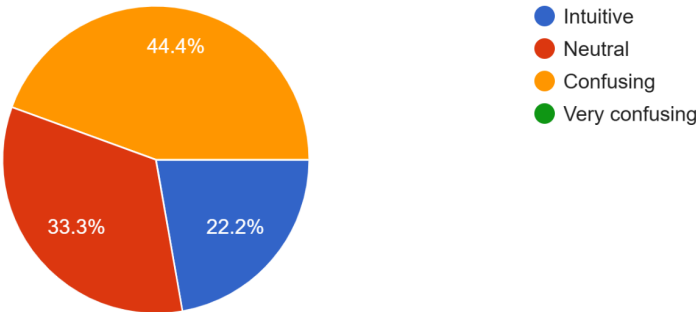
Does the 'Add product' button set in the correct position?
9 responses

- Yes
- No

44.4%

55.6%

How easy was it to move between product pages using the pagination controls?
9 responses
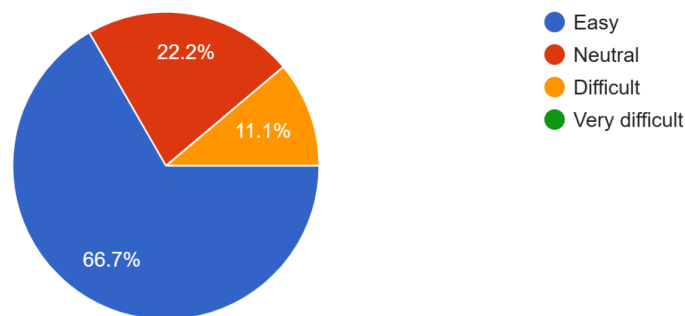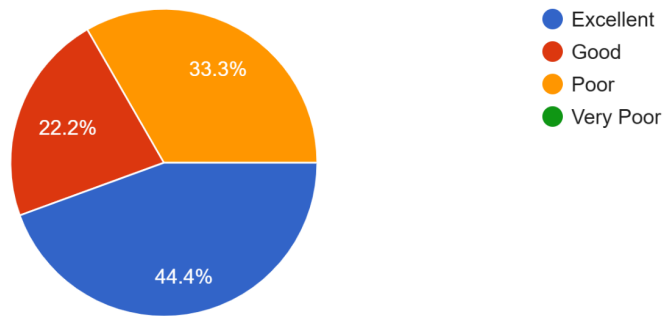

- Easy
- Neutral
- Difficult
- Very difficult

22.2%

11.1%

66.7%

Were the column headers in the product table (e.g., Name, Price, Stock) clear and easy to understand?
9 responses

- Yes
- No

100%
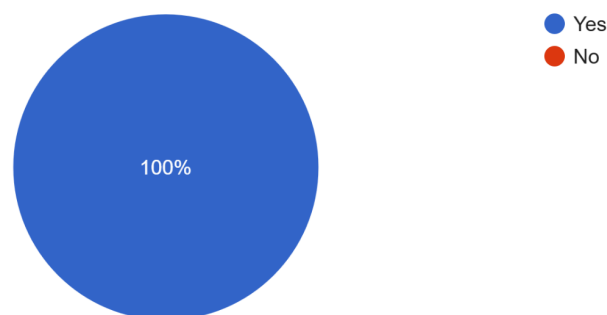
How would you rate the overall visual design of the page (layout, spacing, readability)
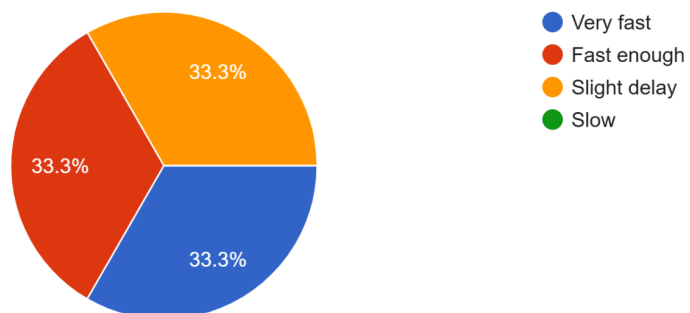
9 responses

- Excellent
- Good
- Poor
- Very Poor

33.3%

22.2%

44.4%

Did you have any trouble using the page with keyboard navigation (e.g., using Tab or Enter) ?

9 responses

- No, everything worked well
- Some elements were hard to reach
- Most elements didn't work with keyboard
- I didn't try using the keyboard

33.3%

22.2%

44.4%

How would you rate the speed of the page when searching or switching between pages?

9 responses

- Very fast
- Fast enough
- Slight delay
- Slow

33.3%

33.3%

33.3%

If you used the page on a mobile or tablet, how well did it display and function?
9 responses

- Very well, fully responsive
- Worked, but a bit cramped (chật chội)
- Poor – layout or features didn't adapt (tương thích)
- I didn't test it on mobile/tablet

22.2%
44.4%
33.3%
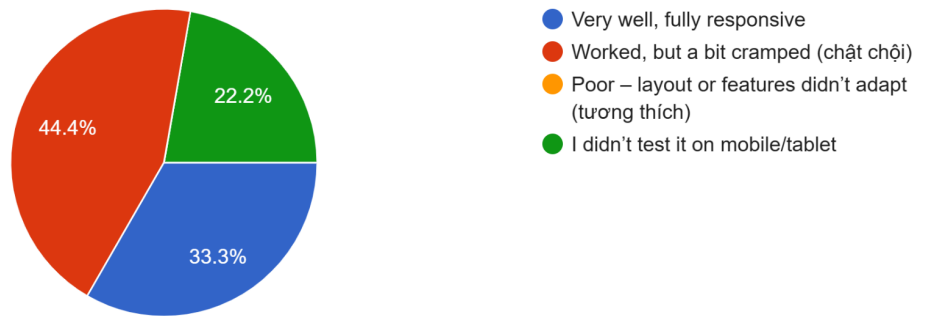
Are the components organized in a logical and easy-to-follow order?
9 responses
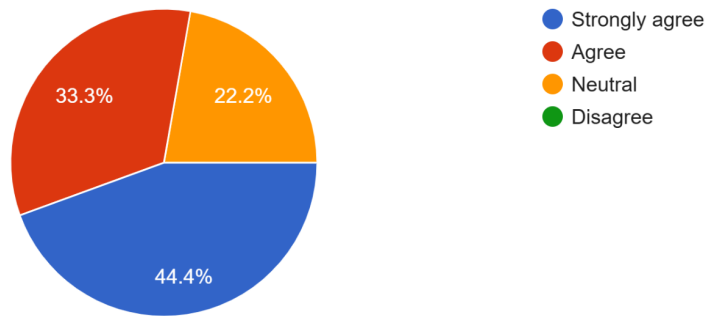
- Strongly agree
- Agree
- Neutral
- Disagree

33.3%
22.2%
44.4%

Did the actions (such as searching, changing pages, or editing a product) behave as you expected ?
9 responses

- Yes
- No

11.1%
88.9%
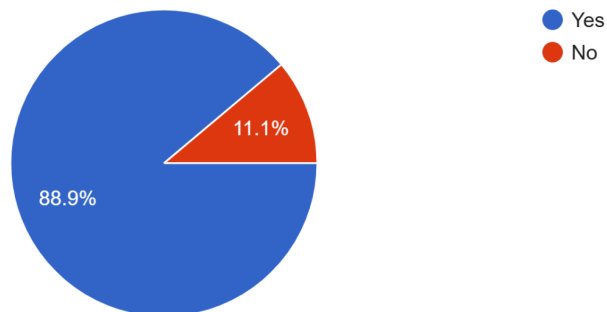
What would you suggest to improve or change on the "Products" page for better usability?

9 responses

Reposition relative buttons and search bar

Fix the search feature

ko bk

The Id column should not be that wide ==> shrink it

Less grammatical errors

Have react for user (loading ,...)

nothing

No

Add more product information esspecially about the image

3. Feedback analysis:

High Priority Concerns

- **Search Feature Intuitiveness:** The search functionality is a major pain point, with a large majority of users (77.7% combined) finding it either "Confusing" or "Neutral." This suggests fundamental problems with its placement, clarity, and element size.
- **Speed of the Page:** A-third of users experienced "Slight delay" particularly when searching or switching pages, which can impact overall user satisfaction.
- **Mobile/Tablet Display and Function:** The page performs poorly on mobile and tablet devices. A combined 44.4% of users experienced issues, reporting the display as "cramped" or "not displaying/functioning correctly," indicating a problem with elements organization.

Other Notable Concerns

- **"Add Product" Button Position:** Nearly half of the users (44.4%) felt the "Add Product" button was incorrectly placed, suggesting potential discoverability issues or a deviation from expected UI patterns.

Response about usability concerns

The key suggestions for enhancing the "Products" page's usability focus on three main areas: improving the search feature and element positioning (by repositioning the search bar and buttons and fixing the search functionality itself), optimizing the table layout and content (by shrinking the ID column and adding more product information, especially regarding images), and enhancing user experience and technical aspects (by addressing grammatical errors and implementing better loading states).