**Topic:** Usability Testing for a Mobile Banking App.

**Research objectives:** Evaluate the usability of the mobile banking app to identify areas for improvement and enhance the overall user experience and security measures.

**Data Collection methods: Observation**

Our observation will involve physically sitting with participants while they use the app. As they perform tasks like transferring funds or checking transaction history, we will closely observe their interactions, noting any facial expressions, gestures, or moments of hesitation. We will pay particular attention to how effortlessly they navigate through the app and whether they encounter any confusion. Additionally, we will observe if they choose to automatically save their passwords within the app or leave them unsaved, providing insight into their vulnerability to cyber threats.

**Participants you will target.**

Participants will be included in the study if they are 40 years of age or older and possess varying levels of technological knowledge, including individuals with limited familiarity. Additionally, eligible participants will be regular users of the mobile banking app. To ensure a practical experience, participants should complete transactions (e.g., bill payments). The aim is to capture a diverse user base, reflecting both age-related considerations and a range of technological proficiency levels among mobile banking app users.

**Personnel**

We, the mobile app developers, will oversee the observation sessions. Leveraging our expertise in app development, we will analyze user interactions with the mobile banking app, emphasizing user experience and technical nuances.

**Focus group questions.**

* How do you find the process of exploring the mobile banking app?
* How do you prefer to receive notifications or alerts from a mobile banking app?
* How would you describe your experience with the current authentication methods used in mobile banking?
* What factors influence your decision to use a particular mobile banking app over others?
* Can you share specific features you find helpful or challenging in mobile banking applications?
* What additional features or functionalities would you like to see in a mobile banking app?

**Usability testing**

In our usability testing, we will observe Navigation and Ease of Use, Error Handling, and users' vulnerability to cyber threats in the mobile banking app. Participants aged 40 or older with varying technological knowledge, including those with limited familiarity, will be included if they are regular users of the mobile banking app. The tasks involve assessing user authentication during login and the process of bill payments. Our primary focus is on app usability, measured to understand user-friendliness. The research notes will be taken collectively by us and the app developers, leveraging our technical expertise for a comprehensive analysis.