







**BAIT2203 HUMAN COMPUTER INTERACTION**  
**ASSIGNMENT REPORT**

Programme : [RSDY2S1](#) (Intake: [202405](#))  
Tutorial Group : [5](#)  
Prototype name: [WeChat Application System](#)

Declaration : I/We declare that this assignment is free from  
all forms of plagiarism and for all intents and purposes is  
my/our own properly derived work.

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# Persona



## CONTACT

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## LANGUAGE



## HARD SKILLS

- Programming (C, Java, C#, C++)
- Web design (HTML, CSS, PHP JavaScript)
- Database design (SQL)
- Familiar with Office suite (Word, Excel, PowerPoint, GoogleDocs...)

## SOFT SKILLS

- Strong teamwork and collaboration
- Good environment adaptability
- Diligent and studious
- Self-disciplined

## JENNIFER

- Birthday: 01-01-2004 (20 years old)
- Currently is a full-time 2nd year student in Software System Development at TARUMT KL Campus

Jennifer is a passionate and well-rounded individual with a deep love of technology and creativity. She is constantly striving to improve her skills, particularly in the areas of coding and user experience design. Jennifer enjoys expressing herself through music and she is an active member of her university choir.

She values a balanced lifestyle that includes regular exercise and staying socially connected through various platforms. Jennifer's dedication, creativity and enthusiasm for learning define her dynamic and inspiring personality.

## ACTIVITY TIMELINE

- **5.00 am**
  - Take a shower
  - Prepare breakfast
  - Browse media social platform (Instagram, Facebook, TikTok)
- **6.00 am**
  - Go to university by car/ bus
- **8.00 am**
  - Attend classes
  - Do revision if no class
- **1.00 pm**
  - Have a lunch
  - Reply messages
- **3.00 pm**
  - Workout
  - Practice swimming
  - Attend Choir Society training
- **7.00 pm**
  - Take bath
  - Have a dinner
  - Access social media platforms (view stories, post stories, ...)
  - Play video games with friends
- **10.00 pm**
  - Prepare to sleep

## GOALS

1. Maintain a healthy work-life balance to ensure overall wellbeing.
2. Continually develop technical skills and understanding of user experience design.
3. Graduate with a first-class degree.
4. Get a rewarding position in a reputable company with a good salary.
5. Build relationships with industry experts and colleagues.
6. Work on cutting-edge projects that have a significant impact.
7. Develop their musical skills through active participation in choirs and other artistic endeavours.
8. Continue regular exercise routines such as swimming and working out.
9. Keep abreast of the latest trends and developments in the technology industry.
10. Learn new programming languages, tools and techniques.

## FRUSTRATION

Jennifer frequently feels overwhelmed by the challenge of managing her academic workload, skill development, social activities, and personal life. Despite her best efforts, she might find it difficult with organizing her time adequately, resulting in dissatisfaction and exhaustion. The pressure to perform academically and acquire a meaningful position in a reputable firm adds to the stress she feels, especially when she thinks she is failing to match her own expectations of herself. Furthermore, the fast-paced nature of the IT industry makes it harder for her to keep up with the latest trends, tools, and programming languages, making her concerned about maintaining competitive in the job market.

# Task Analysis of Current Task

0. In order to have an online conversation with someone:

1. Open an online messaging platform.
  - 1.1. Be connected to the internet.
  - 1.2. Locate and launch the messaging platform.
  - 1.3. Log in and authenticate with your credentials.
2. Find the person you want to chat with.
  - 2.1. Search for the person's contact name.
  - 2.2. Select the person from the search results.
  - 2.3. Select the person from the contact list.
3. Send a message to initiate the conversation.
  - 3.1. Click on the "Message" button to enter a chatroom with the person you wish to chat with.
  - 3.2. Type the message you wish to send in the message box.
  - 3.3. Send the message.
4. Engage in the conversation.
  - 4.1. Wait for a response from the person you are chatting with.
  - 4.2. Read the incoming message.
  - 4.3. Formulate a reply to the message.
  - 4.4. Type the reply in the message box and send the reply.
5. Enter and leave a voice conversation
  - 5.1. Click on the "Voice Call" or "Video Call" button to enter a voice conversation room.
  - 5.2. Click on the "End Call" button to end the voice conversation.
6. Conclude the conversation.
  - 6.1. Type a goodbye message or a goodbye sticker for concluding the conversation.
  - 6.2. Send the message to conclude the conversation.
7. Close the messaging platform.
  - 7.1. Exit the chatroom.
  - 7.2. Log out if necessary.
  - 7.3. Close the application.

Plan 0: do 1 - 2 - 3 - 4 - 6 - 7 in that order if the user wants to have a message conversation. Else if the user wants to have a voice conversation, do 1 - 2 - 5 - 7 in that order.

Plan 2: do any of 2.2 or 2.3 depending on how the user searched for the contact.

## Scenario of Current Task

During Jennifer's university semester break, she is planning to travel abroad with her family members to relieve stress. Thus, she looks for some countries which are suitable for trips using her mobile phone browser. However, she eventually is still unable to decide the best country for her trip even though she has kept searching for a long time. Suddenly, it occurred to her that she had a friend who often traveled in different countries, called Sam. So, she chose to **ask Sam for some tripping recommendation** from him.

Since Sam is in Singapore and he is not with Jennifer, Jennifer taps to open the online communication tool which is usually being used for contacting Sam. She tries to find out the contact of Sam and tap on it to access the conversation page. Although she has found out the contact of Sam, she does not know whether Sam is online or offline as there is **no status info shown on the contact**. She also cannot ensure when Sam will reply to her messages.

Even though she cannot get the status info of Sam, she just continues to type her messages. Since the messages are quite long, she would like to bold or underline some important message as highlights so Sam will immediately know what is the main point she wants to express about. However, she feels frustrated because there are **no shortcut keys or any method to do these highlights on her messages**. So, she can only shorten her points to make her messages more readable. Then, she sends out the messages and waits for Sam's response.

After a few hours, she takes out her mobile phone and access to the communication tool to check whether Sam has read or replied to her messages. Unfortunately, Sam still has not yet replied to her messages. Meanwhile, there is an issue which makes Jennifer confused, she is totally **not able to check whether Sam has read her messages**. Luckily, Sam eventually replied to her messages after 40 minutes. Sam recommended her to have a trip to China as there are various delicious foods and gorgeous scenic spots which are worth visiting. At the same time, Sam has also attached some images and URLs of the relevant information for providing a comprehensive travel strategy in China. Jennifer taps on the URL sent by Sam in the conversation and accesses the content in the built-in browser.

After a few minutes of understanding the travel strategy in China, she has decided to have a trip to ShenZhen, China. She sends this decision to Sam. At the same time, she also wants to get more information about this place from him. After a few minutes, she suddenly realizes that she has miswritten the place she wants to travel to, she accidentally wrote BeiJing, China. Fortunately, Sam has not yet replied to her messages. She immediately went to edit her previous message. However, she feels puzzled because she is **not able to edit the message** anymore after 2 minutes. So, she can only reply to her previous message and let Sam know that the place she actually wants to travel to is ShenZhen, China instead of BeiJing, China. Due to convenience, she desires to use voice messages to reply to it. However, she found out that she **cannot even reply to a message by voice message**. Finally, she can just reply to it via copying the previous text message (miswritten) and pasting it in her chat box, then editing the message and sending it out again. Finally, Sam will know the place where Jennifer actually wants to travel to and provide the accurate information about the traveling place to her.

# Environment Analysis

In this technologically advanced era, people can use electronic devices anytime and anywhere they want. Students primarily use WeChat in both **indoors and outdoors environments**. Indoors, they may be in dorms, classrooms, libraries, or common areas, experiencing a mix of private and public spaces. Noise levels fluctuate from quiet environments such as study rooms to loud areas such as cafeterias or lounges. Outdoors, they may use WeChat in parks, courtyards or even on campus no matter **hot or cold weather conditions** they are facing.

The user often uses WeChat for **extended periods of time throughout the day**. This use includes short check-ins between classes, longer periods of time to chat with friends or family, and coordinated activities such as group projects or event planning. The nature of users' schedules means that they may experience **frequent interruptions** from classmates, academic responsibilities, or campus activities. These interruptions may be casual conversations or more structured activities such as attending class or participating in group projects.

In settings such as campus libraries or computer labs, **multiple users** may need to use a single workstation or device, especially when accessing WeChat or other resources. While it is more common to access WeChat on personal devices such as smartphones, laptops, or tablets, shared use may also occur in these public settings. This is often due to the unavailability of personal devices or convenience or necessity when collaborating on group projects.

WeChat is often used in conjunction with a **variety of digital tools** to complement its functionality. For example, during group projects or study sessions, students may use WeChat to share files or links directly from cloud storage services like **Google Drive or Dropbox**. The user often coordinates with classmates and friends via WeChat when creating and editing documents and presentations using academic software such as **Microsoft Office or Google Workspace**. The user may use social media platforms such as **Instagram or Facebook** to share the latest news or information about events, and then discuss or plan further via WeChat. Additionally, users can switch between WeChat and video conferencing tools such as **Zoom or Microsoft Teams** for virtual meetings or online classes, seamlessly integrating their communication and academic tasks.