

Assignment 2: Explore an Application of your Choice

Selected Application: Originally it was decided to explore Google Now, but now it is 'Meri Sadak' app from PMGSY.

Why this application: Reason was simple for *me*, we see how Government feedback systems are *less* on mobile application side, it is a good initiative and literate / educated people (among one of the Potential Users, Government Officials, NGOs, Students who are now adapted to Mobile and Apps) etc. living in Villages / Nearby cities who are now using smart phones, can utilize this application (at least android version as of now) to report any Delay, Quality Related Issues related to Roads being constructed in Village areas of India. So use Technology for Development / Stop Corruption or Delay in projects where tax money is used.

So I installed the App from Google Play Store, Version is 1.0.3, GPS was "enabled" on my mobile phone

Duration of Exercise: 1 Hour (Installation, UI Navigation, Evaluating User Experience, Capturing Screenshots and Drafting this document)

Exploration Scope: Installation, My Account Screen, Login Screen, Update Account Screen and Logout screen

Major Focus on: UI, Aesthetics and basic validations

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Here are few Observations:

First impression:

1. Download is quick, App is installed in 4-6 seconds (3-4 iterations I checked)
2. Though icon is pretty 'Artistic', it's not very much visible on the screen, you have to "Find" it, unless it is very comfortably placed among your other app icons
3. Once you tap on App icon, it responds quickly and then I thought "Has it been even tested for Home Screen UX at all?"



Anyway, Let me go ahead...The moment Home screen gone, I see that User is presented with "**My Account**" screen where Name, Password, Mobile Number and Address are marked as Mandatory fields

Few UI related observations...

-- UI Controls are not up to the mark on "Aesthetics" side. Pure Rectangular and very basic, in all No Appealing and scattered all over the screen

--- Field "Mobile No" - It should better be texted as "Mobile Number"

--- "Password" and "Confirm Password" fields has default text but **font type** is different from other fields (Why?)

--- Submit button alignment is not understandable.

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The screenshot shows a mobile application interface for 'Meri Sadak'. The title bar at the top says 'Meri Sadak'. Below it, the section is titled 'My Account'. There are six input fields: 'Name', 'Password', 'Confirm Password', 'Mobile No', 'Email ID', and 'Address'. A red error message 'Accept Alphabets Only.' is shown above the 'Name' field. At the bottom of the form is a 'Submit' button. The background of the form is a scenic image of a road.

Validations- Enter / do not enter mandatory fields and hit Submit button

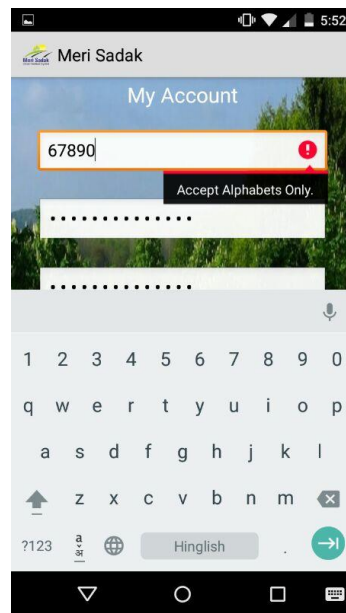
-- Name field is marked as 'Accept Alphabets Only.'

--- I am able to enter Numerals, Special characters and spaces as well. "Accept Alphabets Only" information given at Control level, signifies that "This field will not accept anything other than Alphabets" then, why we are even allowed to enter other characters and running a validation on tapping Submit button?

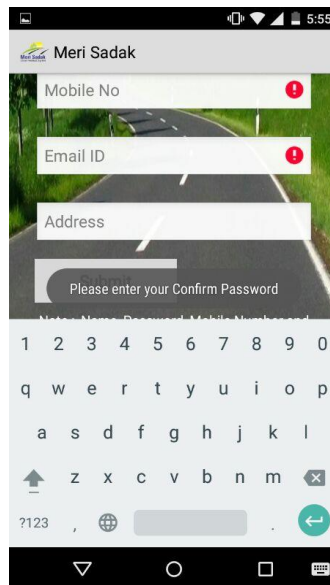
--- Just don't let user enter anything other than "English Alphabets". Not even "Hindi Alphabets". No?

--- You enter a white Space and no more "Accept Alphabets Only" warning. Why?

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--- When I entered a string in 'Confirm Password' field which is different from 'Password' field, look at the validation message...Funny....Isn't it?



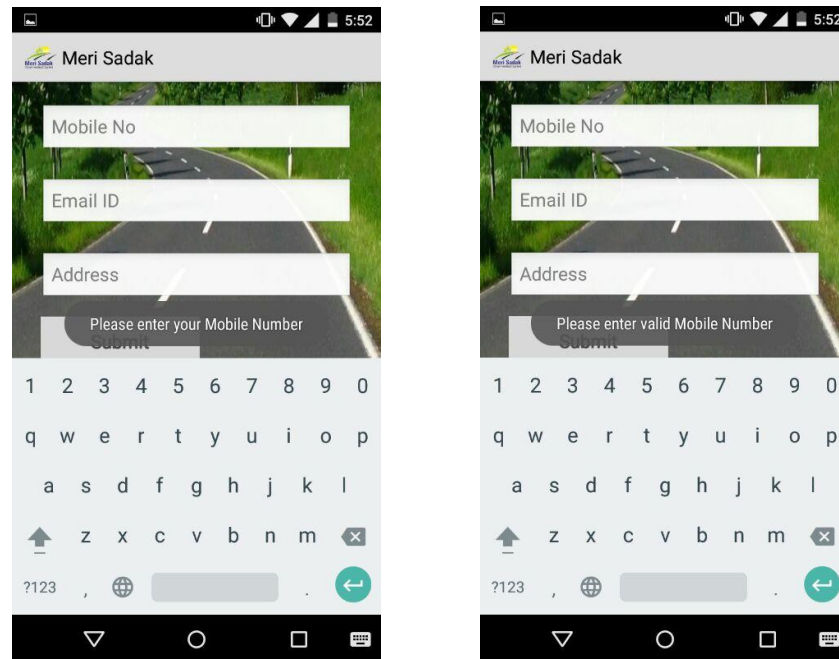
-- Enter Name, Password and Confirm Password, **Do not enter** Mobile No and Tap Submit button, you are given two messages in quick succession

--- Please enter your mobile number

--- Please enter valid Mobile number

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Why two messages? Only one is enough which ideally should be the first one



--- If Email ID is not mandatory or sth, Why a red icon there? Is it just to **“bring in User’s notice”** that 'you didn’t enter'?

Opinion: UI should be made better on Aesthetics side, Validation processing and messages side. This UI doesn’t suit the developer image which is <http://omms.nic.in/> (Look at website and you will feel the difference between Web Presence and Mobil e App)

Anyway, I continued to enter only relevant data and hit Submit button

Now once your Registration is complete, Confirmation message appeared titled as "Citizen Feedback System" saying “Registration Completed Successfully”, with an OK button. OK in all caps

Now, you are presented with new screen, asking for mobile number and a Next button

Few UI related observations...

-- Why next button size is kept equal to the Mobile Number text field?

Validations

-- I entered a different mobile number than I entered while creating account. Clicked on Next button, I expected error message (as "my" mobile number was different) saying....

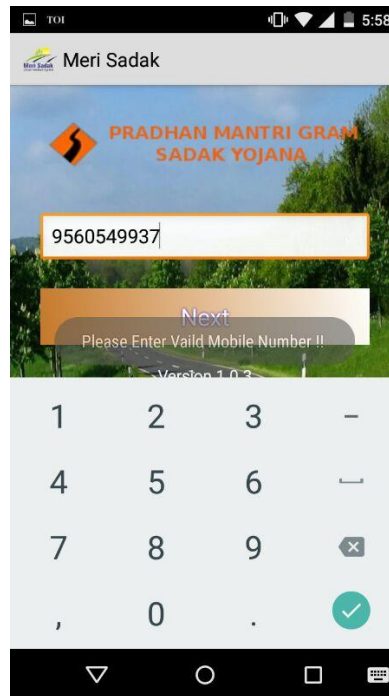
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"Please enter your mobile number entered at the time of Registration"

But it is giving me message

"Please enter valid Mobile number". Why? It is a valid number (Operator and number of digits perspective)

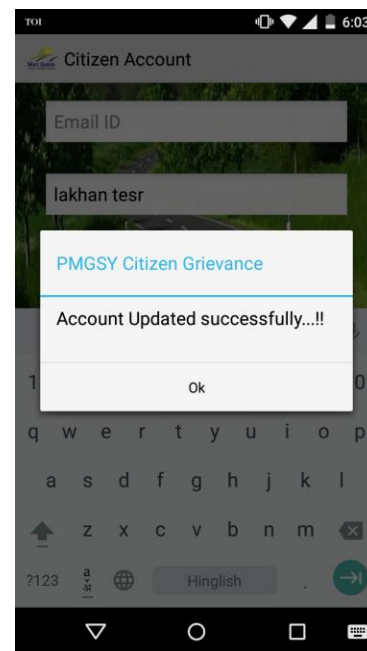
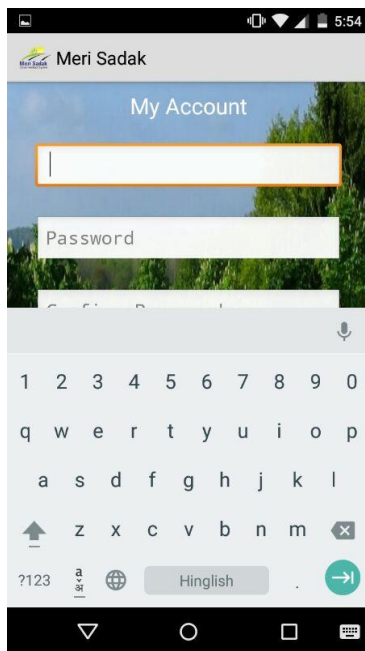


I moved to new screen, showing some options one of them is **My Account....**

--- I updated my name by entering one space (No Alphabet). Clicked on Submit button and it updated my Account successfully with "Ok" button.

--- Further, this is strange, Whitespace is not an alphabet. Why system accepted it as Alphabet? Where is the "Accept Alphabets Only" warning?

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--- Anyway, the Confirmation message title is Misleading saying "**PMGSY Citizen Grievance**"; well it is not a "**Grievance**" system as suggested at the time of Registration which said "**Citizen Feedback System**"

--- Why "Ok" instead of "OK"

Conclusion: UI Inconsistent in Controls appearances, Text messages wording, Window Titles and Validation.

Okay I decided to Logout, using a **Power Off** icon...

Once I do that....

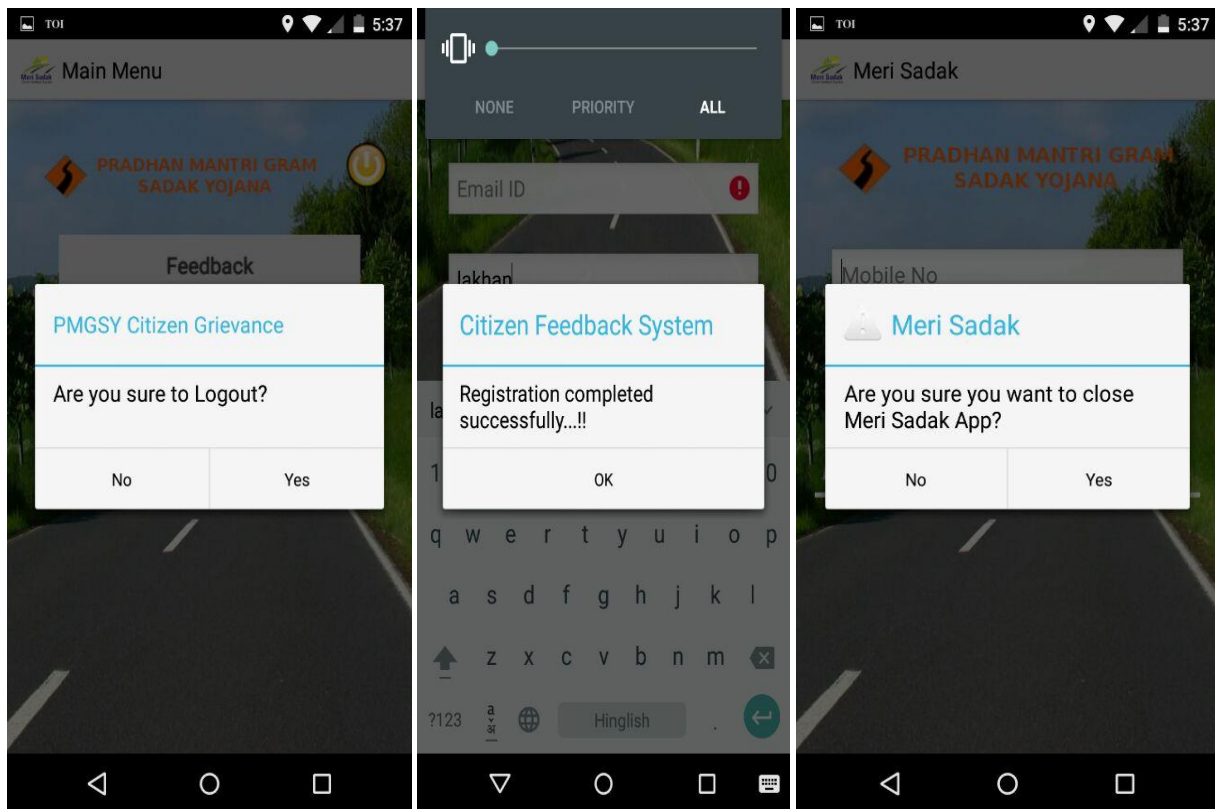
-- A Confirmation message window asking "are you sure to Logout?" title is Misleading saying "**PMGSY Citizen Grievance**"

-- Once you logout and Tap "Back" option on mobile screen, It says "**are you sure you want to close Meri Sadak App?**"

Three different titles within one App while context is not changed

1. "PMGSY Citizen Grievance"
2. "Citizen Feedback System"
3. "Meri Sadak App"

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Few Questions....

1. Why is it only in English? PMGSY, so we are talking about 'Gram'... the 'Village'. Some villages are near Cities on Highways, State high ways and roads connecting either small cities or roads connecting Villages itself.....People definitely have Smart phones there but are they comfortable with English? Shouldn't App provider be careful about this?
2. Other important factors while Testing this App because Obviously you are on **roads**
 - Network Conditions at projects which are inside villages
 - Direct Sunlight (While capturing Photos)
 - Low Battery

A. % of people knowing about Google Play Store, Even if they, while it is easy to search 'merisadak' install it, once it gets Opened, I think there should have been option for selecting Language, at least in the languages where PMGSY has major projects. -- It is an Opinion

2. Once you go for installing app, it asks for Location services, so my location to be exact while I am Registering, Sending Feedback or what (Interesting to explore)

-- Where this app uses this information (along with feedback), is it during Saving a Feedback and on the Server itself and not visible to the user who captured the Feedback? Can I see this Location information while viewing the Feedback I submitted?

3. Why there is no "Help" provided, a small animation showing end to end process of submitting a feedback?