UCSI University

INSTITUTE OF COMPUTER SCIENCE & DIGITAL INNOVATION
February-April Intake 2025-02 (Short Semester)

BIC1233 Introduction to Human Computer Interaction

Group Assignment (40%) Title:

Usability Evaluation of Microsoft Teams (Mobile Application)

Lecturer:

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Group Members' Contribution Table

Contribution(s): (Tasks/Sections)	Contributors	Remarks
Section 1.0	Lan Xin Yan	
Section 2.0	Lan Xin Yan	
Section 3.0	Nur A'isya Damia	
Section 4.0	Everyone	- Nur A'isya Damia made the information sheet, consent forms and Google Forms for SEQ, QUIS - Lan Xin Yan made the Google Form for demographic details of the participants
Section 5.1, 5.2	Gabrielle Laetitia Prajna Arya	Help with designing the prototype
Section 5.3	Guay Ern Xin	Designed the prototype
References	Everyone	

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1.0 Overview of Usability, Usability Testing, Different Methods of Usability Testing and Purpose of Usability Testing

Usability is an evaluation of a product or design to measure the capability of a particular user in their designated context to fulfil their defined goals through effective functioning at maximum speed (Interaction Design Foundation – IxDF, 2016). Usability refers to the quality of a user interface that makes it easy to use. It encompasses five key components, that is learnability, efficiency, memorability, errors and satisfaction (Nielsen, 2012).

Usability testing is carried out to determine if users can easily operate a system through an end user perspective. A basic usability test evaluates how simple a design is to operate through user experiences with representative participants. Several testing procedures must be completed on a product before its deployment. Product development demands both qualitative and quantitative data collection to achieve customer satisfaction of their needs. The analytical process of website and application functionality evaluation takes place through actual user observations.

Researchers conduct tests, either in person or remotely, to monitor how users struggle or misunderstand tasks during their experience (GeeksforGeeks, 2025). Hallway testing stands as one of the most popular methods out of various testing procedures such as remote usability testing, expert review and A/B testing (ProfessionalQA.com, 2019).

The main purpose of usability testing is to discover user experience issues to generate possibilities for improvement. The evaluation of user goal completion efficiency during usability testing allows designers to develop better functionality for enhanced user satisfaction. The design teams along with the development groups use usability testing during development phases to discover problems that needs to be resolved before coding starts. During usability testing, users will display all problems that arise when they utilize the product. The gained information enables problems to be addressed to improve user engagement. Evaluation of user interface and interactive elements take place through usability testing processes. Using semantic UI helps businesses cut down both time and expenses that arise from product development stages (GeeksforGeeks, 2025).

2.0 Overview of Various Post-Study Usability Evaluation Questionnaires

The Questionnaire for User Interaction Satisfaction (QUIS) provides flexible capabilities to measure complete user satisfaction from digital interfaces by assessing usability alongside visual quality. QUIS originated from University of Maryland researchers who created the tool to provide detailed feedback because it outperforms simple feedback tools. A customized approach helps teams create questions that directly address critical needs, so the data becomes applicable to enhance user interaction satisfaction. The assessment tool functions more than just simple yes/no close-ended questioning methods. The tool implements both Likert scales and open-ended questions to evaluate extensive areas regarding user experience which includes system usability alongside skill acquisition along with visual attractiveness and system response time (Mitsiou, 2024).

System Usability Scale (SUS) helps evaluate product and service usability. These quantitative survey questions serve as a method to determine usability aspects of numerous new systems irrespective of software or hardware type. This usability measure contains only 10 questions that users must respond using the Likert rating system. Users can select responses ranging from "I strongly agree" to "I strongly disagree" across the System Usability Scale measurement method that evaluates user perceptions of the system, product and service usability. The methodology generates a numerical measure known as the SUS score that ranges from zero to one hundred to establish both user satisfaction levels and system usability. The usability assessment becomes better when the score rises and decreases when the score drops (Bhat, 2023).

The Post-Study System Usability Questionnaire (PSSUQ) provides a usability assessment tool that does not need any licensing arrangement for implementation. The original PSSUQ includes 19 statements evaluated through a 7-point Likert scale that reverses perception of satisfaction levels. Multiple studies through factor analysis have continually identified three major dimensions called System Usefulness, Information Quality and Interface Quality (Vlachogianni and Tselios, 2023).

The Computer System Usability Questionnaire (CSUQ) operates like PSSUQ as an accepted method for measuring user satisfaction with computer systems. Users reply to 16 questions within a 7-point Likert format. Users can compute up to four scores ranging from 1

to 7 while responding to the survey questions concerning system usefulness, information and interface quality, and the overall assessment (Lung, 2021).

3.0 Brief Explanation About Microsoft Teams (Mobile Application)

Microsoft Teams (mobile application) is a communication platform integrated with Microsoft 365. It is designed for businesses of all sizes, educational institutions, government organizations and remote or hybrid workers. This mobile application allows users to work together as a team with collaborative calling, chat and file sharing, making it seamless to communicate within organizations. In addition, Microsoft Teams (mobile application) allows users to view recordings at their own playback speed controls. Users can also view call captions and transcripts in their preferred language (Microsoft, 2025). Furthermore, this mobile application makes meetings more interactive and productive with features like PowerPoint Live, Microsoft Whiteboard and AI-driven meeting notes. In short, Microsoft Teams (mobile application) ensures a team is productive regardless of the location while enhancing flexibility for managing internal and external calls efficiently.

4.0 Usability Study Findings

4.1 Recruitment of Participants

We recruited participants by reaching out to individuals within our social circles including family members, colleagues and acquaintances. Our target was to ensure diversity in terms of age, nationality and those who have and does not have experience with Microsoft Teams. Overall, we approached nine individuals. However, two rejected to participate, while the other seven agreed. The accepted participants included individuals from various age groups, ranging from children (10 years old) to middle-aged adults (52 years old), and are Malaysian and Indonesian. Additionally, five of the accepted participants had prior experience using Microsoft Teams, while the other two had never used the application before. This diversity allowed us to gather insights from a wide range of perspectives. Table 1 shows the demographic details of the individuals who accepted to participate in this study:

Table 1: Demographic details of the participants

Participant	Age	Nationality	Occupation	Prior experience using Microsoft Teams?
P1	24	Malaysian	Working adult	✔
P2	52	Malaysian	Working adult	✘
P3	18	Indonesian	University student	✔
P4	19	Malaysian	University student	✔
P5	10	Malaysian	Primary school student	✔
P6	14	Malaysian	Secondary school student	✘
P7	18	Indonesian	University student	✔

4.2 Task List

The Microsoft Teams (mobile application) evaluation includes a total of five tasks that the participants need to perform. In Task 1, they are required to join a team using a code. However, the feature can be difficult to locate because the "Join a team with a code" option is nested inside a gear icon (typically for settings), which may not be intuitive. Next, they need to delete a group chat in Task 2, whereby the "Delete Chat" option is not in the main chat settings, which can be difficult to locate as well. Furthermore, Task 3 is not possible to complete as they are asked to pin a chat message, but the pin feature is not available in this application. Task 4 highlighted the issues user experience when looking for a specific previously sent media because a media gallery is not available on the application. Instead, they must scroll through the chat, which is inefficient and time-consuming. Lastly, participants had to present their screen and check whether they receive a notification that notifies them when the meeting recording had stopped. Sometimes the meeting recording stops by accident, but most of the time is because someone in the meeting stopped the recording, either by mistake or intentionally. This is an issue because the presenter may lack awareness, which could lead to potential loss of information, such as important information not being recorded.

4.3 Objective Measures

4.3.1 Effectiveness

Based on Table 2, all the participants successfully completed Task 1 (Join a team using a code), and P2 had done Task 1 with assistance. All participants successfully completed Task 2 (Delete a group chat) as well, but P2 and P5 had assistance. Approximately 71% of the participants had completed Task 4 (Find an image or video that was sent two weeks ago). And only about 29% were able to complete Task 5 (Check if notified when meeting recording stops while presenting the screen). None of the participants were able to complete Task 3 which required them to pin a message in the chat.

Table 2: Task completion rates

Participant	Task 1	Task 2	Task 3	Task 4	Task 5
1	yes	yes	no	no	no
2	yes (with assistance)	yes (with assistance)	no	no	no
3	yes	yes	no	yes	yes
4	yes	yes	no	yes	no
5	yes	yes (with assistance)	no	yes	no
6	yes	yes	no	yes (with assistance)	no
7	yes	yes	no	yes	yes
Success	7	7	0	5	2
Completion Rates	100%	100%	0%	71%	29%

As shown in Table 3 below, task 1 had a total of 14 errors from the participants. They were required to "Join a team using a code", whereby the plus icon for this function was nested in a gear icon on the top right corner of the "Teams" section. Task 2 had a total of 13 errors from the participants, in which they were asked to delete a group chat. Task 3 and Task 4 has the same number of errors, counting to a total of 7 errors. Task 3 (Pin a message) is not possible to complete due to missing features. And lastly, Task 5 had no error. However, Microsoft Teams does not notify the users who are presenting when the recording stops while they are off from the application.

Table 3: Number of errors

Task	Total no. of errors	Error Description
1	14	pressed chat icon, went into one of the teams, some pressed almost every icons
2	13	pressed 3 dots at top right corner of the chat page, most went straight to the chat info setting
3	7	long pressed on text, some thought the 'save' option was to pin a text
4	7	went to the group chat info setting section
5	0	0 errors, however users werent able to get notified when recording stops while they're off

4.3.2 Efficiency

Table 4 below shows the time taken to complete each task by the participants. Task 2 took the longest (286.7 seconds on average) due to hidden "Delete chat" option. While Task 3 (173.4 seconds on average) had an inconsistent time because they struggled to find the pin message feature. The participants completed Task 1 in an average of 150.3 seconds due to "Join a team with a code" option is in an unconventional place. Moreover, finding previously sent media in Task 4 took an average of 107.4 seconds due to having to scroll through the chat. Additionally, users experienced the fastest on Task 5, which they were required to present their screen and check if the application provide any indication when the meeting recording stops. Features which were hidden or missing from the interface caused users to spend longer amounts of time working on the tasks and resulted in inconsistent performance durations.

Table 4: Time on task (in seconds)

	P1	P2	P3	P4	P5	P6	P7	Average Total
Task 1	59	508	297	58	72	37	21	150.3
Task 2	32	1362	235	42	21	20	295	286.7
Task 3	52	174	469	37	52	26	404	173.4
Task 4	101	253	193	62	90	29	24	107.4
Task 5	48	131	15	48	132	33	31	62.6

4.3.3 Summary of Objective Measures

Table 5: Summary of objective measures (task completion, errors, time on task)

Task	Task Completion	Errors	Time on Tasks
1	7	14	150
2	7	13	287
3	0	7	173
4	5	7	107
5	2	0	63

4.4 Subjective Measures

Table 6 below shows the results of Single Ease Question (SEQ) survey from the participants after they have completed all five tasks. Participants rated their experience using the SEQ scale of 1-7 (1=very difficult, 7=very easy) to evaluate task difficulty. Task 2 reached 5.7 mean rating which shows that participants found this task the simplest among other tasks. On the other hand, the participants rated Task 3 to be the most difficult given its mean rating of 3. While the rest,

which are task 1, task 4 and task 5, have a moderate difficulty level, that are 4.5, 3.8 and 4 respectively. The SEQ mean rating shows that some elements require improvement to enhance usability.

Table 6: Quantified result of single ease question (SEQ)

	1	2	3	4	5	6	7	mean rating
Task 1			2	2	2	1		4.5
Task 2				4		2	1	5.7
Task 3	4	2				1		3
Task 4		2	2	1		2		3.8
Task 5	1	1	1	1	1	1	1	4
Overall Tasks			3	2	1	1		4.5

Table 7 shown below demonstrate the usability evaluation questionnaire results of the Microsoft Teams user interface designs gathered from the seven participants. The majority of users expressed positive feedback (ratings 5.7 - 5.8) toward the characteristics including task position awareness, item selection visibility, as well as action predictability, and task completion status. Additionally, participants provided moderate ratings (between 4.5 - 5.5) for the information display alongside consistent arrangement and the ability to undo their mistakes. Additionally, the participants give poor evaluations (ratings 3.4 - 4.0) for item findability, amount of help on screen, novice user support and the screen layout aesthetic appeal. In short, the questionnaire results showed positive feedback on task awareness, selection visibility and action predictability. Moderate ratings were given for information display, consistency and undo functionality. However, users rated item findability, on-screen help, novice support and aesthetic appeal poorly.

	1	2	3	4	5	6	7	8	9	Mean Rating
Screen layouts make task easier										
Amount of information displayed on screen			1	1	1	2	1	1		5.5
Arrangement of information on screen		1		2	1		3			4.5
Consistent arrangement of information				3	1	1	2			5.5
Sequence of screens										
Knowing where you are in task (what you have done, and what you need yet to do				2		2	3			5.7
Screens items are easy to select										
Items are easy to find		1	1	3	1	1				4
Knowing whether an item is selected				1	2	2		2		5.8
System keeps you informed about what it is doing										
Performing an operation leads to a predictable result				1		3	3			5.7
Learning to operate the system										
Getting started		1	1		2	2	1			4.6
Exploration of features by trial and error										
Discovering new features			2	3	1	1				4.5
Tasks can be performed in a straight-forward manner										
Number of steps per task			1	3	1	2				4.5
Completion of task				2	1	3		1		5.8
Help messages on the screen										
Amount of help		1	1	2	1	2				4
Correcting your mistakes										
Ability to undo what you just did			1	1	1	2	1	1		5.5
The needs of both experienced and inexperienced users are taken into consideration										
Novices can accomplish tasks	1	1	1		1	3				3.4
Screens are aesthetically pleasing										
Screen designs and layout are attractive		1	2	1		3				3.8

4.5 Summary of Findings

The usability testing results showed that Tasks 1 and 2 had 100% successful completion but Task 3 completely failed at 0%. Tasks 4 and 5 showed moderate success with 71% and 29% completion, although assistance was necessary in some cases. Most of the identified errors happened during Tasks 1 and 2 (14 and 13 errors respectively) due to users accidentally tapping

incorrect icons combined with navigation obstacles. However, Task 5 was performed error-free except for a notification issue. The time spent to complete the task differed extensively between Tasks 2 and 5 since Task 2 required an average of 287 seconds while Task 5 was completed in 63 seconds. P2 used more time to complete each task compared to other participants. Moreover, the majority of participants evaluated these tasks as medium-difficulty based on the 7-point rating system (results shown in Appendix 4). Data showed that 42.9% of the participants selected a rating of 3 while 28.6% chose 4 as their rating. Only two participants rated the tasks as somewhat easier (ratings of 5 and 6), while none rated them as very easy (rating 7) or very difficult (rating 1-2). Users scored the QUIS evaluation differently with high ratings for keeping users informed and task completion (5.7 – 5.8). On the other hand, lower scores were given for item search functions, help features and novice user assistance (3.4 – 5.5).

5.0 Prototype

5.1 Overview of The Tools Available for Prototyping

In prototyping Microsoft Teams (mobile application), some materials and tools can assist in the design and development process. Microsoft Teams UI Kit, available through Figma, offers pre-designed templates and elements in line with Microsoft Teams design guidelines to enable rapid and uniform prototyping (Microsoft, 2024). Additionally, the Microsoft Teams UI Library offers a set of pre-made UI elements that make it easier for practitioners to include these elements into design projects (Microsoft, 2021).

The development, testing and deployment for users in the Teams ecosystem is easier with the Microsoft Teams Toolkit for Visual Studio and Visual Studio Code. The Microsoft Teams Developer Portal also extends support for these tools through application governance, delivery and configuration (Microsoft, 2021). These applications assist in building the prototype for Microsoft Teams (mobile applications). The application of standardized component libraries and other formalized approaches to UI design improve the effectiveness, usability and user engagement of software programs remarkably (Doosti et al., 2018). Proficient designers can build cross-platform Figma-compatible prototypes and real-world applications for various ecosystems.

5.2 Explanation of The Tool Used for Constructing The Prototype

We designed the entire chat mock-up within Figma as an essential project element. We applied elements from the Microsoft Teams UI Kit and the iOS 18 and iPadOS 18 UI Kit, and the Material 3 Design Kit to obtain pre-made components such as chat bubbles and avatars to maintain consistency with Microsoft Teams design standards. The design elements enabled an accurate representation of the Teams chat room environment (Microsoft, 2024).

We utilized the Material 3 Design Kit to improve our user interface because it delivers design solutions that conform to Google's present Material Design standards. The design elements benefited from a modernized visual structure, interactive systems and typographical reorganization which produced a refined user-friendly prototype. Our combined resource integration allowed us to build a uniform and visually coherent chat mock-up that meets Microsoft Teams platform requirements while considering cross-platform user needs. The literature demonstrates that adopting Material Design patterns leads to better user experiences and app reviews because design patterns determine usability and adoption (Doosti et al., 2018).

Through the integration of these materials, we developed a properly structured conversation mock-up which aligned visually with Microsoft Teams specifications and supported users across various platforms. The integration of Figma's design capabilities with standard industry prototyping elements produced a user interface which harmonizes recognizable features with practical design elements and modern visual appearance.

5.3 Explanation of The Prototype

5.3.1 Recommendation(s) of Improvement

Task 1 required the participants to join a team with a code. The "Join a team with a code" option was originally nested inside a gear icon (typically for settings), which may be difficult to locate. This was proven to be true given that the number of errors made while performing Task 1 was the highest, which is 14 errors. Hence, we decided to move the "Join a team with a code" option to the main page for the "Teams" section. This option can be found under a plus icon at the top right corner of the main page, which is in the same row as the filter and gear icons.

Task 2 required the participants to delete a group chat. The participants have to go through multiple trials and errors to figure out the location of the "Delete chat" option, which was why Task 2 had the longest average total for the time spent to complete the task. Taking

this factor into consideration, we decided to move the "Delete chat" option to be above the "Leave chat" option in the chat details, which is rather conventional and noticeable.

Task 3 required the participants to pin a chat message. However, this pin chat message feature is not available in Microsoft Teams (mobile application). Some participants even assumed that the "Save" option is to pin a chat message. Since many users want to pin chat messages that they think is necessary for all the group members to take note of, we decided that the "Pin" option for chat messages must be included in Microsoft Teams as well. We added the "Pin" option in the menu that pops up when users long-press on any chat messages, including chat messages sent by themselves and other group members.

Task 4 required the participants to search for specific previously sent media, either an image or a video. This task can be completed but requires the participants to scroll through the chat messages to search for that particular image or video, which is time-consuming. Therefore, we decided to create a media gallery where all the media sent before in the chat can be found in one place. Users just have to go to the chat details and they will find this feature named "Media". Once they press on the "See all" option, they can find all the previously sent images and videos sorted according to the month. The users also can see the total images and videos sent in the chat at the bottom of the media gallery.

Task 5 required the participants to present their screen and check if they receive a notification that notifies them when the meeting recording had stopped. Only a few of the participants were able to complete this task because they noticed that the red recording icon had disappeared. However, the other 5 participants who rated this task to be relatively difficult were not able to complete it. To make the indication much more obvious and noticeable, we decided to display a notification that informs the presenter "Recording has stopped" on whichever screen he or she is on when he or she is presenting. In this way, the presenter is aware of the situation and can take action immediately, such as start the recording again.

**5.3.2 Screenshot(s) of The Prototype**

Task 1: Join a team with a code

Before

1

Users first have to press on the gear icon.

2

This page will show on the screen after users pressed on the gear icon.

3

After the users pressed on the plus icon, two options will be shown on the screen, that is, "Browse teams" and "Join a team with a code".
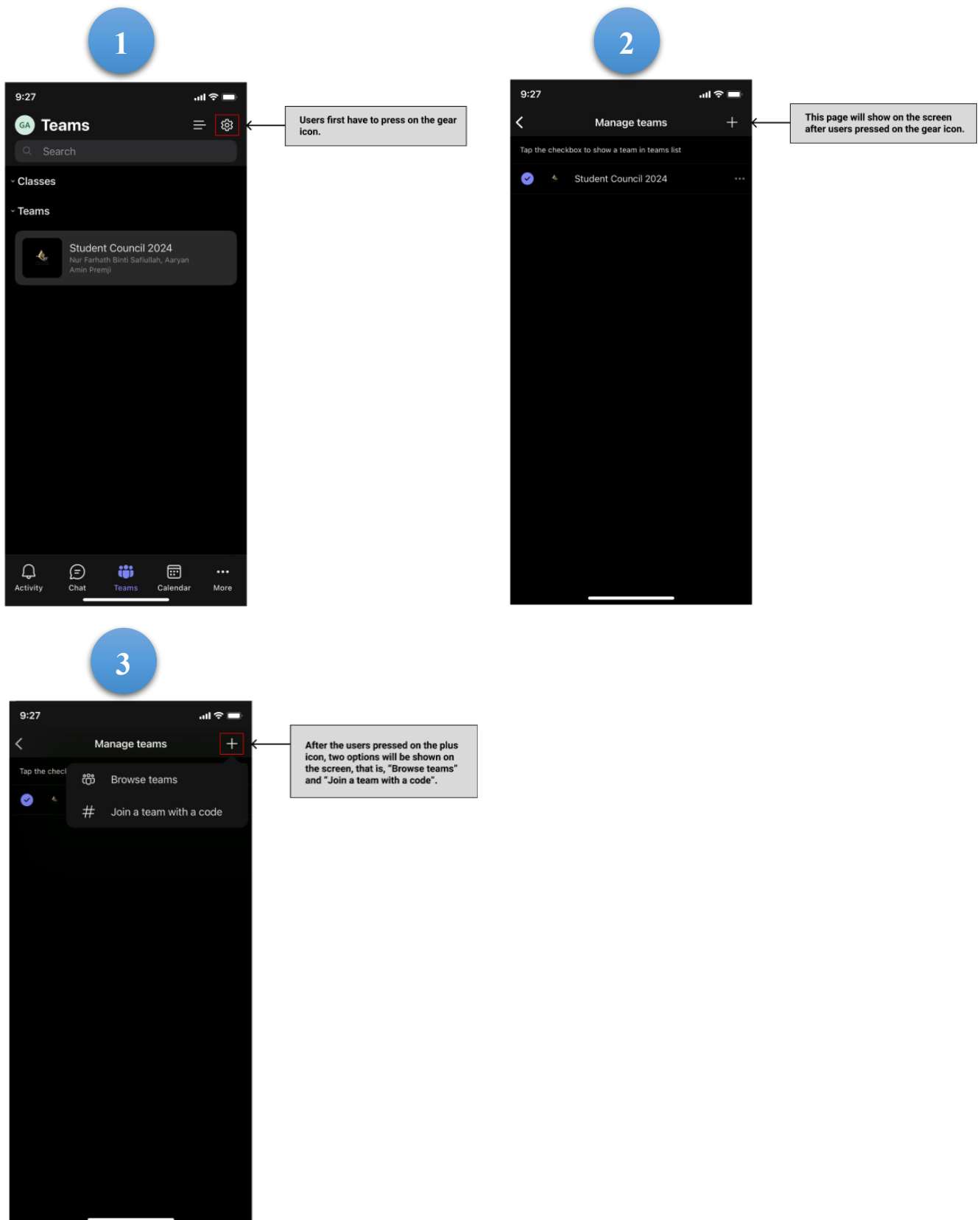
After

1

The plus icon is brought out to be in the main page for "Teams", instead of being nested inside the gear icon.

2
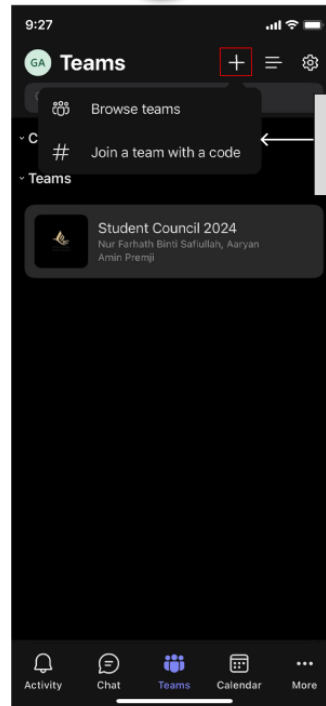
The same two options, "Browse teams" and "Join a team with a code" will appear on the screen after the users pressed on the plus icon.

3

Now when the users press on the gear icon, this page will appear on the screen without a plus icon on the top right corner anymore.

Task 2: Delete a group chat

Before   **After**

A "Delete Chat" option was added under the chat details, right above "Leave Chat".
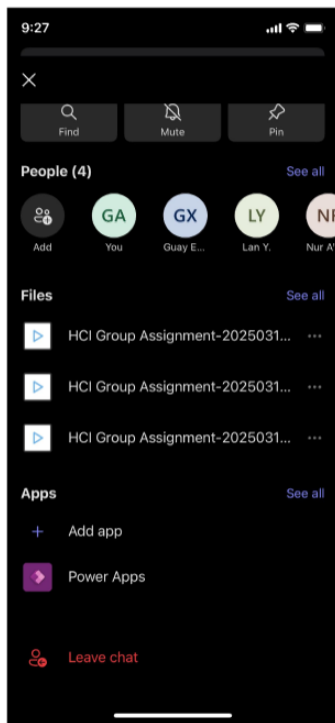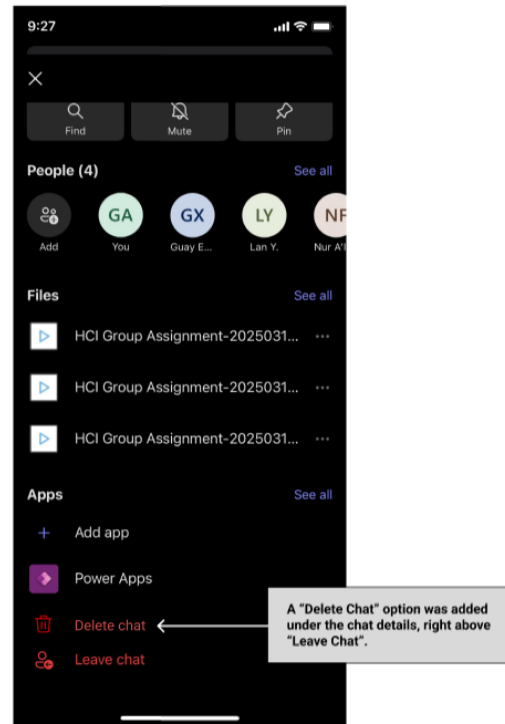
How to delete a group chat in the original UI

Users have to swipe left on the chat they want to delete, which shows two options, "More" and "Unread".

Users have to choose the "More" option, which leads them to this pop-up menu. Then, they will find the "Delete" chat option.
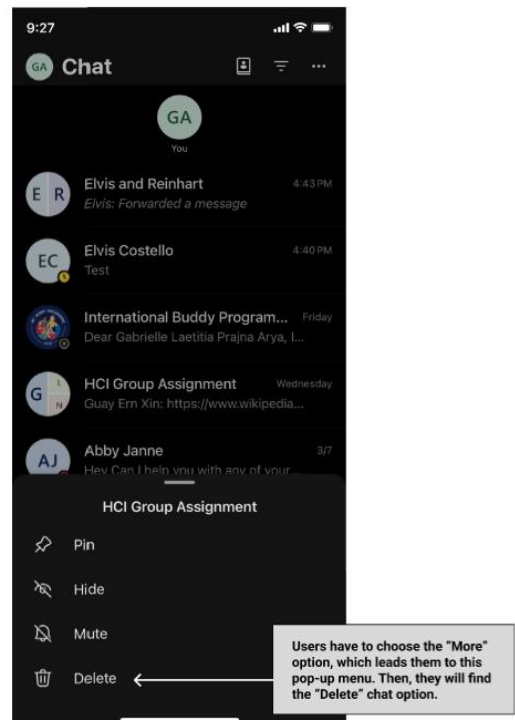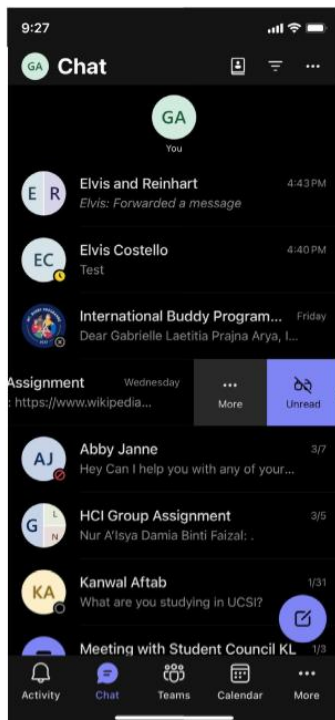
Task 3: Pin a chat message

Before

When users long-press on **other members'** chat message, this pop-up menu will show on the screen.

When users long-press on **their own** chat message, this pop-up menu will show on the screen.

After

A "Pin" option was added at the bottom of the list, right above the "More actions" option.
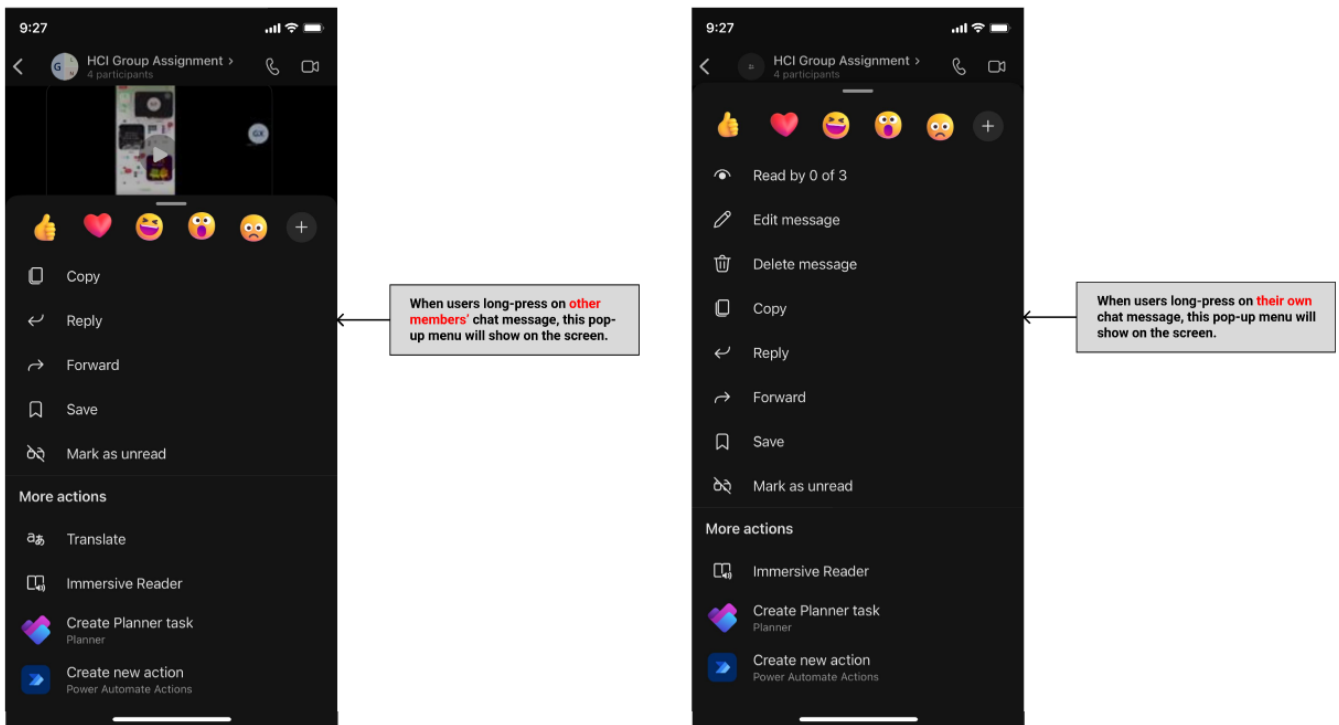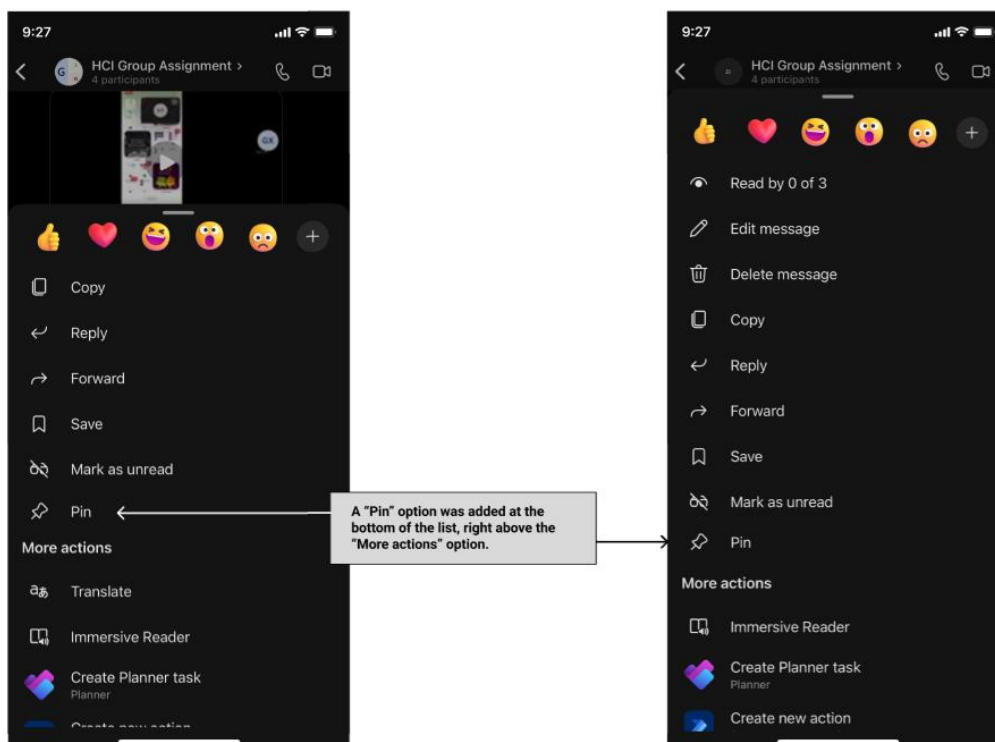
Task 4: Find previously sent media

Before

After

1

A "Media" section was added under the chat details, just below the "Files" section and right above the "Apps" section.

2

Once the users press on the "See all" option, this page will be displayed on the screen. All the media sent in the chat will appear here, including photos and videos, according to the month.
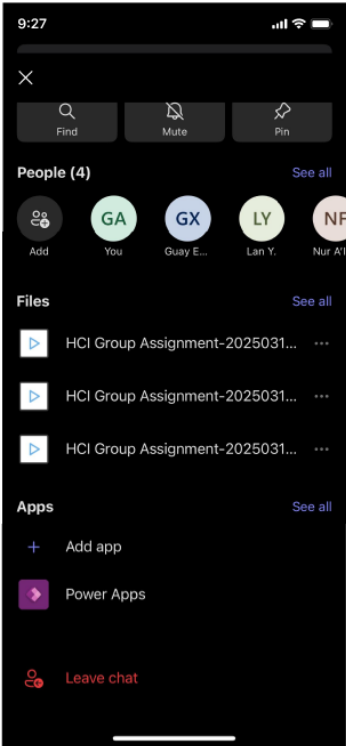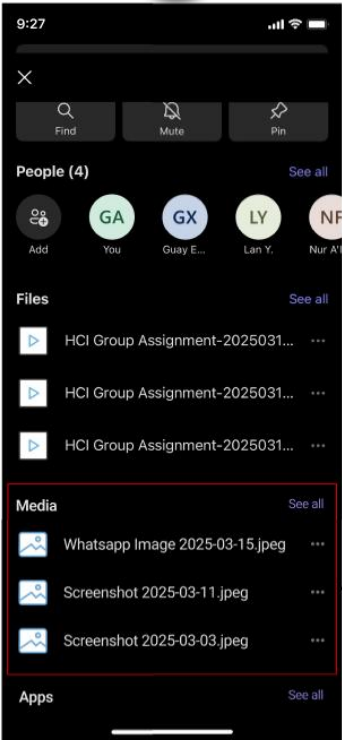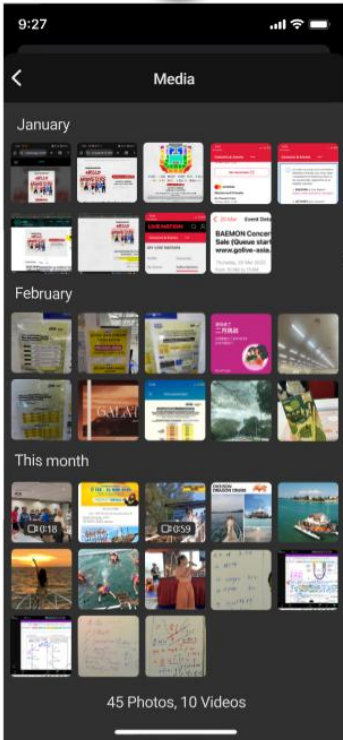
Task 5: Present your screen and check if you received any notification

that notifies you when the meeting recording has stopped

Before
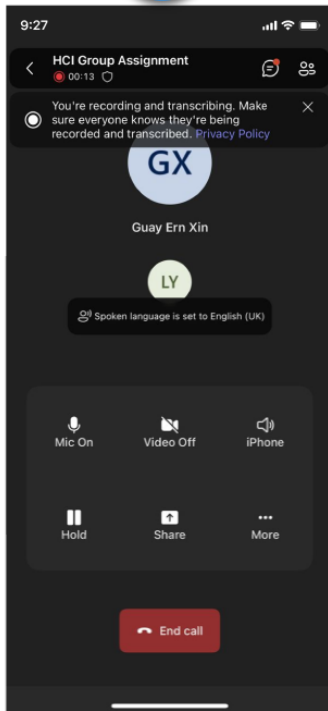
When someone starts recording the meeting, a notification is shown on the screen to notify that "XXX are recording..."

A red recording icon is shown to indicate that there is an ongoing recording.

Once the recording has stopped, the red recording icon will disappear.

After

A notification will be shown on whatever screen the presenter is on, to notify that the recording has stopped.
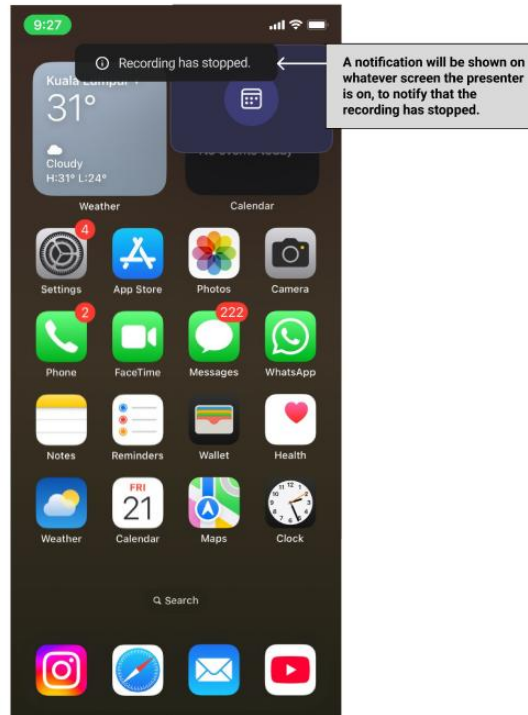
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Appendix A

- **Information sheet:**

Research Study conducted by: Guay Ern Xin, Lan Xin Yan, Gabrielle Laetitia, Nur A'isya Damia
Lecturer: Dr. Umm E Mariya Shah
Faculty: Institute of Computer Science and Digital Innovation (ICSDI)
Title of the Study: Usability Evaluation of Microsoft Team (Mobile Application)

About the Application
Microsoft Team allows users to work efficiently as a team with collaborative calling, chat, and share files, ensuring seamless interaction within organizations. As well as providing users with previewing recordings, transcripts, and voicemails at their own playback speed controls, and view call captions and transcripts in their preferred language. In short, Microsoft Team mobile ensures that a team can remain productive regardless of location, enhancing the flexibility for managing internal and external calls efficiently.

Purpose of Study
You are invited to participate in a usability research study conducted by group members mentioned above for our course BIC1233 Introduction to Human Computer Interaction. The purpose of this study is to evaluate the usability and overall user experience of Microsoft Teams mobile application. As well as identifying areas for improvement to enhance functionality, ease of use, and overall user satisfaction.

Procedures
This study will involve completing five tasks on the application, and a questionnaire assessing your demographic information, experience, and satisfaction level. Your interactions and responses will be used strictly for research purposes only. The session will last approximately 15-20 minutes.

Potential Benefits
This study may help improve understanding of usability issues faced when using Microsoft Teams. Participants' feedback will help us gain better problem-solving strategies to improve the Microsoft Teams mobile application, making it more user-friendly and efficient.

Confidentiality, and Data Protection
Your responses will be kept confidential and used only for research purposes. No personal information will be shared with others, and your responses will be stored securely. Results may be published, but no identifying information will be included.

Compensation
There is no monetary compensation for participating in this study.

- **Consent forms:**

P1

CONSENT

✓ I have freely volunteered to participate in this study.
✓ I have been informed in advance what my task(s) will be and what procedures will be followed.
✓ I have been given the opportunity to ask questions, and have had my questions answered to my satisfaction.
✓ I am aware that I have the right to withdraw consent and to discontinue participation at any time, without any consequences.
✓ I confirm that I have read and understood the information in this form and voluntarily agree to participate in this study.
✓ My signature below may be taken as affirmation of all the above statements; it was given prior to my participation in this study.

Participant Signature: _____ Date: _22/3/2025_

✓ I believe the participant is giving informed consent to participate in this study

Researcher Signature: _____ Date: _19/3/2025_

P2

CONSENT

✓ I have freely volunteered to participate in this study.
✓ I have been informed in advance what my task(s) will be and what procedures will be followed.
✓ I have been given the opportunity to ask questions, and have had my questions answered to my satisfaction.
✓ I am aware that I have the right to withdraw consent and to discontinue participation at any time, without any consequences.
✓ I confirm that I have read and understood the information in this form and voluntarily agree to participate in this study.
✓ My signature below may be taken as affirmation of all the above statements; it was given prior to my participation in this study.

Participant Signature: _____ Date: _22/3/2025_

✓ I believe the participant is giving informed consent to participate in this study

Researcher Signature: _____ Date: _19/3/2025_

P3

CONSENT

✓ I have freely volunteered to participate in this study.
✓ I have been informed in advance what my task(s) will be and what procedures will be followed.
✓ I have been given the opportunity to ask questions, and have had my questions answered to my satisfaction.
✓ I am aware that I have the right to withdraw consent and to discontinue participation at any time, without any consequences.
✓ I confirm that I have read and understood the information in this form and voluntarily agree to participate in this study.
✓ My signature below may be taken as affirmation of all the above statements; it was given prior to my participation in this study.

Participant Signature: _____ Date: _19/03/2025_

✓ I believe the participant is giving informed consent to participate in this study

Researcher Signature: _____ Date: _19/03/2025_

P4

CONSENT

✓ I have freely volunteered to participate in this study.
✓ I have been informed in advance what my task(s) will be and what procedures will be followed.
✓ I have been given the opportunity to ask questions, and have had my questions answered to my satisfaction.
✓ I am aware that I have the right to withdraw consent and to discontinue participation at any time, without any consequences.
✓ I confirm that I have read and understood the information in this form and voluntarily agree to participate in this study.
✓ My signature below may be taken as affirmation of all the above statements; it was given prior to my participation in this study.

Participant Signature: _____ Date: _19/03/2025_

✓ I believe the participant is giving informed consent to participate in this study

Researcher Signature: _____ Date: _19/03/2025_

P5

CONSENT

✓ I have freely volunteered to participate in this study.
✓ I have been informed in advance what my task(s) will be and what procedures will be followed.
✓ I have been given the opportunity to ask questions, and have had my questions answered to my satisfaction.
✓ I am aware that I have the right to withdraw consent and to discontinue participation at any time, without any consequences.
✓ I confirm that I have read and understood the information in this form and voluntarily agree to participate in this study.
✓ My signature below may be taken as affirmation of all the above statements; it was given prior to my participation in this study.

Participant Signature: _____ Date: 19/03/2025

✓ I believe the participant is giving informed consent to participate in this study

Researcher Signature: _____ Date: 19/03/2025

P6

CONSENT

✓ I have freely volunteered to participate in this study.
✓ I have been informed in advance what my task(s) will be and what procedures will be followed.
✓ I have been given the opportunity to ask questions, and have had my questions answered to my satisfaction.
✓ I am aware that I have the right to withdraw consent and to discontinue participation at any time, without any consequences.
✓ I confirm that I have read and understood the information in this form and voluntarily agree to participate in this study.
✓ My signature below may be taken as affirmation of all the above statements; it was given prior to my participation in this study.

Participant Signature: _____ Date: 20/3/2025

✓ I believe the participant is giving informed consent to participate in this study

Researcher Signature: _____ Date: 20/3/2025

P7

CONSENT

✓ I have freely volunteered to participate in this study.
✓ I have been informed in advance what my task(s) will be and what procedures will be followed.
✓ I have been given the opportunity to ask questions, and have had my questions answered to my satisfaction.
✓ I am aware that I have the right to withdraw consent and to discontinue participation at any time, without any consequences.
✓ I confirm that I have read and understood the information in this form and voluntarily agree to participate in this study.
✓ My signature below may be taken as affirmation of all the above statements; it was given prior to my participation in this study.

Participant Signature: _____ Date: 19/3/2025

✓ I believe the participant is giving informed consent to participate in this study

Researcher Signature: _____ Date: 19/03/2025

Appendix B

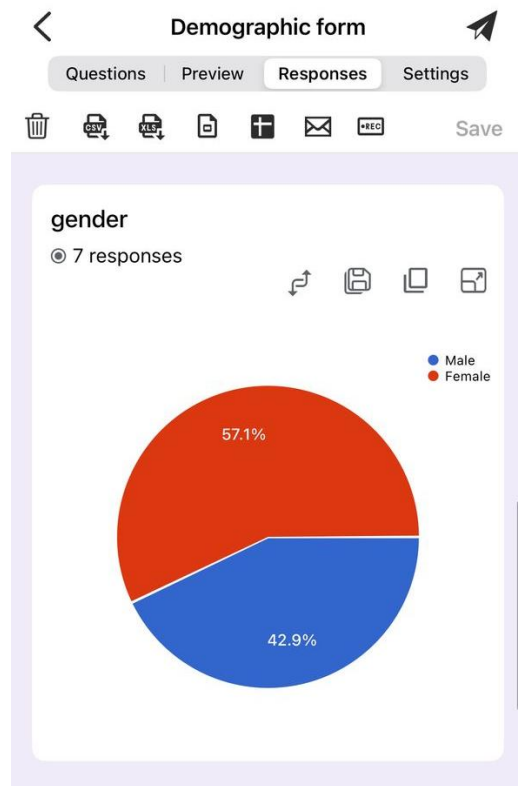- **Demographic form of the participants:**

Figure 1: A pie chart about the respondents' gender, around 60% is female,
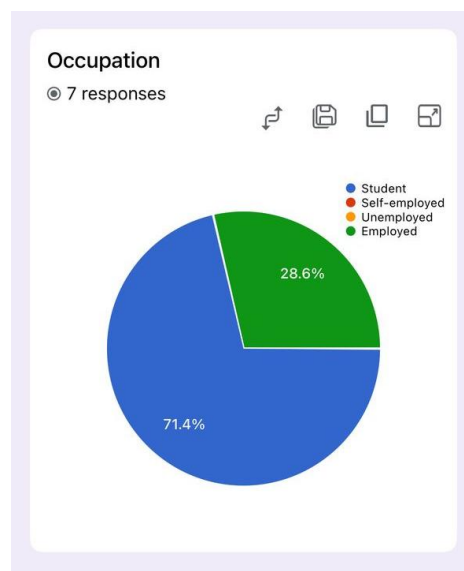
around 40% is male.

Figure 2: A pie chart about the respondents' occupation, around 70% is student,
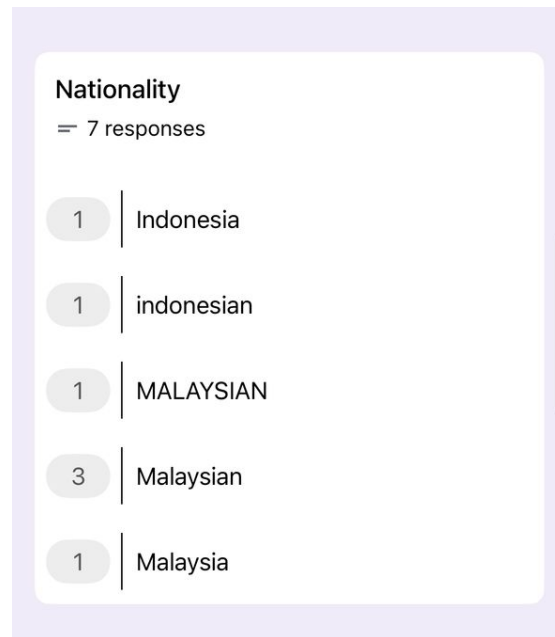
around 30% is employed.

Figure 3: An image, summarizing the respondents' nationality, around 30% is Indonesian, around 70% is Malaysian.
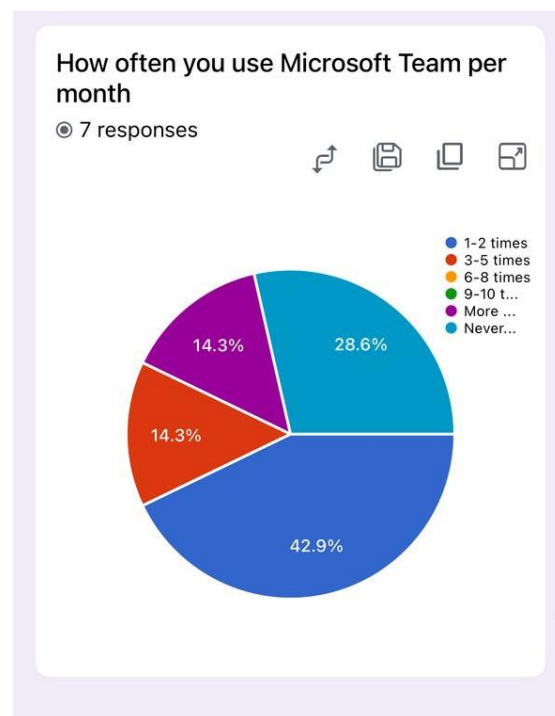

Figure 4: A pie chart about how often the respondents use Microsoft Team per month, around 43% is 1-2 times, 28.6% of them is never use before, while 14.3% of them either use more than 10 times or 3-5 times.

Figure 5: An image about the purpose of the respondents using Microsoft Teams.
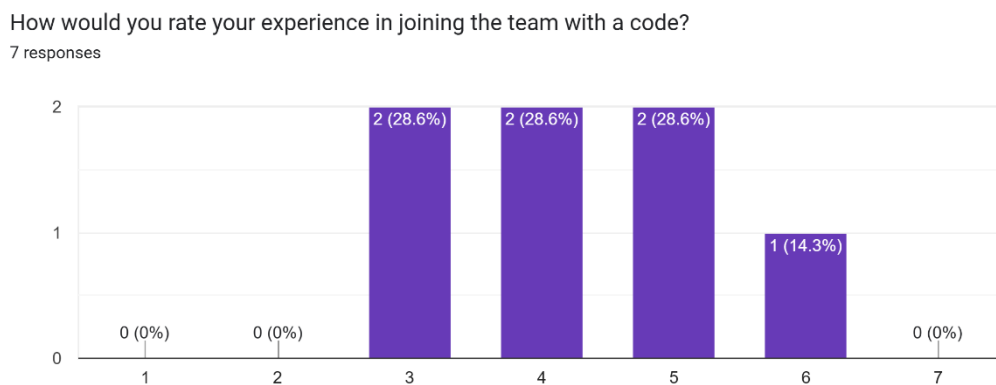
Appendix C

- **Single Ease Questions (SEQ) Bar Charts:**

Figure 6: A bar chart showing the respondents' ratings on their experience in

joining the team with a code.

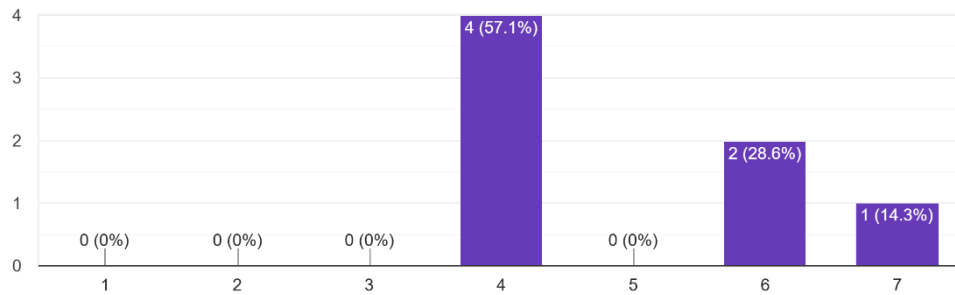How would you rate your experience with deleting a group chat?
7 responses

Figure 7: A bar chart showing the respondents' ratings on their experience

with deleting a group chat.

"How would you rate your experience with pinning an important message in the chat?"
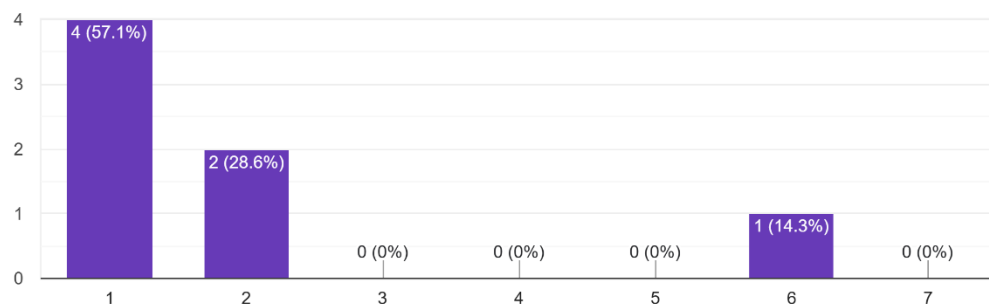7 responses

Figure 8: A bar chart showing the respondents' ratings on their experience with

pinning an important message in the chat.

Figure 9: A bar chart showing the respondents' ratings on their experience in

finding an image that was sent two weeks ago.

How would you rate your experience in checking if you received any notification when the recording stopped?
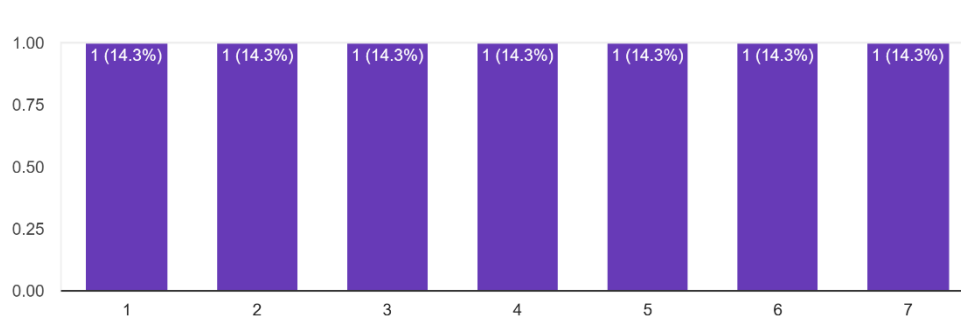
7 responses

Figure 10: A bar chart showing the respondents' ratings on their experience in

checking if they received any notification when the recording stopped.

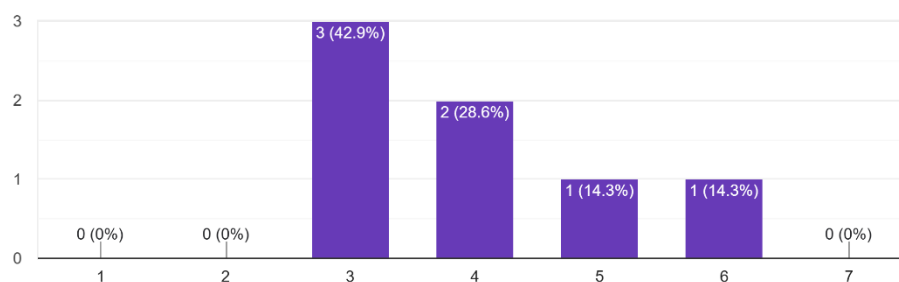Overall, the tasks given were?

7 responses

Figure 11: A bar chart showing the respondents' ratings on their overall experience.