



SCHOOL OF COMPUTING
Faculty of Engineering

SECV2113 – HUMAN COMPUTER INTERACTION

PROJECT 4

Prototyping & Evaluation

SECTION: 02 – 1SECR

COURSE NAME : BACHELOR OF COMPUTER SCIENCE – COMPUTER NETWORKS & SECURITY

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DATE OF SUBMISSION: 24th JUNE 2020

Introduction

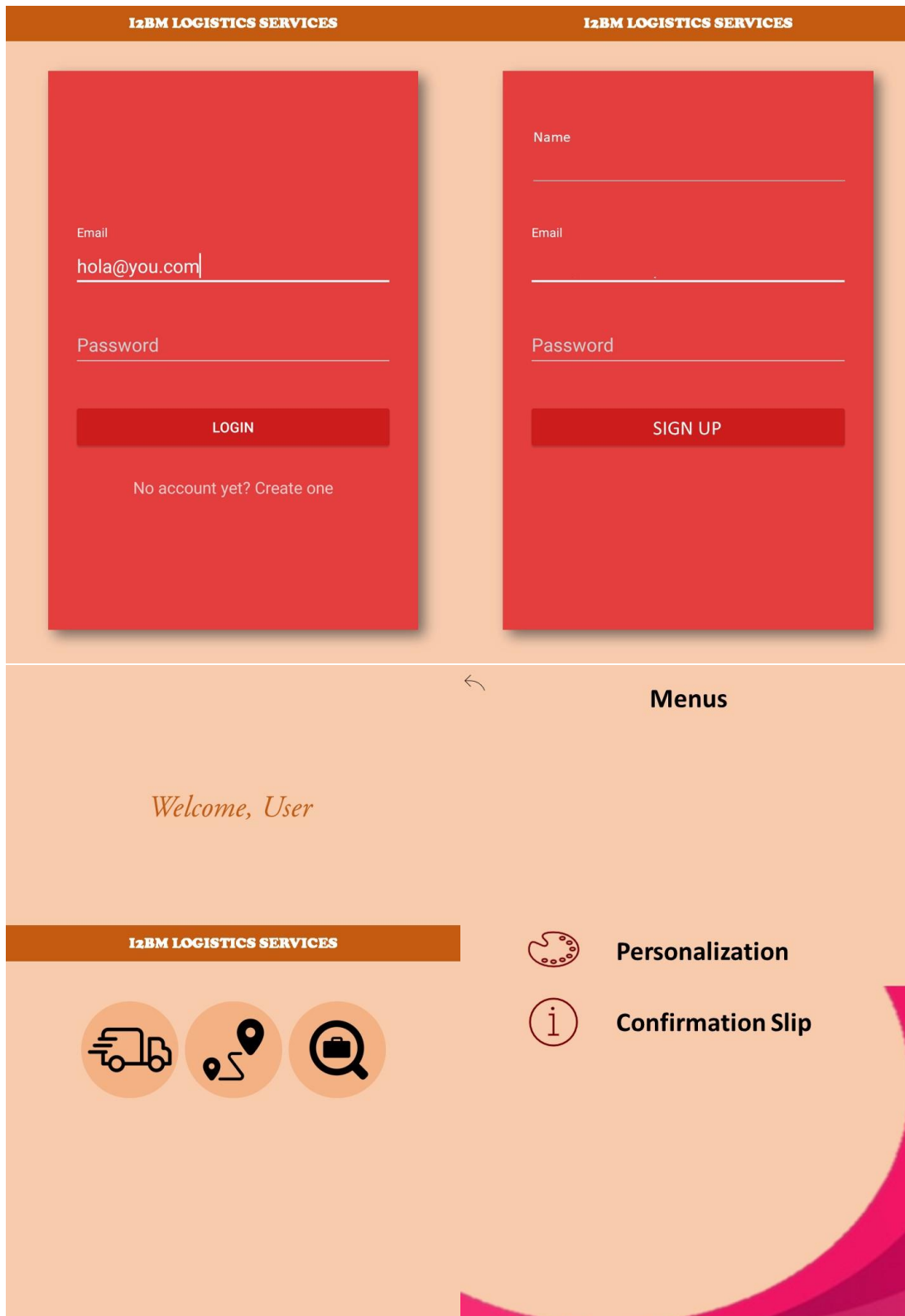
This time around we are going to develop our proposed prototype based on our findings and exploration previously in project parts. We came out with an application regarding the logistics services, as we mentioned before in project part 3 that we interpret the idea from current online website. The mobile apps namely ‘I2BM Logistics Services’ provides the users with multiple services which may require by different persons. The facilities include shipment, tracking, and job vacancies. These are defined in project part where personas are needed to be identified with specific tasks as follows.

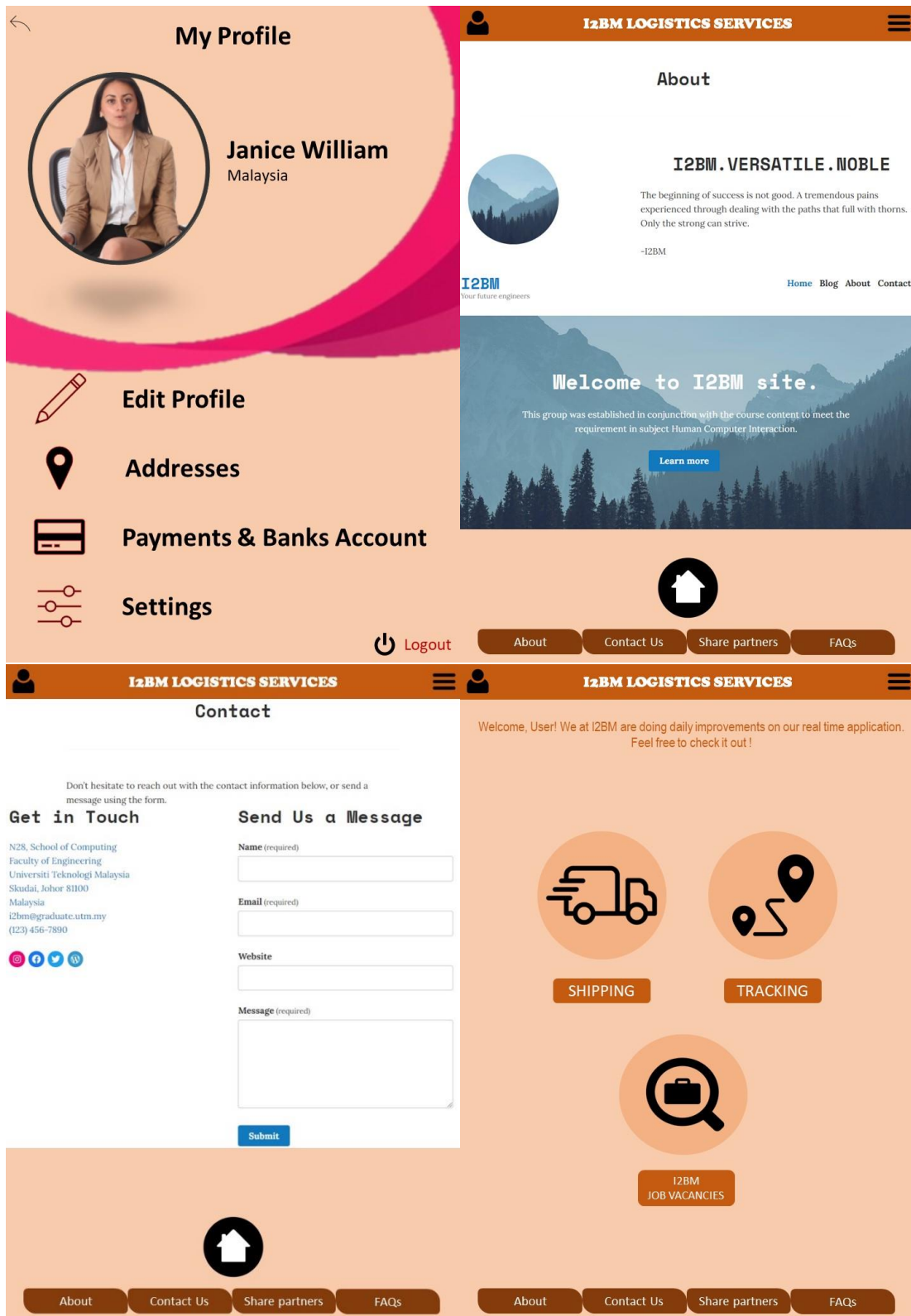
1. To provide the real-time tracking identification by the customers
2. To offer jobs and vacancies under this logistic company
3. To enable online sellers to get pre shipment details before hand

Thus, we now found several people to test our application on them. Upon the completion of project part 4, each of us interviewed one persona to make the proposed tasks done via our created apps. Since that some of us are in campus and some are off campus then we just carry out the interview testing wherever we are with whoever we found. There is no specific equipment that we used rather than our smartphones to record the video of people’s opinion as well as a laptop to allow screen recording on the user’s navigation. The three tasks are tested with different person to obtain their personal opinions regarding our creation. The tests are then carried out by every each of us.

Screenshots of Prototype







TRACKING

TRACKING

JOB VACANCIES

JOB VACANCIES

ENTER STATE

FILTER

SELANGOR

FILTER

1000.00 – 3000.00

FILTER

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JOB VACANCIES

JOB VACANCIES

57 Results for "Selangor"

RPA Developer

Senior Associate - Record to Report (Mandarin)

Petaling Jaya, Selangor, Malaysia

3. June, 2020

Within 11.2km

Junior Associate – Export Compliance

Petaling Jaya, Selangor, Malaysia

3. June, 2020

within 12.4km

RPA Developer

Petaling Jaya, Selangor, Malaysia

2. June, 2020

within 12.1km

Head of Purchasing – Asia Pacific

Petaling Jaya, Selangor, Malaysia

2. June, 2020

within 13.3km

Automation Consultant

Cyberjaya, Selangor, Malaysia

2. June, 2020

within 1.7km

Graduate Trainee (Software Engineer)

Cyberjaya, Selangor, Malaysia

1. June, 2020

within 1.9km

Senior Associate - Record to Report (Mandarin)

Petaling Jaya, Selangor, Malaysia
DHL Express
20002EX
2. June, 2020

Apply

Description

Develop & support Robotic Process Automation (RPA) solutions

Manage the day-to-day activities pertaining to Robotic Process Automation (RPA) processes and solutions.

Provide support in RPA Development & Rollout under the guidance of a Specialist or Senior specialist.

Provide support in the preparation, update and regular review all relevant RPA documentation for the service line and the supporting/enabling functions

Qualifications

Qualified University Degree holder specializing in IT field (Software Development)

At least 1-3 years working experience in the Software Development Environment is preferred

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JOB VACANCIES

JOB VACANCIES

RPA Developer

Petaling Jaya, Selangor, Malaysia

DHL Express

20002EX

2. June, 2020

Petaling Jaya, Selangor, Malaysia

DHL Express

20002EX

2. June, 2020

Fill in the form below. Once submitted, our team will contact you soon for interview and document submission session. Good luck!

Name:

Contact Number:

Address:

Email address:

SUBMIT ▶

Your application was submitted successfully. Kindly wait for calls or email from our crew within 3 working days.

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SHIPMENT

SHIPMENT

Parcel / Document

Cargo / Freight

[Confused between these 2 option? Click here](#)

Parcel / Document

A document shipment includes paper of little or no commercial value (E.g. Business correspondence) and generally does not require a commercial invoice. For examples:

Paper / Books / Sheets / Journals / Small merchandise / Small electrical appliances/ Low weight fabrics / Medium fitted parcel / Weight below 30kg

Cargo / Freight

A non-document or product shipment defines all other shipments and printed materials of value. Examples include clothing, automobile parts, sports equipment, stack of books etc. All non-document international shipments require a commercial invoice. For examples:

Big and heavy items above 30kg / Multiple documents / Books / Papers / Huge electrical appliances/ Boxes

[See shipping rates](#)
[Return to Shipment page](#)

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SHIPMENT

SHIPMENT

Weight (kg)	Price	Weight (kg)	Price
0.50	RM 7.60	15.50	RM 58.60
1.00	RM 9.30	16.00	RM 60.30
1.50	RM 11.00	16.50	RM 62.00
2.00	RM 12.70	17.00	RM 63.70
2.50	RM 14.40	17.50	RM 65.40
3.00	RM 16.10	18.00	RM 67.10
3.50	RM 17.80	18.50	RM 68.80
4.00	RM 19.50	19.00	RM 70.50
4.50	RM 21.20	19.50	RM 72.20
5.00	RM 22.90	20.00	RM 73.90
5.50	RM 24.60	20.50	RM 75.60
6.00	RM 26.30	21.00	RM 77.30
6.50	RM 28.00	21.50	RM 79.00
7.00	RM 29.70	22.00	RM 80.70
7.50	RM 31.40	22.50	RM 82.40
8.00	RM 33.10	23.00	RM 84.10
8.50	RM 34.80	23.50	RM 85.80
9.00	RM 36.50	24.00	RM 87.50
9.50	RM 38.20	24.50	RM 89.20
10.00	RM 39.90	25.00	RM 90.90
10.50	RM 41.60	25.50	RM 92.60
11.00	RM 43.30	26.00	RM 94.30
11.50	RM 45.00	26.50	RM 96.00
12.00	RM 46.70	27.00	RM 97.70
12.50	RM 48.40	27.50	RM 99.40
13.00	RM 50.10	28.00	RM 101.10
13.50	RM 51.80	28.50	RM 102.80
14.00	RM 53.50	29.00	RM 104.50
14.50	RM 55.20	29.50	RM 106.20
15.00	RM 56.90	30.00	RM 107.90

Parcel / Document

Type of Parcel

Estimated Weight

Estimated Shipping Rates

Next

[Return to Shipment page](#)

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SHIPMENT

SHIPMENT

Shipper's Information

Recipient's Information

Name:

Contact Number:

Address:

Email address:

Next

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Name:

Contact Number:

Address:

Email address:

Next

SHIPMENT

SHIPMENT

Choose payment method

Credit Card

☒ Save this credit card for faster checkout?

PAY

[Already logged in? Click here to enable form auto-fill](#)

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SHIPMENT

SHIPMENT

Credit Card

☒ Save this credit card for faster checkout?

PAY

Success

Your payment has been made

A confirmation slip will be sent via your registered email. Kindly check your email in few moments.

****Please allow 12-24 hours to track your parcel in the system**

*****Upon sending the parcel at our nearest branch, please show the confirmation slip either via your email or also can be accessible at the top right Menu in home page**

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SECV2113 – HUMAN COMPUTER INTERACTION [PROJECT PART 4]

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Briefing Notes

At the beginning of the test, we provide the users with sort of introduction and instructions on what they are needed to do. The text is as follows.

“Hye friend. So today I am going to share with you our team creation on an application that we are currently working on it to fulfil our course requirement in Human Computer Interaction subject. The purpose of this project is to expose us with the fundamentals in designing an interactive interface that will include all the necessary element such as usability principles and enhancing user experience. Thus, for now we are needed to test our apps to you, and you will act as a user to complete our proposed task.

In this apps, there will be three task which are shipment, tracking and job vacancies. Let me tell you about it in short. Shipment task is done when a person wants to ship their items to recipients. In this part you will get the estimated amount of shipping rates. Next, tracking task. As we all know tracking is done when users want to check their parcel process until it is delivered. Thirdly, job vacancies. This function allows users to search for job vacancies in their chosen location.

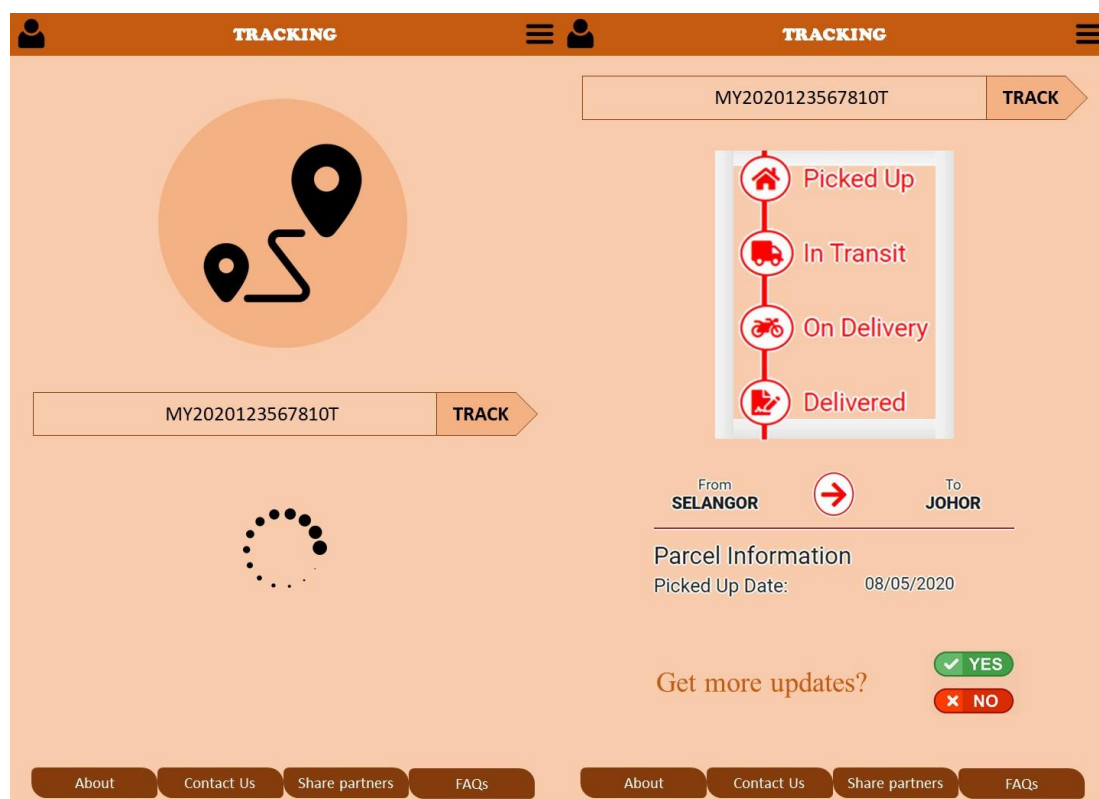
So now, I am going to let you play with our apps, and if there is anything you not understand you can ask. At the end of this session, you will give feedback to our apps. Share your experience while running the apps. If there is anything to improve then just let me know. Ready?”

Testing with Users

Task #1: Tracking

In this first task, user will be able to track the items that are currently shipped with our logistics services. They can know exactly where their parcel is at. The interface will begin with a screen giving three option to be chosen. Users will choose TRACKING option to use the services. Then users will key in their tracking number given by senders and press TRACK button to see the updates. A page showing the information is displayed with more updates option. Users enter YES or NO. If YES, users will be redirected to next page with details info about the item. If NO, then users will be redirected to home page.

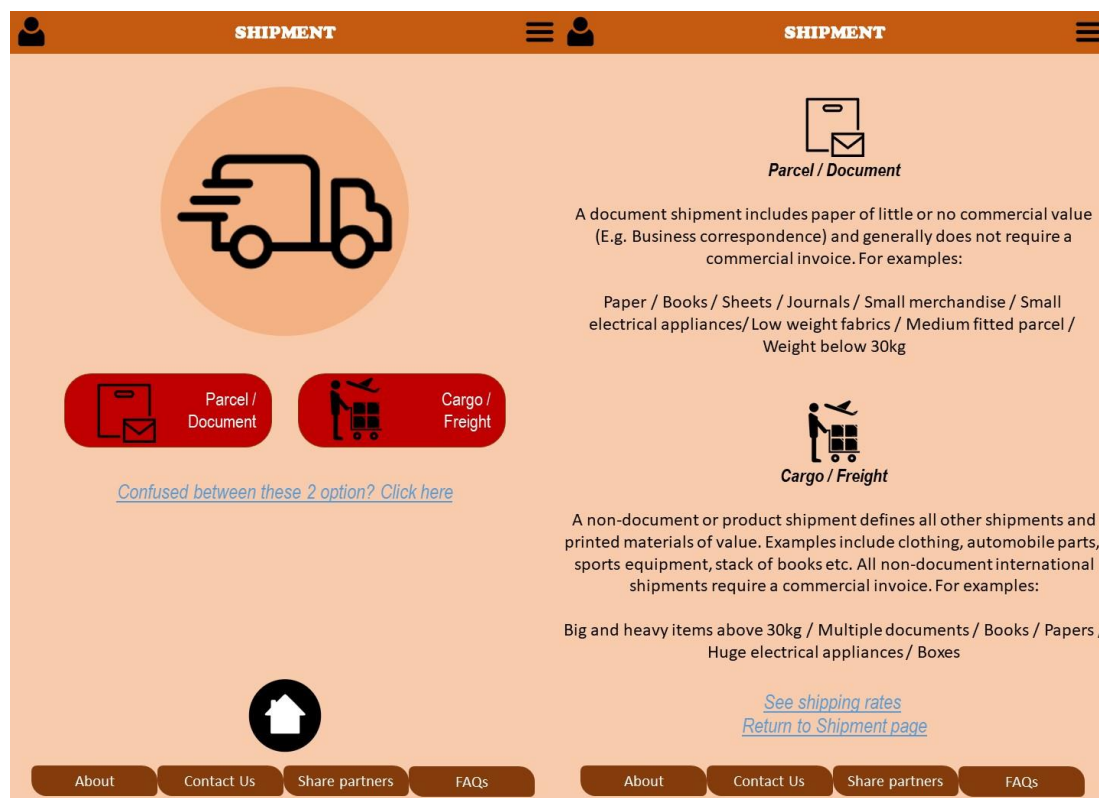
Two video of user testing this first task which is TRACKING as well as their feedback is accessible via <https://youtu.be/SqGAtCICAP> and <https://youtu.be/Pzcj2KVfLxo> .



Task #2: Shipments

Shipments nowadays may become hard as you need to spend more time at the post office just to get your parcel shipped. You will need to queue for parcel checking, weigh the parcel and finally checkout for payments. By our apps, users will just need to choose their parcel type and upload the picture of parcel and you will be redirected to payment page upon checkout. A confirmation slip will be sent to users' email. Just bring the slip and give the parcel to the staffs and you are all set. Skip the queues and spend less time at the post office.

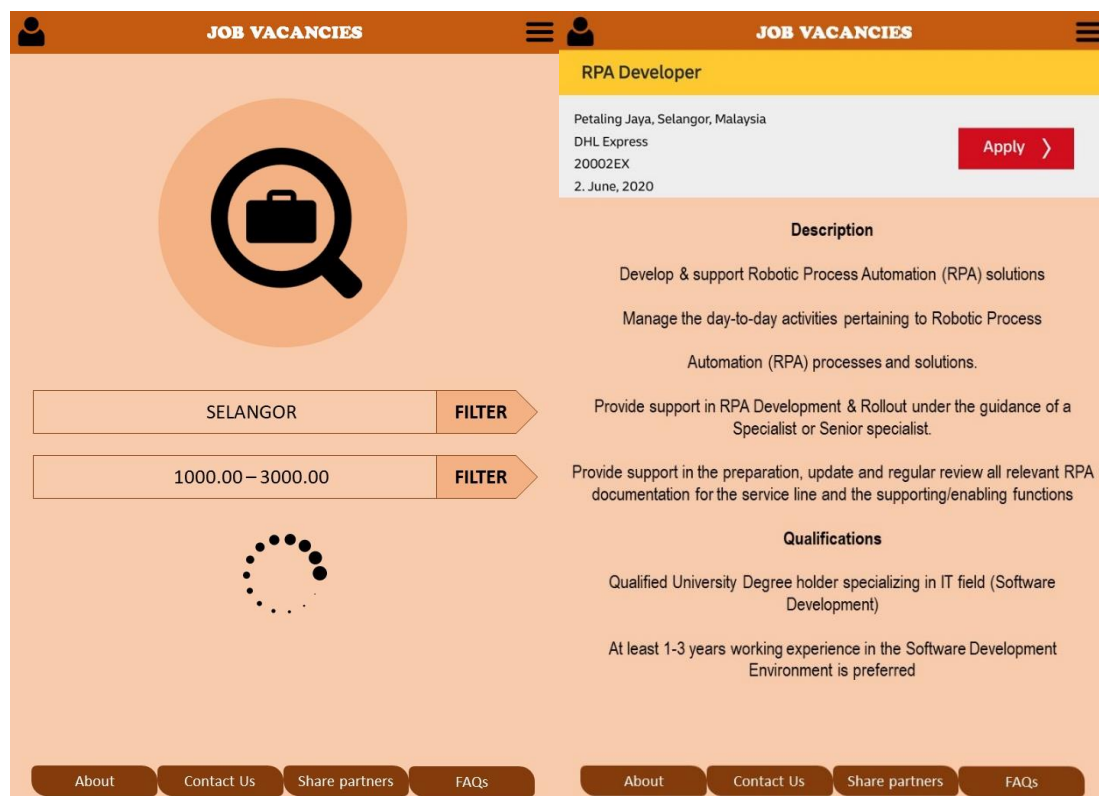
Two videos of user testing this first task which is SHIPMENTS as well as their opinion and feedback is accessible via <https://youtu.be/AR2mjsUv9r8> and <https://youtu.be/jBE3RmC4JAw>.



Task #3: Job Vacancies

With our apps, user can simply search for their desired jobs based on their position and interests. All the intended factors that are needed to be considered are here like state, position, and salary range. The apps then show a list of available job within your selected requirements. Users may also apply the job via our apps and get the updates via registered email.

Two videos of user testing this first task which is JOB VACANCIES as well as their feedback is accessible via <https://youtu.be/KtFDljX1XmU> and <https://youtu.be/aJp7ZJV12IU>



Observations

After we have done with the testing session with a few users, we then record their opinions, observations, and feedback on our apps.

User / Tasks	Feedbacks / Observations	Future Improvements
#1 – Tracking	- I think this prototype is good because the interface does not look like messy like other apps and it is easy to and get every details.	I think no improvement is needed for this app right now and I really like the design.
#2 – Tracking	- Some of the fonts in this page seems to be invisible as the colours used were too bright. - Hard for users to see the wordings.	Change font colours to comfort users' viewing angle without fatigue eyes.
#3 – Shipment	- No back button to allow users revise their input.	Add back button to allow users go to previous page and revise their input
#4 – Shipment	- More buttons need to be created to ease users' option. Separate the element like parcel, document, cargo, and freight. - Create an alternative way of showing shipping fee instead of displaying a long list. Show only desired weight and price entered by the users.	Separate the option buttons into four different option so users may choose the demanded option specifically.
#5 – Job Vacancy	- It was very easy to use the apps and do not experience any difficulties when using it - The job vacancies function is very good to be included in the apps as it may help people who are seeking job, especially fresh graduates to put themselves in the correct position.	A specific fresh graduate's application section will be introduced in the future to serve them with better opportunity to find a job.
#6 – Job Vacancy	- Nothing to comment. Everything is good.	-

Findings

Overall, we found out that when we tested our apps to the user, they found out that this application was easy to use on targeted personas. There were no major problems that were told by our tester. All of them mostly commented on a few aspects that we think an improvisation should be done for comfortability. No critical issues found during the test and all went smoothly.

To summarize about the usability principles, we think that we are 80% in achieving the highest score in applying the usability principles. In terms of feedback, constraints, and consistency our tester did not comment on that things too much. Maybe they feel like these elements are well embedded in our system. However, in terms of visibility and mapping, we need to do minor correction on some parts of the apps to avoid displeasure experience to the users. For example, the font colours and Back button are needed to be included for easy navigation.

Finally, we think that the tasks carried out in our apps is enough to equipped users with their affordance and enhancing user experience on our interfaces.

Conclusion

In conclusion, by doing this project we learned on how people out there who worked in this field brainstorming their ideas to come out with an application or system or interface that may ease people's life. They will stick to some of the fundamentals elements to build an interface. For example, the usability principles and Heuristic's evaluation are two main things that we found very useful when want to start creating an interface. Every single detail is needed to be considered as it might affect the user experience. Next, along the project we were exposed with the proper process of building an application starting from project proposal followed by establishing requirements with identified personas, building a concept and physical design then finally prototyping and evaluations. These procedures somehow taught us to be well organised in developing an approach to be presented to the users. Thus, we are hoping that our knowledge can be applied to everyone out there in the future to make the world full of astounding ideas and innovation.

References

Malaysia, U. T. (2020). Human Computer Interaction. In UTM, *Other Evaluations Type* (pp. 1-26).
Johor Bahru: UTM.