

# Usability Test Report

User Experience Design (Systems)



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# 1. Introduction and Background

## 1.1 Recent Developments and Trends

We are living in a digital world in which we are doing everything online on laptops, tablets, and mobile phones – including eating. Nowadays, people can easily order food online, all thanks to desktops, laptops, tablets, and smartphones. Online platforms let users order food to their doorstep even when it is raining, or when it is too hot or cold to go outside. Alternatively, when the users are too busy or tired to go to the restaurant and wait for the food to get prepared and then bring it to their home (GloriaFood Blog, 2019).

Also, according to a [Harris poll](#), in this age, millennials or the people under 30 are the most crucial target audience of the food ordering platforms as most of them are students or working professionals living away from home. (Gloriafood.com, 2019)

Studies conducted by statista.com show that revenue generated in the online food delivery segment amounts to US\$4,4869m in 2019, with 20.5m people ordering food online in the United Kingdom. (Statista, 2019)

These trends interest to the people because:

1. It is just one click away.
2. It is quick, easy, and comfortable.
3. It is visually appealing and stimulating, which could tempt the hungry customers.
4. There are no misunderstandings and no frustrations.
5. Online food ordering is available 24/7.
6. Less hassle while reading the menu and choosing what to eat. Customers do not have to do guesswork.
7. They get discount offers from the restaurants and the third-party.
8. The transactions are smoother with different modes of payments.

(Gloriafood.com, 2019)

Scientists believe that convenience is the most critical factor that influences the food industry statistics. Hudson Riehle, SVP of Research and Innovation for the National Restaurant Association, states that there is nothing more convenient than having the restaurants delivering at customer's doorsteps. (GloriaFood Blog, 2019)

This report documents the findings of a usability test of the website [www.ubereats.com](http://www.ubereats.com) carried out at the end of 2019 by -, Samir. The primary purpose of the test was to assess the ease of use of the UberEATS' current website and compare it with [www.deliveroo.com](http://www.deliveroo.com) to improve the user interface of the UberEATS website.

UberEATS was established by Garrett Camp and Travis Kalanick (founder of Uber) in August 2014. It is a subsidiary of its parent company Uber Technologies (founded in 2009). UberEATS made its foray into the food delivery, with the launch of UberFRESH service in Santa Monica, California, by its parent company. The platform got renamed to UberEATS in 2015, and an UberEATS

application was released for online food ordering, separate from the app for Uber rides. (En.wikipedia.org, 2019)

First things first, what is UberEats? It is a food delivery platform that allows people to order food according to their eating preferences and dietary requirements. The platforms provide a variety of restaurant options for users, which delivers in their local area, from which the person may choose one and place the order.

We can think of it as the perfect food triangle which connects an uber driver, a restaurant owner, and a customer.

The process is quick and easy for everyone involved in the triangle: the restaurant owner can list the restaurant and menu on the platform; customers living nearby areas can find the restaurant and order food from the menu using their mobile phone, tablet, laptop or a desktop;

And finally, the uber partner-drivers will pick it up from the restaurant and drop it off at the customer's doorstep, or the customer has an option to even pick-up their food from the restaurant if they want to. (Uber Eats Blog, 2019).

The most important aspect of a growing business lies in providing products/services that work great! User Experience and Usability are two of the most vital aspects of UberEats business website. Essentially, UX (user experience) is all about how easy and comfortable the user feels while ordering food from the UberEATS website with all the options/features that the website provides. The ultimate goal of UX is task success, and if this goal gets fulfilled, there are more chances of the user coming back on the platform again.

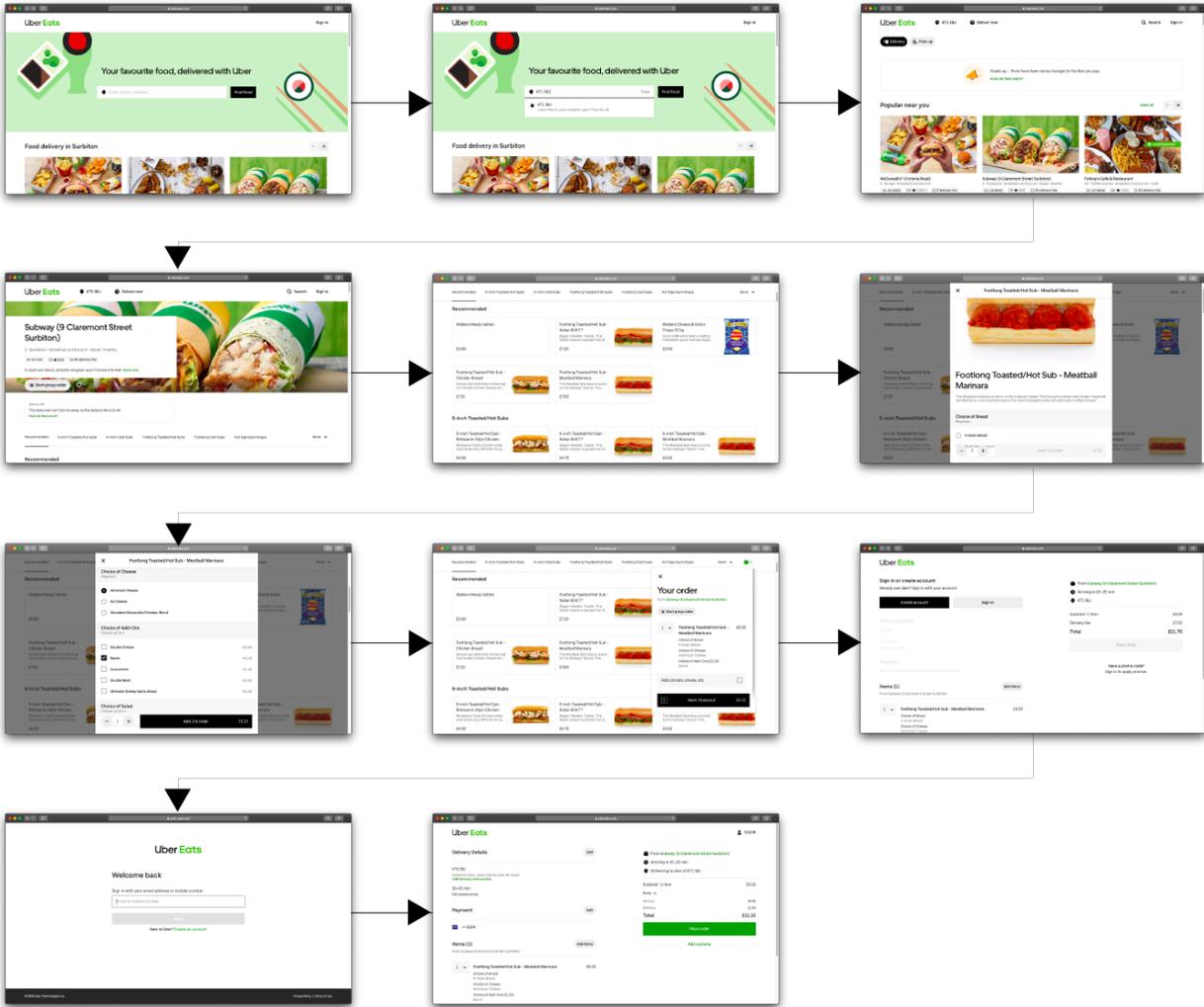
The information flow on the website must be natural for the users to make them familiar with the website and competent on the first contact with the website. Also, It should be easy for users to recall the user interface and how to use it on subsequent visits. This should lead to creating a compelling and robust CTA that reinforces the usability and trustworthiness of the product and business, respectively. (TechBear, 2019).

Therefore, these factors, i.e., User Experience and Usability, plays a vital role in enabling the business goals of the product (The Interaction Design Foundation, 2019).

It is time to evaluate usability testing now because the users are not able to achieve their end goals efficiently and quickly.

## **1.2 The Existing User Interface**

Below is the flow of the current user interaction while the users try to order food from their favourite cuisine restaurant according to their eating preferences and dietary requirements at their current location.



**A. Users can confuse the “enter delivery address” text field with generic food search text field**

The first thing that grabs the focus when users open the website is the large black text “Your favourite food, delivered with Uber” with a text field below saying “enter a delivery location.” This text might not be readable or visible to the user as it has shallow contrast, and also, the text does not seem to be legitimate. Instead, it should have been “enter your delivery address” with better contrast.

The second thing that grabs the focus is the black button placed next to the text field, saying “find food,” which can also be confusing as the user might consider the text field for searching food. If the “enter delivery location” text were noticeable and readable, then the button name would have made sense.

There are possibilities of users clicking on the non-clickable and non-actionable location icon to grant their location access to the website.

**B. Users can get frustrated or annoyed as they cannot find the “Filters” and “Categories.”**

There are possibilities that the users will spend much time searching for what they want because the website does not provide any filters or categories to the users to narrow down their results. This might lead to users getting frustrated, losing focus, and never coming back on the website. There are chances the users would search for their food according to their eating preferences and dietary requirements by going to each of the restaurant’s menu and manually looking for the food.

**C. User may not find the website and the restaurants trustworthy based on the “Star Ratings” given to the restaurants**

There are possibilities that the users will not trust the website and the restaurants based on the ratings shown because it is just a number, and no “text reviews” given by the past customers have been provided for the new users to read.

**D. Users might face trouble while adding items to the cart**

This could be possible when the users try to add items to their cart before customizing their meals. At the time of customizing meals, the “Add 1 to order” button appears to be white and non-clickable because the user needs to choose some necessary ingredients in order to complete their meal. Furthermore, there are possibilities that users might not notice it because no information or error message appears when users try clicking on the button.

**2. Aims**

**2.1 Statement of Aims**

The overarching aim of the evaluation is to assess the ease of use of the UberEATS’ current website, i.e., [www.ubereats.com](http://www.ubereats.com), and compare it with [deliveroo.co.uk](http://deliveroo.co.uk) and come up with improvements in the user experience and the user interface of the UberEATS website. In order to achieve that, the researcher has employed the CIF Standard Usability Testing Method, questionnaires, debriefing, and think-aloud protocol.

The secondary aim is to enhance the Information Architecture, make the User Flow simple, the User Journey smooth, the Navigations perfect, increase the Findability rate, and to make the User Interface more Learnable.

The following research questions address the aim of the usability test:

**2.2 Table of Research Questions:**

1	How is the user’s experience while the user tries to order food at his current location using Uber Eats?
2	Can a user find a restaurant and food of its choice according to its eating preferences and dietary requirements OR find a particular restaurant by name?

3	How is the user's experience while he tries to modify the cart(add/remove items) at the time of checking out?
4	Out of Uber eats and Deliveroo, which one does the user find easy to use while ordering the food. How is the user experience of Uber eats compared to that of Deliveroo?

## 2.3 List of objectives

To output the final Usability Test Report, the following information shall be provided:

- a) Usability Issues in Uber Eats.
- b) Insights, Recommendations, and Feedbacks from the users on the Usability of the website.
- c) Design Recommendations.
- d) Redesign Prototype.

## 3. Method

### 3.1 Method Overview

**A. Type of Test:** A/B – a comparison of system A with system B

**B. Type of Comparison:**

Repeated measures (every user uses both systems A and B in counterbalanced order) to test which one does the users find better as an overall product. Each participant performed all the tasks on both websites so that they can recall and state a preference they have.

The researcher followed the standard industry methods for reporting usability test findings. He found “The Common Industry Format (CIF) – an international usability reporting standard” to be the most appropriate evaluation method for summative usability testing.

**C. Moderated + In-person Usability Testing Method**

The researcher used the Moderated + In-person usability testing method and administered and moderated all the sessions in-person. The aim of using this method was to get in-depth results and investigate the reasoning behind user behaviour by directly interacting with the test participants.

This helped the researcher get some extra data points since he could observe and analyze body language and facial expressions.

It was much of an explorative and open-ended test as the participants were asked to brainstorm, give opinions, and express emotional impressions about ideas and concepts.

**D. Assessment Research**

In order to test the user's satisfaction level with the product and how easy they find it to use, the author performed Assessment Research. It is used to evaluate the general functionality of the product. (Hotjar.com, 2019)

## 3.2 Participants

The process of recruiting the participants is one of the most vital steps if your user research is to get your design anywhere. It is crucial to find the users who represent the target group or are similar to the website's users to ensure that the results translate into something that gives useful insights for the study. (Affairs, 2019)(The Interaction Design Foundation, 2019)

According to the study, the most relevant target groups for usability testing are college students, young adults, and working professionals. (Medium, 2019)

Nielsen outlines that testing with five people finds out almost as many usability problems as one would find using many more test participants. That is the average recommendation to get the best, optimal return on investment or **ROI**. (Nielsen Norman Group, 2019)

Therefore, the researcher performed testing on five users, all from different backgrounds, ages, genders, ethnicity, and languages.

The motive behind recruiting participants from different professional backgrounds was to avoid the risk of deformation Professionnelle - a phenomenon that arises when we test too many users from one profession and that too on the same product. The risk is that if too many participants are from the same industry, and our design is not fully aligned with them as users, they will tend to analyze and judge the design on their industry know-how. Thereby, the researcher recruited the participants from different professional backgrounds such as Game Designing, Computer Science Engineering, UX Designing, and Cancer Biologist. (The Interaction Design Foundation, 2019)

Before the researcher recruited the participants, he considered what criteria I need to apply while recruiting so that the participants can provide relevant insights for his project. Also, he kept in mind the fact that "Deciding on the right number and type of criteria for research participants is a balancing act." (The Interaction Design Foundation, 2019)

Following are the essential criteria that the researcher considered:

- Is the participant a frequent internet user or not?
- What is the participant's current occupation status?
- Does the participant love to eat food?
- Does the participant have experience ordering food from online platforms?
- Is the participant an UberEats customer or not
- What devices is the participant comfortable using?
- Has the participant ever participated in the usability testing before?

To capture the UX issues, which is the main aim of the evaluation, this sample of participants sought to be appropriate as it represents the target user group.

The recruitment process was conducted through social media or in person.

	Age Group	Gender	IT Experience	Foodie?	Food Ordering Experience	UberEats Customer?	What devices do you prefer using?	Participated in a Usability Test?
Gaurav	26-35	Male	>5 years	Yes	Yes	Yes	Desktop; Laptop; Tablet; MobilePhone;	Yes
Geethu	16-25	Female	>5 years	Yes	No	No	Desktop; Laptop; Tablet; MobilePhone;	No
Yang	16-25	Male	>5 years	No	Yes	No	Laptop; MobilePhone;	Yes
Alex	26-35	Male	>5 years	Yes	Yes	No	Desktop; Laptop; Tablet; MobilePhone;	Yes
Stefan	16-25	Male	>5 years	No	Yes	No	Desktop; Laptop; MobilePhone;	Yes

- The age of all of the participants ranges from 20-30.
- All the participants had substantial experience with the internet.
- All the participants had substantial experience using online food delivery applications except for one participant.
- Four of the 5 comes from the IT industry.
- All of them come from different countries, but everyone was comfortable speaking in English.
- Two participants indicated that they had had experience with the UberEATS website before.

One of the participants was from the User Experience background in order to get the deep insights through this high-level testing.

### 3.3 Tasks

All the tasks were scripted to obtain efficiency and effectiveness. To gain qualitative insights from the test, the participants attempted practical and realistic tasks so that these insights help to know what is causing users to have trouble and how to improve the design. These insights also helped to know how people use the system when they are on their own time, doing their activities.

Also, it helped to measure the percentage of tasks that users completed correctly, which in turn communicated the UberEATS website's overall usability.

Before writing the task scenarios to be used in testing, it was necessary to come up with a list of general user goals that the website visitor may have. For example, search for restaurants nearby, find a restaurant and order food, find food according to eating preferences, et cetera. It was also crucial that the task scenarios encourage the users to interact with the interface and do not give away the answer for the user.

While forming the tasks scenarios for the participants to test on the interface, the researcher needed to keep in mind the fact that he cannot order test users to do the tasks without any explanation, sooner he had to request them through a short scenario that set the stage for the action and provided a bit of explanation and context for why the user is doing the tasks.

The task instruction sheets were laid out in a way that users perform tasks from low difficulty level to high difficulty level so that the user does not feel overwhelmed and lose focus.

(Nielsen Norman Group, 2019)

#	Task Scenarios	Reason for creating the task
1.	<p><i>Imagine you skip your breakfast in the morning due to your busy schedule, and you did not have time to cook for yourself. You are starving from hunger right now.</i></p> <p><i>Find any restaurant of your choice that delivers at your current location in minimum time and explore its food menu to find food of your choice.</i></p>	<p>The UberEats website is primarily used for ordering food. Therefore the researcher wanted to test whether the participants can find a restaurant of their choice, delivering at their location, in minimum time.</p>
2.	<p><i>Imagine yourself to be home alone. Therefore you have the freedom to order your favourite cuisine food according to your dietary requirements and eating preferences.</i></p> <p><i>Order food from your favourite cuisine restaurant according to your eating</i></p>	<p>Most of the website's visitors have different eating preferences and dietary requirements depending upon their ethnicity, religion, health problems, and price range. Therefore, through this task, the researcher wanted to test the ease of use of the participant while exploring the website's filters, cart features, add/remove items feature, and the checkout</p>

	<p><i>preferences (Italian, English, Chinese, et cetera.) and dietary requirements (Vegan, Gluten-free, Halal Meat, Dairy-free, et cetera.) add the food items to your cart/basket.</i></p> <p><i>(Note: You may add any preferences of our choice.)</i></p>	<p>screen.</p>
<p>3.</p>	<p><i>Imagine your younger brother suddenly pops in back from his weekend trip, and he requests you to order some food for him as well from the same restaurant. Since you have a limited budget, you need to cut down some items from your cart that you added for yourself while ordering food for your brother.</i></p> <p><i>Now try modifying your order by adding more items to your cart and also deleting some items from your cart.</i></p>	<p>Adding/Removing items to and from the cart is an essential feature. If this process is easy and smooth, there are more chances that the user would stay on the website for longer and would most likely come back next time. The researcher aimed to test the user through this process and see how easy and comfortable the users feel at the checkout gateway.</p>

**3.4 Metrics**

The researcher measured usability relative to users’ performance on a given set of tasks. Usability is not a single, one-dimensional property but rather a combination of factors. Therefore, It was measured using three key indicators or factors: effectiveness, efficiency, and satisfaction. According to the ISO 9241 - 11 standard, usability is “the extent to which a product can be used by a specified user to achieve specific goals with **effectiveness, efficiency, and satisfaction**.”

**1. Effectiveness:** this term refers to the task success rate, i.e., whether users performed the task at all.

The effectiveness was calculated using the completion rate or the success rate. So, if the test participant completed the specified task, a binary value of ‘1’ was assigned, and if not, then ‘0’ was assigned.

Effectiveness is represented as:  
 $((\text{Number of tasks completed successfully}) / (\text{Total number of tasks undertaken})) \times 100\%$

**2. Efficiency:** It was measured in terms of time to complete the tasks, number of errors, and number of assists.

**a. Time to complete the task:** The time of task completion was calculated for each task. It was calculated by subtracting the task start time from the task end time. Also, the Mean and the Standard Deviation was calculated for all the tasks.

*Time to complete task = Task End Time - Task Start Time*

**Time Efficiency =**

$$\text{Time Based Efficiency} = \frac{\sum_{j=1}^R \sum_{i=1}^N \frac{n_{ij}}{t_{ij}}}{NR}$$

**b. Number Of Errors:** The possible errors were measured by noticing the mistakes, slips, unintended actions, or omissions that users made while performing the tasks. The errors were noted while the participants were performing the tasks. The errors were measured for each of the tasks, and their Mean and Standard Deviation was also calculated.

**c. Number of Assists:** The assists were noted when the participants asked for some help, hints or clues, explanations, or elaborations in order to complete the task.

1. **Satisfaction** refers to the users' subjective satisfaction, application's relevance, and acceptability of use.

**Subjective Satisfaction:** It was measured by a formalized questionnaire that was given to each of the test participants to measure the test level of satisfaction. This was done in order to calculate the overall ease of use of the system being tested. For this purpose, the SUS (System Usability Scale) questionnaire was used which had ten questions in total for the user to answer. (Nielsen Norman Group, 2019) (Usabilitygeek.com, 2019)

### 3.5 Materials and Tools

#### a. Participant Information Sheet

An 'Information Sheet' was provided to all the participants during the recruitment. The primary goal of getting the 'Participant Information Sheet' signed from the users was to take a record from them, which shows that they understand my research and agree to take part. The consent was taken from all the participants before starting the test.

The structure of the Participant Information Sheet included the purpose of research, the number of tasks, and their duration, mentioning the Right to withdraw, the Potential of risk or discomfort, and the Anonymity/Confidentiality.

Taking Informed Consent made sure that:

- the participants know what they are doing and what they are signing up to, which made the usability session more effective,
- the research is ethical,
- The researcher complies with the data protection law, which says that no information about the user can be released,
- the participants' does not have any potential of risk and discomfort,
- the participants' identity would be kept anonymous,
- the participants have the right to withdraw from the session anytime without any prejudice,
- the participants understand who is performing the research,
- the participants understand the purpose of the research,
- the participants understand what data is going to be collected,

- the participants understand what will happen during the research,
- the participants know whether the session is being watched or recorded.

(GOV.UK, 2019)

### **b. Pre-Test Questionnaire**

A pre-test questionnaire was provided to all the participants after the participant information sheet. The goal of this questionnaire was to ask basic demographic and experience questions. This questionnaire primarily aimed at learning about the prior knowledge and experience that the participants are carrying with themselves before entering the testing. This knowledge and experience decided what actions they took during the test and what opinions they had while interacting with the product.

List of questions to gather **demographics** of the participants:

- Your Full Name?
- How old are you?
- Gender
- What is your employment status?
- And in which country were you born?
- What is your main occupation or job title?
- Which language do you feel most comfortable with?

List of questions to learn about the participant's **prior knowledge and experience** and the insights they provided:

- Have you participated in Usability Testing before? Their answers revealed how comfortable a participant would be in the testing environment.
- How long have you been using the internet? The answers revealed whether the participants are tech-savvy or technophobe.
- What do you use the internet for? The answers revealed what their interests are.
- What device(s) are you comfortable using? The answers helped determine which devices users are more comfortable using.
- Are you a foodie? The answers revealed whether they are the right participants or not.
- Do you have experience ordering food online? The answers revealed the prior knowledge and experience the participants had with ordering food.
- If Yes, how often do you order food from online platforms? Their answers revealed their buying habits and their familiarity with online food ordering.
- What food ordering applications have you used before? The answers revealed how familiar is the participant with the competitors. The answers also shed light on the confidence level of the participants with food applications.
- Do you have any eating preferences out of the following mentioned below? The answers revealed the actions they took while performing the test.
- Your favourite cuisine?

(Hotjar.com, 2019)

### **c. Task Instruction Sheet**

A task instruction sheet was provided to all the participants, and they were asked to read it before they start. The sheet consisted of 3 task scenarios for the participants to perform. The motive of the task instruction sheet was to have the tasks in front of the participants so they can read it as many times as they want, and know what they have to perform. The participants were thoroughly observed while performing these tasks. At the foot of each task, the participants entered their answers, which they got as the outcome of the task, which later was compared with the indicators for successful task completion.

### **d. Observation Sheet**

While the users were performing the task, an observation sheet was used by the moderator to take notes in sequence, which proved to be valuable during data analysis. The motive behind keeping that sheet was to note down metrics like time-on-task, number of assist and errors, and to note down findings such as path followed, system errors, search terms and results.

### **e. Post-Test Questionnaire**

The purpose of taking a post-test questionnaire was to gather issues related to the user interface and the user experience of the system and to know how user-friendly the system is. It consisted of the questions pointing at the user interface and user experience of the system.

### **f. System Usability Scale (SUS) Questionnaire**

The purpose of giving a formalized SUS questionnaire at the end of the test session was to test user satisfaction. This helped in measuring the impression of the overall ease of use of the system being tested.

(Usabilitygeek.com, 2019)

### **g. Computing Environment**

- MacBook Air (13-inch, 2017)
- Processor - 1.8 GHz Intel Core i5
- Memory - 8 GB 1600 MHz DDR3
- Startup disk - Macintosh HD
- Graphics - Intel HD Graphics 6000 1536 MB
- Display - 13.3-inch (1440 x 900)
- Audio Input - System
- Video-Input - System
- Software used: OBS software for recording the usability testing sessions
- Web Browser - Google Chrome
- Online Survey Tool - Microsoft forms

## **3.6 Procedure**

### **To-do list before the test:**

- **Setup equipment:** All the equipment was set up and checked, i.e., laptop, webcam, mouse, and recorder.
- **Recording Software setup:**
  - OBS setup,
  - the framing of video,
  - the framing of a webcam,

- mic check,
- server startup,
- video output folder.
- **Collect Pre-test Materials:** Participant Information Sheet, Task Instruction Sheet, Observation Sheet, Post-test Questionnaire, SUS Satisfaction Questionnaire.
- **Collect Pre-testing data:** Users were asked to take a pre-test questionnaire before the test to collect the demographics and psychographics of the users.

## Introduction and Warmup

It was very crucial to make sure the participants were physically comfortable with the testing set up before the test begins because any sort of discomfort or tiredness can hinder the insights from the users, which could hamper the test results. Also, they were informed about what is going to happen during the session.

Some helpful conversational questions were asked to calm down the environment and make the users feel relaxed. The researcher tried knowing the participants for the first few minutes and building a rapport.

## Participant's Consent

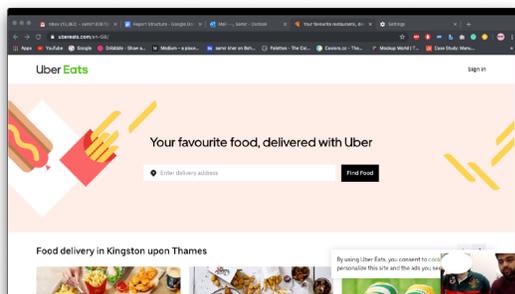
All the testing sessions were recorded using the OBS software. Therefore it was necessary to ask for the participant's permission before the test. A hard copy of the participant information sheet was given, and all of them were requested to read it carefully and then sign it.

## Test

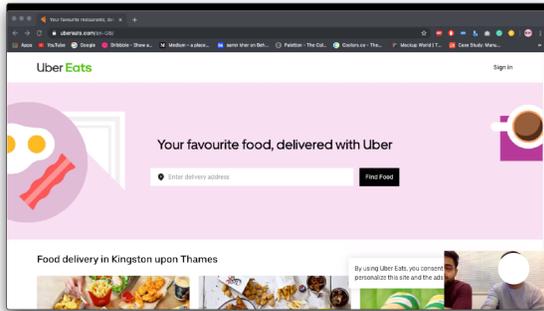
Finally, the test session began after completing all the necessary formalities and answering all the queries of the participants.

The participants were handed a task instructions sheet, which consisted of 3 tasks for them to perform one by one, first on the UberEATS' website and then on the Deliveroo's website. The participants were encouraged to give their insights and suggestions and think out loud while performing the tasks. Right from this moment, the participant's behaviour was observed, and the session was controlled. The time on task, the number of errors, assists were, and notes were taken down.

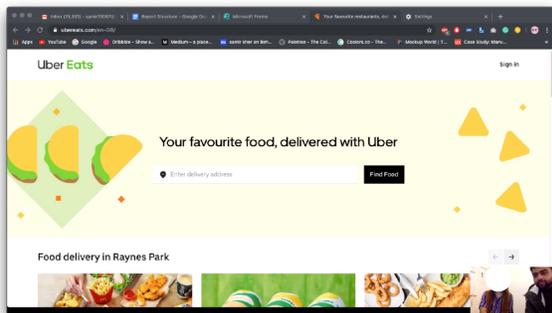
## 1st Participant Video



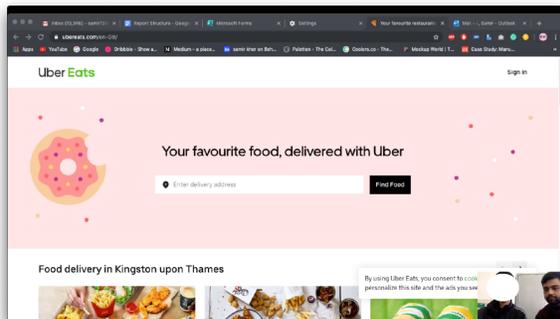
## 2nd Participant Video



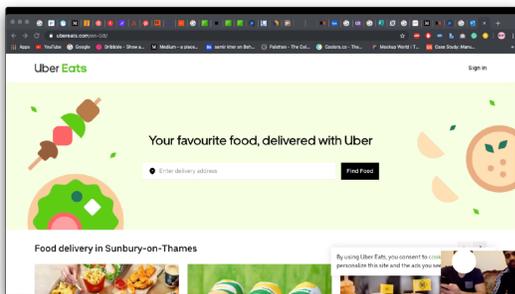
## 3rd Participant Video



## 4th Participant Video



## 5th Participant Video



## 4. Results and Recommendations

### 4.1 Performance Data

#### Task 1

*“ Find any restaurant of your choice that delivers at your current location in minimum time and explore its food menu to find food of your choice. (max task time: 10 mins)”*

The primary aim of this task was to test if the participants can provide their correct location or address in order to get their food delivered at the right place. The secondary goal was to test if the participants were able to see the results sorted according to time. The tertiary goal was to test if the participants find the platform trustworthy to order food from the restaurants based on their ratings.

**The table below shows the performance data of all the participants for Task 1 on UberEATS:**

#### Uber EATS

User #	Task Success	Time on Task (mm:ss)	Errors	Assists
1	1	9:44	2	0
2	1	5:00	0	0
3	1	3:45	0	0
4	0	12:52	1	4
5	1	5:35	0	0
<b>MEAN</b>	<b>0.8</b>	<b>7.38</b>	<b>0.6</b>	<b>0.8</b>
<b>Standard Deviation</b>	<b>0.44</b>	<b>3.79</b>	<b>0.89</b>	<b>1.78</b>
<b>MIN</b>	<b>0</b>	<b>3:45</b>	<b>0</b>	<b>0</b>
<b>MAX</b>	<b>1</b>	<b>12.52</b>	<b>2</b>	<b>4</b>

Four out of five participants were able to complete the task 1 successfully with **80% effectiveness or task completion rate**. Only one participant was unable to finish it as she was a novice user, and therefore she needed the researcher's assistance to achieve the goals.

**80% of participants** were able to finish the task within the maximum task completion time, i.e., 10 minutes. Only a **novice participant** was not able to finish it within time. The average time taken by the participants to complete the task was 7min 38sec.

The researcher wanted to test whether the users can notice the "Enter Delivery Address" text field at the landing page or not and entering the relevant keywords to get the expected results. **20% of the participants (novice)** directly searched for the food items using the "Enter delivery address" text field. One out of five participants made an error of searching for the delivery address in the "what are you craving" text field. As this participant was unsure whether he entered the correct location for the first time, he wanted to edit his location, and for that, he did not notice the location icon at the left top corner (next to the UberEATS logo). He was unsure that it is actionable.

None of the participants was able to sort their results based on time. All of them kept scrolling down the screen to find a restaurant of their choice that is too delivering in minimum time. (Yang - "Oh the scrolling is too long"; Stefan - "I am not sure if it is the nearest Mcdonald's") They had to read the time of all the restaurants and make false judgments by themselves based on their experience and prior knowledge.

Five out of five participants clicked on the restaurant ratings to see their ratings and to read the reviews. However, none of them was able to click on it as it was not clickable. (Gaurav - "These links are not clickable, I do not like it") They could only see it. This is where the application lost all its trust, and the participants felt cheated. One of the participants was expecting the reviews to be at the bottom of the restaurant's menu. Four out of five participants were expecting some text reviews and they believed that it is the ideal way to get assured on the taste, quality, quantity, hygiene, et cetera. The restaurant is providing the customers. Two of the five participants stated that this platform is for the users who have had past experiences with the restaurants. This platform is not for novice users. (Stefan - I am not sure if it is trustworthy or not, )

None of the participants was able to find the distance of the restaurant from their delivery location, and all of them claimed that they would surely like to see such valuable information. All of them tried searching for the restaurant's distance by clicking on the see info link on the restaurant's menu. (Stefan - "Cannot find the distance")

**The table below shows the performance data of all the participants for Task 1 on Deliveroo:**

### Deliveroo

User #	Task Success	Time on Task (mm: ss)	Errors	Assists
1	1	6:55	1	2
2	1	5:14	0	0
3	1	6:30	0	0
4	1	2:42	0	1
5	1	5:29	2	1
<b>MEAN</b>	<b>1</b>	<b>5.36</b>	<b>0.6</b>	<b>0.8</b>

<b>Standard Deviation</b>	<b>0</b>	<b>1.64</b>	<b>0.89</b>	<b>0.83</b>
<b>MIN</b>	<b>1</b>	<b>2:42</b>	<b>0</b>	<b>0</b>
<b>MAX</b>	<b>1</b>	<b>6:55</b>	<b>2</b>	<b>2</b>

All the participants were able to complete the task successfully with **100% effectiveness or task completion rate**. This time even the novice participant was able to do it comfortably and confidently.

All the participants were able to finish the task within the maximum task completion time, i.e., 10 minutes with novice participants being the fastest. The average time taken by the participants to complete the task was 5min 36sec.

The first thing that pops up at the left corner of the page is the permission to access the participant's device location, which eases out the entire process. (Yang - "Yeah it is Kingston, it is my place") Even if the participants miss out on this, they could quickly notice the first thing they need to do is to enter their postcode in order to get their food delivered at their location. This was because of the colour contrast between the banner and the text field which increased its affordance and made it more noticeable. The text used "enter your full address" seems legitimate to the participant, which grabbed their eye, whereas, in UberEATS, the text used was "Enter delivery address." All the participants could quickly notice the "enter your full address" text field and started the task by providing their location. This time they were pretty sure that they were on the right track and felt more confident. They even have an option to know their location by clicking on the location icon. 40% of the participants even noticed the most amazing feature on the landing page of the website. The feature was, when the participants scrolled down the landing screen without entering their delivery address, the website takes them back to the text field (highlighted in green), telling them the priority of the text field.

All the participants noticed the sorting, offers, dietary, categories filters, at the left part of the page, and reacted cheerfully after finding everything at the same place, unlike UberEATS. (Yang - "There is a lot of options, Nice, I think it is easier than UberEATS"; Gaurav - "It is like what I wanted, this page is God"; Stefan - "Here it is better."). Only one of them used the "time" sorting filter because time was not a constraint for the other participants. 5 out of 5 participants were glad to see the categories at the very top and tried using them. They played around with all the filters and the categories to try different results, and they seemed to be extremely satisfied with the results.

While deciding or choosing the restaurant to order food from, the participants on the deliveroo could see the ratings with some statistics. 60% of the participants were quite impressed by the ratings provided and stated that it is still better than UberEATS. They agreed upon trusting the platform. On the other hand, they still preferred some texts over numbers. One of the participants strictly preferred to the text reviews only and said that the ratings and statistics on deliveroo is still a number; he still will not trust them.

None of the participants noticed the restaurant's distance on the menu or the checkout screen. Although it was present on the home screen, none of the participants was able to notice it.

## Task 2

*“Order food from your favourite cuisine restaurant according to your eating preferences (Italian, English, Chinese, etcetera.) and dietary requirements (Vegan, Gluten-free, Halal Meat, Dairy-free, et cetera.) add the food items to your cart/basket. (maximum task time: 15 mins)”*

This task aimed to evaluate the UberEats website on its findability. Findability is an essential factor, and it cannot be neglected as it can harm the product’s success. Users are not visiting the website to play hide, and seek. The website’s features are of no use if they are hiding deep inside(The Interaction Design Foundation, 2019).

The primary goal was to test if the participants were able to find the food categories section and the filters for their easy and quick search based on their eating preferences and dietary requirements. Providing filters and categories is the best way to narrow down a bulk of information, which causes problems for the users, and this also lets the users navigate smoothly(Nielsen Norman Group, 2019).

**The table below shows the performance data of all the participants for Task 2 on UberEATS:**

### Uber EATS

User #	Task Success	Time on Task (mm:ss)	Errors	Assists
1	0	4:27	3	1
2	0	9:32	0	0
3	1	15:45	1	0
4	0	3:00	0	0
5	0	4:53	0	1
<b>MEAN</b>	<b>0.2</b>	<b>7.52</b>	<b>0.8</b>	<b>0.4</b>
<b>Standard Deviation</b>	<b>0.44</b>	<b>5.21</b>	<b>1.30</b>	<b>0.54</b>
<b>MIN</b>	<b>0</b>	<b>3:00</b>	<b>0</b>	<b>0</b>
<b>MAX</b>	<b>1</b>	<b>15:45</b>	<b>3</b>	<b>1</b>

Only 1 participant out of 5 was able to complete the task 2 successfully with **20% effectiveness or task completion rate** and the rest preferred quitting as could not find the categories and the

filters to ease out their task. The negative emotions such as stress, frustration, annoyance, tiredness, and anger could be seen on the faces of the participants while performing task 2. The one participant who succeeded took more than the maximum time on task. The average time taken by the participants to complete the task was 7min 52sec.

All the 5 participants expected filters to be present somewhere fixed on the screen, but none of them could find it. 60% of the participants straight away started scrolling down the screen to look for filters, and the rest searched for their eating preferences, and dietary requirements in the search field, but the keywords they entered did not get any results (“It is confusing, I do not get it. Sorry I cannot do this task”). One of the participants tried searching for “Chinese,” and he complained of getting irrelevant results. He also made quite a few errors by clicking on the pickup tab and the location icon looking for the filters. (Yang - “Where can I see the filters”) Two of the participants stated, **“It is not for new users; it is good for people who have had past experiences and prior knowledge of the food and the restaurants.”**

The best thing all the participants could do was to scroll down each of the restaurant’s menu and look for the desired preferences and requirements. One of the participants (novice) tried providing her eating preferences and requirement details in the restaurant’s “special instruction box.” One of the participants even used the page search option out of anxiety (Ctrl + F).

None of the participants could notice the food category carousel on the home page as it was hidden somewhere in the middle of the page. All the participants were able to find it after spending a reasonable amount of time on the page (Alex - “It has something, but is at the bottom”; Stefan - “It is not showing all the categories”). The presence of categories section at the bottom of the landing page got noticed by 80% of the participants as all of them scrolled till the page end.

Three out of five participants (including the novice user) while adding the meal for themselves, noticed that the “Add 1 to order” button was blurred or non-actionable, but they could not figure out the reason as there was no information or error was provided. The user tried clicking on it multiple times to see what will happen. Later, they noticed that there are some mandatory fields to be filled in order to proceed further.

**The table below shows the performance data of all the participants for Task 2 on Deliveroo:**

#### **Deliveroo**

<b>User #</b>	<b>Task Success</b>	<b>Time on Task (mm: ss)</b>	<b>Errors</b>	<b>Assists</b>
<b>1</b>	1	3:17	0	0
<b>2</b>	1	6:36	0	0
<b>3</b>	1	9:34	0	0
<b>4</b>	1	1:36	0	0
<b>5</b>	1	1:57	0	0

<b>MEAN</b>	<b>1</b>	<b>4.6</b>	<b>0</b>	<b>0</b>
<b>Standard Deviation</b>	<b>0</b>	<b>3.40</b>	<b>0</b>	<b>0</b>
<b>MIN</b>	<b>1</b>	<b>1:36</b>	<b>0</b>	<b>0</b>
<b>MAX</b>	<b>1</b>	<b>9:34</b>	<b>0</b>	<b>0</b>

All the participants were able to complete the task 2 on deliveroo successfully with **100% effectiveness or task completion rate**. This time the participants were observed to be emotionally positive with more clarity, confidence, and comfort while performing the task 2.

**100% of participants** were able to finish the task within the maximum task completion time, i.e., 15 minutes. Two of the participants completed the task in less than 2 minutes, out of which one of them was a novice. The average time to complete the task was 5min.

All 5 participants expected the categories and filters to be upfront for their use, and the platform stood out to their expectations. Here the **findability was high** enough as compared to the UberEats. 100% of the participants chose the most optimal path to accomplish the task. All of them noticed the sorting, offers, dietary categories filters, and applied them to get their personalized results. (Gaurav - “The whole process is straightforward, they have everything that users need” UberEats is a problem, and Deliveroo is a solution to that”; Alex - “Oh they have the filters too”)

All the participants believed that the task was too easy to perform. None of the users made any error or needed any assistance from the moderator.

### Task 3

*“Now try modifying your order by adding more items to your cart and also deleting some items from your cart. (max task time: 10 mins)”*

The task primarily aimed at testing the participants while they try to modify their cart by using the add and remove features of the website. The secondary goal was to test the user’s experience at the food customizing screen.

**The table below shows the performance data of all the participants for Task 3 on UberEATS:**

#### Uber EATS

User #	Task Success	Time on Task (mm: ss)	Errors	Assists
<b>1</b>	1	1:54	0	0
<b>2</b>	1	4:25	0	0

<b>3</b>	1	2:25	0	0
<b>4</b>	1	3:05	0	0
<b>5</b>	1	0:50	0	0
<b>MEAN</b>	<b>1</b>	<b>2.53</b>	<b>0</b>	<b>0</b>
<b>Standard Deviation</b>	<b>0</b>	<b>1.33</b>	<b>0</b>	<b>0</b>
<b>MIN</b>	<b>1</b>	<b>0:50</b>	<b>0</b>	<b>0</b>
<b>MAX</b>	<b>1</b>	<b>4:25</b>	<b>0</b>	<b>0</b>

All the participants completed the task with **100% effectiveness or completion rate** before the maximum time on task, and the average time of task completion was **1min 33sec**.

60% of the participants stated, “The process of adding and removing items is quite straightforward, convenient and easy to understand while the rest 40% believed that the number of clicks made to add and remove items was too much. They wanted to see an option for adding/removing upfront, instead of clicking on the drop-down menu and then selecting it.

**The table below shows the performance data of all the participants for Task 3 on Deliveroo:**

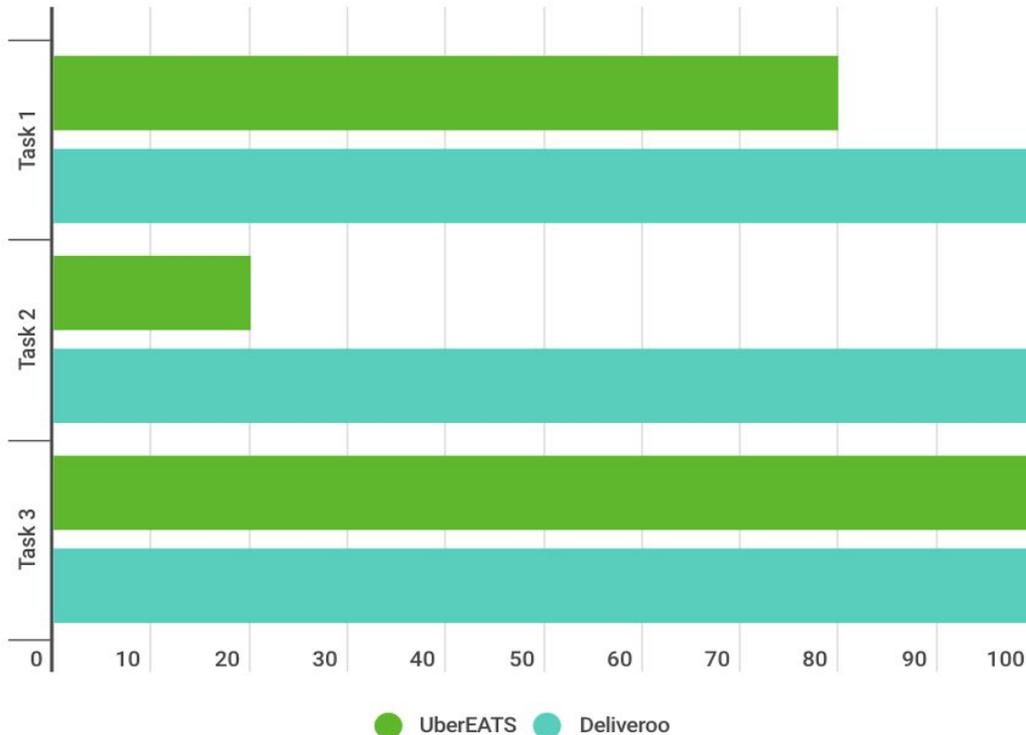
**Deliveroo**

<b>User #</b>	<b>Task Success</b>	<b>Time on Task (mm: ss)</b>	<b>Errors</b>	<b>Assists</b>
<b>1</b>	1	2:34	2	0
<b>2</b>	1	4:43	0	0
<b>3</b>	1	2:25	0	0
<b>4</b>	1	1:55	0	0
<b>5</b>	1	0:36	0	0
<b>MEAN</b>	<b>1</b>	<b>2.44</b>	<b>0.4</b>	<b>0</b>
<b>Standard Deviation</b>	<b>0</b>	<b>1.48</b>	<b>0.89</b>	<b>0</b>
<b>MIN</b>	<b>1</b>	<b>0:36</b>	<b>0</b>	<b>0</b>
<b>MAX</b>	<b>1</b>	<b>4:43</b>	<b>2</b>	<b>0</b>

60% of the participants found adding and removing items simple and easy. According to them, the number of clicks to add/remove was more in UberEats, while in Deliveroo, they liked the plus and minus buttons to add and remove, respectively. One of the participants stated that he likes interactions like these. One of them suggested that the users must get a warning or a pop-up message when they click on the minus button to empty their cart. Only one participant felt that the experience was better in UberEATS.

**Calculation of Effectiveness or Completion Rate of Tasks(%)**

	UberEATS	Deliveroo
Task 1	80%	100%
Task 2	20%	100%
Task 3	100%	100%
<b>MEAN</b>	<b>66.66%</b>	<b>100%</b>

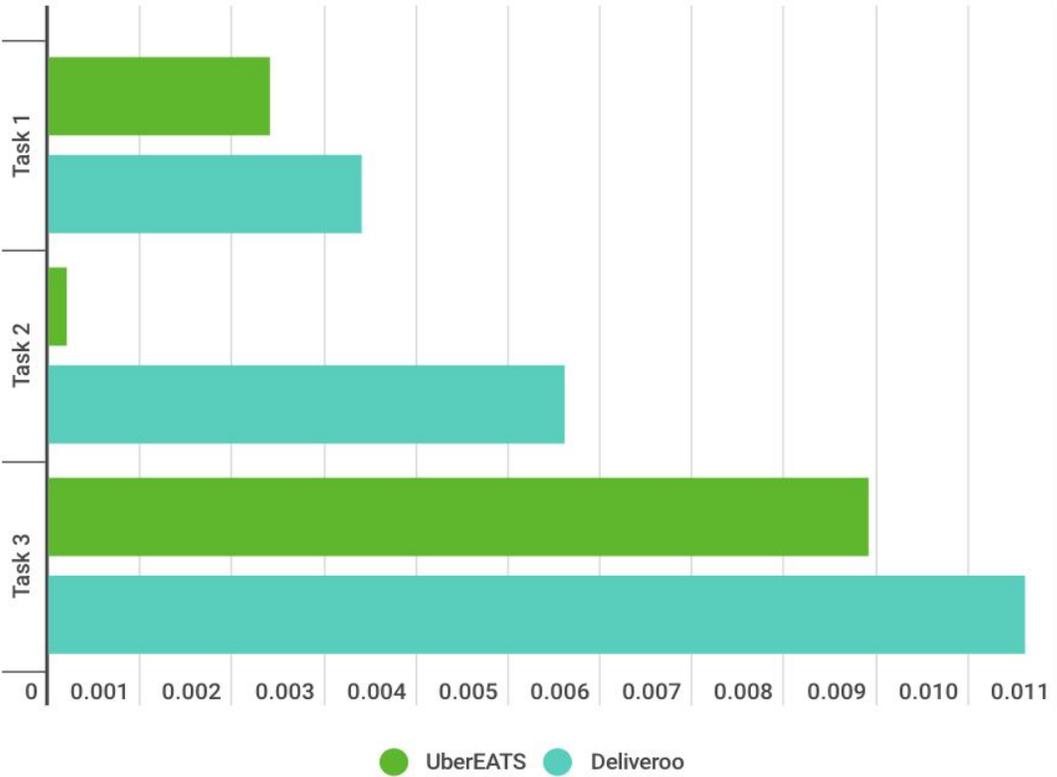


***In UberEats, the completion rate was 20% for Task2 which is the least of all the tasks on both the platforms.***

**Time-Based Efficiency (goals/sec)**

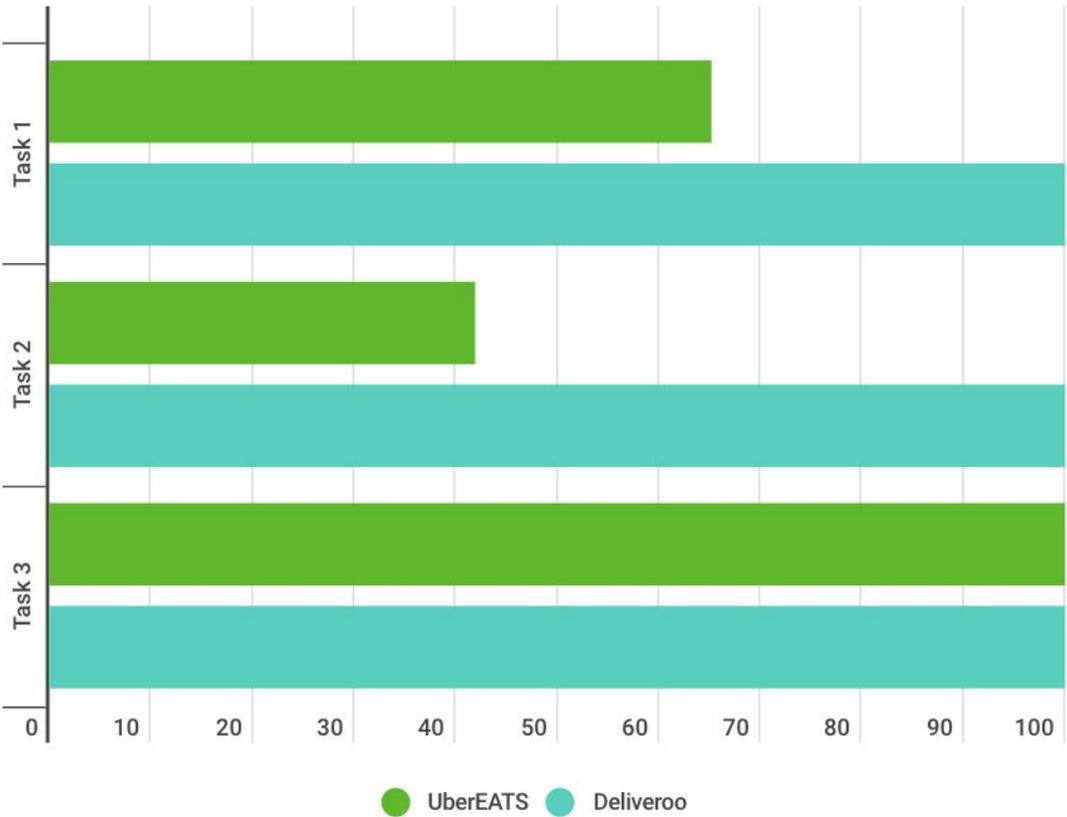
Below is a table representing the time-based efficiency in goals/sec for each task on both the platforms. It is the speed of work with the product with productive users vs. all users.

	<b>UberEATS</b>	<b>Deliveroo</b>
<b>Task 1</b>	0.0024	0.0034
<b>Task 2</b>	0.0002	0.0056
<b>Task 3</b>	0.0089	0.0106



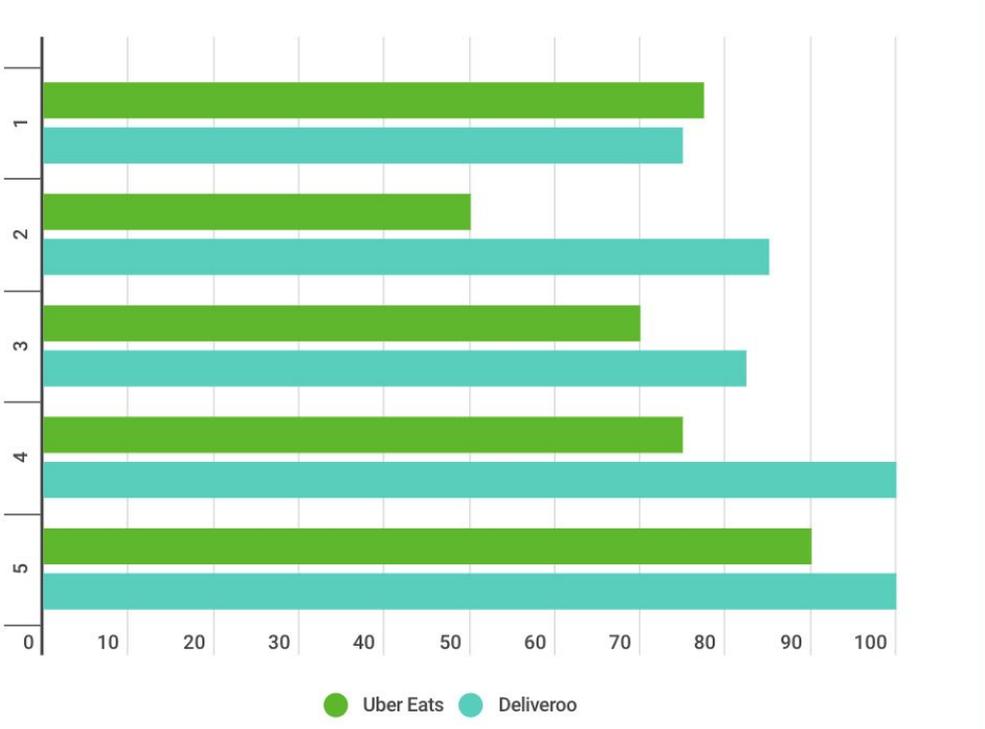
**Overall Relative Efficiency(%)**

	<b>UberEATS</b>	<b>Deliveroo</b>
<b>Task 1</b>	65.16%	100%
<b>Task 2</b>	41.86%	100%
<b>Task 3</b>	100%	100%



**Satisfaction - System Usability Scale (SUS)**

Users	Uber Eats	Deliveroo
1	77.5	75
2	50	85
3	70	82.5
4	75	100
5	90	100
<b>Mean</b>	<b>72.5</b>	<b>88.5</b>
<b>Standard Deviation</b>	<b>14.57</b>	<b>11.12</b>
<b>MIN</b>	<b>50</b>	<b>75</b>
<b>MAX</b>	<b>90</b>	<b>100</b>



### 4.3 User Experience Issues

#### Landing page

#		Statement of Issue	Redesign Recommendation	Priority
1	<b>“Enter Delivery Address” Text Field</b>	<p>a. The cursor does not automatically appear in the “enter delivery address” text field to let the user know the importance or necessity of that text field.</p> <p>b. The contrast between the text field and the banner is low; therefore, it lower downs the visibility of the text field.</p>	<p>To make it useful, we can activate the <b>power of affordance</b> by making the cursor appear automatically so that the user knows that they need to type in the delivery location first.</p> <p>The contrast between the text field and the banner needs to be improved to grab the user’s focus and to make it more interactive so that users clearly understand they need to type in something meaningful. This could be supported with a location icon and a legitimate text prompt giving an instruction.</p>	High
2	<b>“Find Food” button</b>	Use of irrelevant text on the button	Instead of “Find Food,” “Search,” or “Find” must be used on the button. This is because the white “Find Food” text on the black rectangular button is more visible than the greyish “enter delivery location” text prompt in the white text field. Hence, the “find food” text grabs the users’ attention, and therefore, they assume that they need to search for food in the “enter delivery address” text.	Medium
3	<b>Location Icon</b>	a. Non-clickable and Non-actionable;	The location icon must be clickable to let users access their device’s current location when they click on	High

		<b>b.</b> Incorrect placement of the location icon	it. The icon must be placed on the right side of the text field.	
<b>4</b>	<b>“Food Near Me” or Category Section</b>	This section is one of the essential parts of the website, and it is still placed at the bottom of the landing page.	This section must be placed just below where the banner ends.	High
<b>5</b>	<b>Texts, Icons and Images</b>	The Texts, Icons, and Images have poor feedback effects throughout the webpage.	There is an urgent need for feedback when the user hovers over the text, icons, and images to make them more clickable and actionable. This could be done by adding some hover effects like colour change, state change, change in size, adding shadows.	High

## Home Page

<b>#</b>	<b>Issue</b>	<b>Statement of Issue</b>	<b>Redesign Recommendation</b>	<b>Priority</b>
<b>1</b>	<b>Change Location</b>	Once the users entered the delivery location on the landing page, they cannot delete it by clicking on the cross icon. They expect the cross icon to be used for erasing the location so that they could enter a new location, whereas it is used to hide the text field. This is confusing for the users.	The location text field has two actions, i.e., “clear” and “cross icon.” The text field must have either “clear” or “cross icon” to ease out the discrepancy.	Medium
<b>2</b>	<b>Search Bar</b>	The user cannot make out the purpose of the search icon just by looking at it. Once the user clicks on it, the	There should not be any need for the users to click on the icon to know the purpose of it. The “what are you craving for?” text field	High

		search field appears with the placeholder text, "what are you craving for?".	should not be hidden.	
<b>3</b>	<b>Categories</b>	The website has a category section hidden somewhere in the middle of the page.	Categories are one of the crucial features that the users look for while ordering anything to narrow down their results. Therefore, the category section must be placed somewhere at the top, maybe just above the "popular near you" section. The categories must include all the food cuisines. It could also have some categories like pocket-friendly, famous brands, meal box.	High
<b>4</b>	<b>Filters</b>	The website does not have filters at all.	Filters are also one of the essential features of any website which users use to filter or sort their results. There is a need for the website to have sorting filters such as price, delivery time, distance, popularity, and ratings; dietary filters such as halal, vegan, gluten-free, vegetarian, and non-vegetarian; and category filters that must contain all the cuisines and food types.	High
<b>5</b>	<b>Texts, Icons and Images</b>	The Texts, Icons, and Images have poor feedback effects throughout the webpage.	There is an urgent need for feedback when the user hovers over the texts, icons, and images to make them look clickable and actionable. This could be done by adding some hover effects like colour change, state change, change in size, adding shadows.	High

## Restaurants Menu

#	Issue	Statement of Issue	Redesign Recommendation	Priority
1	<b>Non-clickable User Ratings</b>	The ratings shown are non-clickable. The user is unable to read any comments or reviews left by the past customers, therefore feels cheated.	The “ratings” link should be made clickable and must direct to a new page for reviews where the users could read some comments and reviews before ordering. Alternatively, the reviews section could be placed at the bottom of the menu.	High
2	<b>Restaurant's distance</b>	The users were unable to find the distance if the restaurants from their locations.	It could be mentioned somewhere at the top beside the estimated delivery time. Alternatively, it could be put in the “more info” link.	Medium
3	<b>Tabs for Special Dietary Requirements</b>	The menu does not have different tabs or sections for special dietary foods like halal, gluten-free, vegan, et cetera.	Different tabs or sections could be designed for special dietary foods.	High
4	<b>Lack of Information</b>	The individual dietary food items do not have labels to differentiate them from the rest.	Labels or icons could be used to differentiate these food items from the rest to help users find them easily and quickly, rather than scrolling and checking each of the item’s details.	High
5	<b>Texts, Icons, and Images</b>	The Texts, Icons, and Images have poor feedback effects throughout the webpage.	There is an urgent need for feedback when the user hovers over the texts, icons, and images to make them look clickable and actionable. This could be done by adding some hover effects	High

			like colour change, state change, change in size, adding shadows.	
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### Food Customization Window

#	Issue	Statement of Issue	Redesign Recommendation	Priority
1	<b>“Add 1 to order” button and the Plus/Minus buttons</b>	<p>a. The “add 1 to order” button appears to be grey in cases when the user has chosen a meal that needs to be customized. No information or message popped up when the users tried to click on it.</p> <p>b. All the three buttons, i.e., “plus”, “minus” and “add 1 to order” are overlapping with the texts.</p>	<p>The colour of the button should not be grey. It must have its original black colour. However, when the user clicks on it without choosing the necessary ingredients, the radio button must get red with a red error message telling the user that they need to choose first.</p> <p>The buttons must be placed over a different contrasting background.</p>	High
2	<b>Radio buttons and Checkboxes</b>	The radio buttons and checkboxes have poor feedback effects throughout the webpage.	<p>There is an urgent need for feedback when the user hovers over radio buttons and checkboxes to make them look clickable and actionable.</p> <p>This could be done by adding some hover effects like colour change, state change, change in size, adding shadows.</p>	High
3	<b>Required Items</b>	The items that are mandatory to choose are not highlighted.	The mandatory items field needs to be highlighted.	Medium

### The Checkout Box

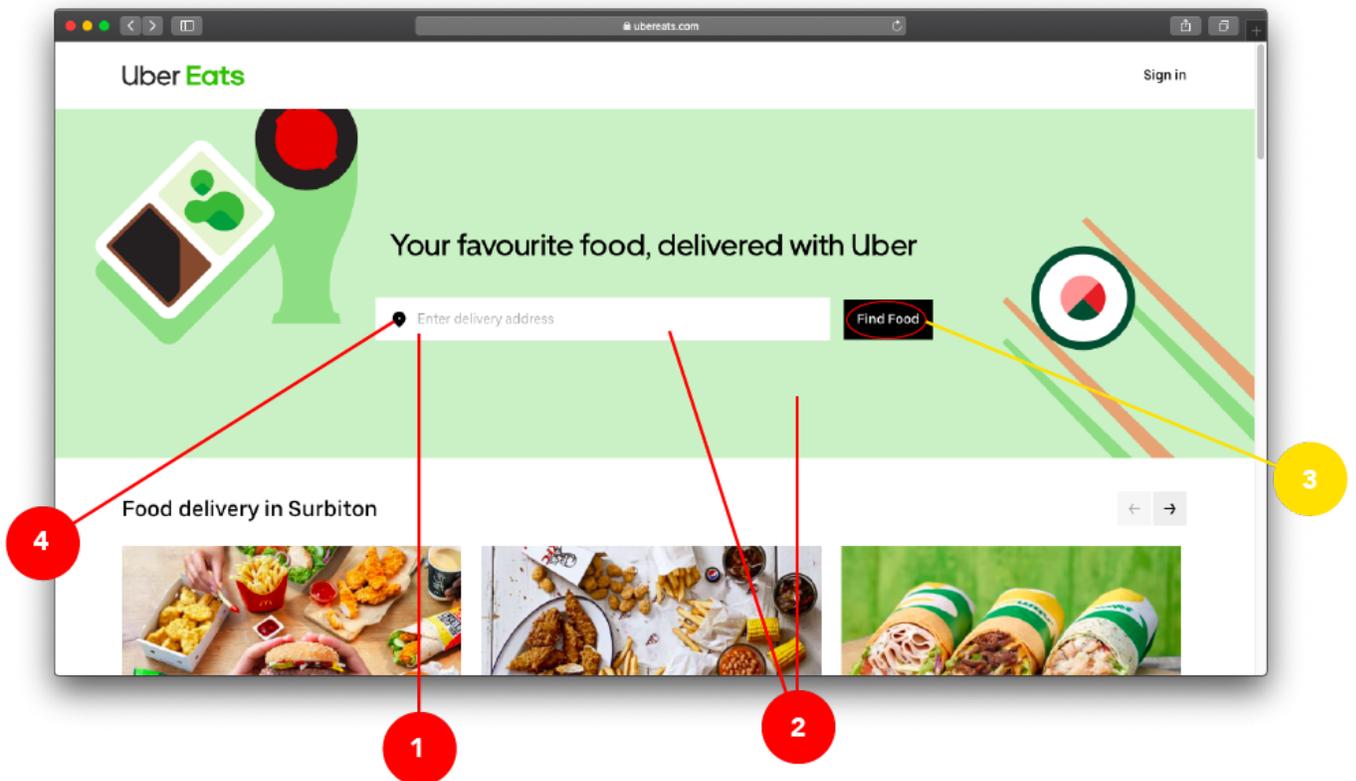
#	Issue	Statement of Issue	Redesign Recommendation	Priority
1	<b>Checkout Box</b>	The checkout box is overlapping with the menu behind it.	The checkout box must be designated as a fixed place on the screen.	High
2	<b>Checkout Box Disappears</b>	The checkout box disappears when the user tries to scroll up/down. It is not fixed.	The checkout box must be designated a fixed place on the screen so that it does not disappear even if the user scrolls.	High
3	<b>Adding/Removing Items</b>	The user has to click on the drop-down menu to add or delete items.	This could be improved by providing add/remove buttons on the checkout box.	High

### The Checkout Screen

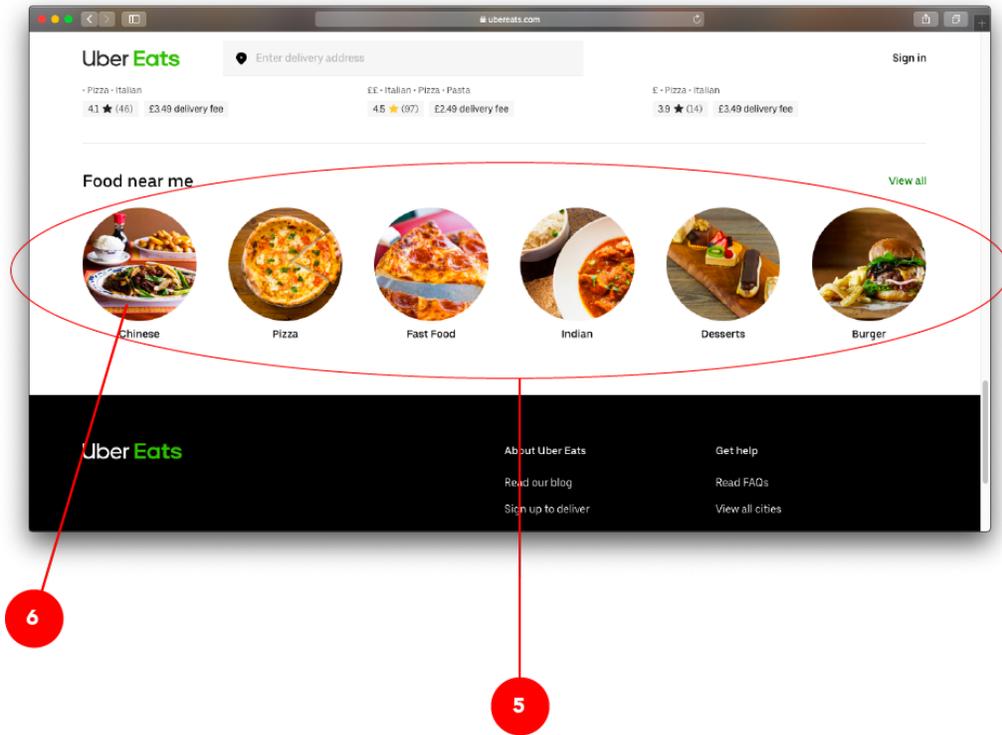
#	Issue	Statement of Issue	Redesign Recommendation	Priority
1	<b>Delivery Address and Contact Details</b>	The website does not ask users to enter their full delivery address, i.e., the Flat number/Building Name, Street Name, Postcode, and the Phone Number. Even if the user does not enter these details, they can still place the order.	The user must not proceed further without providing their full address and contact details. The address field should be prompted in front of the users before they go further. The user can enter the delivery address only if he clicks on edit; else, there are possibilities that they will not even notice that.	High
2	<b>Adding/Removing Items</b>	The user has to click on the drop-down menu to add or delete items.	This could be improved by providing add/remove buttons on the checkout box.	High

## 4.4 Redesign Recommendations

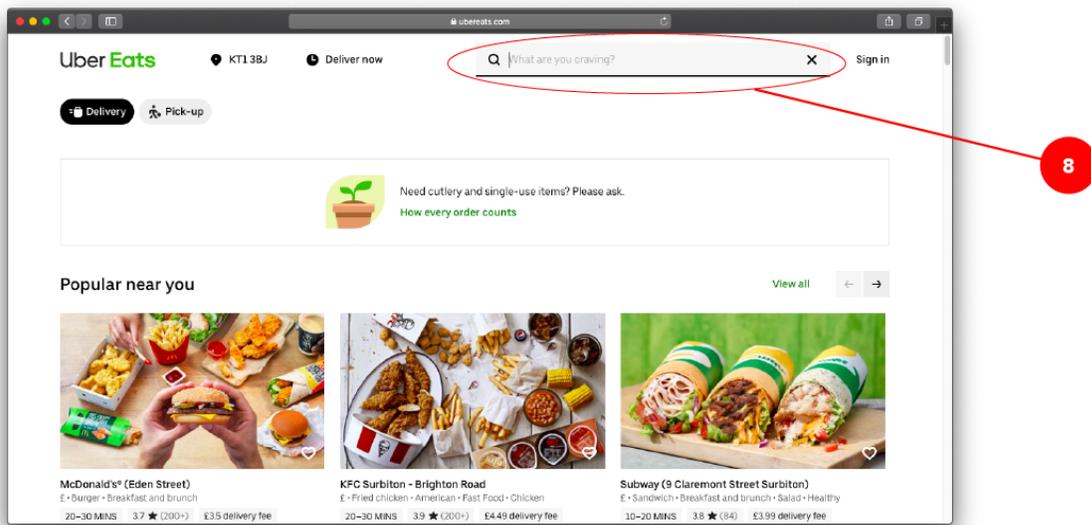
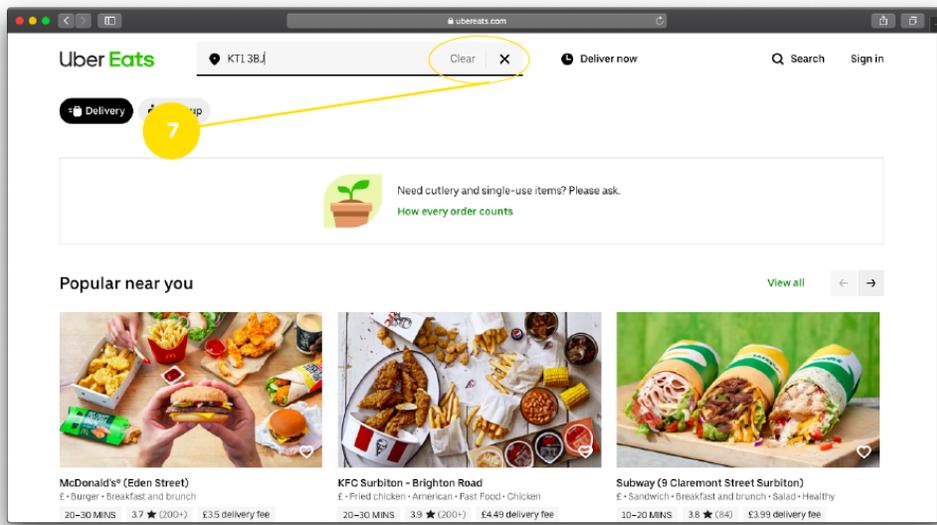
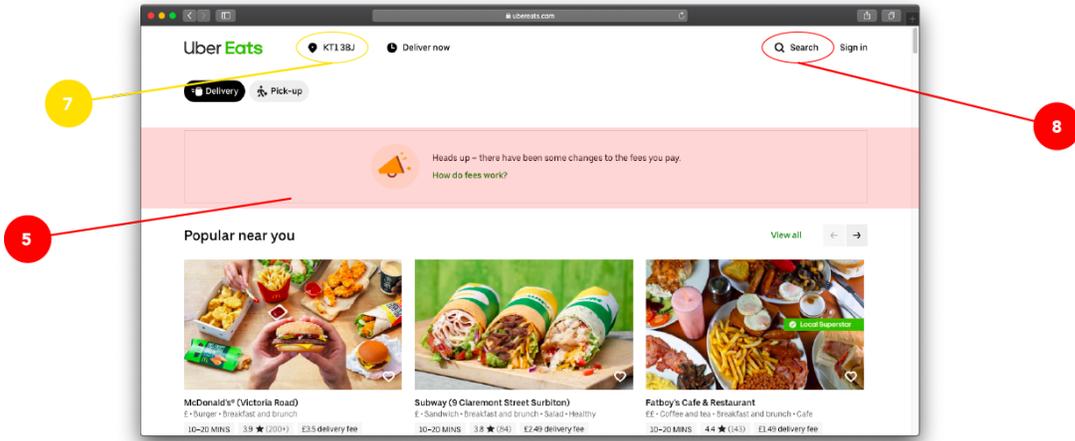
1. To make it useful, we can activate the power of affordance by making the cursor appear automatically.
2. The contrast between the text field and the banner needs to be improved. This could be supported with a location icon and a legitimate text prompt giving an instruction.
3. “Search” or “Find” must be used on the button.
4. The location icon must be clickable, and the icon must be placed on the right side of the text field.



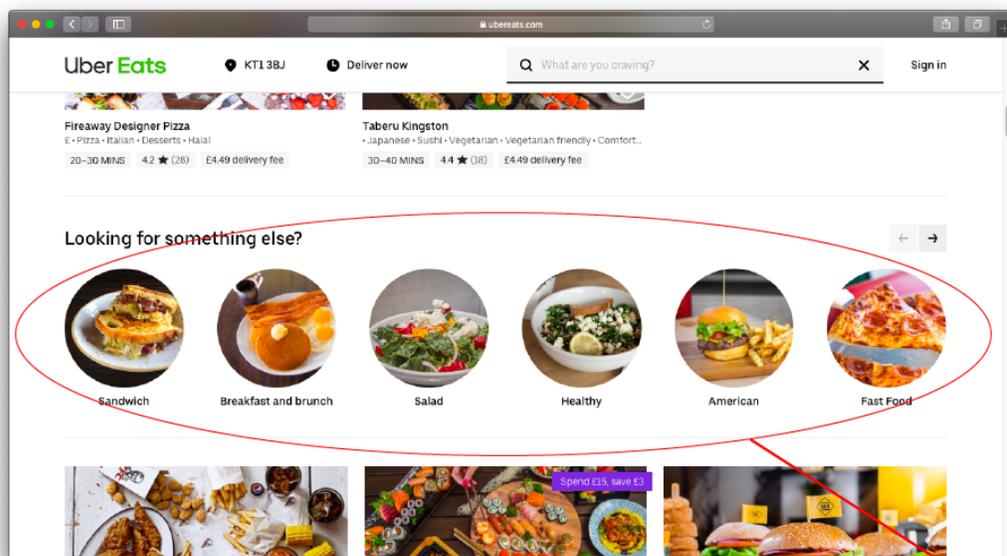
5. The category section must be placed just below where the banner ends.
6. Make the texts, images, and icons more clickable and actionable.

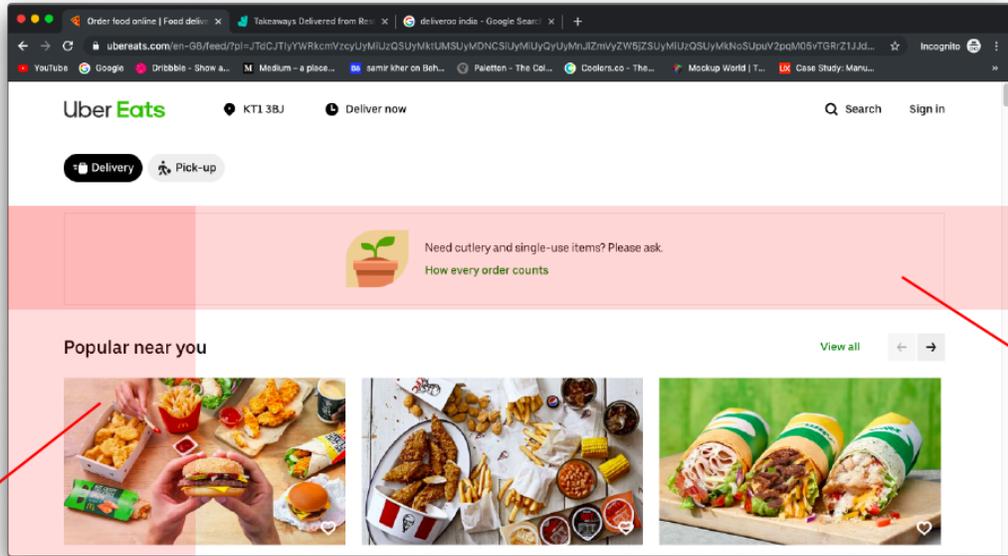


7. The text field must have either “clear” or “cross icon” to ease out the discrepancy.
8. The “what are you craving for?” text field should not be hidden.

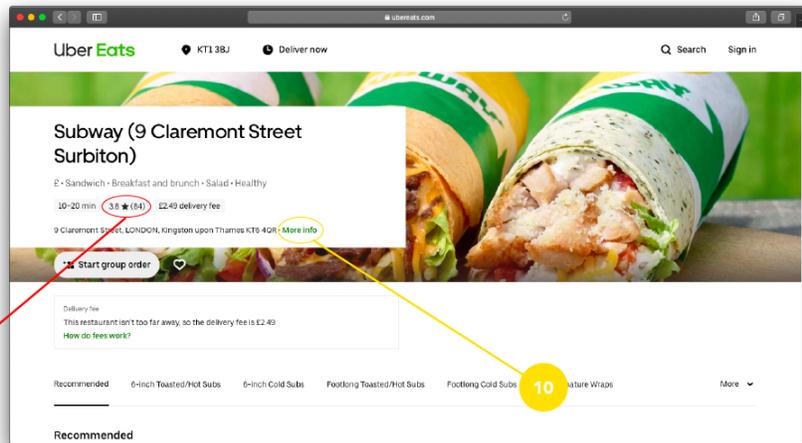


9. Therefore, the category section must be placed somewhere at the top, maybe just above the “popular near you” section. The categories must include all the food cuisines. It could also have some categories like pocket-friendly, famous brands, meal boxes.

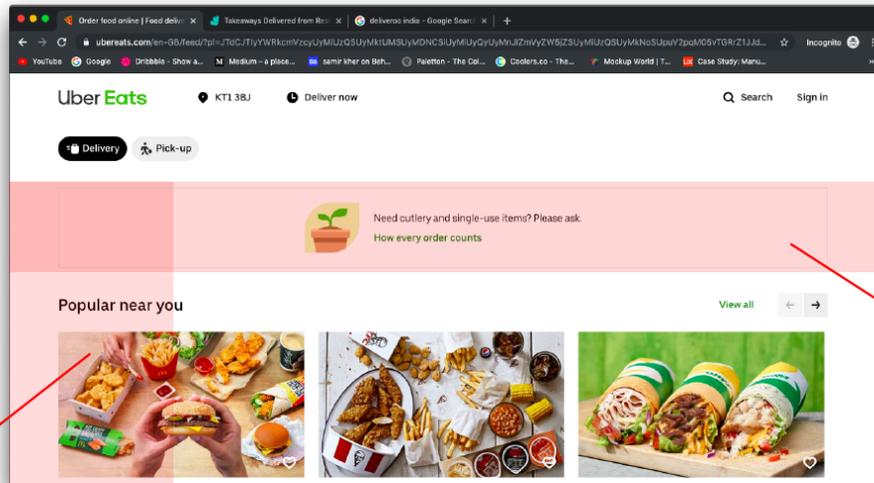




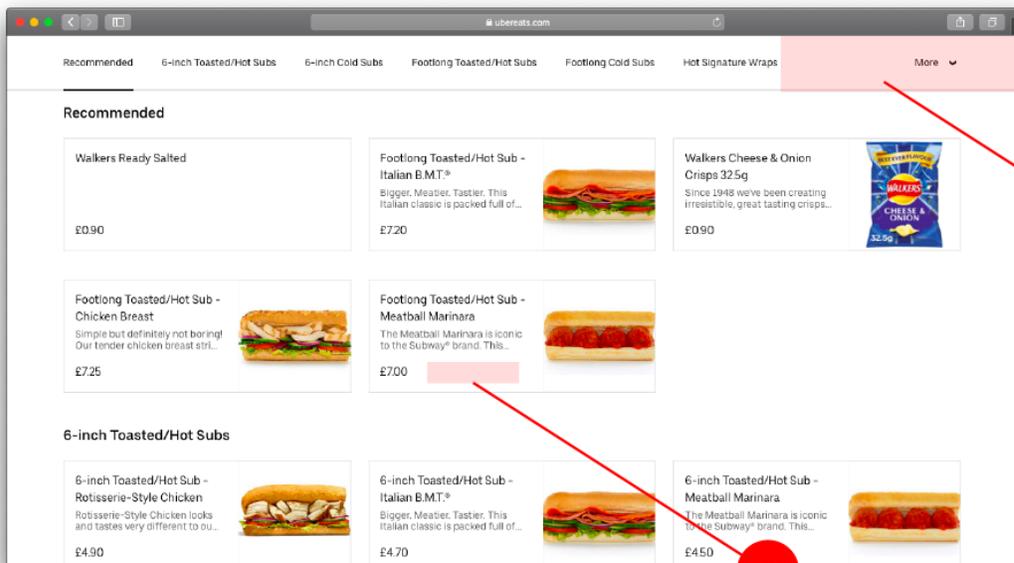
- 10. The restaurant's distance could be mentioned somewhere on the top beside the estimated delivery time. Alternatively, it could be put in the "more info" link.
- 11. The "ratings" link should be made clickable and must direct to a new page for reviews.



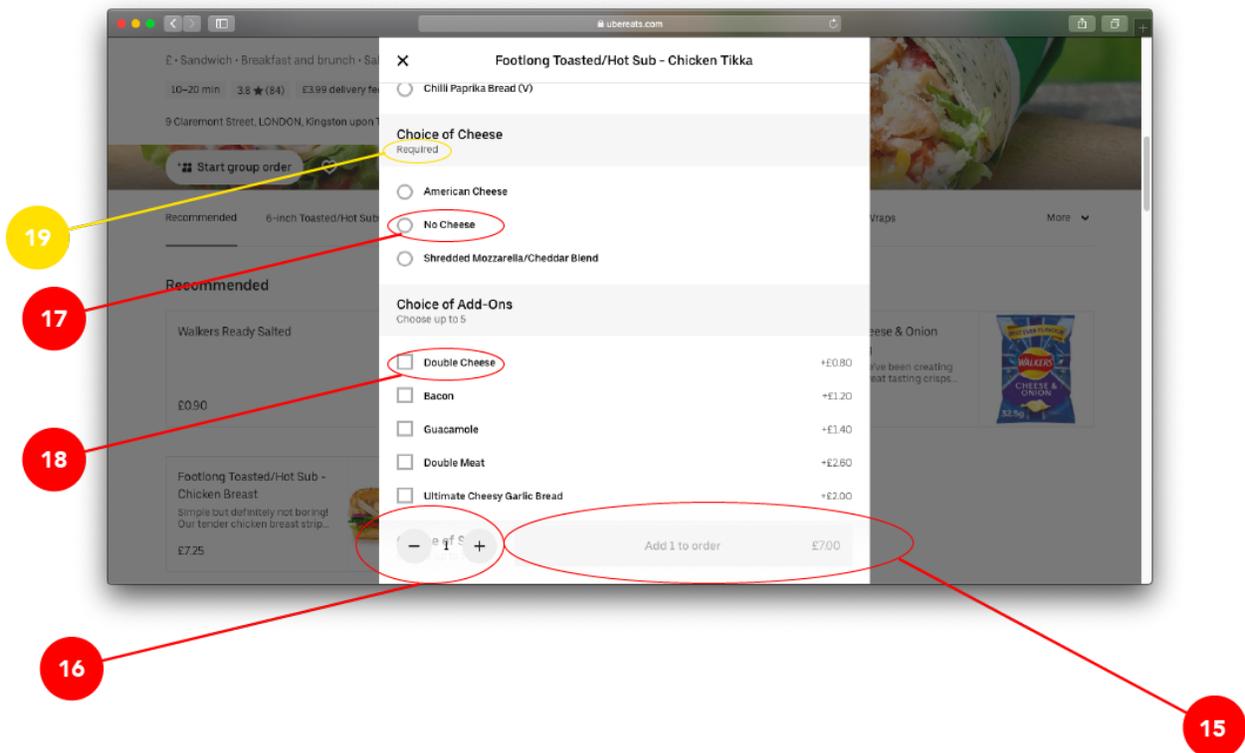
12. There is a need for the website to have sorting filters such as price, delivery time, distance, popularity, and ratings; dietary filters such as halal, vegan, gluten-free, vegetarian, and non-vegetarian; and category filters that must contain all the cuisines and food types. The filters could be fixed to the left side of the page.



13. Different tabs or sections could be designed for special dietary foods.  
14. Labels or icons could be used to differentiate these food items.

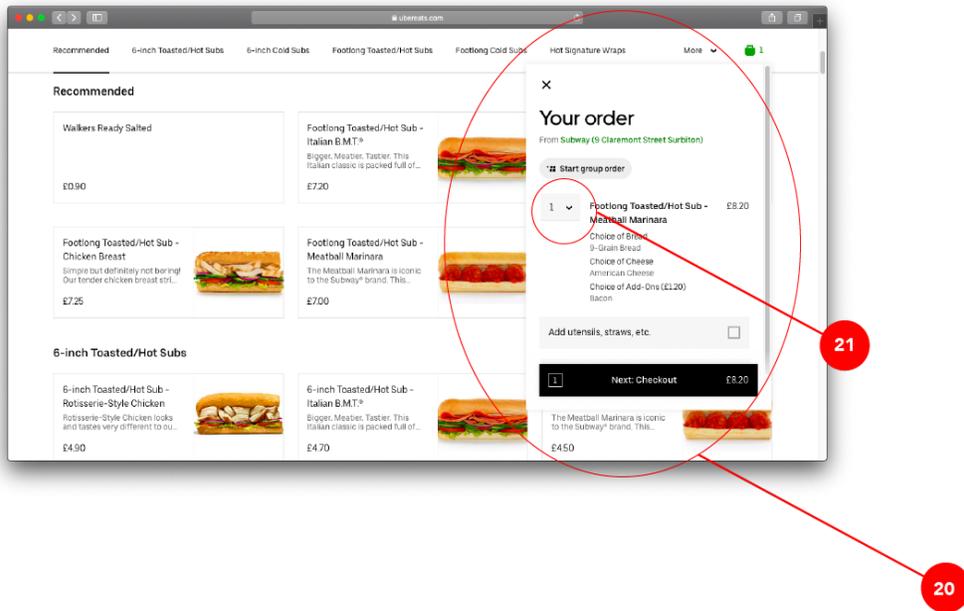


15. The colour of the button should not be grey. It must have its original black colour. However, when the user clicks on it without choosing the necessary ingredients, the radio button must get red with a red error message telling the user that they need to choose first. The button must be placed over a different contrasting background.
16. The colour of the button should not be grey. It must have its original black colour. However, when the user clicks on it without choosing the necessary ingredients, the radio button must get red with a red error message telling the user that they need to choose first. The buttons must be placed over a different contrasting background.
17. There is an urgent need for feedback when the user hovers over radio buttons to make them look clickable and actionable.
18. There is an urgent need for feedback when the user hovers over checkboxes to make them look clickable and actionable.
19. The mandatory items field needs to be highlighted.

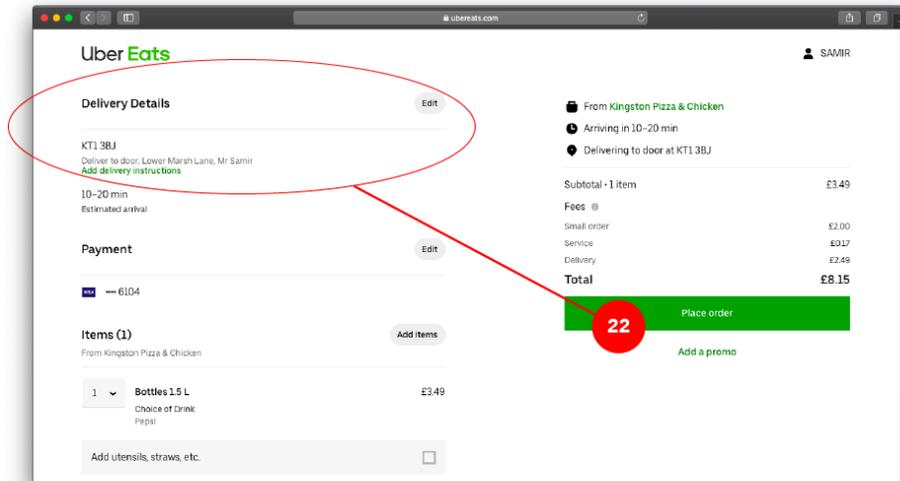


20. The checkout box must be designated a fixed place on the screen so that it does not overlap with the menu behind and does not disappear even if the user scrolls.

21. This could be improved by providing add/remove buttons on the checkout box.



22. The address field should be prompted in front of the users before they go further.



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## 6. Appendices

### Pre-test Questionnaire

[https://forms.office.com/Pages/ResponsePage.aspx?id=nALvyc8YFkCG05PPjT\\_IgzuhrltvRGnBbo6CZxMdZUNE5TSDhCOERQTVY2SEtHU1RWT0VOSFRIRi4u](https://forms.office.com/Pages/ResponsePage.aspx?id=nALvyc8YFkCG05PPjT_IgzuhrltvRGnBbo6CZxMdZUNE5TSDhCOERQTVY2SEtHU1RWT0VOSFRIRi4u)

### Participant Information Sheet

<https://drive.google.com/file/d/1c50vVePu6azh4eAIS2bujBTfXBigLIVN/view?usp=sharing>

### Task Instruction Sheet

<https://drive.google.com/file/d/1eHXFEwnl5fGa83L1Zfl2Hkp1Y8zZja-l/view?usp=sharing>

### Observation Sheet

<https://drive.google.com/file/d/1zB7l-rQuY8GoBixvqKqgVdAp7F6ul-NU/view?usp=sharing>

### Post-test Questionnaire

<https://drive.google.com/file/d/1hi5oedHcEDiaNfQSiheevEQyDixo2NpB/view?usp=sharing>

### SUS Satisfaction Questionnaire

[https://drive.google.com/file/d/19JTSBIGShrARUmWwDPCKv9Y-6m7nm4e\\_/view?usp=sharing](https://drive.google.com/file/d/19JTSBIGShrARUmWwDPCKv9Y-6m7nm4e_/view?usp=sharing)