

Introduction	<ul style="list-style-type: none"> ● Title: Creating the food ordering app for restaurant ● Author: Irvan Maulana, UX Researcher, irvan@sarang-it.com ● Stakeholders: google - UX Designer Cert - Coursera ● Date: 18/9/2021 ● Project background: We creating the food ordering app to help user to finds and order the food from the app quickly and easily. We provide a delivery method for pick up the food so the users do not have to wait in the queue and have many options in the payment process. ● Research goals: Figure if the food ordering app makes food order is quickly and easily to users.
Research questions	<ul style="list-style-type: none"> ● How long does it takes for users to finds and order the food in the app? ● What can we learn from user steps to order food in the app? ● Is there any parts where the users getting stuck?
Key Performance Indicators (KPIs)	<ul style="list-style-type: none"> ● Time on Task ● Conversion Rates ● Drop Off Rates ● SUS
Methodology	<ul style="list-style-type: none"> ● Unmoderated Usability Study ● Location : Indonesia, Remote (in home) ● Date : Session in 20 & 21 September 2021 ● Minimum 5 Participant have to order in app and try delivery order in app, and the participants fills the form of questionnaire. ● The session in 1 hour, include presentation and introduction.
Participants	<ul style="list-style-type: none"> ● The people that participants who frequently order food at restaurants be it for business or individuals. ● 2 male, 2 female , 1 user with use of Assistive Technology. ● Age in range of 17-70 ● Incentive : food voucher.



Script

- **Intro**

Before we begin , do i have your consent to take audio recording of this interview?

I want you to know that this isn't a test, so there is no right or wrong answer.

If you have any question , dont hesitate to ask.

This data collected to help create the app that make food order quickly and easily, your answer will help us to make the app easier to use by the people.

- **Basic Question**

What is your name?

Do you live in area that have a lots of restaurant?

Do you have a favourite restaurant?

How many times in a week , you order food from restaurant?

Do you have tried order food from the app?

Do you usually order food for yourself or for a group?

- **Prompt 1**

Open the food order app in your phone , then customize the food order for yourself.

-- How easy is navigation to order the food ?

-- what was easy in navigation and what was challenging?

- **Prompt 2**

If i said , please using delivery method to order the food in the app, would you know what to do?

-- try out now, please

-- did you find anything is confusing?

- **Prompt 3**

From the customize order screen , add any food and change the quantity and write the note then checkout.

-- do you feel the process is easy to customize the order?

-- did you have any problem?

- **Prompt 4**

Finally , please checkout and complete the order via debit card payment.

-- how do you feel about payment process and what are you feel about the time it took to complete it?

- **Prompt 5**

How did you feel about the food order app overall?

What did you like in the app and you dislike about it?

Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: Try to create a new account and log in.	Welcome Page > Sign Up > Fill account data > sign up confirmation notification > Login > forgot password > Login > Fill login data > Dashboard	- Participant clicked the forgot password button , but can get back to login page.	"please add login via social media to get login faster"	1
Prompt 2: Choose one restaurant and choose one menu and bring it to customize menu screen.	Dashboard > select restaurant > Select Menu that want to order > select quantity > confirmation of order > customize menu screen	- Participant confuse to search a restaurant	"the feature was good because have confirmation notification before order"	2
Prompt 3: from customize menu, check out and get confirmation.	customize menu > select order type > choose delivery > input the address > customize the order quantity > Confirm > add notes > change payment method > look at summary > order > delivery status screen	- Participant feels intimidated because the options is complex	"the feature is confusing because complex but it is good because has many options for order"	2
Prompt 4: Give rating to the restaurant and go back to dashboard.	Delivery order > rating the restaurant > get notification success > tap on button to dashboard.	- no problem or issues.	"the status is informative because displaying a map and summary of order"	1
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

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Prompt 1: Try to create a new account and log in.	Welcome Page > Login > click on dont have account button > sign up page > fill information > sign up confirmation notification > Login > Fill login data > Dashboard	- Participant go to login page before sign up first	"i go to login page directly , think that can login via google account"	1
Prompt 2: Choose one restaurant and choose one menu and bring it to customize menu screen.	Dashboard > select restaurant in recommendation section > > click on filter feature > select filter > apply filter > Select Menu that want to order > select quantity > confirmation of order > customize menu screen	-Participant feels that task is easy because have recommendation restaurant	"the feature is complex, but is easy to find and customize"	1
Prompt 3: from customize menu, check out and get confirmation.	customize menu > select order type > choose delivery > customize the order quantity > Confirm > change payment method > look at summary > order > delivery status screen	participant feels happy because the options feature is many and can change the quantity of food in here	"i like the feature of change the quantity because i have not go back to menu screen to change the quantity"	1
Prompt 4: Give rating to the restaurant and go back to dashboard.	Delivery order > rating the restaurant > get notification success > tap on button to dashboard.	-Participants feels confident that he finished the task	The end was more smoothly than I thought	1

Azri Alauddin

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Prompt 1: Try to create a new account and log in.	Welcome Page > Sign Up page > fill information > sign up > sign up confirmation notification > Login page > fill information > Login > Dashboard	-Participant wants to access the app without creating an account	"it would be nice if can see the app and do not required login first, make the login is secondary option"	1
Prompt 2: Choose one restaurant and choose one menu and bring it to customize menu screen.	Dashboard > click icon search in dashboard > search the name of restaurant > Select Menu that want to order > select quantity > confirmation of order > customize menu screen	-Participant happy because in search feature have filter to search the restaurant that he want"	"the search function is complex , but useful to find the restaurant"	1
Prompt 3: from customize menu, check out and get confirmation.	customize menu > select order type > choose delivery > input address > Confirm > change payment method > look at summary > order > delivery status screen	- participant feel flustered	the options is confusing because have many options	2
Prompt 4: Give rating to the restaurant and go back to	Delivery order > rating the restaurant > get notification success > tap on button	- not have a problem.	"there has a summary of order, thats good and important"	1

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Prompt 1: Try to create a new account and log in.	Welcome Page > Sign Up page > fill information > sign up > sign up confirmation notification > Login page > fill information > Login > Dashboard	- participant is not like the size of font and layout	"the font is small for me , and the layout is small can you make the font bigger so the text if more visible"	2
Prompt 2: Choose one restaurant and choose one menu and bring it to customize menu screen.	Dashboard > scroll in dasboard > select one of restaurant > Select Menu that want to order > select quantity > confirmation of order > customize menu screen	-Participant looks confused -Participant as where he should go -Participant navigates around before finding product to add to cart	"the layout is very complex , im bit confusing where i should go"	2
Prompt 3: from customize menu, check out and get confirmation.	customize menu > select order type > choose delivery > input address > Confirm > change payment method > go back > customize menu > delivery status screen	- participant is go back to restaurant menu screen because confusing - feels happy because simple	the customize menu is confusing , but i get it huh" "finally i can get it"	2 1
Prompt 4: Give rating to the restaurant and go back to dashboard.	Delivery order > rating the restaurant > get notification success > tap on button to dashboard.			

Ressa M

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Prompt 1: Try to create a new account and log in.	welcome page > select login > select dont have account > sign up page > fill sign up info > sign up > confirmation sign up > login page > fills info login > login > dashboard	-Participant logged in successfully -Participant thinks it easy and feels good about it	"It kind confusing if I have to log in or not. I would rather have this clear so I could choose not log in."	1
Prompt 2: Choose one restaurant and choose one menu and bring it to customize menu screen.	Dashboard > scroll in dashboard > select search icon in dashboard > select filter > apply filter > select restaurant > Select Menu that want to order > select quantity > confirmation of order > customize menu screen	- participant add a suggestion in feature -Participant get bit confuse about the check out feature	"the confirmation was good , but in confirmation notification please add information of order, so i can ensure "	1
Prompt 3: from customize menu, check out and get confirmation.	customize menu > select order type > choose delivery > input address > Confirm > change payment method > go back > customize menu > delivery status screen	-Participant thinks that the address must stored in application so no need to input address anymore , just choose the address.	"It's important to me be able to check out fast. so add feature save the address because it I need to proceed to check out more efficiently"	2
Prompt 4: Give rating to the restaurant and go back to dashboard.	Delivery order > rating the restaurant > get notification success > tap on button to dashboard.	- no problem for participant	"the rating feature is easy and have shortcut to the dashboard menu"	1