

----- How to use this question guide

- We will generally introduce about the product before asking users to experience the application and following up with detailed questions. First, users will be asked about brand names then the rest of interview will be focused on UI/UX design.
- Questions related to detailed flows (sign up, sending money, complete profile) will be flexible accordingly to natural behaviors of users. Hence, based on their sharing, we can have follow up questions to clarify further.

**USABILITY TEST PERMISSION TO RECORD & NON DISCLOSURE AGREEMENT**

Thank you for participating in our usability test. We will be recording your session to allow our project members who are unable to be here today to observe your session and benefit from your feedback, as well as to thoroughly analyse this session after its end.

Please read the statement below and sign where indicated.

I understand that my usability test session will be recorded. I grant permission to use this recording for internal use only, for the purpose of improving the product being tested. Additionally, I also agree that I shall not make use of, disseminate, or in any way disclose any Confidential Information to any person, firm or business, except for use in this usability test session.

Signature

Name

\_\_\_\_\_

\_\_\_\_\_

Date

\_\_\_\_\_

----- Introduction

## **USER INTERVIEW GUIDE**

Thank you for participating in our user interview. We will be recording your session to allow our project members who are unable to be here today to observe your session and benefit from your feedback.

Hello Mr/Ms \_\_\_\_\_, thank you for coming.

My name is {Name of facilitator} from SmartNet and I'm going to walk you through the session today.

Before we start I have some information for you.

This is a new product — a new mobile application that will create a platform to make life easier by quick & easy applying for a loan, managing personal finance effectively. We are now at the beginning stage with some main features of the application..

We're currently testing our new digital experience and to learn as much as we can about the way people use it. The session will take around 30 minutes. Please remember, that we're testing our digital experience not you. Don't worry at all about making any mistakes.

During the whole test, please try to think out loud. Share anything that's in your mind. Tell me what you are looking at on the screen, what your thoughts are, what you like and what don't you like, et cetera. We want to learn about your honest reactions.

Do you have any questions so far?

If you have any doubts during the test, feel free to ask any questions. We want to learn about your experience and I'll be glad to answer all your questions thoroughly after the test.

Also, I hope you don't mind, but I'm going to take notes. It helps me with analyzing the session. If you feel ready, let's begin.

[pause for respondent's reply]

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----- Questions

**Icebreaker**

1. So, Mr/Ms \_\_\_\_\_, first of all, do you mind telling us your age range?  
18 - 24  
25 - 34  
35 - 44  
45 - 54  
55 Above
2. If you have a bank account, which one is it?  
How are you feeling about their services?
3. Have you ever known or used any e-wallet?  
If yes, how do you feel about it?

**Brand Names**

This is a new mobile application that will create a platform to make your life easier by quick & easy applying for a loan, managing personal finance effectively. Additionally, you will belong to a supportive community. Hence, we create some options as brand names for this application.

Please kindly share with us your opinions about these names.

*Follow up questions*

- Which one do you like the most? Why?
- Which ones will be your second choice? Why?
- (Open questions) What do you feel about these brand names?

**In app testing**

## **ON-BOARDING**

Imagine that you wish to make any payment or apply for a loan as easy as possible. And you have just been recommended by a friend or family member to try out a brand new app to meet your goals.

Please open the app, and browse around. Please explore the app and then tell us your first impression.

### Follow up questions

- If you find it helpful and easy, please let us know what you like
- If you find it confusing at any point, please also let us know

## **SIGN UP**

Tell us how you would do it according to what you see on the screen. When you complete your registration, please share your thoughts and feelings for each step what you have done during your journey.

## **MY WALLET**

Do you think these available features are going to be useful to you? Why?

## **SENDING MONEY**

Tell us how you would do it accordingly to what you see on the screen. When you complete sending money to a friend, please share your thoughts and feelings for each step what you have done during your journey.

## **REPORT**

Do you think current features and information available are going to be useful to you? What makes you confused? Why?

## **UPDATE PERSONAL PROFILE**

Tell us how you would do it accordingly to what you see on the screen. When you complete your personal profile, please share your thoughts and feelings for each step what you have done during your journey.

## **ACCOUNT SETTING**

Tell us how you would do it accordingly to what you see on the screen. Do you think current features and information available are enough for you? Why?

Do you have any thoughts about security for your account? Please have a look at these options to guarantee your security. Do you think current features and information available is going to be helpful enough to you? Please tell us why.

## **BECOME A MERCHANT**

Imagine you want to use this app to support your business or sell something. Please share with us your opinions about this opportunity. If you want to become a merchant, tell us how you would do it accordingly to what you see on the screen.

### ***Open question***

Apart from those topics we have already discussed, are there any difficulties you haven't found an effective solution yet? Please feel free to describe those difficulties as details as possible.

----- Closure

Do you have any additional suggestions for us?

[pause for 5 seconds] Thanks for your time.