

Home page of tested website



Purpose & Goals of Usability Testing

Resort World Sentosa wants a usability test to see if visitors can complete their bookings smoothly, and to find any issues during the booking process before they proceed to payment, so they can improve the booking process and if they're happy with the service online.

Test Goals :

- 1) Users can book a hotel room to stay for their trip
- 2) Users can reserve a table to dine in the restaurant
- 3) Users can book tickets to visit attractions

Usability Metrics Data Collection

The following are the usability metrics that were collected for all test goals scenarios

- 1) Task Completion Rate / Success Rate
- 2) Time to Task / Task Time
- 3) Number of Errors / Mistakes
- 4) Usability Problems
- 5) Task Level Questionnaire (Ease of Use)
- 6) Test Level Questionnaire (Satisfaction Rate)

Usability Test Scenarios

The following are the scenarios that were used for validating the test goals :

Goal 1: Users can book a hotel room to stay for their trip

Scenario 1: You want to book a hotel stay for 3 days and 2 nights in Resort World Sentosa for your wedding anniversary on [rwsentosa.com](https://www.rwsentosa.com). Go to Menu to select the hotel of your choice and choose your preferred room, and stop before payment. (3 mins)

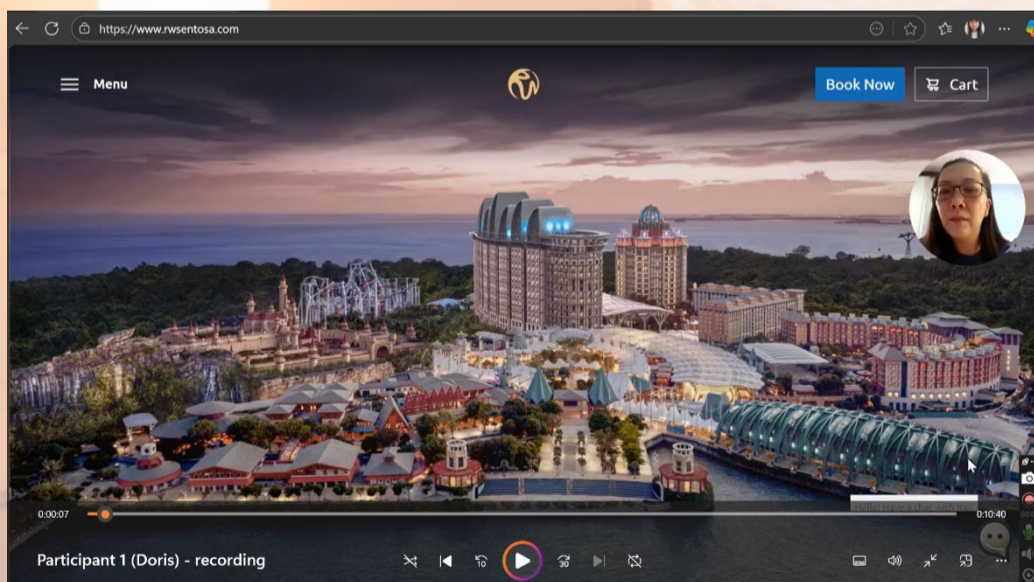
Goal 2: Users can reserve a table to dine in the restaurant

Scenario 2: You want to reserve a table at Ocean Restaurant to have dinner with your significant other. Go to Menu and make a table reservation at Ocean Restaurant, and stop before entering credit card details. (2mins)

Goal 3: Users can book tickets to visit attractions

Scenario 3: You want to visit the Royal Albatross attraction on the second day of your stay at Resort World Sentosa. Go to Menu and book tickets for the Royal Albatross attraction, and stop before payment. (3mins)

Usability Testing



Participant 1



Participant 2

Datalogger

| Usability Testing Tasks Observation | | | | | |
|-------------------------------------|---|-------------|--------------|--|---|
| Task No. | Task Details | Pass / Fail | Time | Errors Observation (What is the error) | Details on why the error happened |
| 1 | You want to book a hotel stay for 3 days and 2 nights in Resort World Sentosa for your wedding anniversary on rwsentosa.com . Go to Menu to select the hotel of your choice and choose your preferred room, and stop before payment. (3 mins) | Pass | 1 min 52 sec | She put both her first name and last name in the "First Name" box, but quickly recovered. | She might've been rushing to complete the task as soon as possible, so she put her first name and last name in the same box instead of their respective boxes without thinking. |
| 2 | You want to reserve a table at Ocean Restaurant to have dinner with your significant other. Go to Menu and make a table reservation at Ocean Restaurant, and stop before entering credit card details. (2mins) | Pass | 55 sec | She put both her first name and last name in the "First Name" box, but quickly recovered. | She might've been rushing to complete the task as soon as possible, so she put her first name and last name in the same box instead of their respective boxes without thinking. |
| 3 | You want to visit the Royal Albatross attraction on the second day of your stay at Resort World Sentosa. Go to Menu and book tickets for the Royal Albatross attraction, and stop before payment. (3mins) | Pass | 1 min 40 sec | She accidentally misspelled her last name, but quickly recovered. She also kept scrolling up and down when filling in billing details. | She found that the billing details page was too wordy, hence made her confused on which box she should fill up and which ones are optional. |

| Usability Testing Tasks Observation | | | | | |
|-------------------------------------|---|-------------|--------------|--|--|
| Task No. | Task Details | Pass / Fail | Time | Errors Observation (What is the error) | Details on why the error happened |
| 1 | You want to book a hotel stay for 3 days and 2 nights in Resort World Sentosa for your wedding anniversary on rwsentosa.com . Go to Menu to select the hotel of your choice and choose your preferred room, and stop before payment. (3 mins) | Fail | 2 min | Didn't select 2 as the number of guests, instead the participant just skipped when choosing number of pax staying in the hotel. | He might've been rushing to complete the task as soon as possible, and missed out inputting the number of guests |
| 2 | You want to reserve a table at Ocean Restaurant to have dinner with your significant other. Go to Menu and make a table reservation at Ocean Restaurant, and stop before entering credit card details. (2mins) | Fail | 1 min 7 sec | Participant didn't choose the correct date, instead he chose a date before his stay. He also didn't select 2 as the number of guests. | He might have forgotten the date he had chosen for his stay at the hotel, so he keyed in a random table reservation date. He was also rushing to complete the task as soon as possible, so he keyed in the wrong number of guests. |
| 3 | You want to visit the Royal Albatross attraction on the second day of your stay at Resort World Sentosa. Go to Menu and book tickets for the Royal Albatross attraction, and stop before payment. (3mins) | Fail | 3 min 34 sec | The participant was confused between 6:48-6:59 minutes after clicking "Book Now" and could not find Royal Albatross, but restarted at 7:00 minutes and completed the reservation. He chose an incorrect booking date despite the instruction to book on the second day of his stay. At 7:28 minutes, he felt slightly frustrated while selecting a purchase option, scrolling until he decided at 7:42 minutes. He added tickets for the Birthday Treat package but clicked "Add to Cart" for the Sunset Dinner Cruise Package, which prevented him from moving on to the next step, so he redid the attraction booking at 8:14 minutes, which went smoothly, but at 9:28 minutes he selected "Birthday" instead of "Anniversary." | There were two "Book Now" buttons on the same page, both serving different purposes (The one on the top right is to book other attractions, while the one he saw when he scrolled down is to book tickets for the Royal Albatross specifically). Due to impatience, he might've forgotten the instructions to book tickets for the attraction on the second day of the stay, so he selected a random date instead. He had also forgotten that the special occasion mentioned is Wedding Anniversary. |

Results Overview

Success / Failure Rate :

| | Scenario 1 | Scenario 2 | Scenario 3 |
|-------|------------|------------|------------|
| Doris | Success | Success | Success |
| John | Failure | Failure | Failure |

Success Rate: (3/6) x 100 = 50%

Time to task :

| | Doris | John | Result |
|---------------------|--------------|--------------|------------|
| Scenario 1 (3 mins) | 1 min 52 sec | 2 min | 2/2 passed |
| Scenario 2 (2 mins) | 55 sec | 1 min 7 sec | 2/2 passed |
| Scenario 3 (3 mins) | 1 min 40 sec | 3 min 34 sec | 1/2 passed |

Results Overview

No. of usability issues:

| Scenario | No. of usability issues |
|--|-------------------------|
| Scenario 1 - You want to book a hotel stay for 3 days and 2 nights in Resort World Sentosa for your wedding anniversary on rwsentosa.com. Go to Menu to select the hotel of your choice and choose your preferred room, and stop before payment. | 2 |
| Scenario 2 - You want to reserve a table at Ocean Restaurant to have dinner with your significant other. Go to Menu and make a table reservation at Ocean Restaurant, and stop before entering credit card details. | 3 |
| Scenario 3 - You want to visit the Royal Albatross attraction on the second day of your stay at Resort World Sentosa. Go to Menu and book tickets for the Royal Albatross attraction, and stop before payment. | 6 |
| Total No. of Issues | 11 |

Results Overview

Self – Reported Metrics :

| Description | Average Score (5 Point Likert Scale) |
|---|--------------------------------------|
| Overall satisfaction rating of website with rwsentosa.com | (4 + 5) / 2 = 4.5 |
| Ease of completing all the tasks | (4.67 + 5) / 2 = 4.83 |

Problems identification and recommendations

Problem identified: Two “Book Now” buttons on the same page, each serving different purposes.

Recommendation: Remove the “Book Now” button at the top right of the screen, as this button is for booking other attractions.

Problem identified:

- Multiple “Add to Cart” buttons
- The dropdown list for one package did not collapse when another package is chosen.

Recommendation:

- Put only one “Add to Cart” button at the bottom of the page
- Make the dropdown list for one package automatically collapse when another package is chosen

Problem identified: Entire page very wordy, too many details to fill up

Recommendation: Reduce the number of visible form fields by asking only for essential information during checkout and hiding non-critical questions behind optional or expandable sections.

Problem identified: No way to prevent users from entering incorrect details

Recommendation: Add a confirmation pop-up when users click “Book Now” to ensure they have keyed in the correct details before continuing the booking processes

Room & Guests

1 Room, 1 Adult, 0 Child

Problem identified: Incorrect icon used to represent the room selection and number of guests per room. Can be interpreted as requesting for specific bed size.

Recommendation: Change the icon to this:

Problem identified: Users had to click “Menu” in order to view the categories, which causes a slight delay when it comes to search for different categories.

Recommendation: Put all the categories in a visible task bar at the top of the screen