USABILITY TESTING FOR A LDCP FROM AN END USER PERSPECTIVE
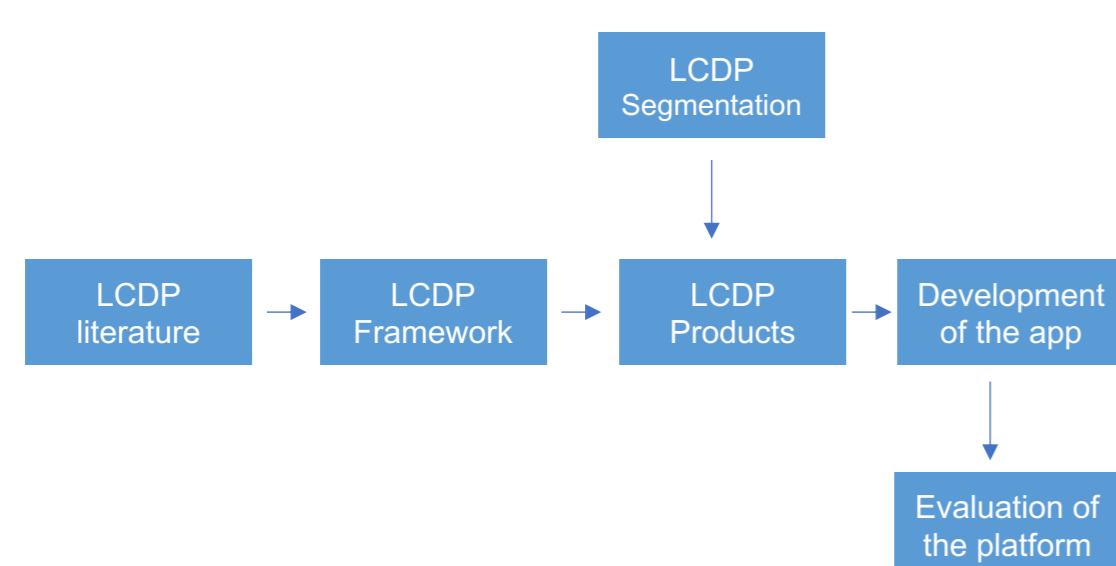
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Introduction

➤ Low-Code development / programming platforms are "a set of tools for programmers and non programmers. It enables quick generation and delivery of business applications with minimum effort for the installation and configuration of environments and training and implementation(Waszkowski, 2019).

- The main goal of this research is to introduce the usage for a LCDP for developing a mobile application by a citizen developers.
- Main research Questions:
  - > To which extent is using Low-Code development platforms to develop a mobile application is easy to be used by citizen developers?
  - > What are the users' perception about the usability of a mobile application developed in a LCDP.

Methods

- Review of literature related to LCDP
- A qualitive research methodology
  1. Case Study method
  2. Research Design
- Review of usability testing standards
  1. Satisfaction
  2. Efficiency
  3. Effectiveness
- Conducting a Usability testing
  1. Sample size: 10
  2. LCDP Platform: Out systems
  3. Application: Phone contact
- Data Collection:
- Survey after testing the platform
- Individual interview
- Likert scale to get insight into participants opinions

Data Analysis

➤ Our participants were within the targeted age range of 23 to 35 years. The most common occupation was "employees", with a different educational background. The participants included software developers, computer science, animation, and business education majors.
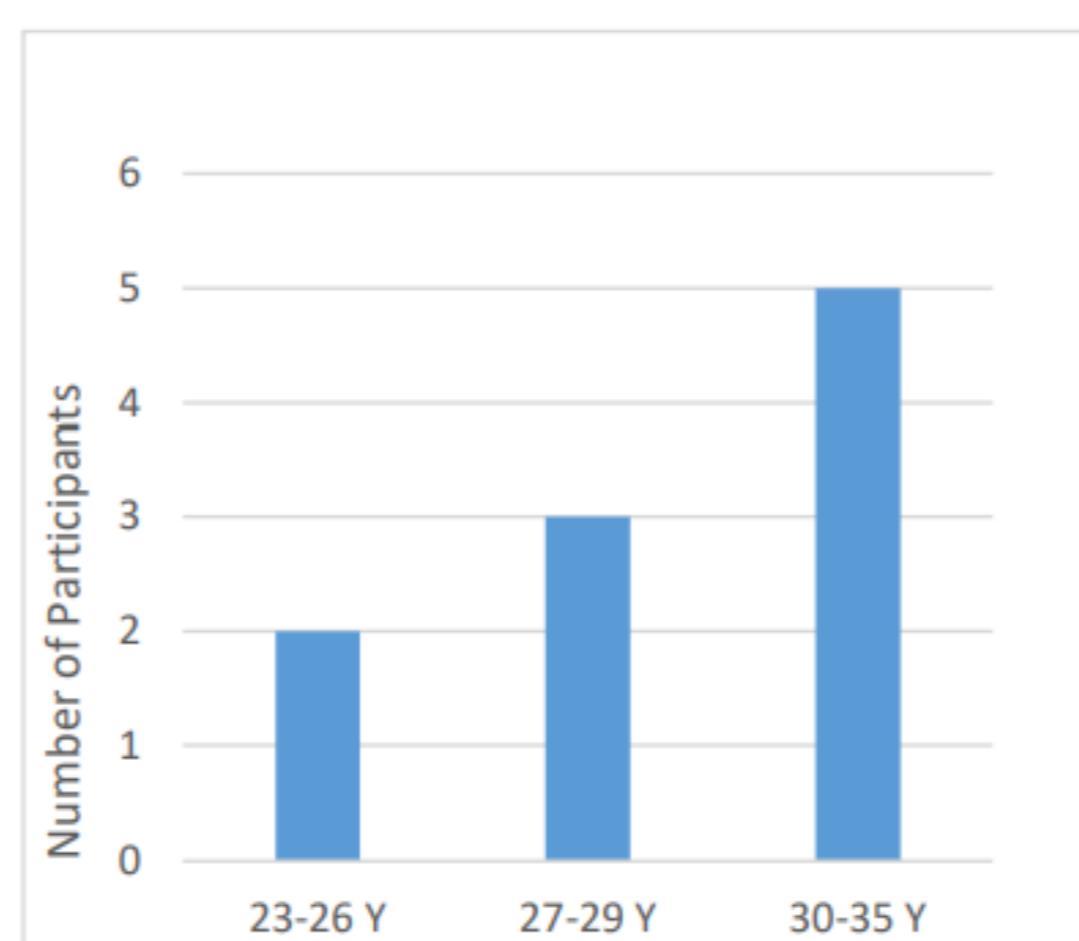
Chart A: Age of the participants
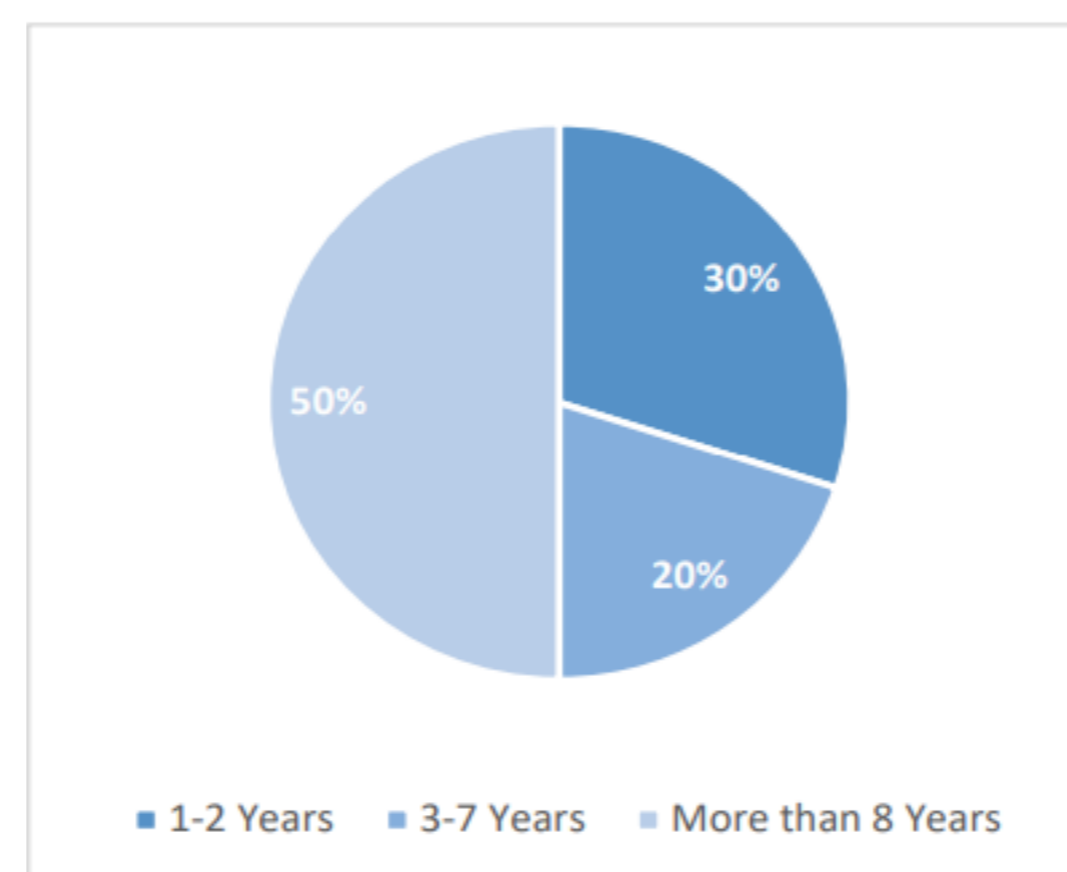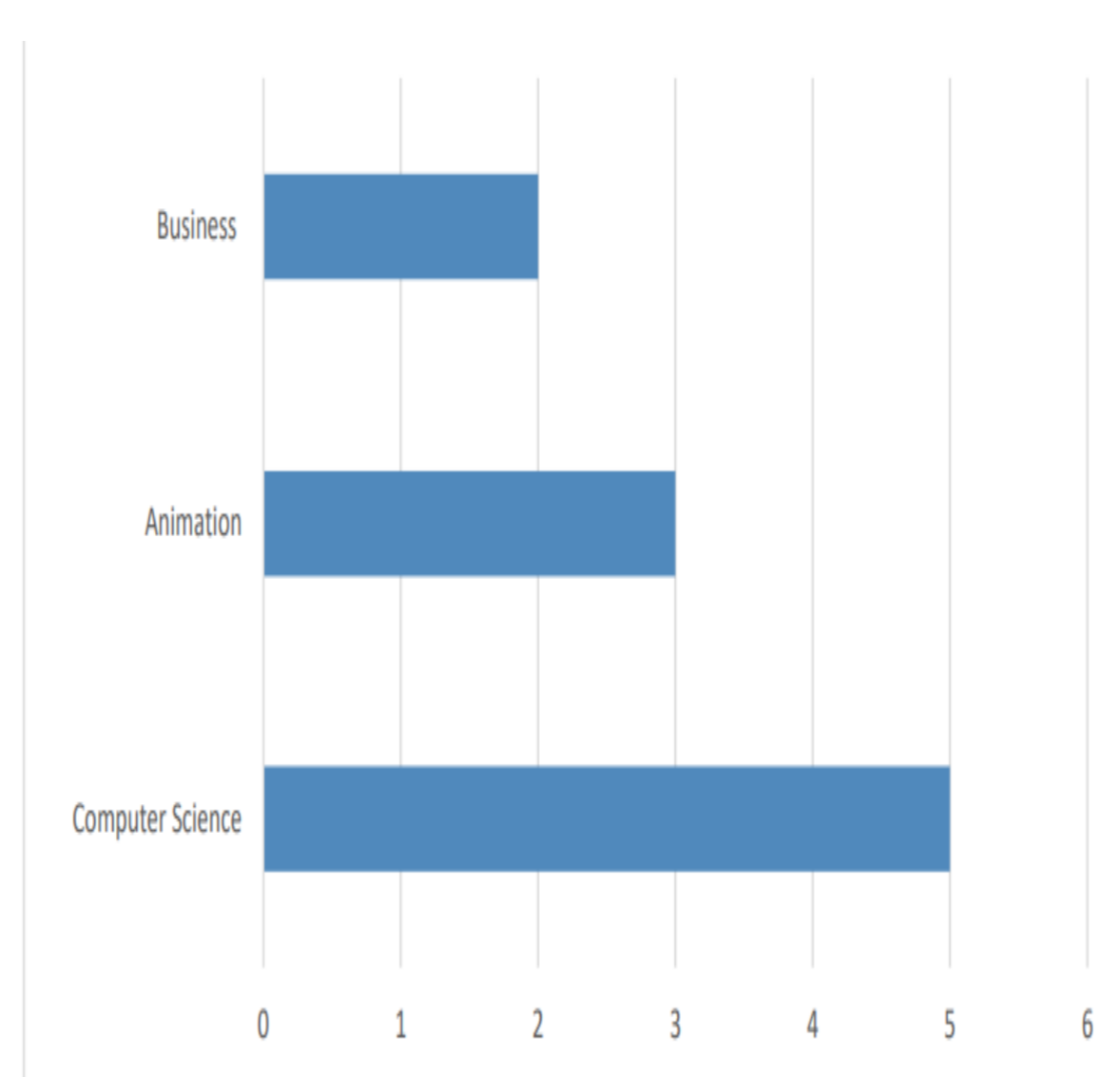
Chart B: years of experience

Chart C: Majors of the participants

Results

➤ positive on all three dimensions of usability.

	1	3	4	5	6	7	8	9	10	11
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	10.00%	20.00%	0.00%	60.00%	0.00%
Disagree	0.00%	30.00%	0.00%	20.00%	20.00%	20.00%	20.00%	0.00%	10.00%	0.00%
Neutral	10.00%	0.00%	40.00%	30.00%	30.00%	30.00%	30.00%	40.00%	0.00%	0.00%
Agree	30.00%	0.00%	10.00%	10.00%	0.00%	0.00%	40.00%	20.00%	0.00%	30.00%
Strongly Agree	60.00%	70.00%	50.00%	40.00%	50.00%	40.00%	0.00%	40.00%	30.00%	70.00%

Conclusion.

➤ The assumption about Low-code mobile development is valid as its enables non-professional developers to contribute to application development.

➤ The possibility to develop a low code solution reduced processing time, thus increasing the number of people that can assist in the digital transformation

➤ The usability of the developed application seemed to be excellent on all three dimensions

➤ That the users' perceived usability of the mobile applications and the usability is heavily dependent on the context of use.

➤ The important role of IT- professionals as these platforms and other technologies are still depending on them because they have to run with the underlying IT infrastructure in mind

References.

Waszkowski, R. (2019). Low-code platform for automating business processes in manufacturing. IFAC-PapersOnLine, 52(10), 376–381. https://doi.org/10.1016/j.ifacol.2019.10.060

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KNOWLEDGE IN ACTION