

**Course Title:** Research Methodology in Computer Science  
**Course Code:** AI800  
**Weighting:** 20%  
**Lecturer:** Dr. Mohammed Anbar  
**Hand-out Date:** 20 June 2026  
**Hand-in Date:** 04 July 2026  
**Hand-in Method:** Online Submission via E-Learning.

**Student Name:** Emad Ahmad Al-Rubeh  
**ID:** 232002310  
**Assignment:** 1  
**Research Title:** Evaluating UX and Accessibility in Mobile Dashboards

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# Evaluating UX and Accessibility in Mobile Dashboards

## 1. Introduction:

- **Background of the Study:**

In contemporary business environments, Mobile Business Intelligence (mBI) has transitioned from being a luxury to a vital requirement. Decision-makers are increasingly dependent on mobile dashboards for immediate insights, which presents a design dilemma: the challenge of accommodating high-dimensional data density within the limitations of small screens and human cognitive capabilities. As a result, the central challenge in mobile engineering lies in harmonizing intricate data visualization with simplistic user experience (UX) and accessibility standards.

- **Problem Statement:**

- Corporate users experience cognitive overload when interacting with complex, multi-dimensional visualizations on mobile devices. Given the constraints of human cognitive capacity, cluttered interfaces-such as 3D charts or frequent data updates-demand unnecessary cognitive effort for interpretation. This burden diminishes operational efficiency, resulting in slower decision-making, task delays, and increased visual fatigue.
- This problem is exacerbated by a lack of digital inclusivity. Most business dashboards do not comply with international accessibility standards like WCAG 2.1. Automated evaluations often overlook structural shortcomings such as illogical screen reader focus or insufficient alt-text for charts. Consequently, millions of users with visual, motor, or cognitive impairments are excluded from crucial corporate analytics due to poorly optimized mobile designs.

- **The Research Gap:**

Literature analysis reveals a significant research gap, characterized by distinct polarization across three main academic areas:

- **The Expert-User Disconnect:** Traditional heuristic evaluations depend on rigid expert assessments that fail to consider the unpredictable stress and distractions users encounter in real-world operational settings.
- **The Sterile Laboratory Bias:** Empirical studies utilizing eye-tracking often occur in artificial, distraction-free settings, lacking the ecological validity to predict performance under dynamic conditions.

- **The Data Density Paradox:** Neurocognitive frameworks advocate for minimalist designs to reduce cognitive load, yet professionals often find these overly simplified interfaces frustrating, as they require detailed data for complex decision-making.

Currently, no unified methodology exists to reconcile these contradictions. This research addresses this gap by integrating these fragmented paradigms into a comprehensive, multi-faceted framework that balances data density, cognitive workload, and accessibility compliance.

## 2. Literature Review & Critical Analysis

### 2.1. Individual Paper Summaries and Critiques

- **Al-Sarray & Hussain (2022)**

- **Title:** *Evaluating Usability of Mobile Business Intelligence Dashboards: A Heuristic Approach.*

#### A. Comprehensive Summary:

- **Objectives:** The study examines the inefficacies of applying generic web-usability methods to complex, data-intensive enterprise applications on mobile devices.
- **Methods Employed:** Researchers developed 12 specialized usability heuristics tailored for mobile Business Intelligence (mBI) dashboards and validated them through a heuristic evaluation with five Human-Computer Interaction (HCI) experts.
- **Key Findings:** The specialized criteria outperformed standard frameworks like Nielsen's, achieving a 35% higher detection rate of critical UI/UX and architectural layout flaws.

#### B. Critical Analysis:

**Strengths:** The study provides an efficient, cost-effective diagnostic tool for software development. By concentrating on specialized heuristics, it fills a crucial gap in front-end design, illustrating that analytical software requires tailored usability metrics rather than generic web-design principles.

#### C. Weaknesses & Data Source Limitations:

The methodology faces a notable limitation due to its exclusive reliance on an expert-centric paradigm. The small sample size of five auditors presents

a statistical constraint, but more critically, the complete exclusion of actual end-users creates an idealized academic perspective that fails to account for real-world operational workflows or environmental stress.

- **Power & Freire (2023)**

- **Title:** *Mobile Accessibility: Testing WCAG 2.1 Compliance on Smartphone Dashboards.*

**A. Comprehensive Summary:**

- **Objectives:** This study assessed digital inclusivity in mobile analytical interfaces, measuring their compliance with international accessibility standards.
- **Methods Employed:** The researchers adopted a hybrid approach, combining automated accessibility tools with manual testing by a group of 12 legally blind or visually impaired individuals performing data retrieval tasks.
- **Key Findings:** The study uncovered significant accessibility shortcomings; notably, 82% of audited dashboards lacked descriptive alternative text for visualizations, and many had illogical focus orders that caused screen readers to misinterpret data sequences.

**B. Critical Analysis:**

**Strengths:** This paper effectively highlights the systemic exclusion of impaired professionals from mobile data analytics. By combining automated scans with manual user testing, it demonstrates that automated tools alone cannot interpret complex visual logic, emphasizing the need for human-centered compliance.

**C. Weaknesses & Data Source Limitations:**

The primary limitation is the study's narrow scope. A sample of 12 participants is statistically inadequate for broad generalizations. Furthermore, limiting the data to healthcare applications on a single operating system (Android) ignores crucial cross-platform behavioral differences, such as those found on iOS.

- **Harrison, Flood, & Duce (2021)**

- **Title:** *Mixed-Methods Evaluation of User Experience in Mobile Analytics Applications.*

**A. Comprehensive Summary:**

- **Objectives:** This study assessed how users interact with complex mobile analytics and whether subjective satisfaction correlates with actual task performance.
- **Methods Employed:** Using a convergent parallel mixed-methods design, the study tracked 45 participants performing analytic tasks-measuring completion times, error rates, and System Usability Scale (SUS) scores-while employing Think-Aloud protocols and semi-structured interviews.
- **Key Findings:** A significant psychological disconnect emerged: users reported high satisfaction scores even when their actual performance was slow and error-prone. This underscores the necessity of mixed-methods research to capture nuanced behaviors that quantitative or qualitative data alone might miss.

**B. Critical Analysis:**

**Strengths:** This research holds high methodological validity by exposing the disconnect between high user satisfaction and poor objective performance. It provides a compelling argument against relying solely on post-interaction questionnaires, demonstrating that the triangulation of verbal protocols with statistical logs is vital for a multi-dimensional understanding of user experience.

**C. Weaknesses & Data Source Limitations:**

The primary drawback is the significant resource overhead. Collecting, transcribing, and coding qualitative "think-aloud" data while simultaneously tracking quantitative metrics is time-consuming and costly. This intensity limits the framework's scalability, making it largely impractical for the fast-paced demands of commercial Agile development.

- **Zhang & Tegarden (2024)**

- **Title:** *Cognitive Load and Data Visualization on Mobile Screens: An Empirical Study.*

**A. Comprehensive Summary:**

- **Objectives:** The study aimed to physiologically and mathematically isolate the impact of specific visualization elements on cognitive load and decision-making accuracy under the constraints of mobile displays.
- **Methods Employed:** Researchers conducted a controlled laboratory experiment with 30 participants, utilizing stationary eye-tracking hardware to monitor involuntary biometric indicators (pupil dilation and fixation counts) and cross-validating these results with the NASA Task Load Index (NASA-TLX).
- **Key Findings:** The data confirmed that complex visualizations-specifically 3D charts and unnotified dynamic updates-trigger neurocognitive overload. This results in a 40% decline in decision-making accuracy and a significant increase in visual search times.

**B. Critical Analysis:**

**Strengths:** The paper demonstrates exceptional empirical rigor. By utilizing involuntary biometric indicators-such as pupil dilation-the research remains immune to the subjective bias and self-reporting inflation that often compromise user questionnaires. It establishes concrete, objective physiological baselines for measuring mental strain.

**C. Weaknesses & Data Source Limitations:**

The study suffers from low ecological validity. By isolating participants in a sterile, silent, and motion-restricted laboratory to maintain eye-tracker calibration, the research fails to replicate real-world mobile usage, which often occurs during transit or amidst workplace distractions. Furthermore, the methodology overlooks individual variations in cognitive traits and domain expertise among participants.

- **Calvo et al. (2022)**

- **Title:** *A Hybrid Framework for Automated and Manual Accessibility Assessment in Mobile Interfaces.*

**A. Comprehensive Summary:**

- **Objectives:** This study aimed to develop and validate a unified evaluation framework that integrates the efficiency of automated algorithmic scans with the nuanced accuracy of manual human testing.
- **Methods Employed:** Researchers conducted a comparative hybrid evaluation of five public-sector mobile interfaces, involving a diverse group of 20 participants with visual and fine-motor impairments.
- **Key Findings:** Results demonstrated that standalone automated tools are insufficient, detecting only 45% of accessibility flaws. The proposed hybrid framework achieved a detection rate exceeding 95%, successfully capturing complex gesture errors and nuanced motor-interaction hurdles.

**B. Critical Analysis:**

**Strengths:** The framework provides a structured roadmap for engineering teams, proving that effective software audits must be hybrid. It successfully bridges the gap between mechanical automation and human-centered empathy in interface engineering, establishing a more reliable standard for accessibility.

**C. Weaknesses & Data Source Limitations:**

The framework exhibits a significant operational flaw: the absence of a built-in prioritization mechanism or severity classification for detected errors. Without a structured triage system, developers are left with a massive, unsorted log of issues, making it difficult to distinguish between minor glitches and critical flaws that require immediate remediation.

- **Martins & Gomes (2025)**

- **Title:** *Designing Accessible Software Dashboards: Challenges and Best Practices for Mobile Developers.*

**A. Comprehensive Summary:**

- **Objectives:** This study shifted the focus from end-users to the engineering pipeline, investigating the structural, cultural, and systemic barriers that

prevent development teams from implementing accessible mobile dashboards from the inception of a project.

- **Methods Employed:** Utilizing a qualitative multiple-case study design, the researchers conducted in-depth interviews with 15 active frontend developers and UI/UX designers, while also performing a comprehensive review of their production code samples.
- **Key Findings:** The study determined that the primary obstacle to digital accessibility is structural rather than technological. Accessibility testing tools remain siloed from CI/CD pipelines, a problem exacerbated by a widespread lack of professional literacy in inclusive design, which leads teams to consistently prioritize rapid deployment over user accessibility requirements.

## **B. Critical Analysis:**

**Strengths:** This paper provides a valuable, pragmatic look at the root causes of accessibility failures in software development. By focusing on the developers, it shifts the academic discourse from simply documenting technical flaws to understanding the structural and cultural reasons why these issues are introduced into the codebase in the first place.

## **C. Weaknesses & Data Source Limitations:**

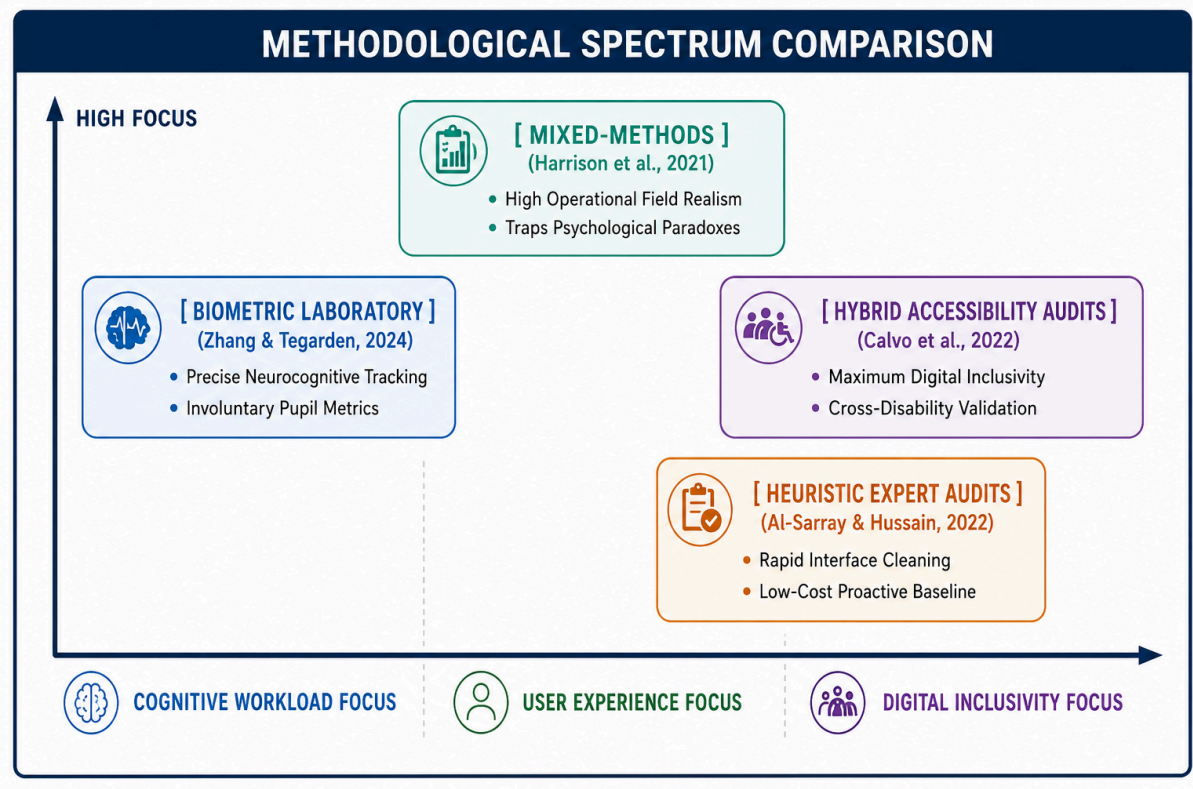
The study relies heavily on the subjective perspectives, personal justifications, and professional biases of the 15 interviewed developers. A critical omission is the lack of direct observation or feedback from the end-users themselves, resulting in an unbalanced, one-sided data source that reflects only the developer's experience rather than the user's reality.

## 2.2. Table of Reviewed Papers

| Author(s) & Year                          | Title                                                                                         | Methodology Employed                                                                                                  | Key Findings                                                                                                                                 | Weaknesses & Limitations                                                                                                            |
|-------------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>Al-Sarray &amp; Hussain (2022)</b>     | Evaluating Usability of Mobile Business Intelligence Dashboards: A Heuristic Approach         | Heuristic Evaluation (HE) with 5 HCI expert auditors testing domain-specific rules.                                   | Specialized heuristics achieved a 35% higher detection rate of UI/UX flaws compared to generic models.                                       | Omits actual end-users; sample size of 5 experts limits statistical significance; lacks operational real-world testing.             |
| <b>Power &amp; Freire (2023)</b>          | Mobile Accessibility: Testing WCAG 2.1 Compliance on Smartphone Dashboards                    | Hybrid evaluation combining automated scans with manual user testing (12 visually impaired individuals).              | 82% of audited dashboards lacked descriptive alternative text; widespread absence of logical focus orders.                                   | Narrow context (focused exclusively on healthcare apps running on Android); small participant sample limits generalization.         |
| <b>Harrison, Flood, &amp; Duce (2021)</b> | Mixed-Methods Evaluation of User Experience in Mobile Analytics Applications                  | Convergent Parallel Mixed-Methods (Quantitative: $N=45$ execution logs + SUS; Qualitative: Think-Aloud + interviews). | Proved a psychological disconnect: subjective user satisfaction metrics (SUS) remained high despite poor objective task performance.         | High operational resource overhead; intensive manual transcription/coding limits viability in commercial Agile cycles.              |
| <b>Zhang &amp; Tegarden (2024)</b>        | Cognitive Load and Data Visualization on Mobile Screens: An Empirical Study                   | Controlled laboratory experiment ( $N=30$ ) utilizing eye-tracking biometrics paired with subjective NASA-TLX.        | 3D charts and unnotified dynamic layout refreshes cause neurocognitive overload, destroying decision accuracy by 40%.                        | Low ecological validity due to an artificial, distraction-free lab environment; neglects individual variations in domain expertise. |
| <b>Calvo et al. (2022)</b>                | A Hybrid Framework for Automated and Manual Accessibility Assessment in Mobile Interfaces     | Hybrid framework evaluation across 5 live public-sector interfaces involving 20 visual/motor-impaired users.          | Standalone automated tools caught only 45% of accessibility issues, whereas the hybrid approach caught over 95%.                             | Fails to incorporate an error-prioritization or severity classification matrix, leading to developer layout fatigue.                |
| <b>Martins &amp; Gomes (2025)</b>         | Designing Accessible Software Dashboards: Challenges and Best Practices for Mobile Developers | Qualitative multiple-case study featuring interviews with 15 software developers and comprehensive code reviews.      | Found that accessibility tools are structurally isolated from CI/CD pipelines; cultural emphasis on deployment speed hurts inclusive design. | Highly reliant on the subjective self-reporting and personal professional biases of developers; entirely lacks end-user validation. |

## 2.3. Empirical Performance Mapping Chart:

The diagram below charts the trade-offs of the chosen evaluation architectures across the six reviewed papers along three critical axes: Ecological Validity (real-world realism), Data Granularity (analytical depth), and Accessibility Inclusivity.



- **Visual Parameter Comparison**

To effectively compare how these various methodologies measure up against each other's parameters, consider the following performance spectrum:

- **Heuristic Approaches (Paper 1):** High operational speed, low user empathy, completely blind to real-world workplace ambient stressors.
- **Biometric and Laboratory Approaches (Paper 4):** Flawless neurocognitive accuracy, but fundamentally confined to sterile environments that do not mirror standard mobile usage.
- **Mixed-Methods and Hybrid Approaches (Papers 2, 3, 5):** Exceptional human-centered depth and inclusivity metrics, but highly resource-intensive to implement in rapid production cycles.
- **Developer Workflow Studies (Paper 6):** Focuses on architectural pipeline insulation rather than front-end performance logs.

## 2.3. Connections and Conflicts:

The reviewed literature exhibits a foundational convergence regarding the inherent tension between constrained mobile screen real estate and the necessity of displaying dense analytical insights. Collectively, these studies demonstrate that the design of mobile dashboards is not merely a cosmetic challenge, but an operational bottleneck that directly impacts human cognition and digital inclusivity.

These studies dynamically cross-reference each other's themes: the structural and visual layout flaws identified through expert reviews directly induce the heightened mental strain and visual fatigue captured by biometric cognitive load studies. This consensus underscores that suboptimal visualization practices do not merely impair the user interface; they demonstrably degrade decision-making accuracy and amplify cognitive friction.

Furthermore, a significant methodological intersection is observed in the transition toward hybrid, multi-method evaluation frameworks. The literature reveals a paradigm shift away from single-modality testing. Modern usability evaluations increasingly pair quantitative system metrics-such as task completion times and error rates-with qualitative protocols like "Think-Aloud" feedback. Similarly, the accessibility literature highlights a critical procedural consensus: standalone automated compliance tools are structurally insufficient. To achieve true operational validity, automated scans must be cross-validated with manual user testing that specifically incorporates the lived experiences of individuals with visual and motor impairments.

## 2.4. Epistemological and Methodological Conflicts:

Despite a shared commitment to optimizing mobile dashboard interfaces, significant epistemological and philosophical contradictions emerge when analyzing the evaluation environments and the definitions of "success" across the literature:

- **The Authority of Usability Quality (Experts vs. End-Users):** A sharp philosophical tension exists regarding the definitive validator of an interface. Traditional heuristic frameworks operate on the assumption that expert-led audits, guided by standardized rubrics, are sufficient to preemptively identify critical flaws. This expert-centric paradigm is challenged by empirical and mixed-methods studies, which demonstrate that field users encounter unpredictable friction points-often driven by operational stress, cognitive interruptions, and workplace context-that standardized design rubrics routinely overlook.
- **Environmental Validity (Sterile Laboratories vs. Dynamic Ecology):** The literature reveals a persistent divide between laboratory idealism and the dynamic reality of mobile usage. While neurocognitive studies rely on

controlled laboratory environments to isolate variables like pupil dilation via fixed eye-trackers, these settings often lack ecological validity. Because mobile dashboards are inherently consumed during transit or amidst ambient workplace noise, laboratory-derived baselines frequently fail to predict real-world human performance accurately.

- **The Data Density Paradox (Information Granularity vs. Cognitive Comfort):** A fundamental contradiction appears regarding optimal data presentation. Neurocognitive research posits that reducing data density and visual clutter is essential to mitigating cognitive load. Conversely, qualitative feedback from industry professionals reveals a divergent preference: expert decision-makers often express frustration with over-simplified interfaces, indicating a willingness to accept elevated cognitive workloads in exchange for raw, high-dimensional data granularity.

### 3. References

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