EVALUATION OF THE PERSUASIVE DESIGN PRINCIPLES IN A WEB-BASED PRAYER APP

OLANIPEKUN, SAMUEL OKIKIOLUWA (20PCG02291)

APRIL, 2023

EVALUATION OF THE PERSUASIVE DESIGN PRINCIPLES IN A WEB-BASED PRAYER APP

BY

OLANIPEKUN, SAMUEL OKIKIOLUWA (20PCG02291) BSc. Computer Science, Oduduwa University, Osun State

A DISSERTATION SUBMITTED TO THE SCHOOL OF POSTGRADUATE STUDIES IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD OF MASTER OF SCIENCE (M.SC) DEGREE IN COMPUTER SCIENCE IN THE DEPARTMENT OF COMPUTER AND INFORMATION SCIENCES, COLLEGE OF SCIENCE AND TECHNOLOGY, COVENANT UNIVERSITY, OTA, OGUN STATE

APRIL, 2023

ACCEPTANCE

This is to attest that this dissertation is accepted in partial fulfillment of the requirements for the award of the degree of Master of Sciences in Computer Science in the Department of Computer and Information Sciences, College of Science and Technology, Covenant University, Ota, Nigeria.

Miss Adefunke F. Oyinloye (Secretary, School of Postgraduate Studies)

Signature and Date

Prof. Akan B. Williams (Dean, School of Postgraduate Studies)

Signature and Date

DECLARATION

I hereby declare that **OLANIPEKUN**, **SAMUEL OKIKIOLUWA** with matriculation number (**20PCG02291**), carried out this research titled "Evaluation of the Persuasive Design Principle in a Web-based Prayer App". It was carried out under the supervision of Dr. Azubuike Ezewonke. I attest that the dissertation has not been presented either wholly or partially for the award of any degree elsewhere. All sources of data and scholarly information used in this dissertation are duly acknowledged.

OLANIPEKUN, SAMUEL OKIKIOLUWA

Signature and Date

CERTIFICATION

We certify that this dissertation titled "EVALUATION OF THE PERSUASIVE DESIGN PRINCIPLES IN A WEB-BASED PRAYER APP" is an original research carried out by OLANIPEKUN, SAMUEL OKIKIOLUWA (20PCG02291) in the Department of Computer and Information Sciences, College of Science and Technology, Covenant University, Ota, Ogun State, Nigeria under the supervision of Dr. Azubuike Ezenwoke. We have examined and found this work acceptable as part of the requirements for the award of Master of Science (M.Sc.) in Computer Science.

Dr. Azubuike Ezenwoke (Supervisor)

Prof. Olufunke O. Oladipupo (Head of Department)

Dr. Victor Odumuyiwa (External Examiner)

Prof. Akan B. Williams (Dean, School of Postgraduate Studies) **Signature and Date**

Signature and Date

Signature and Date

Signature and Date

DEDICATION

I dedicate this dissertation to first and foremost the Almighty God for His grace and mercies and also, to my dad for his unwavering support throughout my Master's Degree Programme.

ACKNOWLEDGEMENTS

Without a doubt, all things work together for good to those who love God and are called to His purpose. I thank the Almighty God for this good work and its completion.

I greatly appreciate my loving father in the person of Major G.O Olanipekun for his undiluted support, understanding, and contribution to the success of this work, and also my sister, Deborah Olanipekun for her subconscious contribution to the speed of this work.

Most importantly, I sincerely appreciate my supervisor Dr. Azubuike Ezewonke for the skill and the mastery he effected upon this work and the knowledge he imparted during this work. I appreciate the Head of Department, Computer and Information Sciences, Prof. Olufunke Oladipupo, for her consistency and efficiency.

I also appreciate the support of the members of the faculty, Ass. Prof. Oni Aderonke, for her scrutiny and corrections; my project colleague Robert Victoria. Seth Samuel for his supportive comments and encouragements, Owoseni Timilehin, Isaac Martin, and the others also for their very unique personalities and their support.

Lastly, I want to thank and give my regards to the Management and Chancellor of Covenant University, for such a conducive, serene and enabling environment that encourages learning and productivity.

TABLE OF CONTENTS

CONTENTS		PAGES	
COVER PAGE TITLE PAGE ACCEPTANCE DECLARATION CERTIFICATION DEDICATION ACKNOWLEDGEMENTS TABLE OF CONTENTS LIST OF FIGURES LIST OF FIGURES LIST OF TABLES LIST OF ABBREVIATIONS ABSTRACT			i iii vi vi vi vii vii xiii xiii xiii x
СН	APTER	R ONE: INTRODUCTION	1
1.1	Backg	round to the Study	1
1.2	Statem	ent of the Problem	4
1.3	Aim a	nd Objectives of the Study	5
1.4	.4 Significance of the Study		
1.5	Scope	of the Study	6
1.6	Organi	ization of the Dissertation	e
СН	APTEF	R TWO: LITERATURE REVIEW	7
2.1	Pream	ble	7
2.2	Theori	es and Models of Reasoning and Behavior	7
	2.2.1	Fogg Behavioral Model (FBM)	7
	2.2.2	The Theory of Reasoned Action (TRA)	8
	2.2.3	The Theory of Planned Behavior (TBP)	8
	2.2.4	Social Cognitive Theory (SCT)	ç
	2.2.5	Activity Theory (AT)	10
	2.2.6	Self-Determination Theory (SDT)	10
	2.2.7	The Transtheoretical Model	10
	2.2.8	The Precaution Adoption Process Model (PAPM)	11
2.3	Model	s of Information Processing	12

	2.3.1	The Elaboration Likelihood Model	12
2.4	Theories and Models of Persuasion		12
	2.4.1	Captology	13
	2.4.2	Cialdini's Six Principles of Persuasion	13
	2.4.3	The Big Five Personality Traits	14
	2.4.4	Fogg's Eight-Step Design Process	14
	2.4.5	Persuasive System Design (PSD)	15
2.5	Applic	ation Domains of Persuasive Technology	16
	2.5.1	Health	17
	2.5.2	Education	19
	2.5.3	Other Application Domain	20
2.6	Metho	ds in Persuasive Technology Domains	22
	2.6.1	Method One (Health and Wellness)	22
	2.6.2	Method Two (E-commerce)	24
	2.6.3	Method Three (Smart Homes)	24
	2.6.4	Method Four (Education)	25
	2.6.5	Method Five (General)	25
2.7	Prayer	r	26
	2.7.1	Religious Applications	27
	2.7.2	Usage Outcomes of Religious Applications	30
	2.7.3	Findings	31
2.8	2.8 Limitations		33
CH	APTER	R THREE: METHODOLOGY	34
3.1	Pream	ble	34
3.2	2 Problem Description		35
3.3	Object	ive One: Awareness	35
	3.3.1	Step 1: Selection of Databases/Keywords	35
	3.3.2	Step 2: Updating Keywords/Inclusion	35
	3.3.3	Step 3: Exclusion	36
	3.3.4	Step 4: Classifying/Prioritizing Results	36
	3.3.5	Step 5: Augmenting the Results	37
		•	

3.4	Objective Two: Suggestion		
	3.4.1	The Persuasive System Design Model	37
	3.4.2	Persuasive Experience Model	40
	3.4.3	Unified Modeling Language	41
3.5	Object	ive Three: Development	44
	3.5.1	Progressive Web Application (PWA)	44
	3.5.2	ReactJS Framework (Frontend)	50
	3.5.3	NodeJs Express (Backend)	51
	3.5.4	PostgreSQL (Database)	52
3.6	Object	ive Four: Evaluation	52
	3.6.1	Sample Population and Size	52
	3.6.2	Measurement Instruments	53
СН	APTEI	R FOUR: RESULTS AND DISCUSSIONS	55
4.1	Preamble		55
4.2	2 Application Development		55
4.3			55
	4.3.1	Handling of Missing Data	56
	4.3.2	Handling of Outliers and Inconsistent data	56
	4.3.3	Test of Normality and Correlation	56
	4.3.4	Test of Validity and Reliability	56
4.4	Mean	of Persuasive strategy measures.	57
4.5	.5 Gender Effect: Between Group Comparison using ANOVA		63
	4.5.1	Main Effect	65
	4.5.2	Interaction Effect	66
4.6	Orderi	ng of all the Strategies	73
4.7	Discussion		81
СН	APTEI	R FIVE: CONCLUSION AND RECOMMENDATIONS	83
5.1	Summ	ary of Findings	83
5.2	Conclusion		83

5.3 Contributions to Knowledge	84
5.4 Limitations to Study	85
REFERENCES	86
APPENDIX	99

LIST OF FIGURES

FIGURES	TITLE OF FIGURES	PAGES
3.1: Persuas	ion Context and the Generic Steps in Persuasive System Develop	pment
(Oinas-	Kukkonen & Harjumaa, 2009).	40
3.2: Design	Considerations for the Persuasive Application	41
3.3: The Per	rsuasive Experience (Yu and Huiyang Li, 2016)	42
3.4: Class D	Diagram of the Persuasive Application	43
3.5: Use Ca	se Diagram of the Persuasive Application	44
3.6: Activity	y Diagram of the Persuasive Application	45
3.7: The Pro	ototyping Process (Carr, 2000)	46
3.8: PWA D	Development Approach Architecture (Behl and Raj, 2018)	49
3.9: React, 1	Nodejs (Express), and Mysql Architecture (bezkoder.com)	53
3.10: Nodejs	Architecture (Rimal, 2018).	54
3.11: Develo	pment process of the PPQ (Meschtscherjakov, 2016)	56
4.1: Concep	tual Architecture of the Proposed System.	57
4.2: Mean o	f Persuasive Technology Functions	59
4.3: Mean o	f Persuasive Technology Engagement	60
4.4: Mean o	f Persuasive Technology Behavioral Change	60
4.5: Mean o	f Persuasive Technology Persuasiveness	61
4.6: Shows	the susceptibility of the Male and Female subgroups to Persuasiv	e Technology
Functio	n.	61
4.7: Shows	the Susceptibility of the Male and Female Subgroups to Engagin	g with the App.
		62
4.8: Shows	the Susceptibility of the Male and Female Subgroups to the Beha	avioral Change
Strategie	es.	62
4.9: App En	agagement Strategy Chart	79
4.10: Orderin	ng of the Most Functional App Strategy	80
4.11: Orderin	ng of the Behavioral change strategy	81
4.12: Most P	ersuasive App Strategy	83

LIST OF TABLES

TAB	LES TITLE OF TABLES	PAGES
3.1:	Feature Comparison Among the Native, Hybrid, and PWA Mobile Development	nt
	Approaches (Adetunji et al., 2020).	50
4.1:	Interaction Between Gender and the functional Strategy Using RM-ANOVA.	63
4.2:	Interaction Between Gender and their Engagement with the Strategies Using R	M-
	ANOVA.	64
4.3:	Interaction Between Gender and the BC strategy using RM-ANOVA.	64
4.4:	Between Group Comparison Based on ANOVA for Functions	65
4.5:	Between Group Comparison Based on ANOVA for Engagement.	66
4.6:	Between Group Comparison Based on ANOVA for Behavioral Change.	67
4.7:	Wilcoxon Signed Rank Test for PT strategies, Asymp. Sig is Shown (Most Per	suasive).
		69
4.8:	Wilcoxon Signed Rank Test Asymp. Sig is Shown (Behavioral Change Subclass	ss) 71
4.9:	Wilcoxon Signed Rank Test Asymp. Sig is Shown (Function Subclass)	72
4.10:	Wilcoxon Signed Rank Test Asymp. Sig is Shown (Engagement Subclass)	74
4.11:	Signed Rank Test Showing the Mean Rank of the Overall Strategies	75
4.12:	Ordering of the Most Engaging App Strategy	76
4.13:	Ordering of the most functional App Strategy	77
4.14:	Ordering of Behavioral Change Strategy	78
4.15:	Ordering of Most Persuasive strategy	82

LIST OF ABBREVIATIONS

PPQ	The Persuasive Potential Questionnaire
PSD	Persuasive System Design
PWA	Progressive Web Application
HCI	Human-Computer Interaction
ICT	Information Communication Technology
PT	Persuasive Technology
BC	Behavioral Change
HTML	Hypertext Markup Language
CSS	Cascading Stylesheet
APP	Application
FBM	Fogg Behavioral Model
TRA	Theory of Reasoned Action
TPB	Theory of Planned Behavior
SCT	Social Cognitive Theory
AT	Activity Theory
SDT	Self-Determination Theory
TTM	The Transtheoretical Model
PAPM	The Precaution Adoption Process
ELM	Elaboration Likelihood Model
PTS	Primary Task Support
SS	Social Support
DS	Dialogue Support
PE	Perceived Effectiveness
SC	System Credibility
CI	Continuance Intention
PPC	Perceived Product Credibility
PRC	Perceived Review Credibility
PSC	Perceived System Credibility

CS	Credibility Support
PIT	Persuasive Intervention Technology
PI	Persuadability Inventory
ANOVA	Analysis of Variance
SEM	Structural Equation Modeling
PLM	Partial Least Squares
CMV	Common Method Variance
VIF	Variance Inflation Factor
STPS	Susceptibility to Persuasive Strategies
TIPI	Ten-Item Personality Inventory
SLR	Systematic Literature Review
PEM	Persuasive Experience Model
UML	Unified Modeling Language
PSP	Pilot System Prototypes
AHP	Analytical Hierarchy Process
WI-FI	Wireless Fidelity
API	Application Programming Interface
HTTP	Hypertext Transfer Protocol
vDOM	Virtual Document Object Model
MVC	Model View Controller
JSX	JavaScript Extension
SQL	Structured Query Language
SPSS	Statistical Package for Social Sciences
UI	User Interface
ANTD	Ant Design
ORM	Object Relational Mapping
SMS	Short Message Service
RM-ANOVA	Repeated Measure Analysis of Variance
ASYMP.	Asymptotic

ABSTRACT

Persuasive technology is an approach to designing persuasive systems. The ultimate goal of PT is to enable users of persuasive systems to achieve their desired behavior change without any form of coercion. Based on the persuasive system model, persuasive technology has found application in several domains like Health and Wellness, Education, E-commerce, etc with varying degrees of results, etc. but has found a paucity of studies in the domain of religion and religious application. The rate of engagement with some prayer apps in comparison to other religious-based apps like bible study and worship apps is low. Such apps include daily prayer, pray as you go, and prayer mate. The above findings birthed the need for a design that would be persuasive and goal driven. The goals set to be achieved in this study are to identify the most effective persuasive strategies within its principles for the design of a progressive web app to influence strong adherence to prayer behavior, to evaluate the most persuasive strategy through the system use, and the strategy that encourages more engagement. Using Scopus, ScienceDirect, and Google Scholar, works of literature were situated in 54 papers to find dominant strategies incorporated in different domains to select the most relevant ones in building a persuasive system. The selected strategies were used to design a model which was then converted into a functional and credible system. The Persuasive Potential Questionnaire was adopted to evaluate the user's susceptibility to the system. The result shows nine strategies are dominant in the PT domains and that personalization is the most persuasive strategy and that social comparison is the least persuasive. This will help researchers to broaden their scope in this domain to investigate some other strategies that will be relevant in such systems as these which will also help the designer to easily select some strategies already investigated to be persuasive in this context. Lastly, this study will help users in engaging continuously with the system for the desired behavior which will eventually lead to continuity in the desired behavior even without the persuasive system.

Keywords: Persuasive Technology; PSD Model; Religious Application; Prayer; Progressive Web Application; Wilcoxon Test.