

uTest: Q1 Bug Battle – Facebook vs. LinkedIn vs. MySpace

SUMMARY

Bug Battle: The Basics

This quarter's uTest Bug Battle focused on three of the world's leading social media platforms: [Facebook](#), [MySpace](#) and [LinkedIn](#). Testers were given carte blanche to do exploratory testing for an entire week to hunt for the most original, compelling and potentially serious bugs they could find – and then report them back to us. Details about uTest's quarterly bug battles can be found at http://www.utest.com/bug_battle.

Testers who submitted bugs were then asked to complete a brief survey in which they ranked the sites in terms of usability, feature sets and overall quality. Nearly \$4,000 in prize money was set aside for testers based on the quality & quantity of bugs reported, as well as the quality of feedback. In all, more than 1,000 testers participated and reported more than 700 bugs. Here's a brief overview of the results:

Final Bug Figures:

- [Facebook](#): 416 uTesters found 243 bugs (.58 bugs/tester), including 14.40% that were deemed showstoppers by the tester
- [LinkedIn](#): 399 uTesters found 250 bugs (.63 bugs/tester), including 9.78% that were deemed showstoppers by the tester.
- [MySpace](#): 304 uTesters found 225 bugs (.74 bugs/tester), including 10.80% that were deemed showstoppers by the tester

Survey Rankings:

Testers' choice for **best overall quality**:

1. LinkedIn (45%)
2. Facebook (37%)
3. MySpace (17%)



Testers' choice for **best usability**:

1. Facebook (39%)
2. LinkedIn (38%)
3. MySpace (17%)



Testers' choice for **best feature set**:

1. Facebook (46%)
2. LinkedIn (36%)
3. MySpace (18%)

Testing Experience:

- 7% of participating testers had less than one year of professional software testing experience
- 51% had 1-3 years
- 25% had 3-5 years
- 17% had more than 5 years

FEEDBACK & FINDINGS

Facebook: Best Feature Set

Facebook received strong ratings from the testing community in terms of quality, usability and feature set. In fact, more than 87% of respondents rated Facebook as either 'Good' or 'Very Good' in terms of quality, while 78% of the testers gave it high marks for of usability. Only 6% said they would not be likely to recommend Facebook to a friend.

Common positive feedback from the testing community:

- The ease with which one can connect with friends and colleagues
- User-friendly interface
- Features: friend finder; news feed; friend updates; instant messaging
- No HTML required for customization

Common negative feedback from the testing community:

- Security and privacy; lack of verification
- No auto log-off feature
- "The amount of information available is scary at times. The security features are good, but by default, it should be more secure than it is."

LinkedIn: Best in Overall Quality

LinkedIn ranked first in terms of overall quality, with 45% of the total vote. The site trailed Facebook by one point in terms of usability (39% to 38%, respectively), while 36% of voters deemed LinkedIn as having the best feature set. One interesting note: testers with 3+ years experience overwhelmingly favored LinkedIn in every category.

Common positive feedback from the testing community:

- Easy-to-use interface
- Features: Who's Viewed My Profile; People You May Know
- Connecting with colleagues and associates

Common negative feedback from the testing community:

- Issues synchronizing with Outlook, which is problematic for the "professional social network"
- Only available in four languages

MySpace: A Loyal Following

Some may have expected MySpace to rank third in terms of quality, usability and popularity – and they would have been right, but not by a wide margin. The survey showed MySpace to have a loyal user base, with 40% of those who tested the site saying they would recommend it to their friends. In fact, at least 17% of all respondents ranked MySpace first in terms of quality, usability and feature sets.

Common positive feedback from the testing community:

- Good options for downloading, sharing and listening to music
- Good range of quality applications, games and page themes
- Privacy and security
- Available in all countries, with multiple languages

Common negative feedback from the testing community:

- Not compatible with all browsers
- Overlapping images, backgrounds, titles, headings, etc.
- Pages take too long to load; overcrowded with advertisements



ABOUT UTEST

uTest is the world's largest marketplace for software testing services. The company provides real-world testing services through its community of 15,000+ professional testers from more than 150 countries around the world. More than 400 companies – from web start-ups to enterprise software firms – have signed up for the uTest marketplace to get their web, desktop and mobile applications tested.

uTest enables companies to launch higher quality products; get their applications to market faster; and control the cost of testing. Customers specify their QA requirements for tester experience, location, language, OS and browser, and uTest selects the right testers for each project. And because uTest is on-demand, customers pay only for those bugs that they approve.

More information can be found at <http://www.utest.com>.

Contact:

Matt Johnston
VP of Marketing
uTest, Inc.
508-480-9999 x106
mattj@utest.com