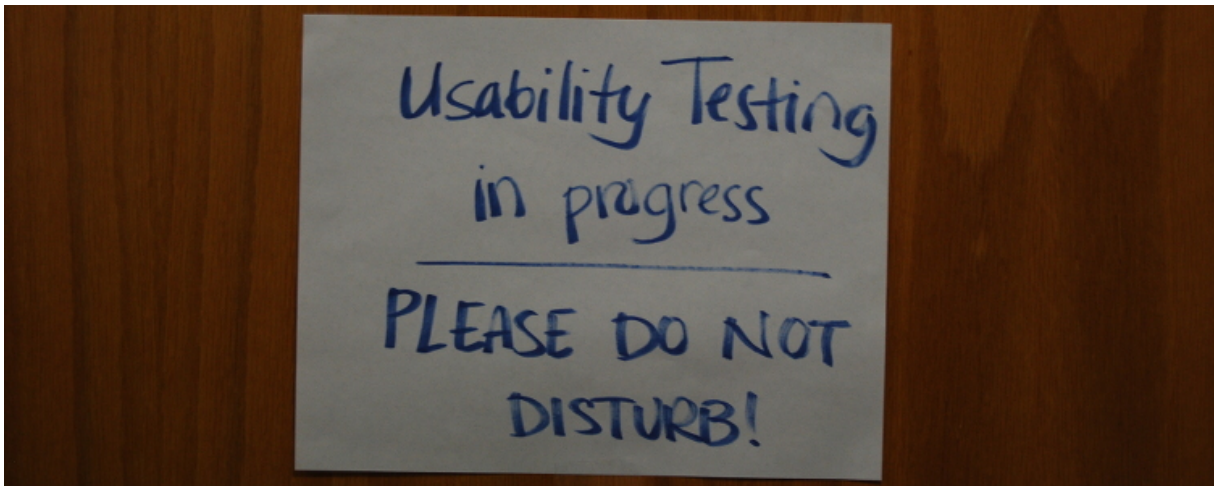


User Research (<https://chaione.com/blog/category/user-research/>)

UX Research | Standardized Usability Questionnaire

By Adrian Garcia | NOV 27, 2013



There is plenty of information on the web related to usability testing. The majority of this content encourages UX researchers to collect data exclusively related to what they observed during the testing session. While collecting this type of information is highly valuable and certainly necessary, not enough content on the web encourages UX researchers to use standardized usability questionnaires after each usability test. There are standardized questionnaires that have been specifically designed to assess participants' perceived usability and satisfaction of products and systems.

Benefits of using standardized questionnaires are:

Quantification: Standardized measurements allow practitioners to report results in finer detail than they could by using only personal judgment.

Scientific generalization: Standardization is key to generalizing a finding from a sample to the greater population.

Communication: It is easier for researchers to communicate findings when referring to standardized metrics.

Quick Comparisons: By using standardized questionnaires, it's easy to compare different design iterations throughout the development process.

Perils of not using standardized and systematic metrics are that over time, throughout the project development process, the researcher can become desensitized to pertinent usability issues and fail to document them. Furthermore, these questionnaires provide an alternate way for participants to provide their subjective evaluation of a product or system.

Popular standardized questionnaires include: Software Usability Measurement Inventory (SUMI), Post-Study System Usability Questionnaire (PSSUQ), and the System Usability Scale (SUS). What is the difference between these questionnaires and which should you use? See for yourself:

Software Usability Measurement Inventory (SUMI)

The SUMI is a 50-item questionnaire that measures users' perception of the Efficiency, Affect, Helpfulness, Control and Learnability of a system. The SUMI is highly reliable (.92) and is currently available in 12 languages. Using the SUMI requires purchasing a license that is approximately \$700 a month.

Sample SUMI question

The system responds too slowly to inputs: Agree Undecided Disagree

Post-Study Usability Questionnaire (PSSUQ)

The PSSUQ is a 16-item survey that measures users' perceived satisfaction

with a product or system. Obtaining an overall satisfaction score is done by averaging the four sub-scales of System Quality (the average of items 1-6), Information Quality (the average of items 7-12), and Interface Quality (the average of items 13-16). The PSSUQ is highly reliable (.94) and is entirely free.

The PSSUQ Survey

The Post-Study Usability Questionnaire Version 3		Strongly agree							Strongly disagree	NA
		1	2	3	4	5	6	7		
1	Overall, I am satisfied with how easy it is to use this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	It was simple to use this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	I was able to complete the tasks and scenarios quickly using this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	I felt comfortable using this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	It was easy to learn to use this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	I believe I could become productive quickly using this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	The system gave error messages that clearly told me how to fix problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	Whenever I made a mistake using the system, I could recover easily and quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	The information (such as online help, on-screen messages and other documentation) provided with this system was clear.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	It was easy to find the information I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11	The information was effective in helping me complete the tasks and scenarios.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12	The organization of information on the system screens was clear.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13	The interface* of this system was pleasant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14	I liked using the interface of this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15	This system has all the functions and capabilities I expect it to have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16	Overall, I am satisfied with this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*The "interface" includes those items that you use to interact with the system. For example, some components of the interface are the keyboard, the mouse, the microphone, and the screens (including their graphics and language).

The System Usability Scale (SUS)

The SUS is perhaps the most popular standardized usability questionnaire, accounting for approximately 43% of unpublished usability studies (<http://www.amazon.com/Quantifying-User-Experience-Practical-Statistics/dp/0123849683>). It is a 10 item questionnaire designed to measure users' perceived usability of a product or system. The SUS is highly reliable (.91) and is entirely free.

The SUS Survey

The System Usability Scale Standard Version		Strongly disagree		Strongly agree		
		1	2	3	4	5
1	I think that I would like to use this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	I found the system unnecessarily complex.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	I thought the system was easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	I think that I would need the support of a technical person to be able to use this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	I found the various functions in the system were well integrated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	I thought there was too much inconsistency in this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	I would imagine that most people would learn to use this system very quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	I found the system very cumbersome to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	I felt very confident using the system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	I needed to learn a lot of things before I could get going with this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To score the SUS, subtract the scale position from 1 on all oddly numbered items, and subtract 5 from the scale position on all evenly numbered items, then multiply the sum of all items by 2.5 to get an overall SUS score that ranges from 0-100.

Which Questionnaire Do I Use?

Determining which questionnaire to use depends on budgets and project goals. Use the SUMI if the project budget permits and if measuring users' perceptions of control when using a system is important to the project. We think the other dimensions measured by the SUMI can be objectively measured by other means and at a cheaper price, and there will be more on this in an upcoming webinar.

Use the PSSUQ if measuring users' satisfaction is important to the project. However, the PSSUQ should be used carefully as it is susceptible to the "acquiesce bias" – which is the fact that people are more likely to agree with a

statement than to disagree with it. Therefore, it is important that questionnaires carefully mix positively and negatively worded questions. All questions in the PSSUQ are positively worded.

Use the SUS if measuring the users' perceived usability is important to the project. An added bonus to using the SUS is that recent psychometric analyses shows that items 4 and 10 reliably measure the dimension of perceived "learnability" (<http://www.amazon.com/Quantifying-User-Experience-Practical-Statistics/dp/0123849683>). Therefore, by measuring these items separately, it's possible to gain an understanding of users' perceived usability and learnability of the product or system being studied.



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