

ISONORM 9241/110-S

Evaluation of software based upon International Standard ISO 9241, Part 110

Prof. Dr. Jochen Prümper*

In the following, you are kindly requested to evaluate software based upon the International Standard ISO 9241, Part 110 “Ergonomics of human-system interaction - Dialogue principles”.

Please read carefully:

- The goal of this evaluation is to detect weaknesses in software and to develop concrete suggestions for improvement.
- In order to achieve this, your judgement as user of a specific software program is of paramount importance. Your evaluation of the software in question should be based on your personal experience.
- It is important to remember that this is not an evaluation of you personally. Rather, we are interested in your personal evaluation of the software you are working with.
- First of all, please give us some specifications of the type of software you are going to evaluate in the box below.


Which software are you going to evaluate? (Please decide on one software program only!):

Name of the software _____










Version number _____

Producer _____

Component / Module _____

TIME	How long have you been working with the evaluated software?	_____	month(s)
HOURS	On average, how many hours per day do you work with the evaluated software?	_____	hours/days
SWEXP	How well do you know the evaluated software?	very poorly	very well
			

* Prümper, J. (2010). ISONORM 9241/110-S: Evaluation of software based upon International Standard ISO 9241, Part 110. HTW Berlin, Manuscript Questionnaire.

<i>The software ...</i>	--- -- - -/+ + ++ +++	<i>The software ...</i>
SW01 <i>does not offer all necessary functions to efficiently master all given tasks.</i>		<i>offers all necessary functions to efficiently master all given tasks.</i>
SW02 <i>requires unnecessary input.</i>		<i>does not require unnecessary input.</i>
SW03 <i>inappropriately meets the demands of the work.</i>		<i>appropriately meets the demands of the work.</i>
SW04 <i>provides insufficient information about which entries are valid and necessary.</i>		<i>provides sufficient information about which entries are valid and necessary.</i>
SW05 <i>does not provide on request context-sensitive explanations, which are concretely helpful.</i>		<i>does provide on request context-sensitive explanations, which are concretely helpful.</i>
SW06 <i>does not automatically offer context-sensitive explanation, which are concretely helpful.</i>		<i>does automatically offer context-sensitive explanations, which are concretely helpful.</i>
SW07 <i>complicates orientation due to an inconsistent design.</i>		<i>facilitates orientation due to a consistent design.</i>
SW08 <i>provides insufficient insight regarding its current status.</i>		<i>provides sufficient insight regarding its current status.</i>
SW09 <i>is not designed according to a consistent principle.</i>		<i>is designed according to a consistent principle.</i>

<i>The software ...</i>	--- -- - -/+ + ++ +++	<i>The software ...</i>
SW10 <i>requires a lot of time to learn.</i>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<i>requires little time to learn.</i>
SW11 <i>requires the memorization of too many details.</i>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<i>does not require the memorization of too many details.</i>
SW12 <i>is difficult to learn without external support or a handbook .</i>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<i>is easy to learn without external support or a handbook.</i>
SW13 <i>forces the user to follow an unnecessarily rigid sequence of steps.</i>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<i>does not force the user to follow an unnecessarily rigid sequence of steps.</i>
SW14 <i>does not support easy switching between individual menus or masks.</i>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<i>supports easy switching between individual menus or masks.</i>
SW15 <i>entails unnecessary interruptions of the work flow.</i>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<i>does not entail unnecessary interruptions of the work flow.</i>
SW16 <i>provides error messages which are difficult to understand.</i>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<i>provides error messages which are easy to understand.</i>
SW17 <i>error correction generally requires a lot of effort.</i>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<i>error correction generally requires little effort.</i>
SW18 <i>does not give concrete help for error correction.</i>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<i>gives concrete help for error correction.</i>

