



Usability Testing

ISH2F3 – Sistem Informasi

Rahmat Fauzi, S.T., M.T

AGENDA

Week	Topic	Week	Topic
1	Human-computer Interaction & Design	9	Project 1 : Usability Testing
2	Human-computer Interaction & Design	10	Project 2: Design Thinking
3	Psychology 101	11	Project 2: Design Thinking
4	Design Principles	12	Project 2: Design Thinking
5	Interaction Styles and Devices	13	UI Design Tutorial
6	Project 1 : Usability Testing	14	Project 2 : Design Thinking
7	Project 1 : Usability Testing	15	Project 2 : Design Thinking
8	Mid Term Exam	16	Project Presentation



Home

Saya Bee.. akan membantu Anda mempelajari modul ini.

Silahkan pilih materi yang ingin Anda pelajari



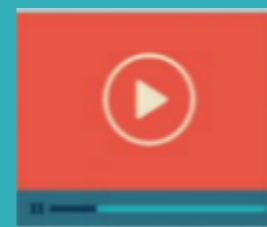
Pokok Bahasan



Capaian



Bahasan



Video Animasi



Kuis / Latihan



Link



Kesimpulan



Pustaka





Dari banyaknya metrik yang ada,

<https://www.youtube.com/watch?v=WOcxmEWqI0c>

What is Usability?

Definition


“The extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use.” (ISO 9241-11)

In a nutshell...

- How easy for users to achieve their objective



Aspects of Usability

- 1. learnability:** how easy to accomplish tasks the first time?
 - 2. efficiency:** once learned, how quickly to complete tasks?
 - 3. memorability:** how easy to reestablish proficiency after not having used a design for a period of time?
 - 4. errors:** how many, how severe, how easy to recover?
 - 5. satisfaction:** how pleasant to use the design?
- 

What is Usability Testing?

Definition

A process that employs people as testing participants who are representative of the target audience to evaluate the degree to which a product meets specific usability criteria.

In a nutshell...

Observing how people use a system to evaluate the design of the system



Why usability test?

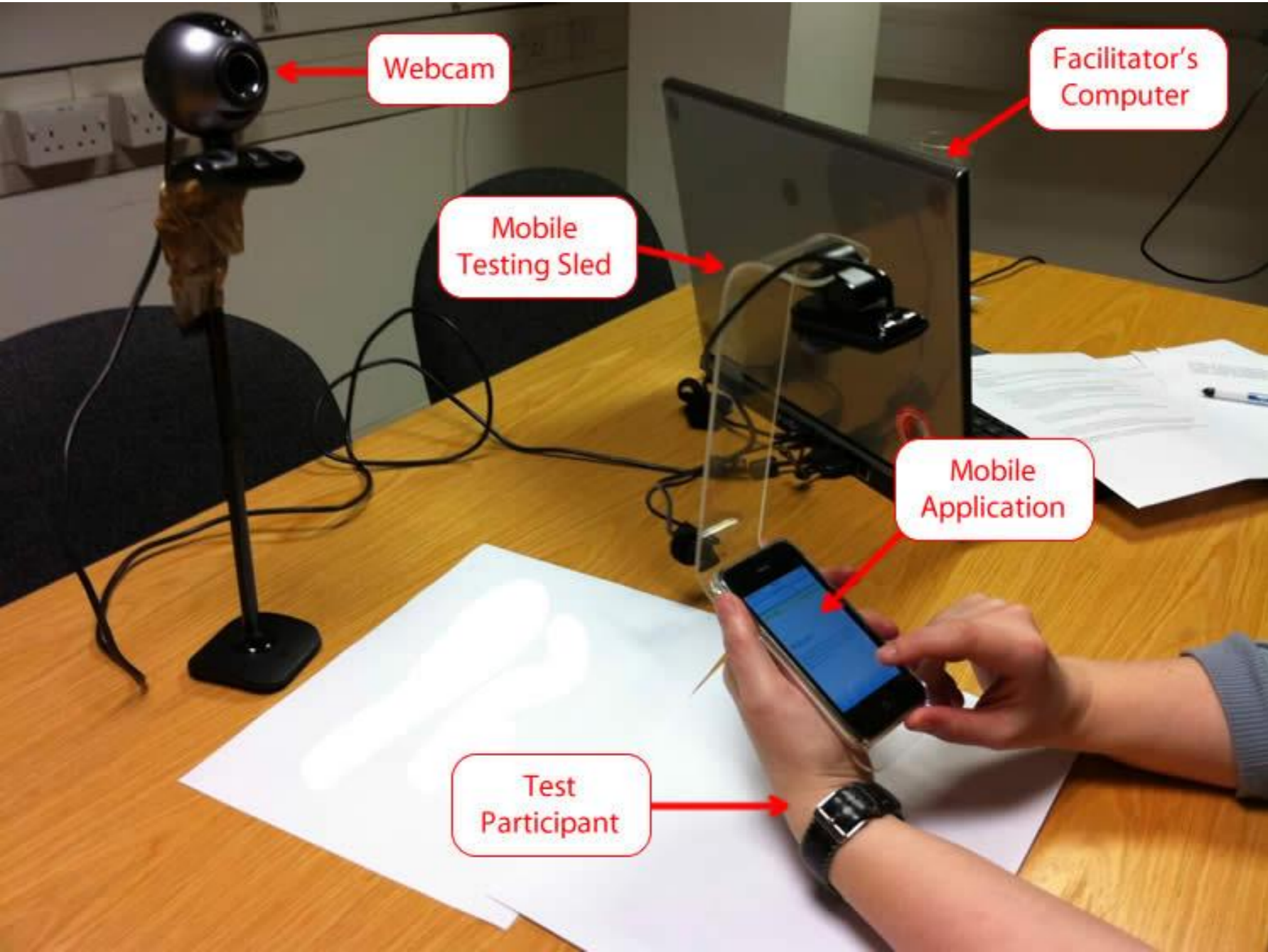
Users can have their own way to understand and use our system

We need to check if our system is useful for users



Where to test?

- 1. In a laboratory
- 2. In natural settings



When to test?

1. any time.
2. early: exploring potential possible designs
3. late: close to end stage to determine possible showstoppers
4. after: investigate reported problems

What to test?

1. Concept
2. Prototype
3. System
4. Features
5. Flow
6. Design

NOT users



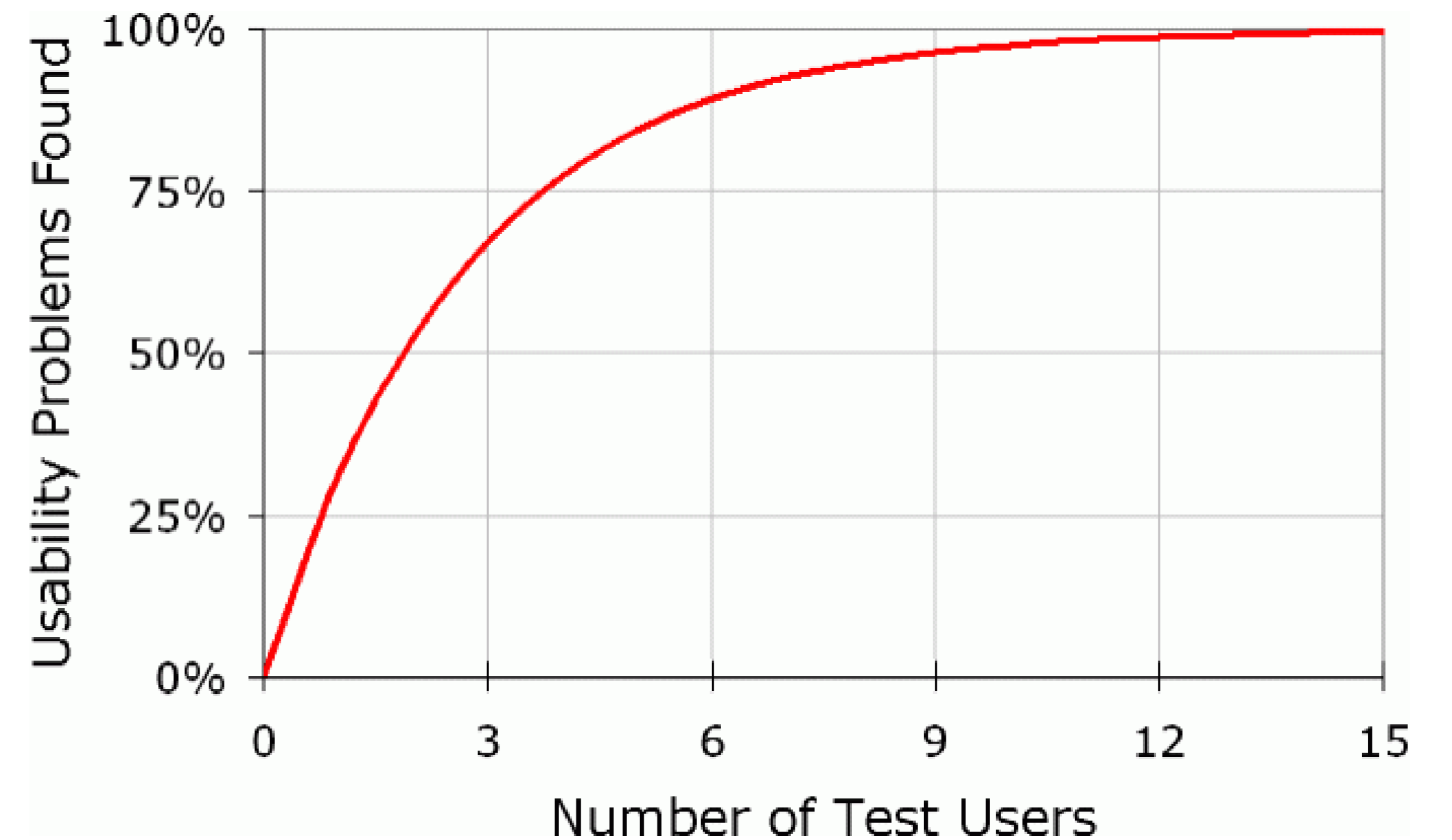
How to Design Usability Test



<https://www.youtube.com/watch?v=0YL0xoSmyZI>


1. Choose your participants

- Who are the users of the system?
- Do you need expert users or non expert users?
- Optimal number of users : 5
- Recruit and schedule



2. Choose evaluation tasks

usability tasks example: Netflix

- “rate a few movies”
 - “it’s a Friday night, and you’re looking for a movie to watch. What do you do?”
 - “you’re about to watch `Batman 3`, but want to watch the first two, first. How do you do this?”
 - “you want to watch Batman 1 through Netflix in your living room with your xbox. How do you set that up?”
 - “what do you think about the site?”
- 

3. Preparation

1. Documents

- a. User Task List
- b. Moderator Script
- c. Post-test questionnaire
- d. Observation Notes

2. Tools

- a. Screen and voice recorder or a camera



Usability Testing Setup

- 1 Moderator
- 1 Note taker

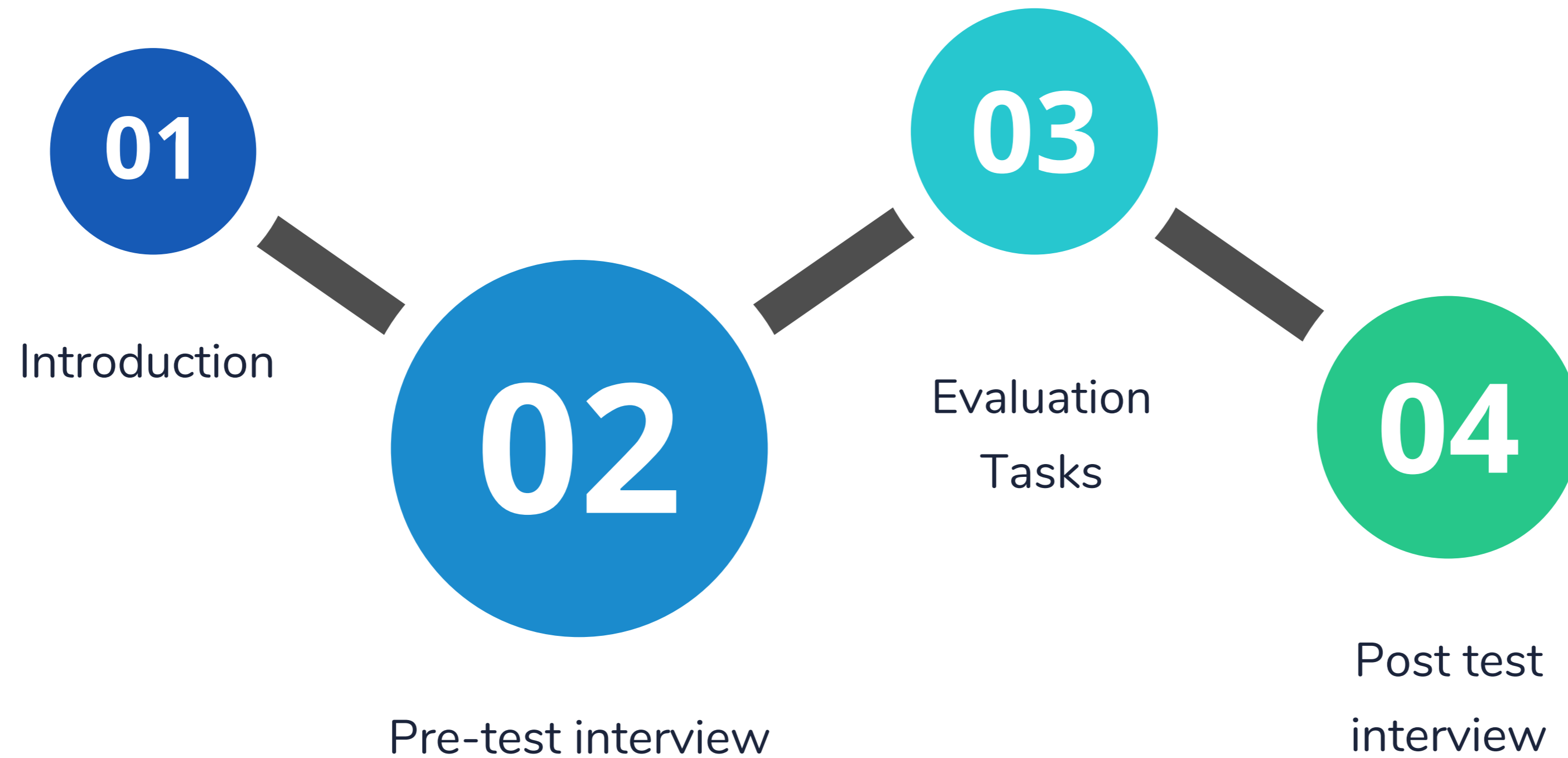


Moderator's Job

- Ask what is on user's mind
- Do not try to influence their opinion
- Repeat what you are saying
- Let user talk
- Stay neutral

WHEN THIS HAPPENS:	SAY THIS:
You're not absolutely sure you know what the participant is thinking.	"What are you thinking?" "What are you looking at?" "What are you doing now?"
Something happens that seems to surprise them. For instance, they click on a link and say "Oh" or "Hmmm" when the new page appears.	"Is that what you expected to happen?"
The participant is trying to get you to give him a clue. ("Should I use the _____?")	"What would you do if you were at home?" (Wait for answer.) "Then why don't you go ahead and try that?" "What would you do if I wasn't here?" "I'd like you to do whatever you'd normally do."
The participant makes a comment, and you're not sure what triggered it.	"Was there something in particular that made you think that?"
The participant suggests concern that he's not giving you what you need.	"No, this is very helpful." "This is exactly what we need."
The participant asks you to explain how something works or is supposed to work (e.g., "Do these support requests get answered overnight?").	"What do you think?" "How do you think it would work?" "I can't answer that right now, because we need to know what you would do when you don't have somebody around to answer questions for you. But if you still want to know when we're done, I'll be glad to answer it then."
The participant seems to have wandered away from the task.	"What are you trying to do now?"

Usability Test Process



Introduction

1. Thank the user for participating in the study
2. Explain about the study
3. Explain about the system
4. Ask user to say what they think out loud
5. You are testing the system, not the user
6. Ask if they have questions

Pre-test Interview

1. How long have you been in this field?
2. How long have you been working with this system?
3. What are the various cases you use this system, such as operation, examination, practice...
4. How often do you use the system during each of the cases?
- 5...



Tasks

1. Skenario 1


Bayangkan bahwa hari ini adalah hari Sabtu. Anda sedang malas keluar dan ingin menghabiskan waktu di rumah dengan bersantai. Seorang teman merekomendasikan untuk menonton drama Korea di Viki.

1. Tugas:

Bagaimana Anda memulai sesuai dengan rekomendasi teman anda?



Post-test Interview

1. Do you feel that the system is usable?
 2. What things annoy you about the system?
 3. What are the difficulties did you find while using the system?
 4. What do you think are the strengths of the system?
 5. In your opinion how could the system be improved?
 6. Is there any function in the system that you do not use? Do you think it should be removed?
 7. Is there anything that we have not asked, that are of importance?
- 

Classwork + Homework

Write test plan

- Choose system

- Choose users

- Task and scenario list

- Moderator script

 - Pre interview, post interview



Homework

Wawancara 5 stakeholder yang terlibat di aplikasi.

Wawancara meliputi :

- Introduction
- Pre-test
- Task
- Post-test

Membuat laporan di kumpulkan di minggu ke 9 perkuliahan (setelah UTS) format seperti contoh di blog (evaluasi usability testing Karolinska university hospital)

Membuat PPT beserta bukti Video Rekaman Usability Testing seperti video ke 2.



Thanks!

Any questions?