

Usability vs UX

According to Cortés (2019), the HCI (Human Computer Interaction) has evolved and become a fundamental area in the software environment and the development of technology. This increase has given place to a diversification of methods and techniques that have allowed to form roles and approaches inside the development of products. One of those roles are the UX (User experience). To understand better the differences between HCI, usability and UX we need to know what each one refers to. Those terms are from Cyberstream (2024):

HCI: Is a big field that studies the interaction between humans and computers, the objective is to make those interactions more effective, efficient and satisfying.

Usability: It means to the ease the user learns to use a product and achieve their objectives without frustration.

UX: It covers a large number of aspects of the interaction with a system, product or service, not only usability, but also the psychological elements, the emotions, perceptions, context, and the presence of the mark.

In my opinion, the relations between those three elements are implicit but we can say that HCI could englobe both (usability and UX), because it's the whole field of study, while UX is a part of it and usability a quality attribute that is very ingrained in all this.

I think that we could implement the next specific differences between UX and usability, which are the clarity of the information that we are going to present and the architecture that it should have; the first correspond to usability and the second to UX; we need to remember that when we are talking of usability we refer to aspects like navigation, efficiency, ease of learning, etc. But when we are talking about UX, it refers to interactivity, visual design and quality attributes like usability itself. Architecture is important to protect the information of the expedients and that's something that the users know, so that is an important part of the context that we need to considerate, and that's also UX, because if we don't, the response of the users could turn negative. The UX it takes in count the perspective and emotions of the users, while usability isn't about that.

To measure those differences, we could implement metrics. For example, in the case of usability, we could measure the time of compression that is based on the average in seconds/minutes the user takes to read information, while in the case of UX, we could measure it with the rate of success the user finds the right information in the expedient.

References

Cyberstream. (2024, 22 febrero). *¿Cuál es la diferencia entre usabilidad y UX?* Byron Vargas ®. https://www.byronvargas.com/web/cual-es-la-diferencia-entre-usabilidad-y-ux/?utm_source

Cortés, G. (2019, 16 junio). *¿Cuál es la diferencia entre UX y Usabilidad?* BELOW THE LINE, RETAIL, PROMOCIONES | InformaBTL. https://www.informabtl.com/diferencia-entre-ux-usabilidad/?utm_source