

## Usability vs UX

The Social Interest Group on Computer-Human Interaction of the Association for Computing Machinery defines HCI as the discipline concerned with the design, evaluation and implementation of interactive computing systems for human use. [1]

Then the ISO 9241 defines usability as the extent to which a system, product or service can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use [1] and User Experience (UX) as a person's perceptions and responses that result from the use or anticipated use of a product, system or service [1]. With this definitions it can be said that the usability is an attribute generated by HCI and that UX is the effect caused by the usability.

It is important to mention that there is no accorded definition for HCI because of all the study areas involved (such as psychology or anthropology) and also there is no agreement for usability and UX as well as its relations, some institutes declares that UX is an extent of usability while other institutes defines usability as an area of UX.

One main difference between usability and user experience could be that (with the definitions previously mentioned) usability focusses on the goals that the system wants to recreate meanwhile UX focusses on what the system evokes on the user.

In my team we are working on a register form for a voting system. In this register we could see that from a usability perspective it is aimed that the user can register with any device as effectively as in desktop, meanwhile UX focusses on what emotions generates on the users using other devices. At the end both focusses on a solution that can make the user register on the form on any device, but the focus on usability is on which tools/helps are given to the user and in UX the focus is what makes the user feel in that way.

One UX feature is that the system must be Equitable, this meaning that it is designed in a way that all kind of user can have the same experience regarding of its background [2]. This feature relates with the work that my team and I are working on, because the focus is to decrease the problems that users from a range of 45 to 55 y/o face with the form for register on the voting system. It could be said that with our project we aim to increase the equitable feature of the register form for a specific range of users.

## References:

- [1] Rusu, C. *et al.* (2015) 'Usability and user experience', *International Journal of Information Technologies and Systems Approach*, 8(2), pp. 1–12. doi:10.4018/ijitsa.2015070101.
- [2] Kammalawatta, O. (2021) *Characteristics of a good UX according to google*, Medium. Available at: <https://bootcamp.uxdesign.cc/characteristics-of-a-good-ux-according-to-google-90bacda2abbb> (Accessed: 31 March 2024).