

System Usability Scale (SUS)

April 26, 2022

Einteilung

- 1 Was bedeutet SUS
- 2 Einsatzgebiete
- 3 Testablauf
- 4 Vor- & Nachteile
- 5 Beispiel
- 6 Zusammenfassung
- 7 Quellen

Was bedeutet SUS

- Fragebogen mit festen Fragen
- 8 Usability, 2 Learnability
- Punktzahl 1-5
- Formel für Gesamtpunktzahl: Sei u_n Punktzahl bei Frage n und G Gesamtpunktzahl, dann:

$$G = ((\sum_{k=1}^5 (u_{2k-1}) - 5) + (25 - \sum_{k=1}^5 (u_{2k}))) \cdot 2.5$$

	Strongly disagree	1	2	3	4	5	Strongly agree
1. I think that I would like to use this system frequently.	<input type="radio"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>	
5. I found the various functions in this system were well integrated.	<input type="radio"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>	

Standard version of the system usability scale

SUS Standardfragebogen
[1]

1. I think that I would like to use this system frequently.
2. I found the system unnecessarily complex.
3. I thought the system was easy to use.
4. I think that I would need the support of a technical person to be able to use this system.
5. I found the various functions in this system were well integrated.
6. I thought there was too much inconsistency in this system.
7. I would imagine that most people would learn to use this system very quickly.
8. I found the system very cumbersome to use.
9. I felt very confident using the system.
10. I needed to learn a lot of things before I could get going with this system.

Einsatzgebiete

- wenig Zeit oder finanzielle Mittel
- in Kombination mit anderen Tests
- meist mit konkreter Aufgabe (test-then-measure)
- nicht für Erkennung genauer Probleme

Use Cases

- Allgemeiner Vergleich mit ähnlichen Produkten
- Interface-Typen/Website-Versionen vergleichen
- Continuous Testing

Testablauf

1. Tester nutzt das System mit konkreter Aufgabe
2. Tester erhält den Fragebogen
3. Statistische Aufarbeitung der Ergebnisse
4. Vergleich mit anderen/ähnlichen Systemen

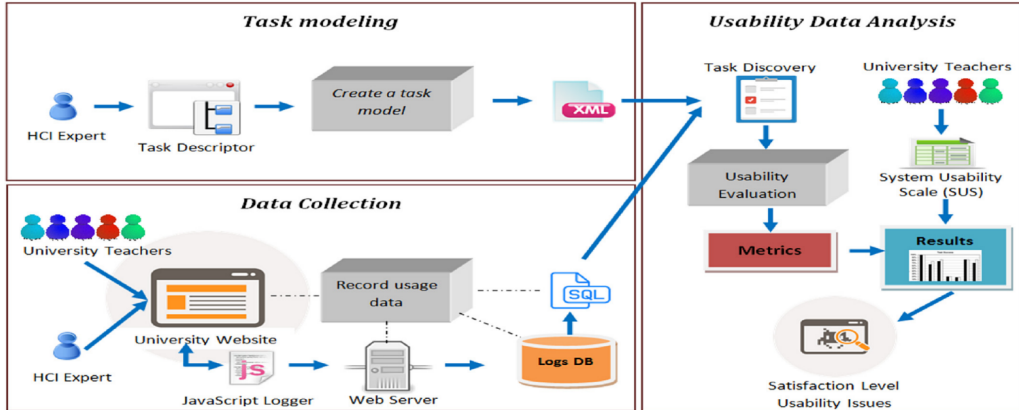
Vorteile

- Einfach vergleichbare Daten, gut für Statistik
- geringer Zeitaufwand
- gibt es schon seit 1993
- Zeitliche Trends erkennbar
- Selbsterklärend
- Keine Beobachtung während des Tests nötig
- Programmunabhängig

Nachteile

- Gründe für schlechten Score nicht vorhanden
- Vergleich zwischen Systemen nur qualitativ
- Geringe Korrelation Effektivität - Usability
- Vergleichbarkeit mit Test in anderen Sprachen nicht klar

Beispiel



Abschluss

- standardisierter Fragebogen
- einfache, schnelle Einschätzung
- kein Vorwissen oder Anleitung für Tester nötig
- nur eine sehr grobe Metrik



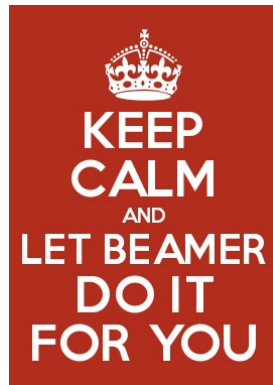


System usability scale.

https://en.wikipedia.org/wiki/System_usability_scale, zuletzt besucht 22.04.2022.



Nouzha Harrati,
Imed Bouchrika, Abdelkamel Tari, and Ammar Ladjailia.
Exploring user satisfaction for e-learning systems via
usage-based metrics and system usability scale analysis.
Computers in Human Behavior, 61:463–471, 2016.





Confused bill cosby.

http:

//

memegenerator.net/instance/72623083/

confused-bill-cosby-sus-admits-its-quick-and-dirty-still-most-use
zuletzt besucht 21.04.2022.



James R Lewis.

The system usability scale: past, present, and future.

International Journal of Human–Computer Interaction,
34(7):577–590, 2018.



Philip Kortum and Mary Sorber.

Measuring the usability of mobile applications for phones and tablets.

International Journal of Human-Computer Interaction,
31(8):518–529, 2015.



S Camille Peres, Tri Pham, and Ronald Phillips.

Validation of the system usability scale (sus) sus in the wild.

In *Proceedings of the Human Factors and Ergonomics Society Annual Meeting*, volume 57, pages 192–196.
SAGE Publications Sage CA: Los Angeles, CA, 2013.



System usability scale (sus).

<https://www.usability.gov/how-to-and-tools/methods/system-usability-scale.html>, zuletzt besucht 21.04.2022.



Measuring and interpreting system usability scale.

<https://uiuxtrend.com/measuring-system-usability-scale-sus>, zuletzt besucht 21.04.2022.