

# System Usability Scale (SUS)

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# 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:

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

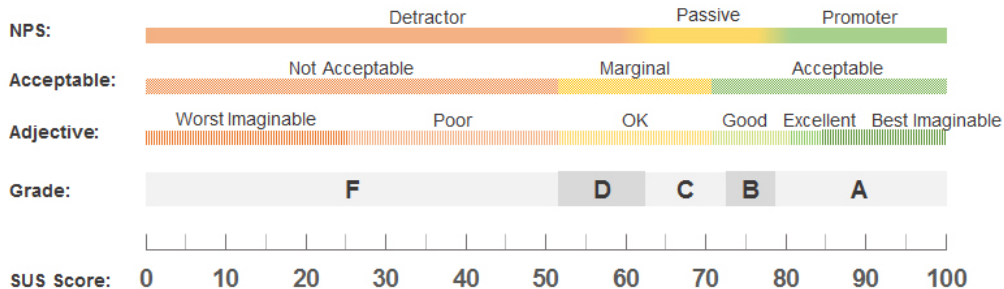
	Strongly disagree	1	2	3	4	5	Strongly agree
1. I think that I would like to use this system frequently.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2. I found the system unnecessarily complex.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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"/>	
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"/>	
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.

- Verschiedene Skalen zur Interpretation SUS-Score:



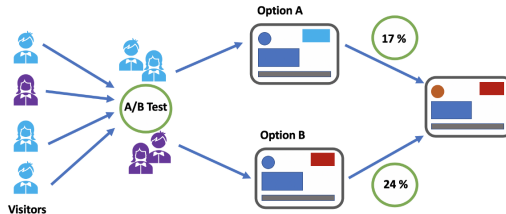
Skalen im Vergleich<sup>[2]</sup>

# 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

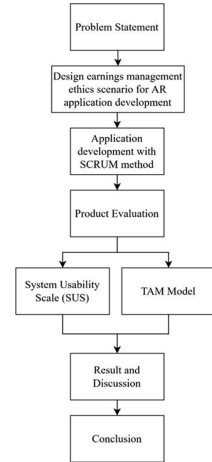
- Allgemeiner Vergleich mit ähnlichen Produkten
- Interface-Typen/Website-Versionen vergleichen
- Continuous Testing



A-B-Test [3]

# 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



Beispielablauf [4]



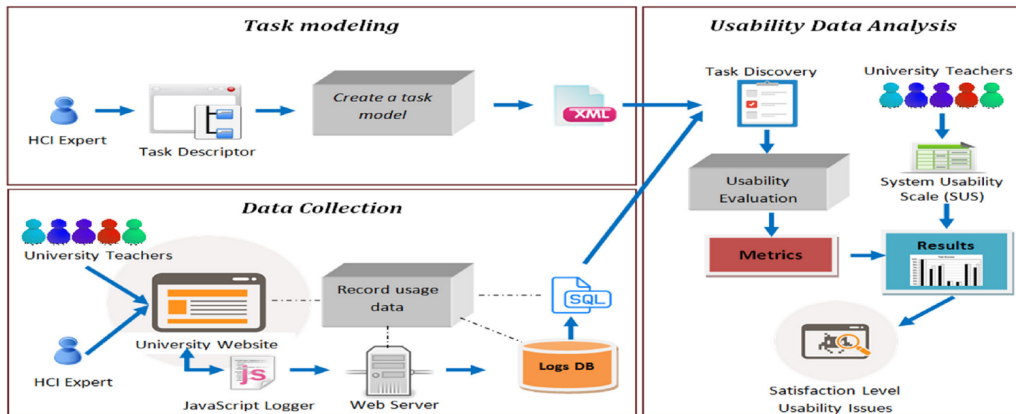
# Vorteile

- 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



[5]

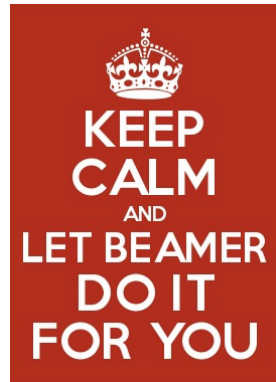
# Abschluss

- Standardisierter Fragebogen
- Einfache, schnelle Einschätzung
- Kein Vorwissen oder Anleitung für Tester nötig
- Nur eine sehr grobe Metrik



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