

System Usability Scale (SUS)

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Einteilung

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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]

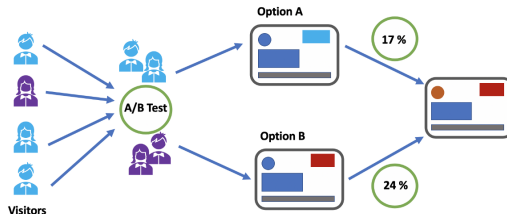
1. I think that I would like to use this system frequently.
2. I found the system unnecessarily complex.
3. I thought the system was easy to use.
4. I think that I would need the support of a technical person to be able to use this system.
5. I found the various functions in this system were well integrated.
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

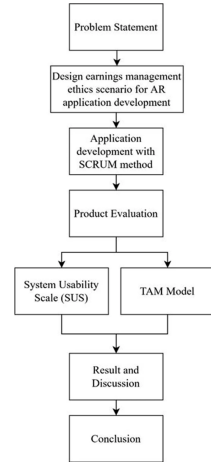
- Allgemeiner Vergleich mit ähnlichen Produkten
- Interface-Typen/Website-Versionen vergleichen
- Continuous Testing



A-B-Test [2]

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 [3]

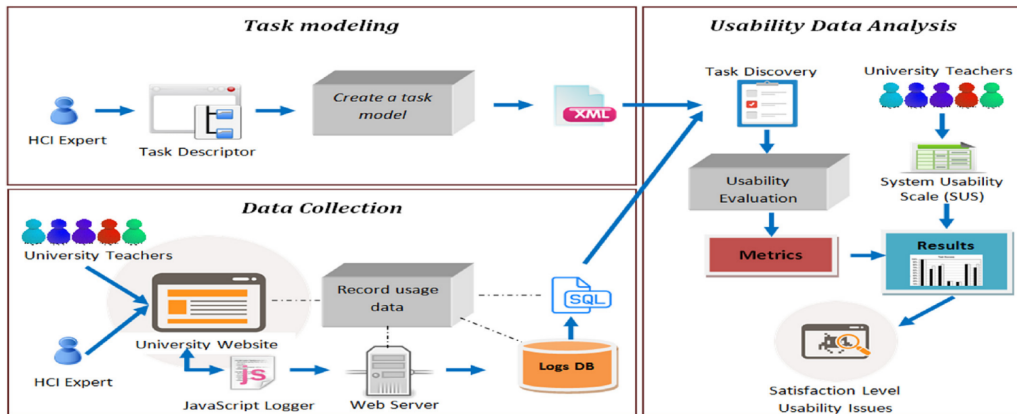
Vorteile

- 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

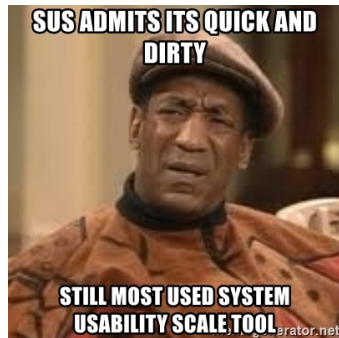
- Gründe für schlechten Score nicht vorhanden
- Vergleich zwischen Systemen nur qualitativ
- Geringe Korrelation Effektivität - Usability
- Vergleichbarkeit mit Test in anderen Sprachen nicht klar

Beispiel



Abschluss

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



[5]



System usability scale.

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



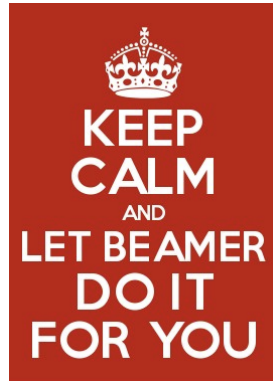
How to conduct a/b testing?

<https://towardsdatascience.com/how-to-conduct-a-b-testing-3076074a8458>,
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Critical Perspectives on Accounting, 20(1):93–109, 2009.





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Exploring user satisfaction for e-learning systems via usage-based metrics and system usability scale analysis.

Computers in Human Behavior, 61:463–471, 2016.



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<http://memegenerator.net/instance/72623083/>

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zuletzt besucht 21.04.2022.



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

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34(7):577–590, 2018.



Philip Kortum and Mary Sorber.

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