

# UX - User experience

The effectiveness, efficiency, and satisfaction with which specified users achieve specified goals in particular environments.

Effectiveness: the accuracy and completeness with which specified users can achieve specified goals in particular environments

Efficiency: the resources expended in relation to the accuracy and completeness of goals achieved

Satisfaction: the comfort and acceptability of the work system to its users and other people affected by its use

## PACT

People

Physiological differences

- Disabilities
- Anthropometrics (Body)
- Ergonomic knowledge about capacities of a person (Dexterity etc.)

Psychological differences

- Spatial abilities
- Attention
- Memory
- Emotional disorders (depression)
- Personality types

Mental models

- An understanding of how a system works.
- Incomplete (Not all parts of a system is known)

Social differences

- Motivation
- Novice/expert (different experience)
- Homogeneous groups
- Heterogeneous groups

Activities

Context

Technology