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PS4 vs. Xbox One Interaction Design Test

We decided to compare user performance and satisfaction on two consoles: Playstation 4 and Xbox One. We tested the users' efficiency by measuring how long it took to do simple tasks, error count by watching how many mistakes were made during the tasks and measured the users' satisfaction with each task.

From looking at the performances from all of our test subjects and their times and errors for each console, I am convinced that the PS4 performed better than the Xbox One. A lot of our users were faster and able to understand directions better with the PS4, while they had trouble completing the same tasks on the Xbox One. User satisfaction was very similar on both systems, but judging from the time and errors the PS4 took the lead. The only complaint our users had about the PS4 was the way they had to type out words when searching for items in the online store. Instead of a normal QWERTY keyboard they had to click the next letter by using a slider wheel, and it automatically guesses which item you're looking for. A lot of the users didn't even notice that the search engine was automatically guessing it for them, after a few letters "Destiny" would appear to the right but the user kept on typing. Also the participants were more accustomed to a standard QWERTY keyboard so the PS4 setup threw them off.

I think the PS4 fared better than the Xbox One in the tests because of the layout of all the icons. The main screen of the Xbox is cluttered with so many flashy boxes and distracting

headlines that it was hard for them to see what was important, in the way that when everything stands out, nothing does. The PS4 had a much simpler layout: one single line of commonly used apps and games, with only left or right directions to travel in. All the way to the left is the store, while all the way to the right is the main library of all installed games and apps. It was much easier for our users to find what they were looking for, which lead to less frustration or confusion. I don't know what they were thinking when they made the user interface for the store's search engine, everywhere else in the system they use a normal QWERTY keyboard.

Something I would have fixed on both platforms is the fact that you can't pin anything to a hot bar. Say you have a favorite game or app that you like to use very often, being able to pin it to an easily accessible area that is close right from the start up menu would be extremely helpful for anyone looking to use the system. Overall, the PS4 has a better looking and easier to use interface.