

Nick Soffa

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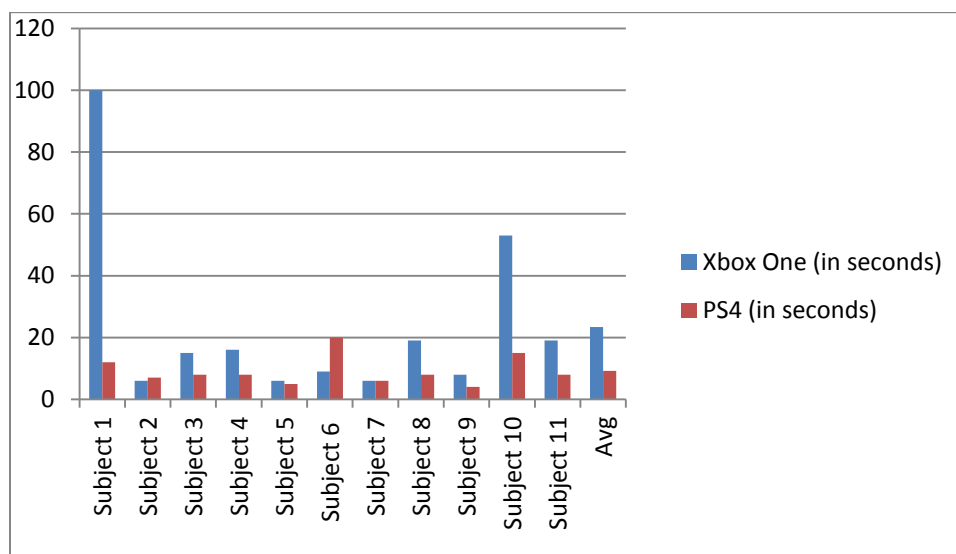
Prof. Dionisio

### 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.

Our first test was to see how efficiently people could locate a game and start it up. The chart shown below gives our test subjects times for both consoles.

#### Test #1 – Starting a game

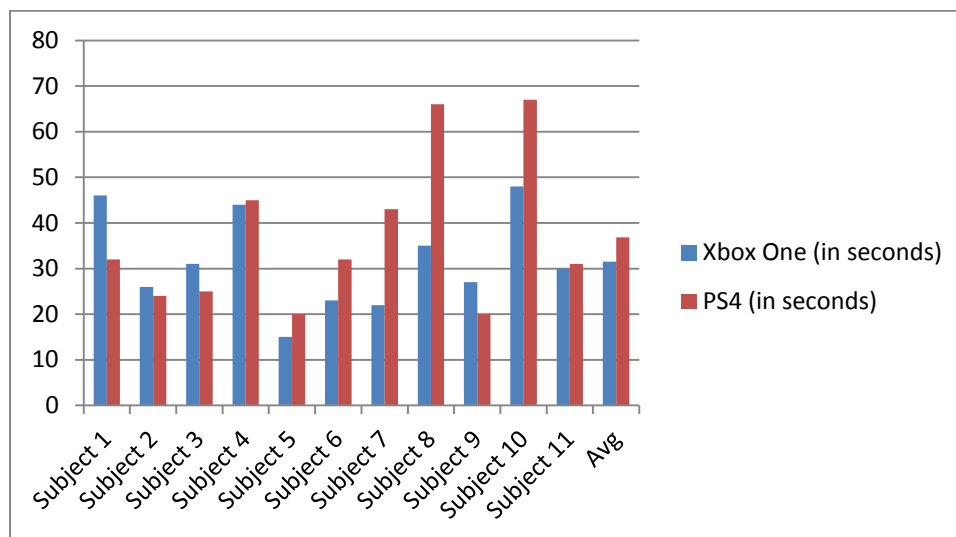


For the Xbox One two of the times were strangely high, but mostly consistent around fifteen to twenty seconds. For the Ps4 all the times were consistent around ten to fifteen seconds. I feel like the reason the PS4 was more consistent was because the user only needed to hold

down the left stick to the right to reach the library, whereas during the Xbox One tests the user must go through 2 separate menus to get to the games. Some users simply could not find the second menu because it was hidden off screen until you scrolled over to it.

Our second test was to see how quickly the user could search for a specific item in the online stores. We chose the popular game Destiny, as the name was short and easy enough for people remember while searching for it. The chart shown below gives our test subjects times for both consoles.

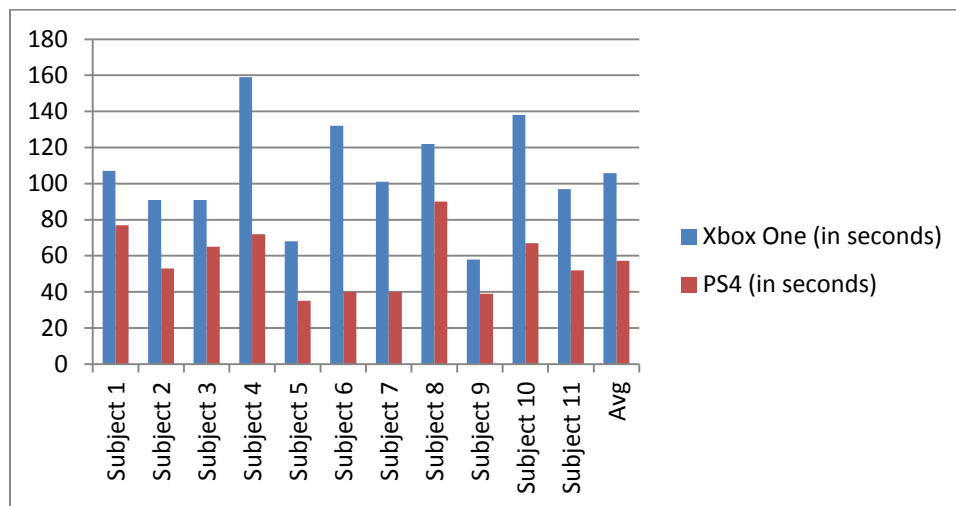
Test #2 – Searching for “Destiny”



Looking at these test times the Xbox One takes a small lead in efficiency. The reason being is PS4 has a strange layout for typing in search entries. The only complaint the users had towards the PS4 was 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.

Our last test was to see how long it took users to find Netflix and successfully log into it. They both had similar layouts and keyboards, it was ultimately a matter of which was easier to find and which control scheme users liked better. The chart shown below gives our test subjects times for both consoles.

Test #3 – Starting and logging into Netflix



Watching people do this test it was easy to see which console made it easier to find non-game apps. For PS4 it was a very simple move down to the TV apps, and click on Netflix, while Xbox One you had to go through the 2 menus like before. Once the users got to the stage of typing in the username and password then the times were pretty similar.

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.

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 PS4 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.