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ФАКУЛЬТЕ

Т

ИУК «Информатика и управление»

КАФЕДРА

ИУК2 «Информационные системы и сети»

Лабораторная работа №5

**«Проведение юзабилити-тестирования программного продукта при
помощи опросника SUMI»**

ДИСЦИПЛИНА: «Современные проблемы программной инженерии»

Выполнил: студент гр. ИУК4-21М

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Проверил:

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Дата сдачи (защиты):

Результаты сдачи (защиты):

- Балльная оценка:

- Оценка:

Калуга, 2025

Цель работы: провести тестирование юзабилити программного обеспечения при помощи опросника SUMI.

Результаты выполнения работы

Password:

What, in general, do you use this software for?

Statements 1 - 10 of 50.

	Agree	Undecided	Disagree
This software responds too slowly to inputs.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I would recommend this software to my colleagues.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The instructions and prompts are helpful.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
This software has at some time stopped unexpectedly.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning to operate this software initially is full of problems.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I sometimes don't know what to do next with this software.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I enjoy the time I spend using this software.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find that the help information given by this software is not very useful.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
If this software stops it is not easy to restart it.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It takes too long to learn the software functions.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Рисунок 1 – Опросник SUMI

Statements 11 - 20 of 50.

	Agree	Undecided	Disagree
I sometimes wonder if I am using the right function.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with this software is satisfying.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The way that system information is presented is clear and understandable.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I feel safer if I use only a few familiar functions.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The software documentation is very informative.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
This software seems to disrupt the way I normally like to arrange my work.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working with this software is mentally stimulating.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
There is never enough information on the screen when it's needed.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel in command of this software when I am using it.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I prefer to stick to the functions that I know best.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Рисунок 2 – Опросник SUMI

<i>Statements 21 - 30 of 50.</i>	Agree	Undecided	Disagree
I think this software is inconsistent.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I would not like to use this software every day.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can understand and act on the information provided by this software.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
This software is awkward when I want to do something which is not standard.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
There is too much to read before you can use the software.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Tasks can be performed in a straight forward manner using this software.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using this software is frustrating.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The software has helped me overcome any problems I have had in using it.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The speed of this software is fast enough.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I keep having to go back to look at the guides.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Рисунок 3 – Опросник SUMI

<i>Statements 31 - 40 of 50.</i>	Agree	Undecided	Disagree
It is obvious that user needs have been fully taken into consideration.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
There have been times in using this software when I have felt quite tense.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The organisation of the menus seems quite logical.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The software allows the user to be economic of keystrokes.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning how to use new functions is difficult.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
There are too many steps required to get something to work.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I think this software has sometimes given me a headache.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Error messages are not adequate.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It is easy to make the software do exactly what you want.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I will never learn to use all that is offered in this software.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Рисунок 4 – Опросник SUMI

Statements 31 - 40 of 50.	Agree	Undecided	Disagree
It is obvious that user needs have been fully taken into consideration.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
There have been times in using this software when I have felt quite tense.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The organisation of the menus seems quite logical.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The software allows the user to be economic of keystrokes.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning how to use new functions is difficult.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
There are too many steps required to get something to work.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I think this software has sometimes given me a headache.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Error messages are not adequate.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It is easy to make the software do exactly what you want.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I will never learn to use all that is offered in this software.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Рисунок 5 – Опросник SUMI

Statements 41 - 50 of 50.	Agree	Undecided	Disagree
The software hasn't always done what I was expecting.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The software presents itself in a very attractive way.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Either the amount or quality of the help information varies across the system.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is relatively easy to move from one part of a task to another.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to forget how to do things with this software.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
This software occasionally behaves in a way which can't be understood.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
This software is really very awkward.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
It is easy to see at a glance what the options are at each stage.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting data files in and out of the system is not easy.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I have to look for assistance most times when I use this software.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

How important for you is the kind of software you have just been rating?

☐ Extremely important
☒ Important
☐ Not very important
☐ Not important at all

How would you rate your software skills and knowledge?

☒ Very experienced and technical
☐ I'm experienced but not technical
☐ I can cope with most software
☐ I find most software difficult to use

What do you think is the best aspect of this software, and why?

Because I'm developer of it and it is go to solution for state organisations to deploy their maps

What do you think needs most improvement, and why?

The rendering of tiles because it is very slow. Also some more additional information on pages to help user find out what to do.

Рисунок 6 – Опросник SUMI

Вывод: в ходе выполнения лабораторной работы было проведено тестирование юзабилити программного обеспечения при помощи опросника SUMI.