Usability issues in Samsung Microwave oven

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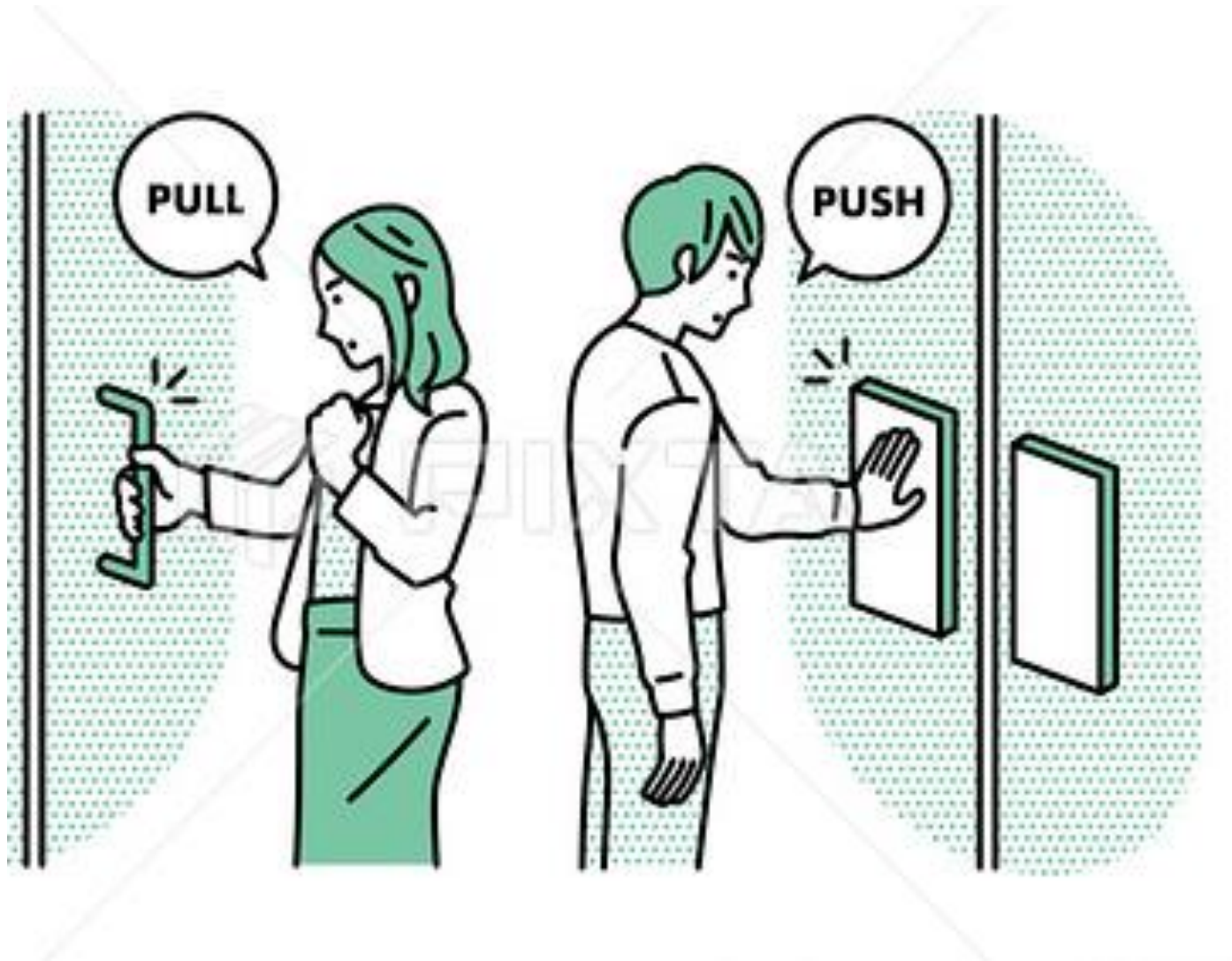
Affordance

- Affordances provide strong clues to the operation of a thing

- Perceived and actual properties of a thing, primarily those fundamental properties that determine just how the thing could possibly be used

Affordance Issue

Seeing the options for the first times none will understand how to operate it.
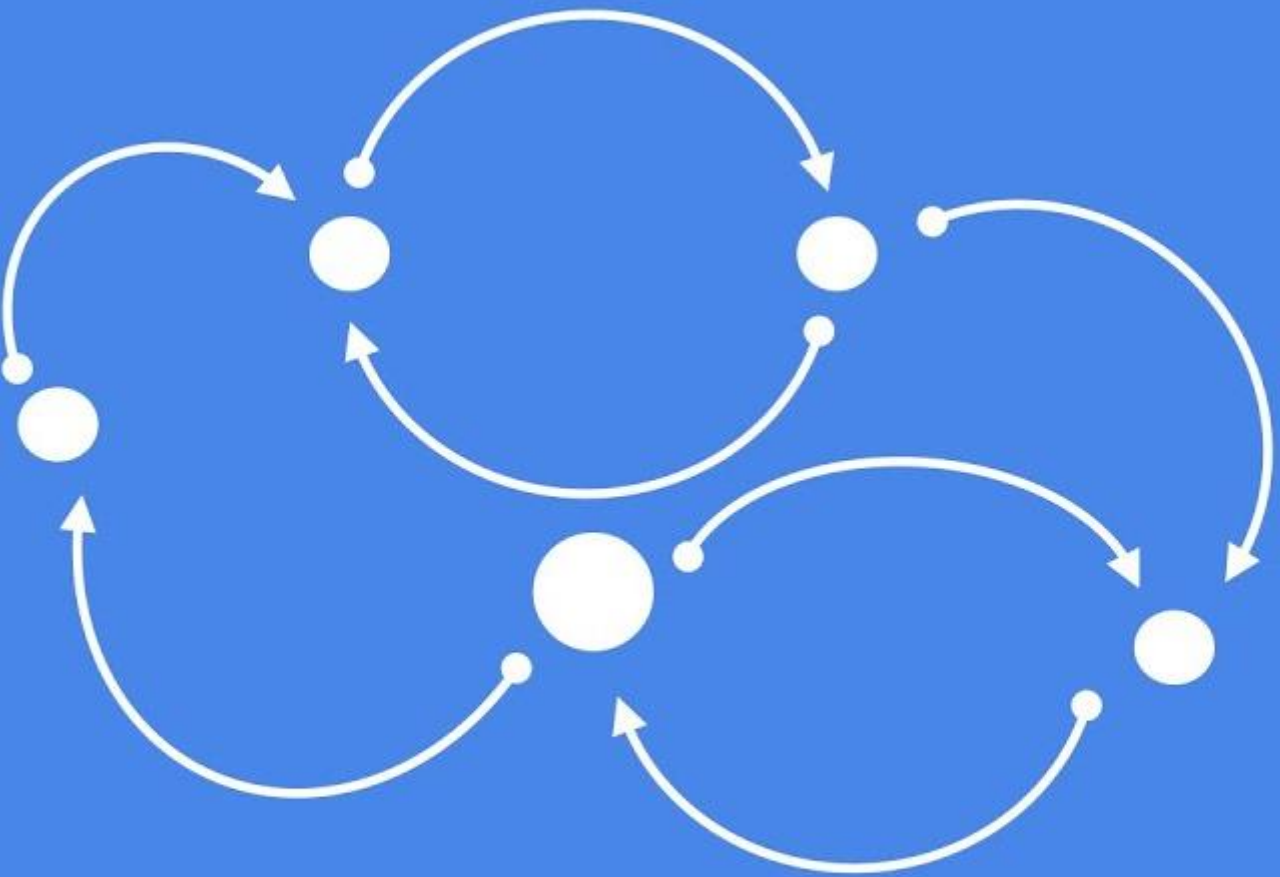
Visibility

- A system with good visibility makes it simple for the user to convert goals into actions. What a control is used for should be clear to the user.

Visibility Issue

- Here the icon 'STOP' can't be seen well while the color of the icon is red, but the background is black.

Mapping

- Relationship between controls and their affects
- Want the mapping to be 'natural'
- taking advantage of physical analogies and cultural standards.

Mapping Issue

- Here using this button, a user can increase the timer, but the user can't decrease the timer here. For that users have to reset the timer and set the timer from the beginning.
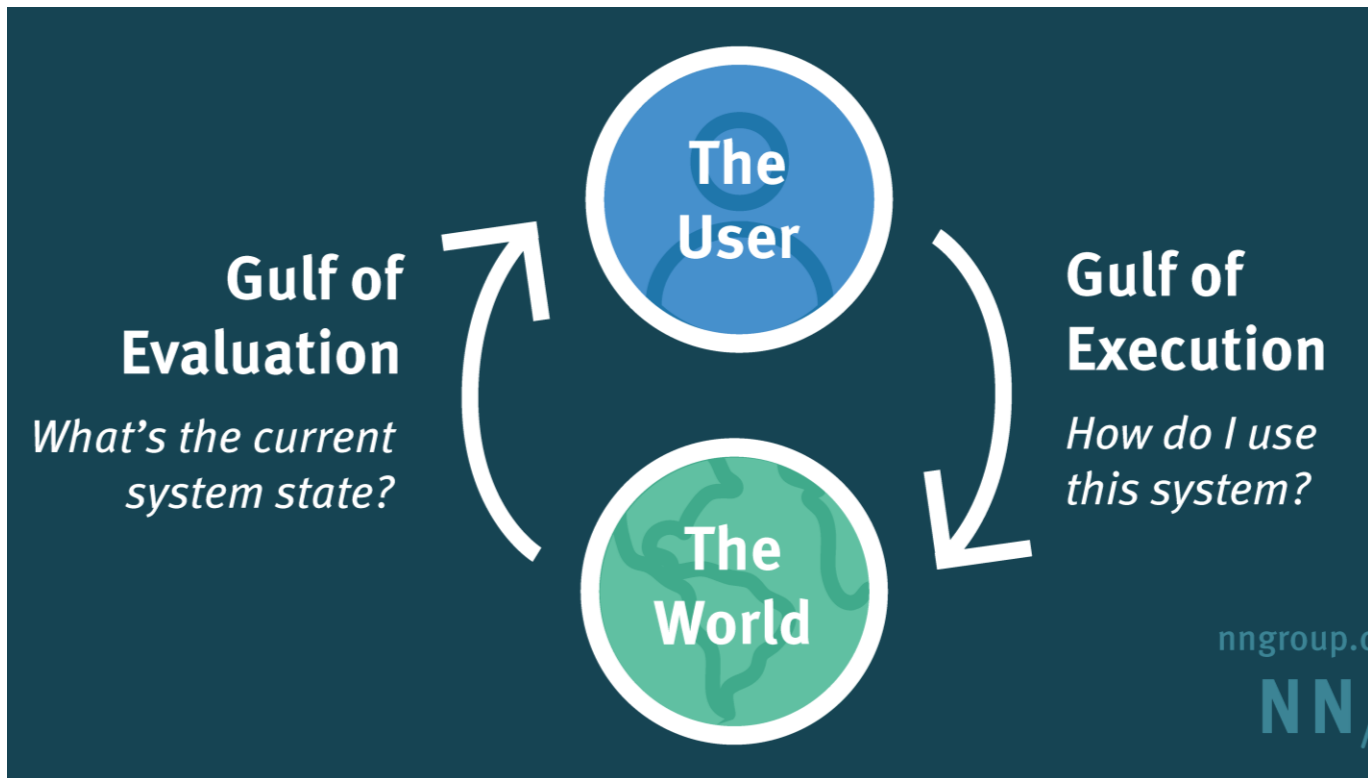
System Image

- The system image is the visible part of a device

- The designer only talks to the user through the system image

System Image Issue

- Here to see the submenu the user have to open the oven first as the submenu are inside the oven. Also, the submenu is too small to notice and in the main menu, it is not written that the submenu is inside the oven.
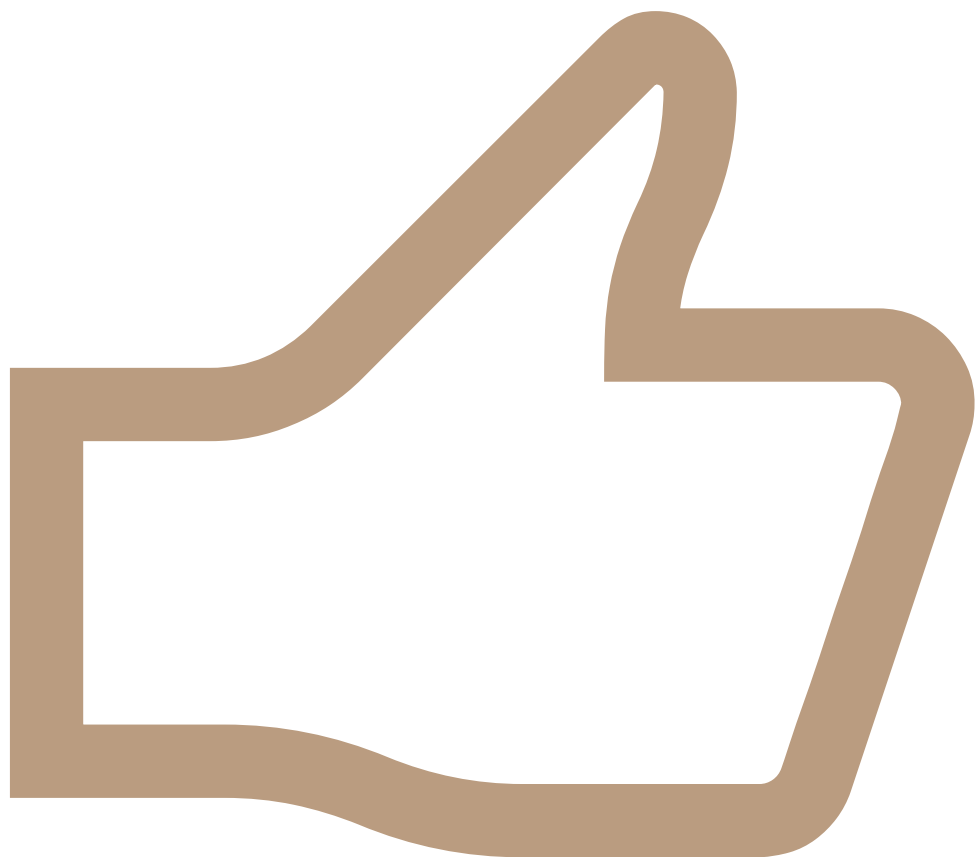
Gulf of Evaluation and Execution

- **Gulf of evaluation:** How well does the system provide a visible state that can be directly perceived and that is interpretable in terms of the intentions and expectations of the user.

- **Gulf of execution:** How well does the system allow someone to do their intended actions directly

Gulf of Evaluation and Gulf of execution issue

- Seeing the up down button I though it is for controlling temperature. But this up down buttons are for selecting option and changing the timer.

Thanks