

QUESI - Measuring the Subjective Consequences of Intuitive Use

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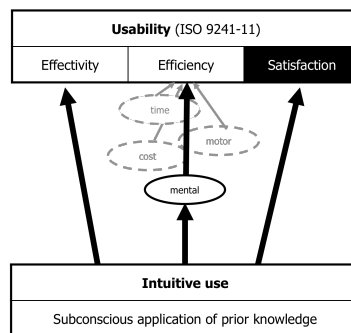
Intuitive Use

Definition

Intuitive use is the subconscious application of prior knowledge that leads to effective interaction.

IIUI

Measurement



Subjective Consequences

- ▶ Low subjective mental workload (W)
- ▶ High perceived achievement of goals (G)
- ▶ Low perceived effort of learning (L)
- ▶ High familiarity (F)
- ▶ Low perceived error rate (E)

Questionnaire

Frontpage

Demographics and Experience

QUESI - Questionnaire for Intuitive Use

Dear respondent,

This questionnaire is designed to record your evaluation of a technical system with which you have individual experience in using (e.g. software, a digital camera or ticket machine). The questionnaire consists of 14 questions and answering them should take about 5 minutes. The questionnaire is not designed to assess you or your abilities. Information you provide will be kept anonymous and will not be able to be used to personally identify you.

What is being evaluated?

Type of system (e.g. MP3 player):

I have been using this kind of system for years months weeks hours

☐ These kinds of systems are entirely new to me.

I use this kind of systems hours a week.

Type/version of system (e.g. iPod Nano)

Manufacturer/brand of system (e.g. Apple)

I have been using this system for years months weeks hours

☐ This system is entirely new to me.

I use this system hours a week.

Who is evaluating it?

Age years

Gender ☐ female ☐ male

Academic qualifications

☐ no academic qualifications

☐ Certificate of Secondary Education

☐ university entry qualifications (high school diploma / A-levels or equivalent)

☐ university / college degree

Subject:

Current occupation

Here is an example of a possible answer to the ratings:

	Fully disagree	Mainly disagree	Neutral	Mainly agree	Fully agree
9. I did like the system's colour.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

In this example, the user quite liked the system's colour.

Please turn over

1

Backpage

14 QUESI Items

QUESI - Questionnaire for Intuitive Use

Note: In evaluating the system, try to refer only to the use of the system (and not for example to the difficulty of the task itself). There are no right or wrong answers. Please answer spontaneously and don't leave any questions out.

	Fully disagree	Mainly disagree	Neutral	Mainly agree	Fully agree
1. I could use the system without thinking about it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I achieved what I wanted to achieve with the system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The way the system worked was immediately clear to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I could interact with the system in a way that seemed familiar to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. No problems occurred when I used the system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The system was not complicated to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I was able to achieve my goals in the way I had imagined to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The system was easy to use from the start.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. It was always clear to me what I had to do to use the system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The process of using the system went smoothly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I barely had to concentrate on using the system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The system helped me to completely achieve my goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. How the system is used was clear to me straight away.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I automatically did the right thing to achieve my goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you!

2

Psychometric Properties

Difficulty Reliability Validity

Sub-scale	Unfamiliar systems n = 96			Familiar systems n = 442		
	M	SD	α	M	SD	α
W	2.94	1.06	.90	3.26	1.05	.88
G	2.89	1.07	.87	3.90	0.87	.78
L	3.00	1.13	.93	3.37	1.09	.92
F	2.88	0.99	.84	3.34	0.98	.85
E	3.04	1.37	.86	3.15	1.20	.91
Total	2.95	1.02	.97	3.41	0.88	.95

No differences between English and German version