QUESI
A Questionnaire for Measuring the Subjective Consequences of Intuitive Use

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Recent research has placed the buzzword 'intuitive use' within a theoretical framework that describes the preconditions and consequences of intuitive use [1] [2]. The preconditions for intuitive use can be described as the subconscious use of prior knowledge in interacting with technology. The consequences of intuitive use are a highly effective, mentally efficient, and satisfying interaction with a product. While the first two consequences can be assessed with objective measures, a subjective satisfaction measure of intuitive use has been missing.

Based on the theoretical framework, we developed a standardized questionnaire (QUESI). The questionnaire consists of 14 items grouped into five subscales: (1) Subjective mental workload, (2) Perceived achievement of goals, (3) Perceived effort of learning, (4) Familiarity, and (5) Perceived error rate.

The questionnaire is available in English and German. Psychometric data on the reliability and validity of the questionnaire has been obtained from over 500 participants and shows promising results. The design and research community is encouraged to use the questionnaire in order to inform its norming, especially in the areas of product, software, and game development.

References

[1] Hurtienne, Jörn. 2010. *Image schemas and design for intuitive use.* PhD Thesis. Berlin: Technische Universität.

[2] Naumann, Anja, Hurtienne, Jörn, Israel, Johann Habakuk, Mohs, Carsten, Kindsmüller, Martin Christof, Meyer, Herbert A., and Hußlein, Steffi. 2007. Intuitive Use of User Interfaces: Defining a vague concept. In Harris, D. (Ed.), *Engineering Psychology and Cognitive Ergonomics.* Heidelberg: Springer, 128-136.