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The Evaluation of Software Quality

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Abstract: Software Quality comprises all characteristics and significant features of a product or an activity which relate to the satisfying of given requirements. The totality of characteristics of a software product depends upon its ability to satisfy given needs. The objectives of this study were to identify quality defining dimensions and to determine if these dimensions changed with respect to user or software type. The data was collected for Novice and Expert users for MS WORD, MINITAB, MS OUTLOOK and GOOGLE SKETCH soft wares. The ANOVA and regression analysis was performed on the data. The ANOVA showed that Software has a significant effect on dependent measures/dimensions *Bwd/Fwd. Convertibility, Consistency, Layout, and Stability.* The regression analysis showed that, for MS Word software, *Overall Software Quality (OSQ)* was significantly affected by *Accessibility, Security, Interoperability, Usability and Stability.* The OSQ was significantly affected by *Layout, Security, Interoperability, Usability and Stability,* in case of Minitab software. In case of MS Outlook software, the OSQ was significantly affected by *Functionality, Operability, UIA, and Maintainability.* And For Google Sketch software, the OSQ was significantly affected by *Accessibility, Maintainability, BFC, Stability, Operability, and Precision.* The implications are discussed.