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Software Usability: Design and Validation of a Questionnaire

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Abstract: Usability is the extent to which a product or service can be used by specified users to achieve goals with effectiveness, efficiency and satisfaction. This study aimed to develop and validate an instrument to evaluate usability in software. A questionnaire based on Architecture software usability was designed. The instrument was structured with the following dimensions: efficiency, human reliability, ease of learning and user satisfaction. Internal validity was assessed using Cronbach's alpha coefficient, and test-retest validation was performed by the concordance Kendall coefficient. The factor analysis method was used to evaluate the dimensions. The results found that the instrument is good, even though more validations are necessary.

Keywords: Usability, Effectiveness, Efficiency and Satisfaction