

Negative Usability Annotation Guide (ISO 9241-11:2018)

1- Satisfaction

Definition: Measures users' overall comfort and attitudes toward the product's usage. Reflects how users find the product's usage enjoyable and satisfactory. It reflects negative feelings toward the app's design, appearance, or overall experience.

- Examples:

- “I hate the update—it ruined everything.”
- “So annoying and poorly designed.”

2- Effectiveness

Definition: Assesses the users' ability to achieve their goals accurately and completely. It indicates that users cannot complete intended tasks or that the app produces incorrect or incomplete results.

- Examples:

- “The login keeps failing.”
- “Can't log in or complete a transfer.”

3- Efficiency

Definition: The excessive time, effort, or steps required to accomplish a task. Helps determine how efficiently users can attain their goals. It reflects poor usability when the app is slow, confusing, or demands unnecessary actions from the user.

- Examples:

- “Takes forever to load.”
- “The app responds sluggishly to every action.”

Aligned with ISO 9241-11 (2018): Usability involves Effectiveness, Efficiency, and Satisfaction in achieving goals accurately, efficiently, and with acceptable user experience.