

## Usability Evaluation in Practice: Selecting the Appropriate Method

**Authors :** Hanan Hayat, Russell Lock

**Abstract :** The importance of usability in ensuring software quality has been well established in literature and widely accepted by software development practitioners. Consequently, numerous usability evaluation methods have been developed. However, the availability of large variety of evaluation methods alongside insufficient studies that critically analyse them resulted in an ambiguous process of selection amongst non-usability-expert practitioners. This study investigates the factors affecting the selection of usability evaluation methods within a project by interviewing a software development team. The results of the data gathered are then analysed and integrated in developing a framework. The framework developed poses a solution to the selection processes of usability evaluation methods by adjusting to individual projects resources and goals. It has the potential to be further evaluated to verify its applicability and usability within the domain of this study.

**Keywords :** usability evaluation, evaluating usability in non-user entered designs, usability evaluation methods (UEM), usability evaluation in projects

**Conference Title :** ICHCIUEM 2020 : International Conference on Human-Computer Interaction and Usability Evaluation Methods

**Conference Location :** New York, United States

**Conference Dates :** August 10-11, 2020