

附錄

附錄一 目前常見的一些使用性定義列表 (研究者整理)

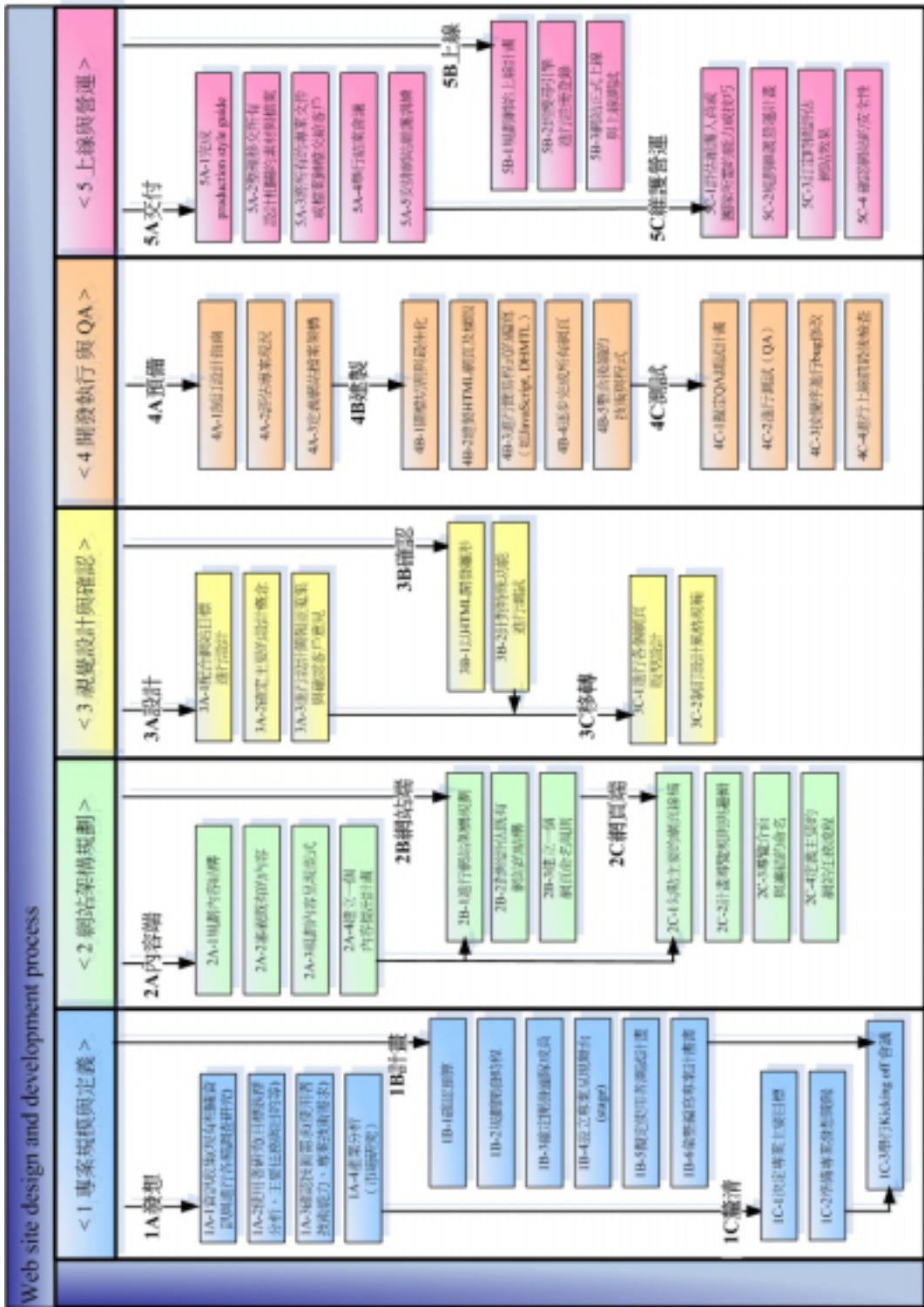
使用性定義	定義來源
強調軟體或系統使用性的評估指標	
Usability is defined as one of the main software quality attributes in the standard ISO 9126 as follows: The capability of the software product to be understood, learned, used and attractive to the user, when used under specified conditions	ISO 9126, 1991
That quality of a system that makes it easy to learn, easy to use and encourages the user to regard the system as a positive help in getting the job done.	UIS, Georgetown University
The quality of a system, program, document or device that enables it to be easily understood and conveniently employed by a user.	Benjamin Keevil, 1996
A set of properties that makes something easy to use.	Canada webcenter, 2004-2005
An evaluation and measurement of a computer program's overall ease-of-use.	ConferZone, 2001-2005
The effectiveness, efficiency, and satisfaction with which specified users can achieve specified goals in a particular environment. Synonymous with "ease of use".	SQA tester.com, 2000
The effectiveness and efficiency with which users can achieve tasks in a particular environment	Web 2004, Penn State University, 2004
The effectiveness, efficiency, and satisfaction with which specified users achieve specified goals in particular environments.(ISO 9241)	*The HCI space, 1999
Usability is the degree to which something - software, hardware or anything else - is easy to use and a good fit for the people who use it. It is a quality or characteristic of a product.	*UPA ,2002-2005
<i>Usability is the measure of a product's potential to accomplish the goals of the user.</i> In information technology, the term is often used in relation to software applications and Web sites. Some factors used in determining product usability are ease-of-use, visual consistency, and a clear, defined process for evolution.	Digital Dictionary, CESA Service
強調使用者的滿足、經驗與感受	
That quality of a system that makes it easy to learn, easy to use and <i>encourages the user to regard the system as a positive help in getting the job done.</i> <i>User A person who uses a system to</i>	UIS, Georgetown University

<i>perform a business function.</i>	
serviceability: the quality of being able to provide good service	WordNet – a lexical database for the English Language, 1998-2005
The ease of which a user can interpret and respond to information.	Aardvark Media Limited, 1996-2005
The ease with which a user can operate, prepare inputs for, and interpret outputs of a system or component.	C-Latitude Ltd.
<i>Usability is the measure of the quality of a user's experience when interacting with a product or system — whether a Web site, a software application, mobile technology, or any user-operated device.</i> (Nielsen, 1998)	*Usability.gov
強調使用性的多重意涵	
Usability is a multidimensional attribute that relates to the impact a product has on its end-users. In general it refers to the efficiency with which a customer can do their tasks with the product, and their overall satisfaction with that process. Usability should be considered from a systems perspective including the hardware and software interfaces, the documentation, packaging, and any other component of the system and processes surrounding it that affects the user. ...	The Human Factor, Inc., 2003
Usability is the measure of the ease with which particular people can employ a particular tool or other human-made object in order to achieve a particular goal. Usability can also refer to the methods of measuring usability and the study of the principles that may predict whether an object is found usable in practice.	Wikipedia- the free encyclopedia, 2001-2005
延伸與應用在網站上的使用性定義	
The ease that users experience in navigating an interface, locating information, and obtaining knowledge over the Internet.	DDE, California State University, 2002
Refers to the level or degree of a page's operating friendliness for the user and how effective, efficient, engaging, error tolerant and easy to learn a website is.	Infinity Unlitmited, 2005
<i>How easy it is for users to satisfy their goals using a program or Web site; for example, how long it takes to draw a picture in an image editing application.</i>	Metromemetics.com, 2005
<i>Efficiency with which a user can perform required tasks with a product, for example, a website. Usability can be measured objectively via performance errors and productivity, and subjectively via user preferences and interface characteristics. Web design features that affect usability include navigation design and content layout.</i>	Jon Jerney and Glenda Browne, 2005

<p><i>A measure of how easy it is for a user to complete a task. In the context of Web pages this concerns how easy it is for a user to find the information they require from a given Web site.</i></p>	<p>Biz/ed team, 1996-2005</p>
<p><i>The ease of use of a website, or any other product. Usability encompasses many different disciplines, from Cognitive Psychology to graphic design.</i></p>	<p>Chris Cassell, 2001-2005</p>
<p><i>Usability is about building web sites based on user feedback and input and with the users' needs and goals in mind. We want to reduce confusion and make it easier for users to accomplish their goals on the site. Usability is a very complex area that employs many techniques and ideas but the goal is rather straightforward. The payoff is in lower support costs and a better user experience.</i></p>	<p>Infinite Web Design, 2005</p>

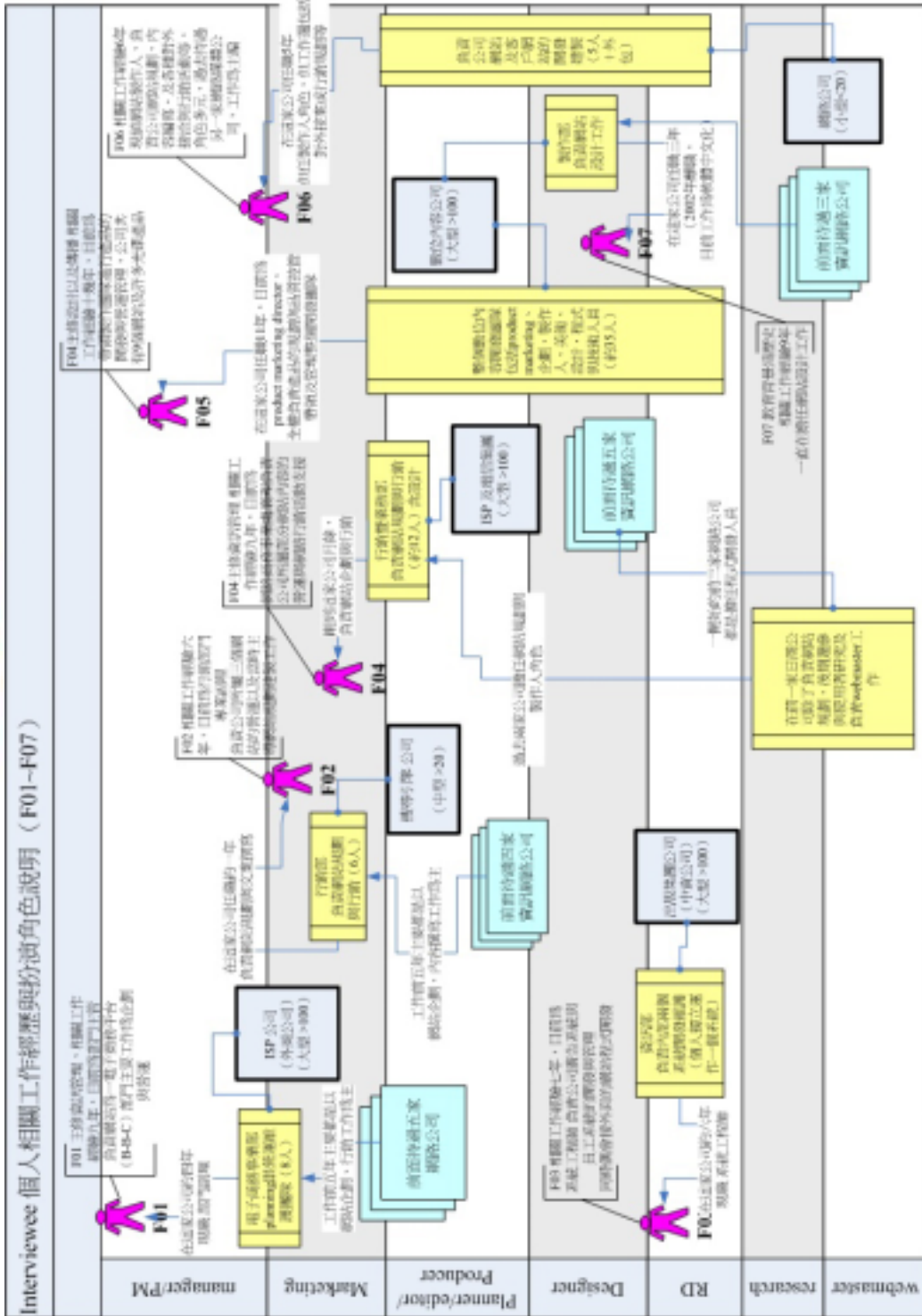


附錄二 Goto 與 Cotler (2001) 之網站開發架構圖 (研究者整理重繪)

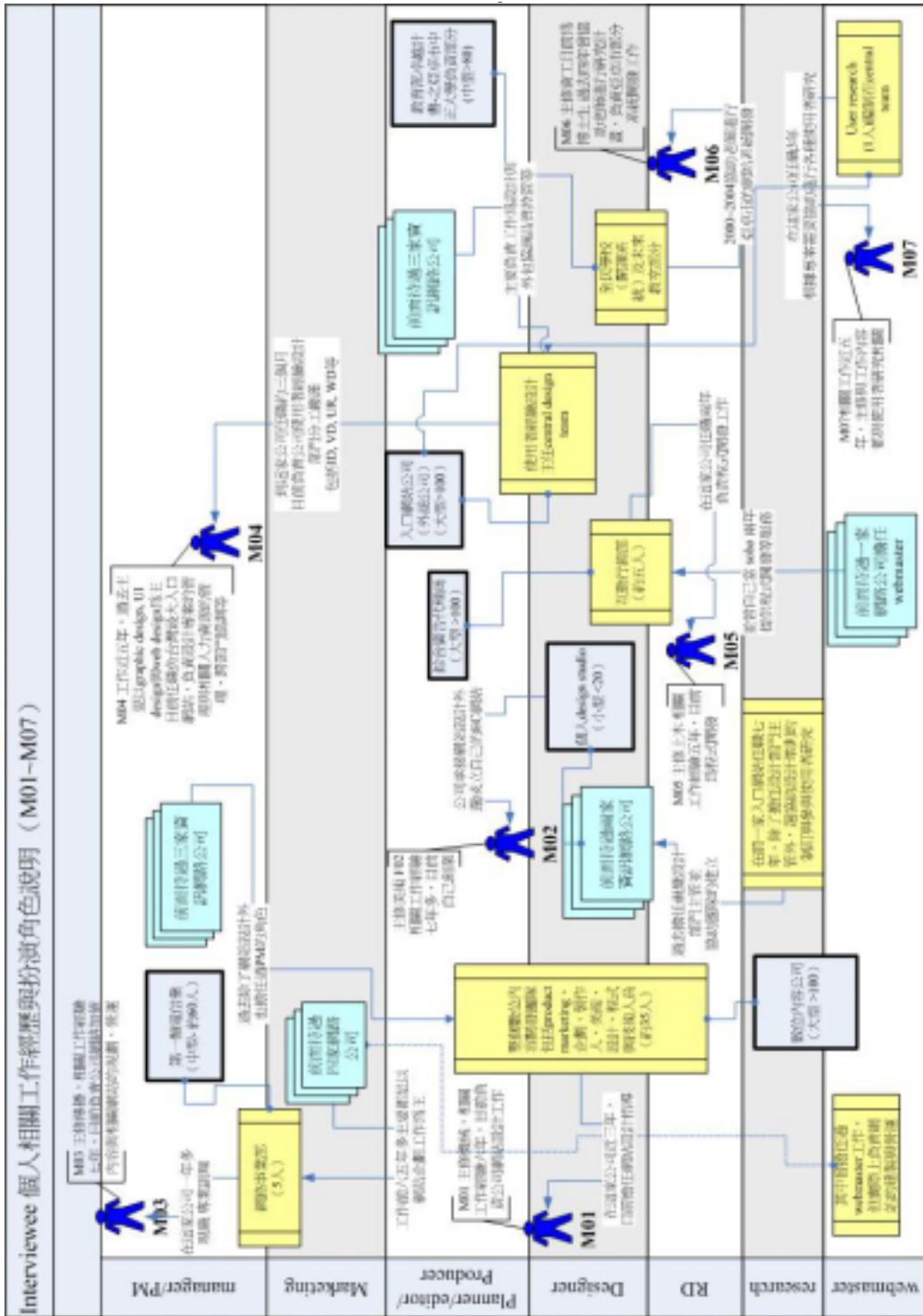


附錄三 研究對象相關工作經歷彙整說明 (研究者整理)

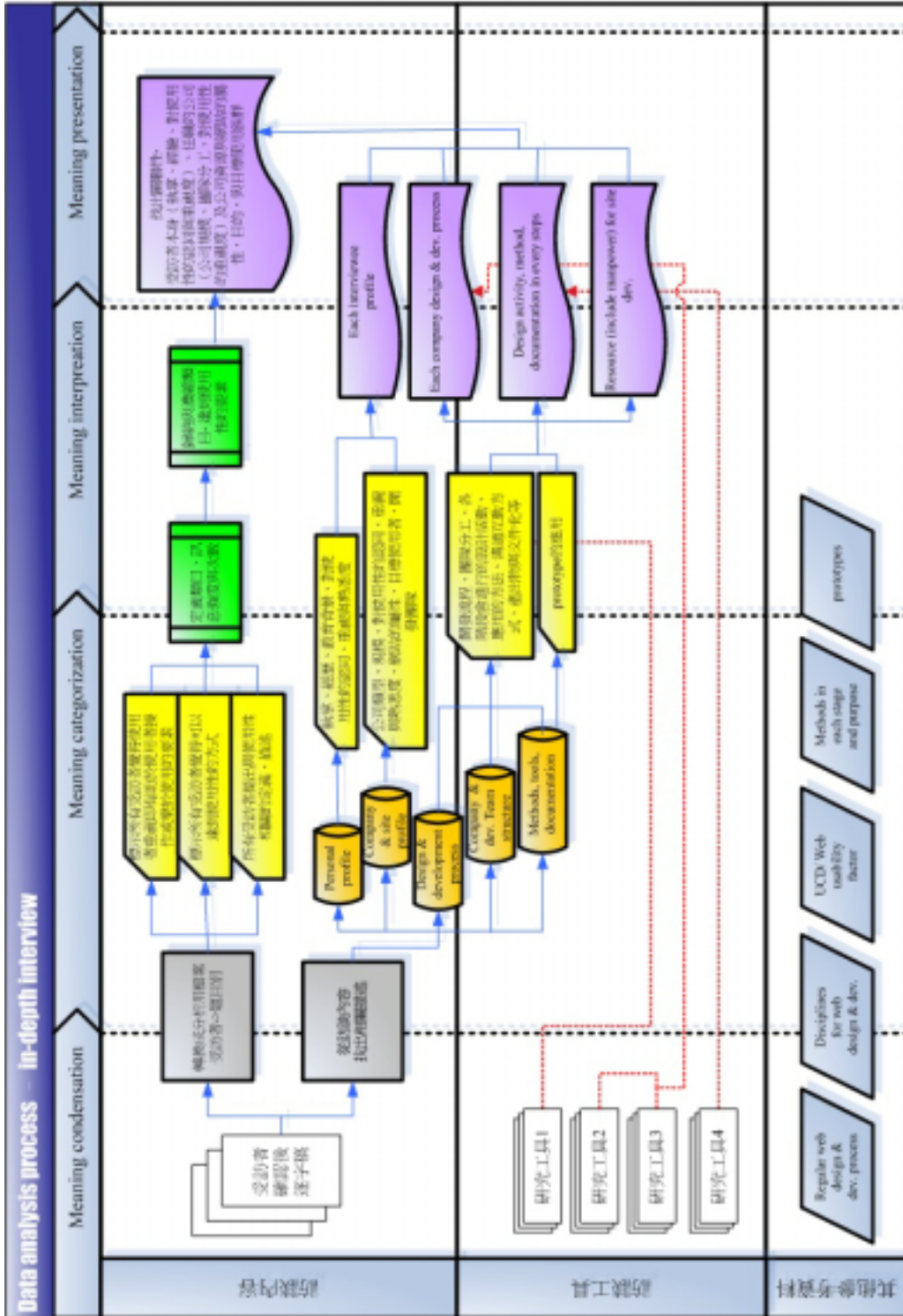
女性受訪者 F01-F07



(續附錄三) 男性受訪者 M01-

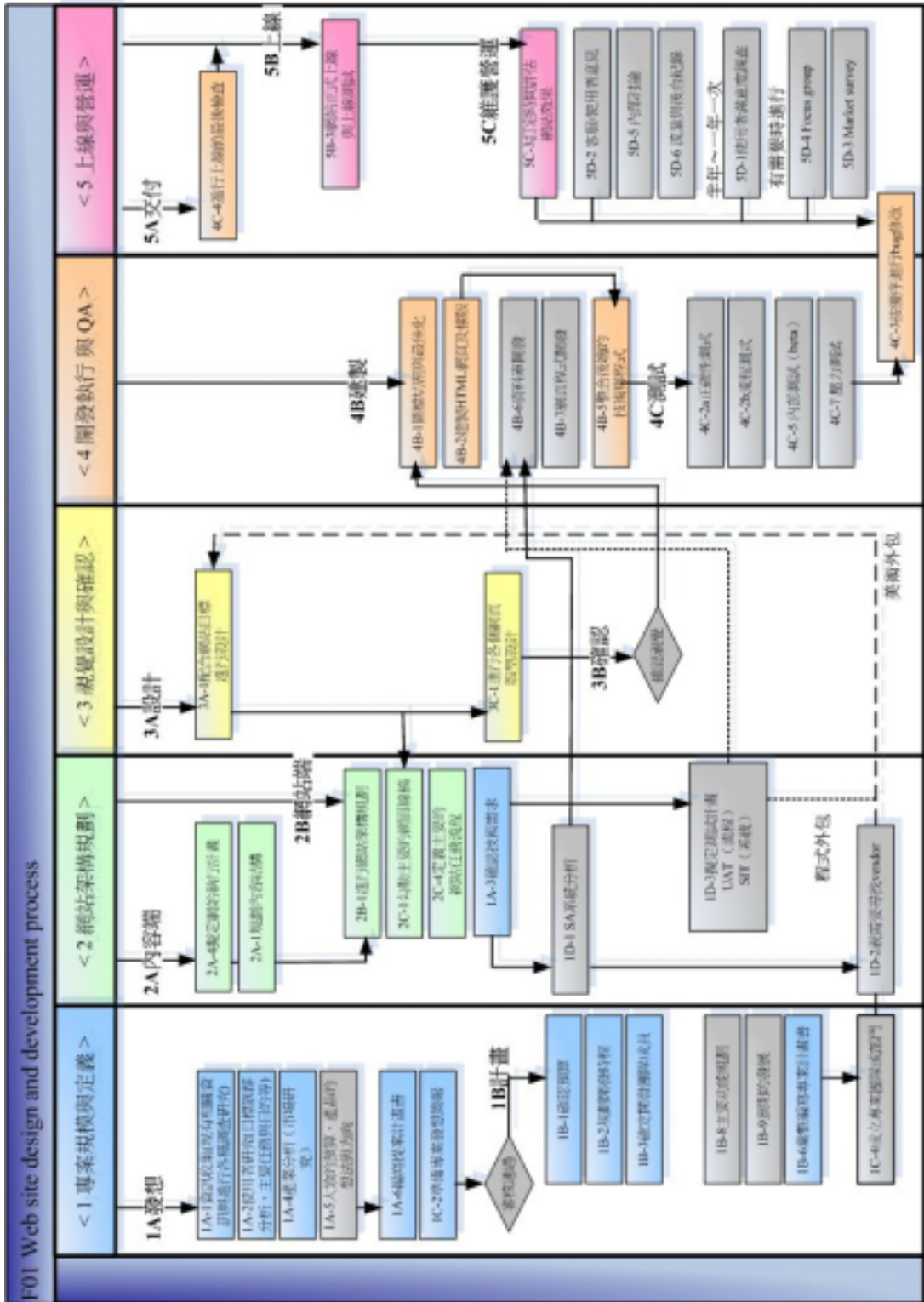


附錄四 本研究的資料分析策略與流程說明

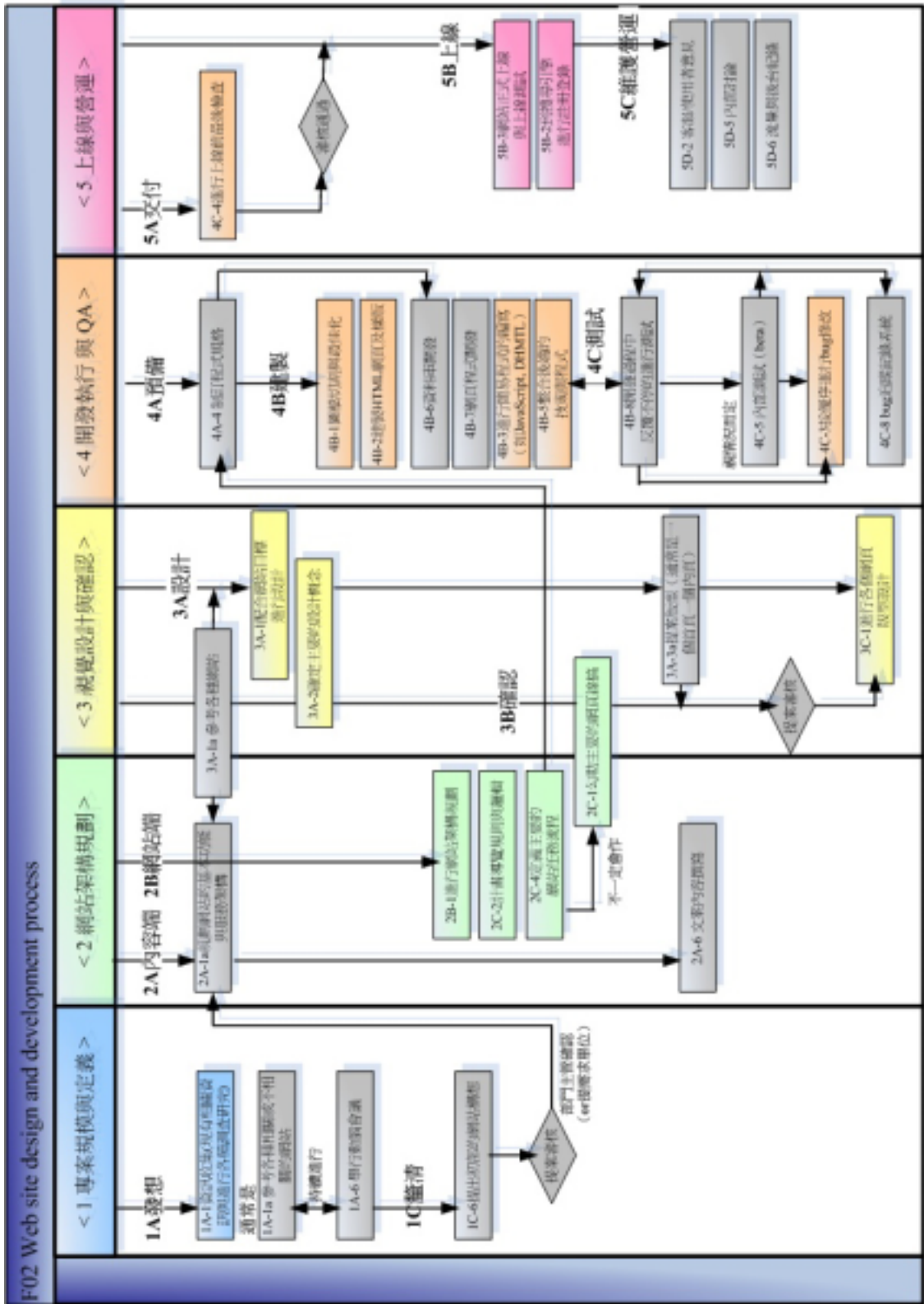


附錄五 研究對象任職企業組織之網站開發流程示意圖（研究者整理）

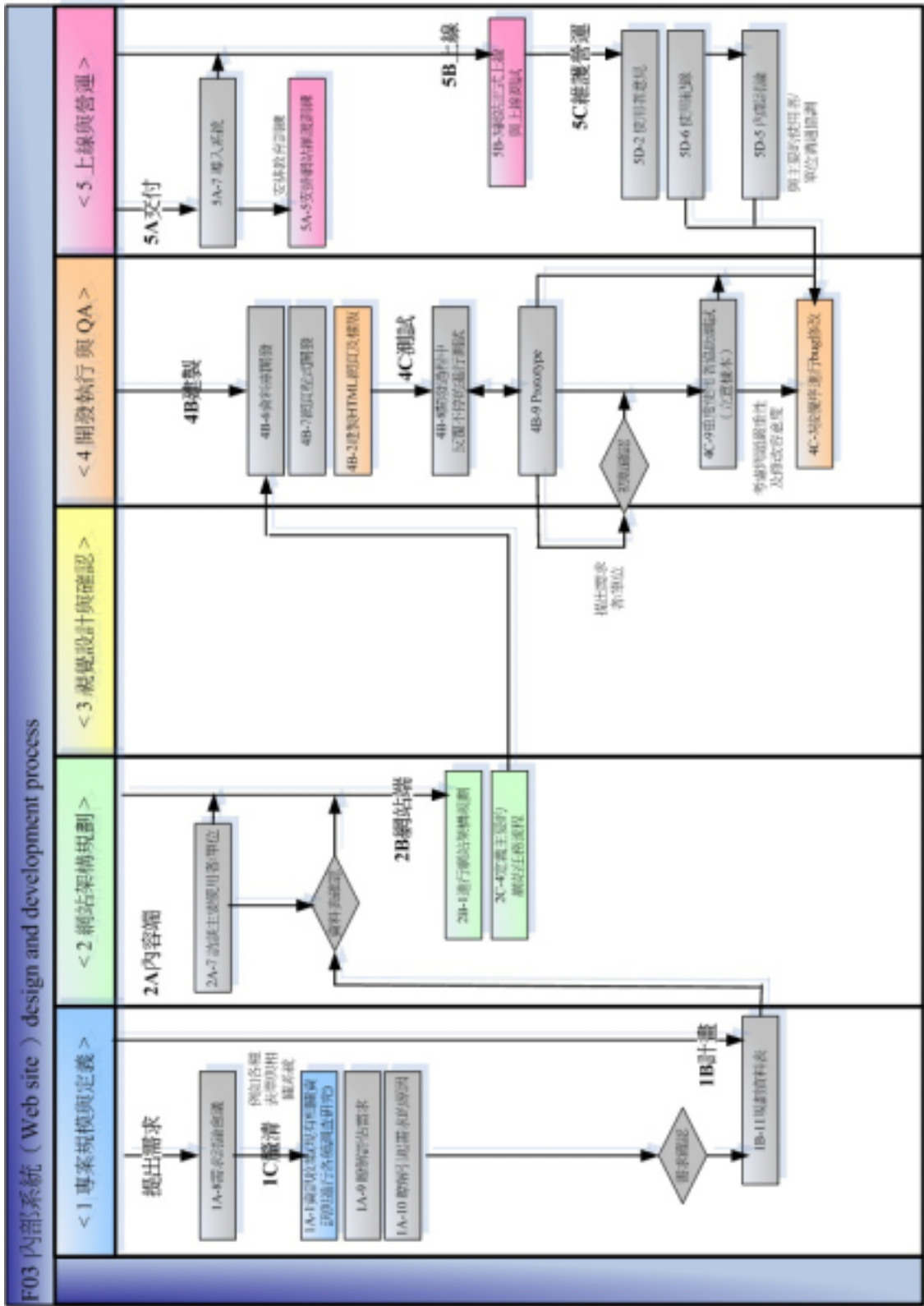
F01 公司網站設計開發流程



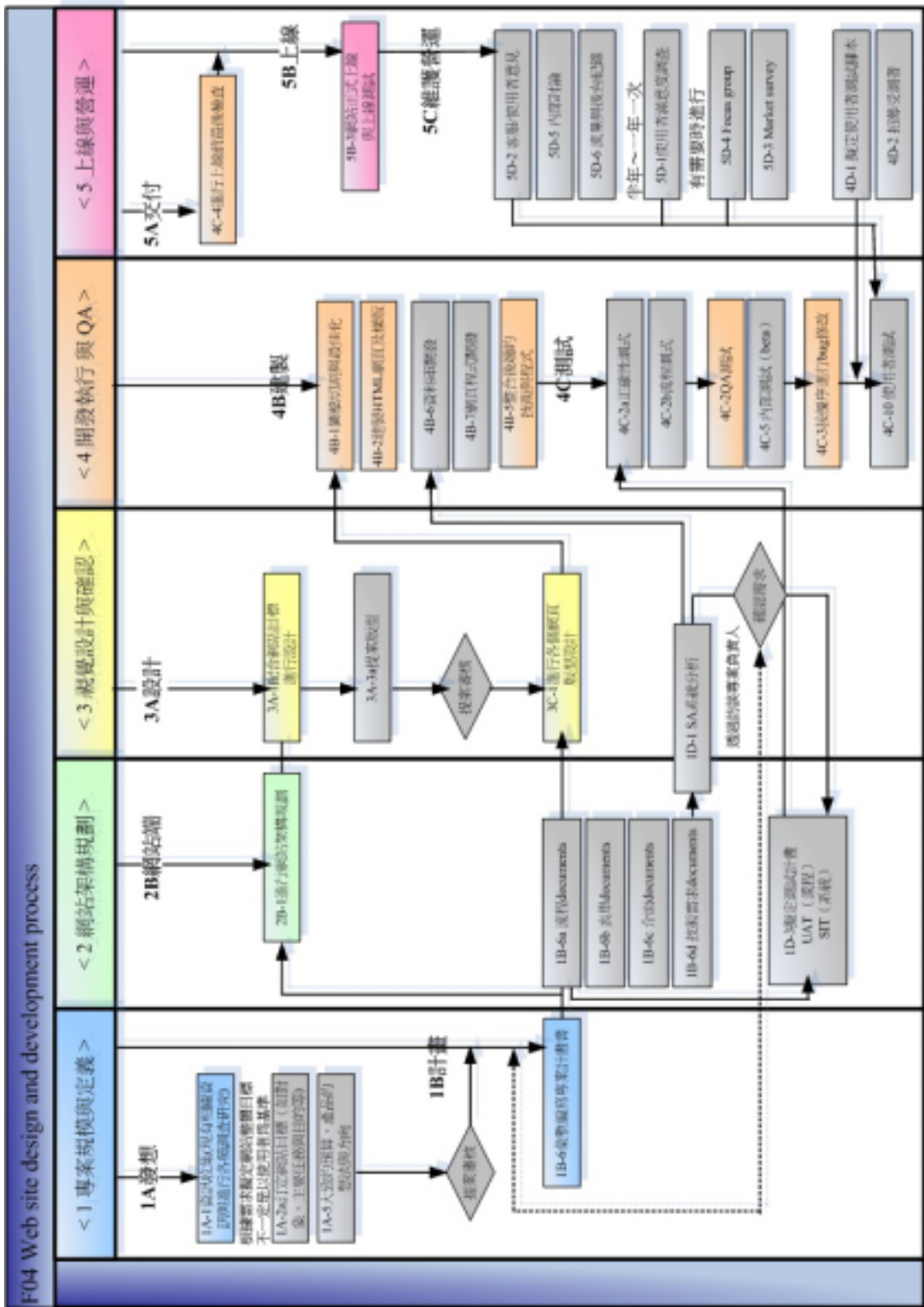
(續附錄五) F02 公司網站設計開發流程



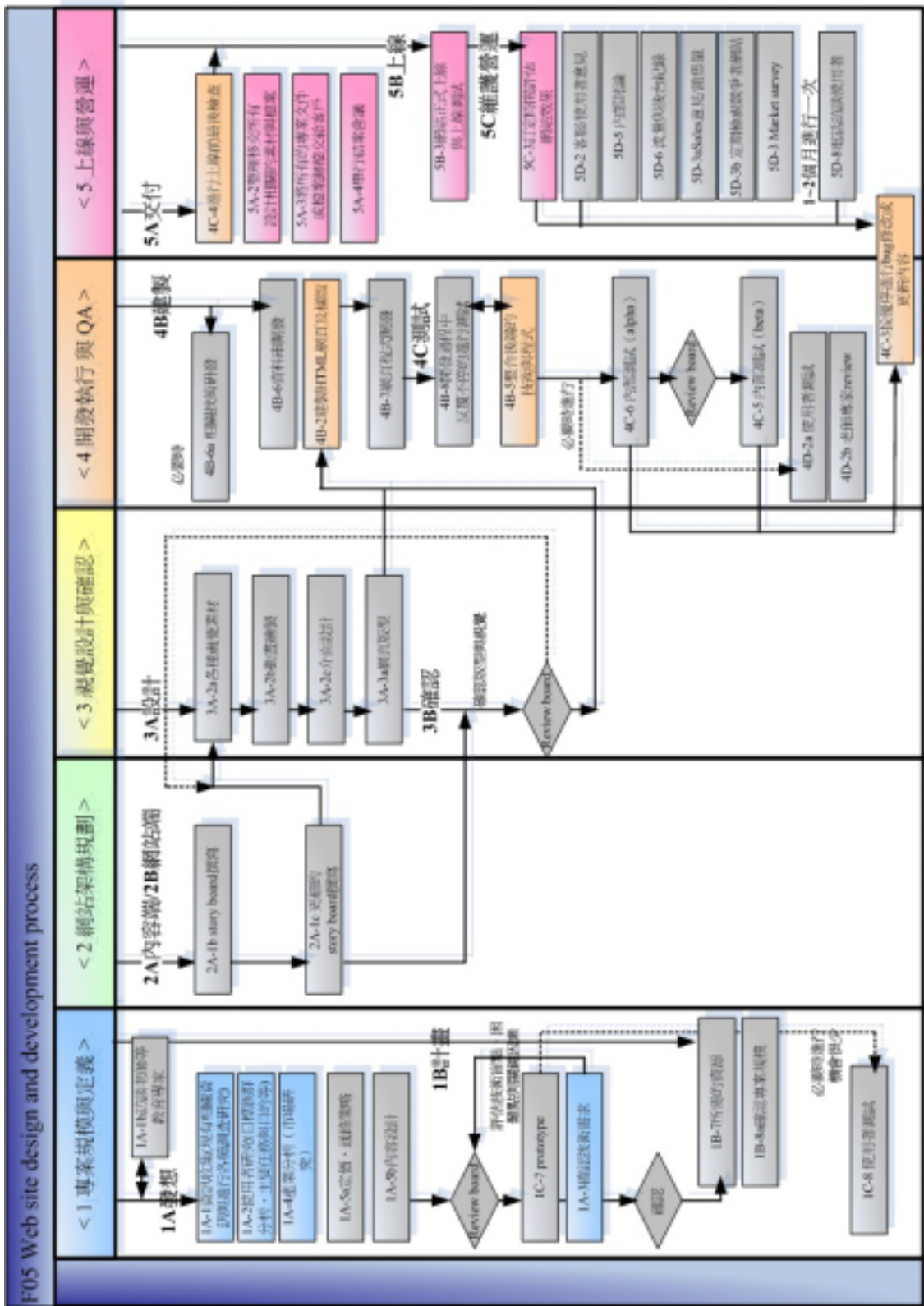
(續附錄五) F03 公司內部系統設計開發流程



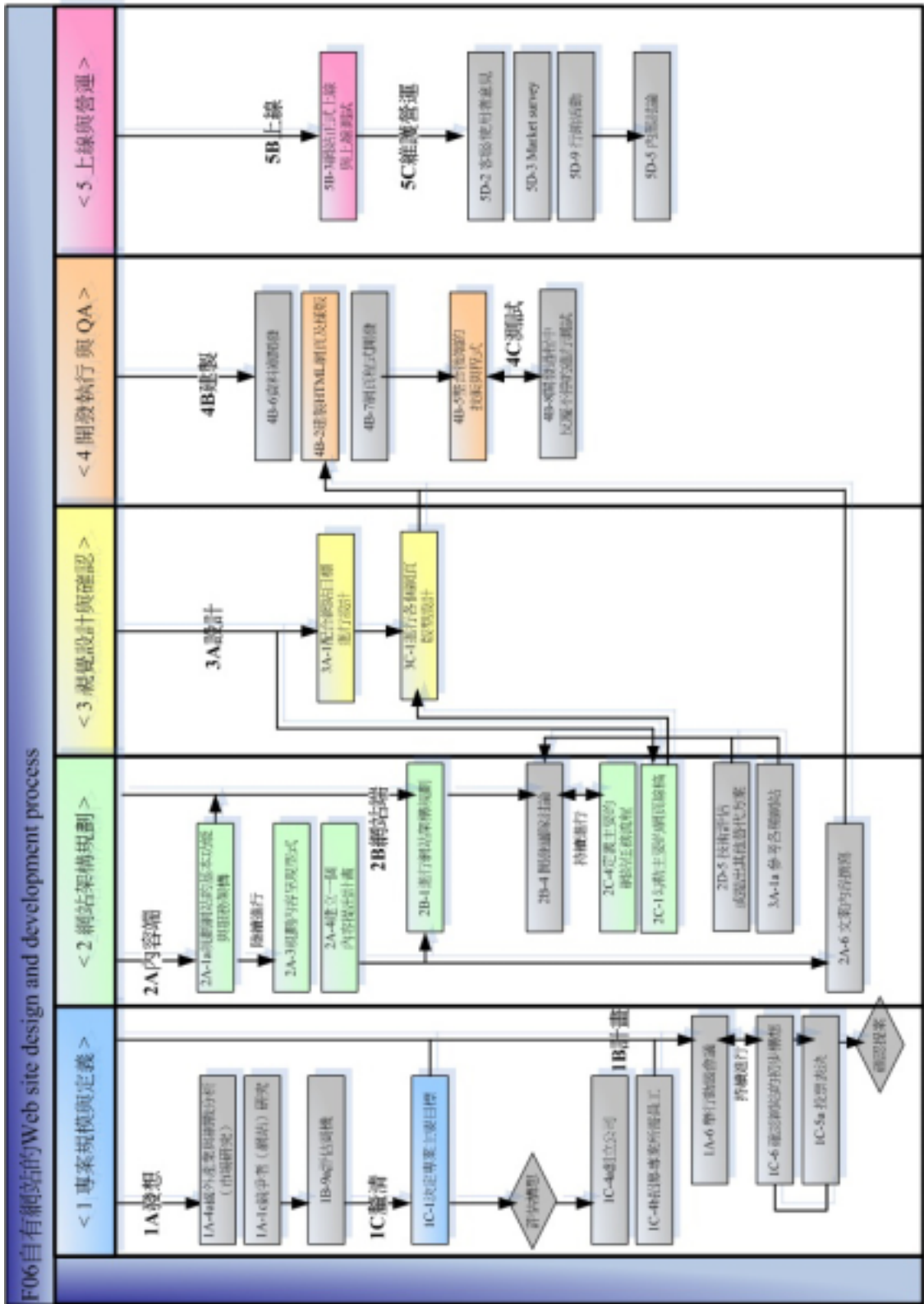
(續附錄五) F04 公司網站設計開發流程



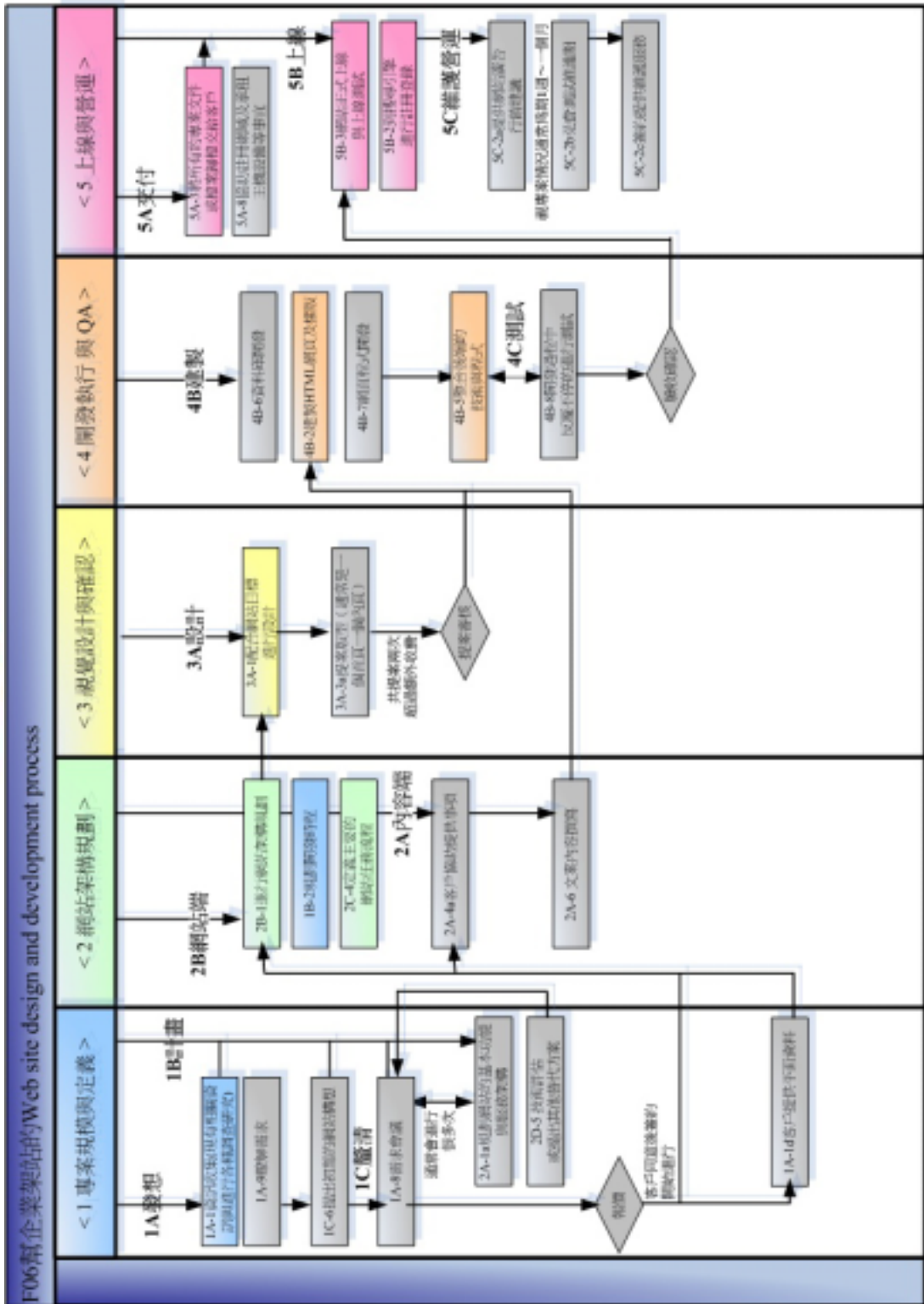
(續附錄五) F05 公司網站設計開發流程



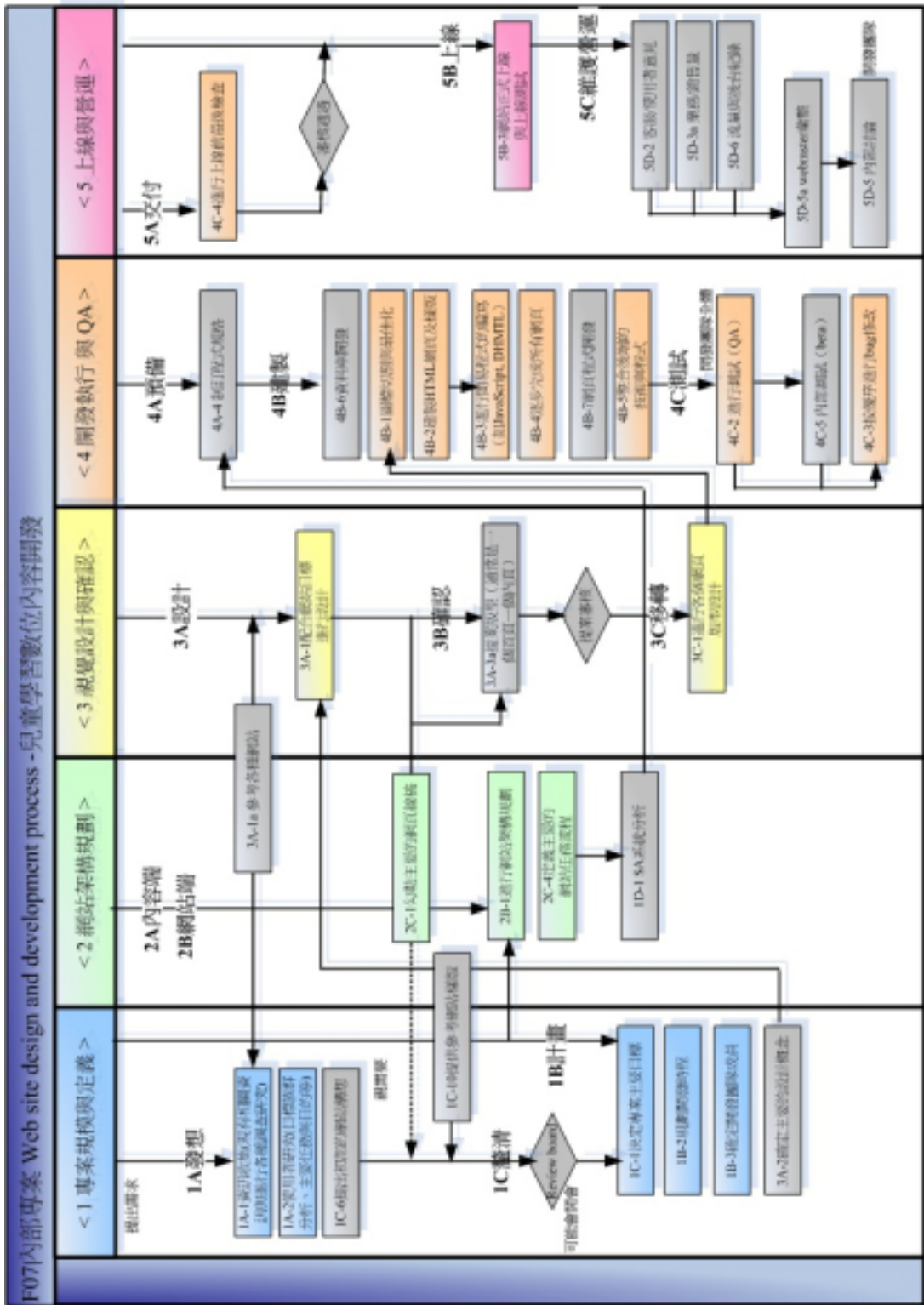
(續附錄五) F06 公司網站設計開發流程



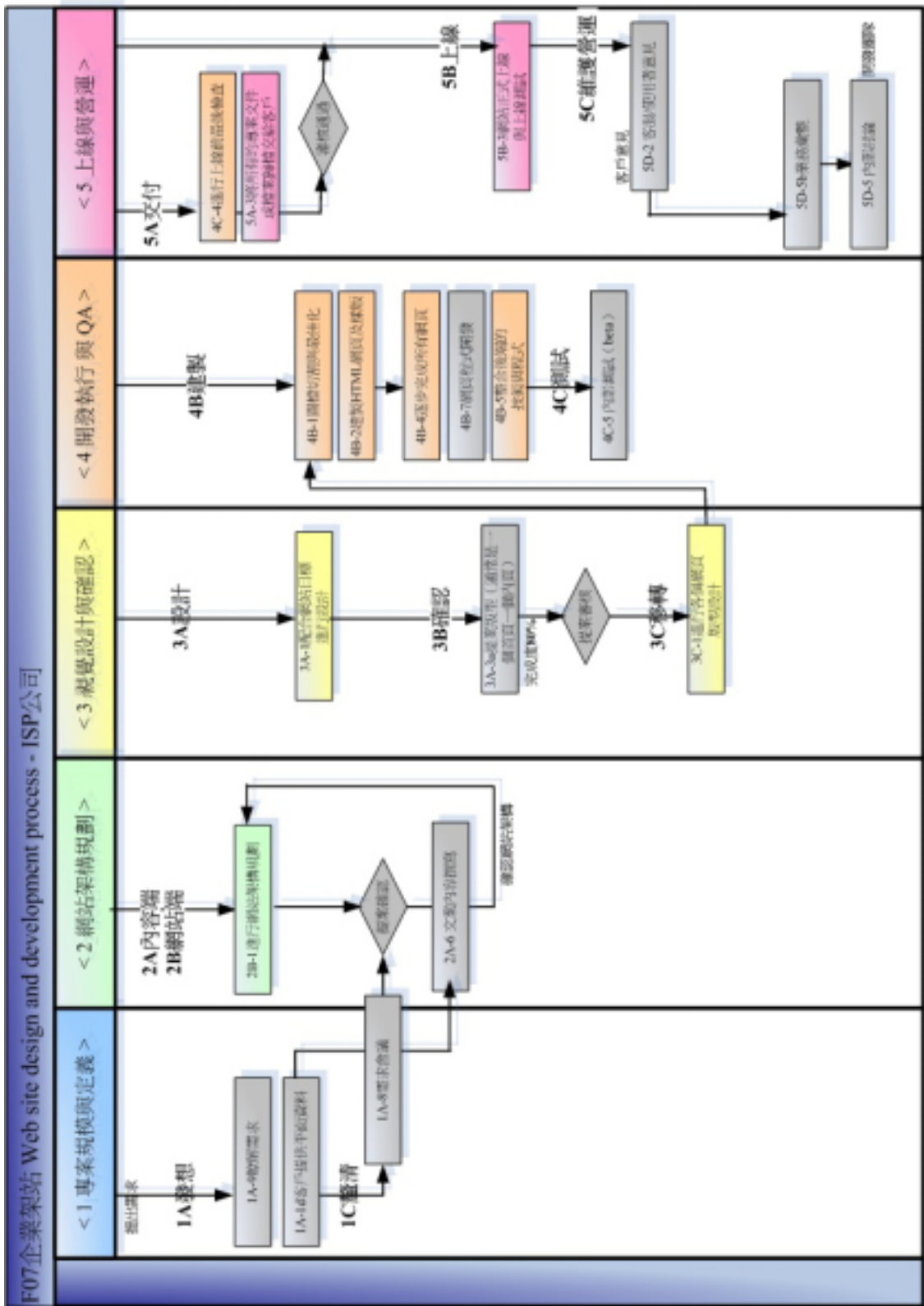
(續附錄五) F06 幫客戶架站的開發流程



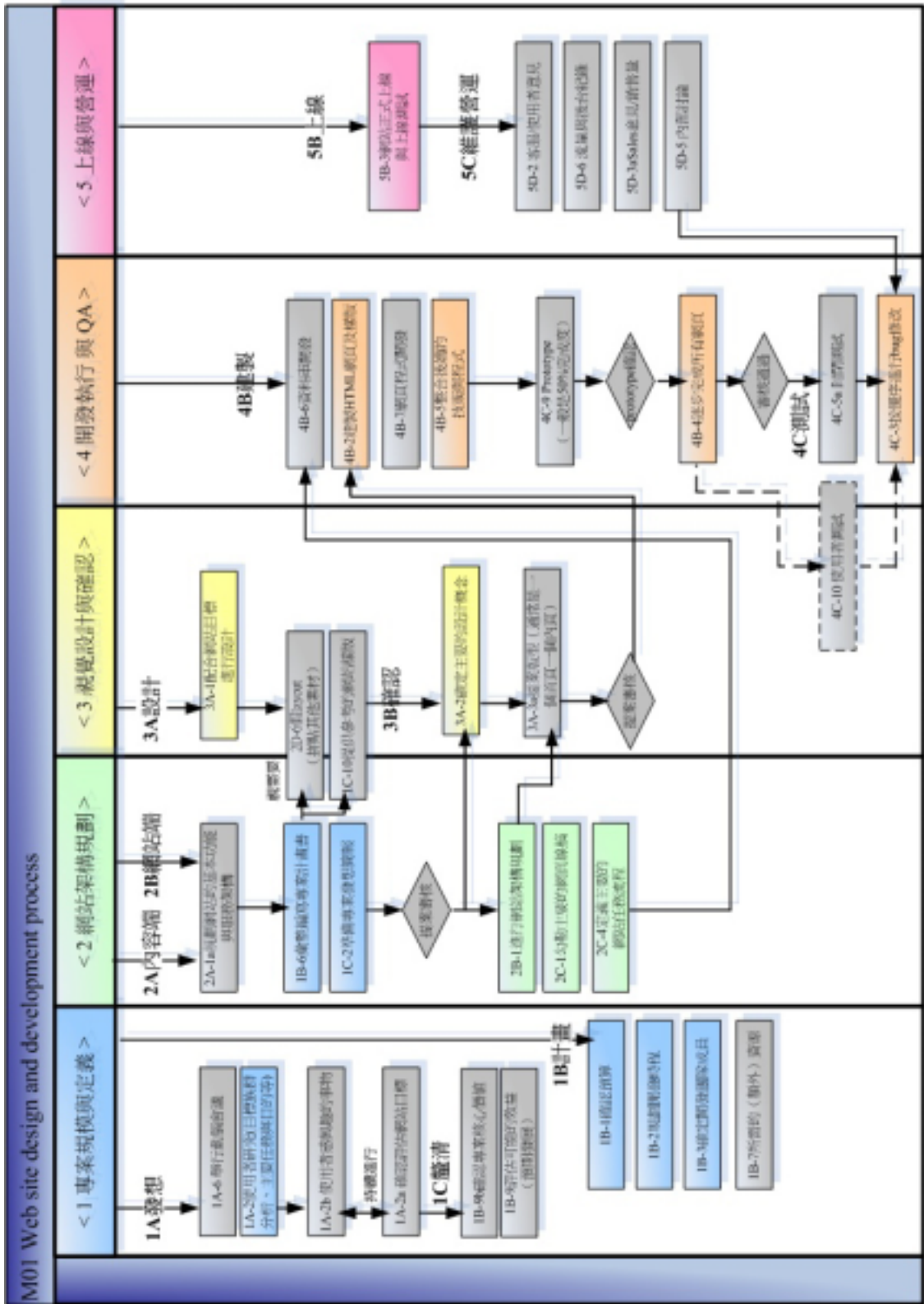
(續附錄五) F07 公司網站設計開發流程



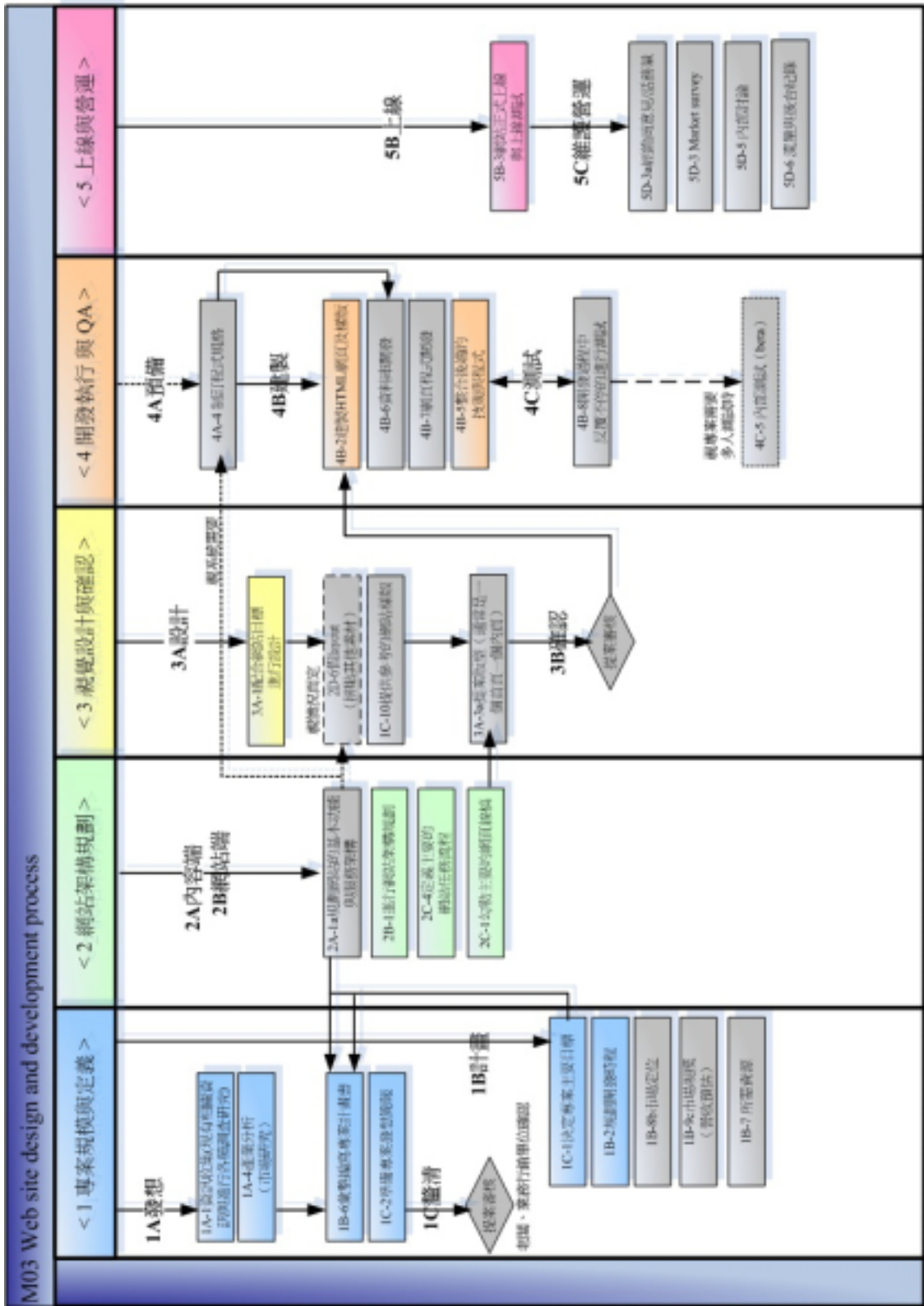
(續附錄五) F07 幫客戶架站之設計開發流程



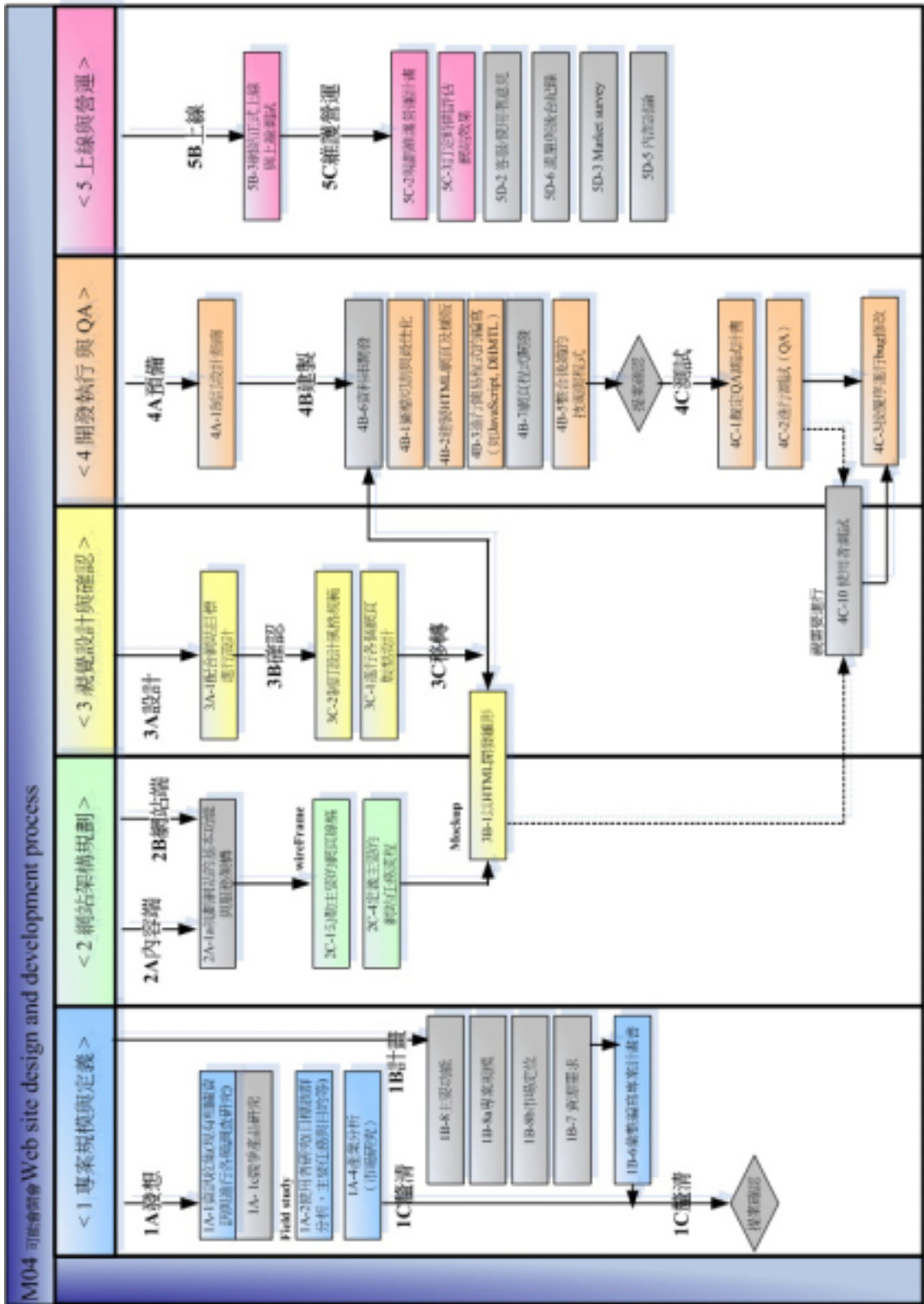
(續附錄五) M01 公司網站設計開發流程



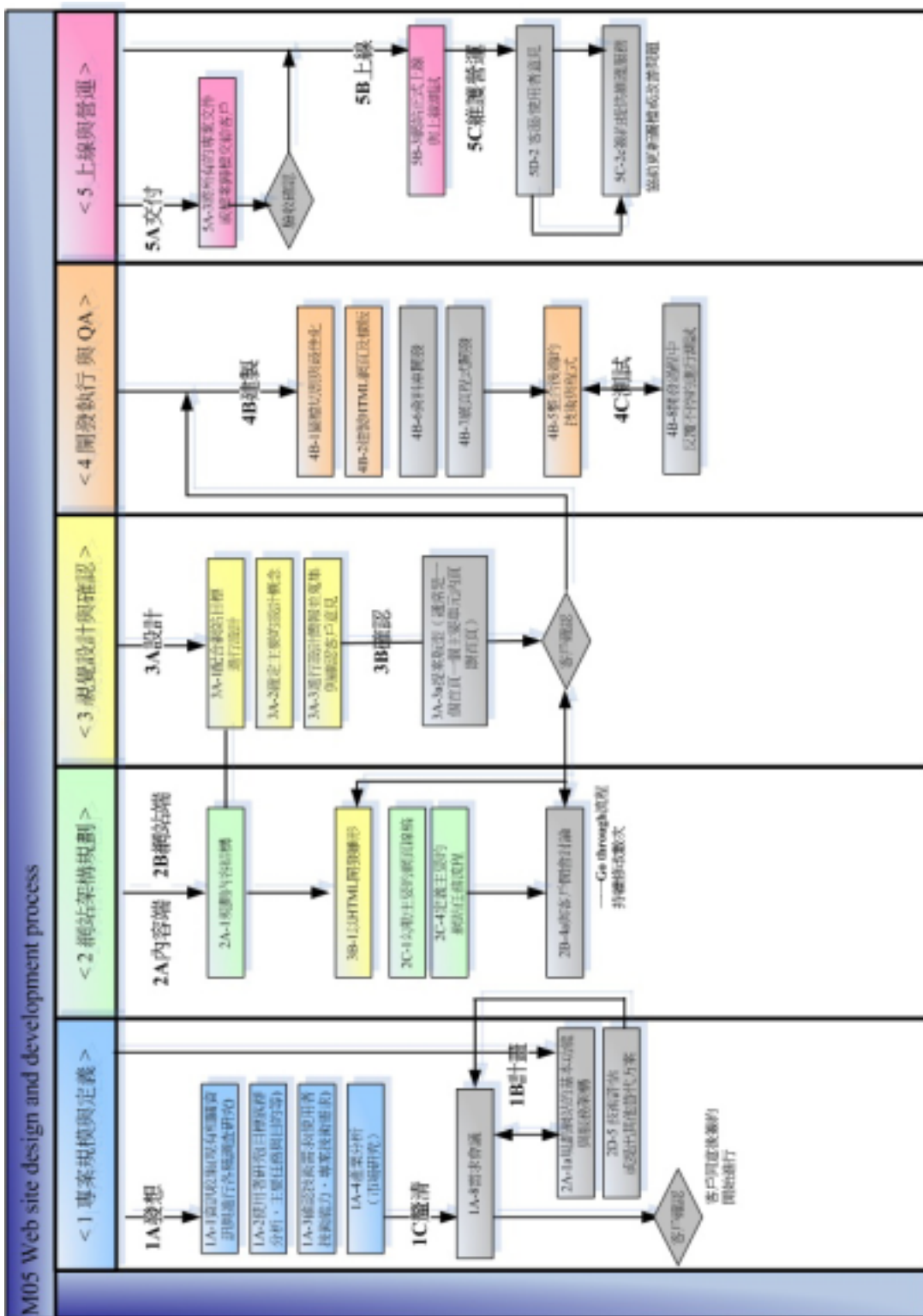
(續附錄五) M03 公司網站設計開發流程



(續附錄五) M04 公司網站設計開發流程



(續附錄五) M05 幫客戶架站之設計開發流程



(續附錄五) M06 公司網站設計開發流程

