

The aim of this questionnaire is to gather data for an Academic research about software product quality.

This questionnaire is completely anonymous and does not involve any analysis about Your work.

Please answer all questions.

For any doubt about sub-characteristics meaning, you can turn over the questionnaire and read definitions.

About ratings, you can follow the table:

Mark	Rating	Global Rating
3	Excellent	Satisfactory
2	Good	
1	Fair	
0	Poor / Absent	Unsatisfactory

Thank you for kindly participation.

QUESTIONNAIRE ON USABILITY AND SOFTWARE QUALITY

PROJECT NAME PHASE (MATRIX FILLED): FILE N°

Personal Profile

- 1) Sex • Feminine • Male
 2) Age
 3) Education • Junior High Schools • High Schools • B.Sc • M.Sc. • Ph.D.

Professional Profile

- 4) N° of years worked in Company
 5) Company qualification (job Title)
 6) N° of years spent working on Personal Computer.....
 7) Previous experiences on the current application field • No • Yes, which

Application Requirements and Implementation Priority

- 8) Write the requirements you would like the product under evaluation will implement in Your opinion and give it a priority (Ÿ) (Ref. Doc:.....)

PRIORITY (1-5)

Req1:.....	• , f " ...
Req2:.....	• , f " ...
Req3:.....	• , f " ...
Req4:.....	• , f " ...
Req5:.....	• , f " ...
Req6:.....	• , f " ...
Req7:.....	• , f " ...
Req8:.....	• , f " ...
Req9:.....	• , f " ...
Req10:.....	• , f " ...
Req11:.....	• , f " ...
Req12:.....	• , f " ...
Req13:.....	• , f " ...
Req14:.....	• , f " ...
Req15:.....	• , f " ...
Req16:.....	• , f " ...
Req17:.....	• , f " ...
Req18:.....	• , f " ...
Req19:.....	• , f " ...
Req20:.....	• , f " ...
Req21:.....	• , f " ...
Req22:.....	• , f " ...
Req23:.....	• , f " ...
Req24:.....	• , f " ...
Req25:.....	• , f " ...
Req26:.....	• , f " ...
Req27:.....	• , f " ...
Req28:.....	• , f " ...
Req29:.....	• , f " ...
Req30:.....	• , f " ...

SOFTWARE QUALITY SUB-CHARACTERISTICS DEFINITIONS

CHARACTERISTIC NAME	SUBCHARACTERISTIC NAME	THIS ATTRIBUTE OF SOFTWARE
FUNCTIONALITY	SC01 - SUITABILITY	bears on the presence and appropriateness of a set of functions for specified tasks
	SC02 - ACCURACY	bears on the provision of right or agreed results or effects
	SC03 - INTEROPERABILITY	bears on its ability to interact with specified systems
	SC04 - COMPLIANCE	makes the software adhere to application related standards or conventions or regulations in laws and similar prescriptions
	SC05 - SECURITY	bears on its ability to prevent unauthorized access, whether accidental or deliberate, to programs and data
RELIABILITY	SC06 - MATURITY	bears on the frequency of failure by faults in the software
	SC07 - FAULT TOLLERANCE	bears on its ability to maintain a specified level of performance in cases of software faults or of infringement of its specified interface
	SC08 - RECOVERABILITY	bears on the capability to re-establish its level of performance and recover the data directly affected in case of a failure and on the time and effort needed for it
	SC09 - COMPLIANCE	makes the software adhere to application related standards or conventions or regulations in laws and similar prescriptions in relation to reliability.
USABILITY	SC10 - UNDERSTANDABILITY	bears on the users' effort for recognizing the logical concept and its applicability
	SC11 - LEARNABILITY	bears on the users' effort for learning its application (for example, operation control, input, output)
	SC12 - OPERABILITY	bears on the users' effort for operation and operation control
	SC13 - ATTRACTIVENESS	bears on the appearance of the software, and will be influenced by factors such as screen design and colour. This is particularly important for consumer products.
	SC14 - COMPLIANCE	makes the software adhere to application related standards or conventions or regulations in laws and similar prescriptions in relation to usability.
EFFICIENCY	SC15 - TIME BEHAVIOR	bears on response and processing times and on throughput rates in performing its function
	SC16 - RESOURCE BEHAVIOR	bears on the amount of resources used and the duration of such use in performing its function
	SC17 -- COMPLIANCE	makes the software adhere to application related standards or conventions or regulations in laws and similar prescriptions in relation to efficiency.
MAINTAINABILITY	SC18 - ANALYSABILITY	bears on the effort needed for diagnosis of deficiencies or causes of failures, or n of parts to be modified
	SC19 - CHANGEABILITY	bears on the effort needed for modification, fault removal or for environmental change
	SC20 - STABILITY	bears on the risk of unexpected effect of modifications
	SC21 - TESTABILITY	bears on the effort needed for validating the modified software
	SC22 - COMPLIANCE	makes the software adhere to application related standards or conventions or regulations in laws and similar prescriptions in relation to software maintainability.
PORTABILITY	SC23 - ADAPTABILITY	bears on the opportunity for its adaptation to different specified environments without applying other actions or means than those provided for this purpose for the software considered
	SC24 - INSTALLABILITY	bears on the effort needed to install the software in a specified environment
	SC25 - REPLACEABILITY	bears on the opportunity and effort of using it in the place of specified other software in the environment of that software
	SC26 - CO-EXISTENCE	bears on the impact the software product may have on other software products sharing the same operational hardware resources.
	SC27 - COMPLIANCE	makes the software adhere to application related standards or conventions or regulations in laws and similar prescriptions in relation to portability.
QUALITY IN USE	SC28 - EFFECTIVENESS	bears on the capability that users can achieve specified goals with accuracy and completeness in a specified context of use.
	SC29 - PRODUCTIVITY	bears on the assessment of resources that users consume in relation to the effectiveness achieved in a specified context of use. The most common resource is time to complete the task, although other relevant resources could include the user's effort, materials or the financial cost of usage.
	SC30 - SAFETY	bears on the level of risk of harm to people, business, software, property or the environment in a specified context of use. It includes the health and safety of the both the user and those affected by use, as well as unintended physical or economic consequences.
	SC31 - SATISFACTION	bears on the user's attitudes towards the use of the product in a specified context of use.

Software quality attributes

9) Rate sub-characteristics that in Your opinion are more relevant for a quality software, pointing a mark in the range (0-3):

	Priority	Req	Req	Req	Req	Req	Req	Req	Req	Req	Req	Req	Req	Req	Req	Req	Priority
FUNCTIONALITY	SC01																SC01
	SC02																SC02
	SC03																SC03
	SC04																SC04
	SC05																SC05
RELIABILITY	SC06																SC06
	SC07																SC07
	SC08																SC08
	SC09																SC09
USABILITY	SC10																SC10
	SC11																SC11
	SC12																SC12
	SC13																SC13
	SC14																SC14
EFFICIENCY	SC15																SC15
	SC16																SC16
	SC17																SC17
MAINTAINAB	SC18																SC18
	SC19																SC19
	SC20																SC20
	SC21																SC21
	SC22																SC22
PORTABILITY	SC23																SC23
	SC24																SC24
	SC25																SC25
	SC26																SC26
	SC27																SC27
QUALITY IN USE	SC28																SC28
	SC29																SC29
	SC30																SC30
	SC31																SC31