

## Software Usability: Pros and Cons of Various Methods and Procedures

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### Abstract

The usability of software products may be evaluated by a large number of differing methods. Formal-analytic measures are available for this purpose, as are questionnaires and usability tests. The present contribution gives at first an overview of instruments for software evaluation. It then discusses the pros and cons of several questionnaires in detail and points out suitable domains. Finally, the article focuses on particularities of knowledge management systems, and concrete advice is given for evaluation in this specific area.



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