عنوان مقاله:

(Usability evaluation of web-based training tools under WHO Family of International Classifications (WHO-FIC

نویسندگان:

Farzad Salmanizadeh - *Student Research Committee, Faculty of Management and Medical Information Sciences, Kerman University of Medical Sciences, Kerman, Iran*

Leila Ahmadian - *Department of Health Information Sciences, Faculty of Management and Health Information Science, Kerman University of Medical Sciences, Kerman, Iran*

Arefeh Ameri - *Department of Health Information Sciences, Faculty of Management and Health Information Science, Kerman University of Medical Sciences, Kerman, Iran*

خلاصه مقاله:

Introduction: Various training methods such as web-based training tools have been developed to achieve the potential benefits of classification systems developed by the World Health Organization (WHO). Given that users of these tools have different levels of capability, usability problems could reduce the speed and accuracy of learning among users interacting with these tools. This study aims to identify usability problems of web-based training tools under the WHO family of international classifications (WHO-FIC). Material and Methods: In this descriptive and cross-sectional study, ten trained evaluators independently examined WHO-FIC training tools using the heuristic evaluation method. The identified problems were classified into ۱۰ Nielsen's usability heuristics. Then, their average severity was calculated. Results: In total, ۴۰ usability problems were identified after merging and eliminating the duplicates. The highest number of problems was related to ICD-۱۰ training tool (n=۲۰). The highest number of problems was related to heuristics of aesthetic and minimalist design (۲۵.۰%), and user control and freedom (۱۷.۵%). Heuristics of flexibility and efficiency of use and helping users recognize, diagnose and recover from errors had the highest average severity of problems. Conclusion: Violating heuristics of aesthetic and minimalist design, user control and freedom and recognition rather than recall were among the most common problems of WHO-FIC training tools. Evaluators reported that half of the user interface problems of WHO-FIC training tools were of major and catastrophe type. Solving the usability problems of these tools could lead to ease of work, increased speed of learning and acceptance of these systems among users.

کلمات کلیدی:

Usability, Usability Heuristics, Coding Systems, WHO Family of International Classifications (WHO-FIC), Evaluation Study

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