SusaGroup
Creating meaningful experiences

Study for different TV remote controls for web browsing

Most previous user studies in Philips focused on the effectiveness and efficiency. They are mainly determined by the number of the errors and the amount of time spent on each task. All the factors

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sense and simplicity

of usability are important. However, design for user experience is more than improvement of usability. In this study, rather than measuring time and errors for a specific task, we tested the emotion before and after interaction with different TV remotes in the use case Browsing Internet.

Study objective

The main goal of the lab study was to identify how wow emotion varied before and after first encounter with six TV RCs and the reasons for the variation. Meanwhile the observation research was conducted to see how participants interacted with various devices in TV viewing context.

Study design

Participants

They were two females and three males in the age range from 22–34. Three of them had engineering background, and two others had non–engineering background.

Remote Controls for the Test

Six remote devices as stimuli were selected based on their various features. There were one tactile touchpad-based RC, one absolute pointer-based RCs, two relative pointer-based RCs and two traditional button-based RCs. Apart from three different technologies, the six remote devices were also distinguished from shapes which were expected to evoke different user experience.

relative pointing   tactile touchpad   traditional button-based   absolute pointing   traditional button-based   relative pointing

Devices Used for Testing

The following equipment was used for testing:

I. Panasonic 42 inch widescreen TV with the resolution 1920*1080 pixels was used as a monitor.

II. A regular PC was connected to the Panasonic TV set.

III. Mac laptop was prepared for the participants to fill in the online PrEmo questionnaire.

Results

In general, the variation of wow emotion keeps in line with that of positive emotion. Before interaction, new forms caused by new technologies were able to elicit more wow effect even though people hardly noticed the new interaction. After interaction, the gap between the grades of new RCs and traditional RCs rapidly increased.
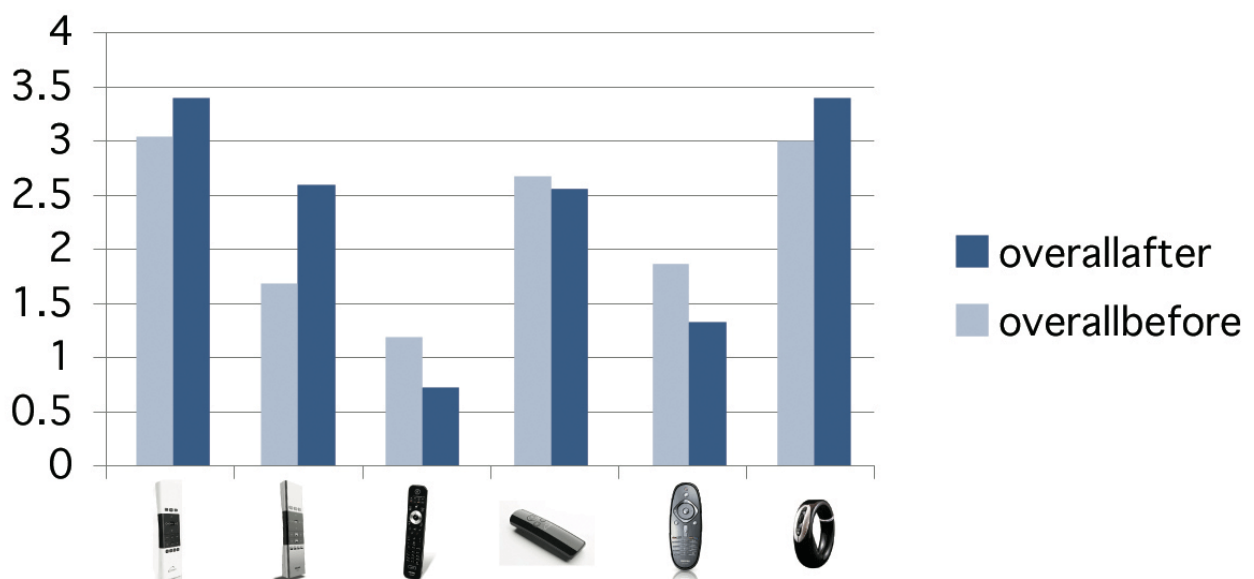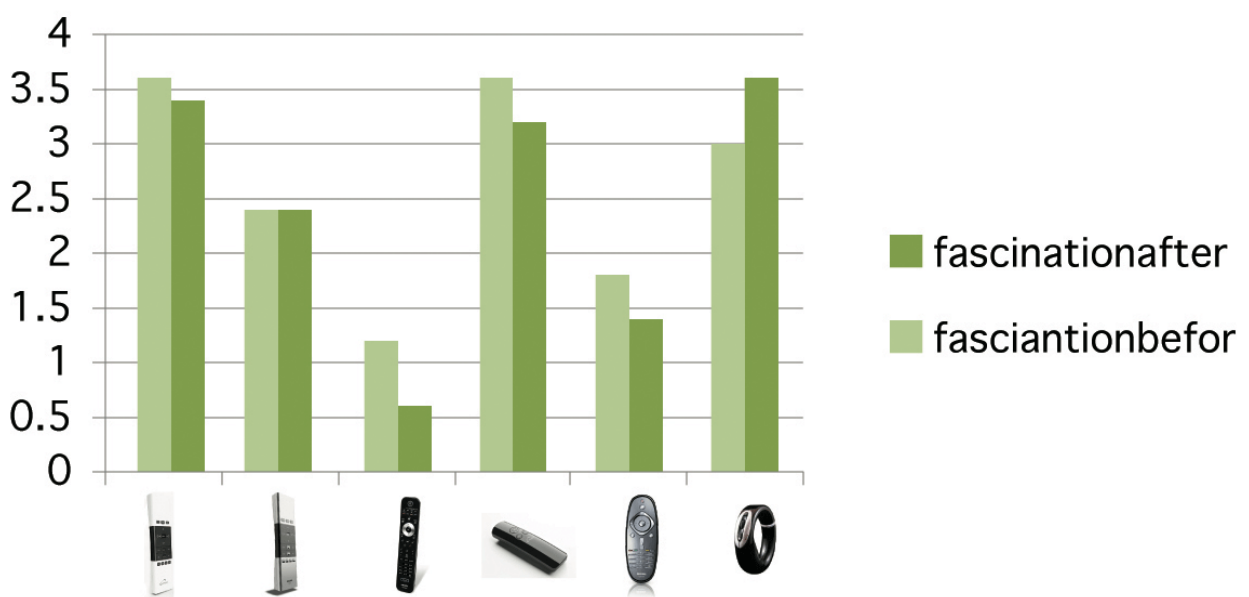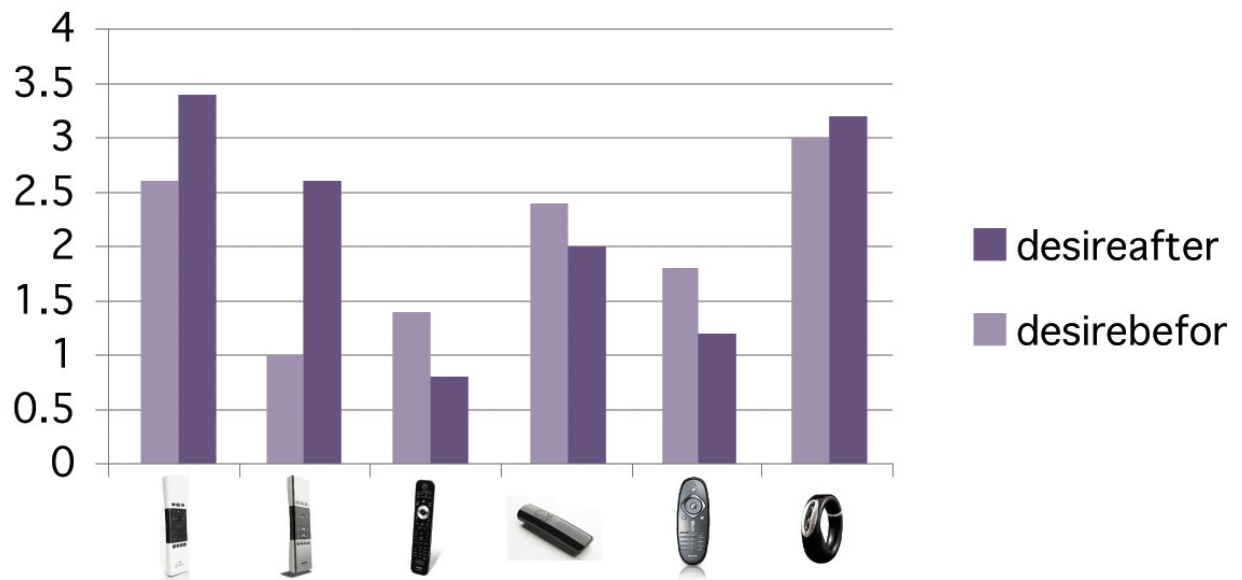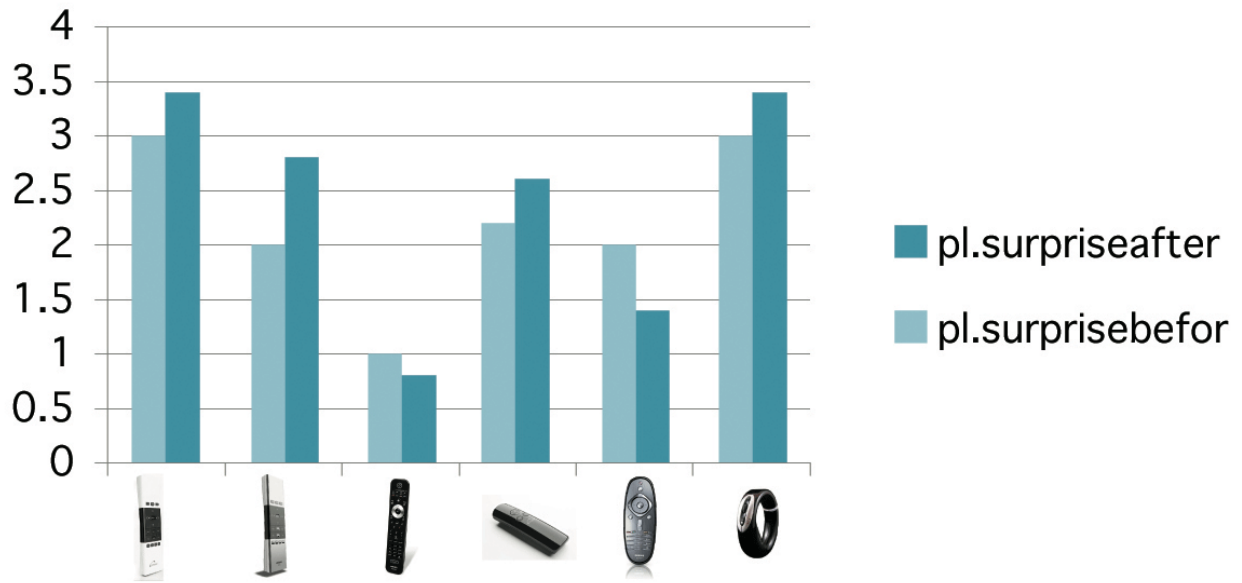
PrEmo appraisal

Usability is very important and closely related to user experience. However, PrEmo reveals that good usability could probably not result in good user experience. People may easily be influenced by the appearance aesthetics of the products when they judge them.

Personal and Background information

<u>Affiliations</u>

I was a master student with a major Design for Interaction in TU Delft when I used PrEmo for my graduation project.

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