



CSUQ - English version

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This questionnaire provides **feedback from participants on the system they have used**. This tool helps to understand which aspects of the system are problematic and which aspects meet the user's needs.

For the rating, a **Likert scale of 1 to 7** is used from 1 = Strongly agree to 7 = Strongly disagree.

Scoring: The CSUQ scores are grouped into five categories:

- an **overall score**, which combines items from 1 to 16, i.e. all items
- a **system utility score (SysUse)**, which combines items 1-6
- a **score on the quality of information (InfoQual)**, which combines items from 7 to 12
- a **score on the quality of the interface (IntQual)**, which gathers items from 13 to 15
- a **score on general satisfaction** (item 16)

Ref : Lewis, J. R. (1995). IBM computer usability satisfaction questionnaires: psychometric evaluation and instructions for use. *International Journal of Human-Computer Interaction*, 7(1), 57-78.
<https://doi.org/10.1080/10447319509526110>

1. Overall, i am satisfied with how easy it is to use this system.

Matrice Likert

Strongly agree Strongly Disagree

2. It is simple to use this system.

Matrice Likert

Strongly agree Strongly Disagree

3. I am able to complete my work quickly using this system.

Matrice Likert

Strongly agree Strongly Disagree

4. I feel comfortable using this system.

Matrice Likert

Strongly agree Strongly Disagree

5. It was easy to learn how to use this system.

Matrice Likert

Strongly agree Strongly Disagree

6. I believe i became productive quickly using this system.

Matrice Likert

Strongly agree Strongly Disagree

7. The system gives error messages that clearly tell me how to fix problems.

Matrice Likert

Strongly agree Strongly Disagree

8. Whenever i make a mistake using the system, i recover easily and quickly. Matrice Likert

Strongly agree Strongly Disagree

9. The information provided (such as online help, on-screen messages and other documentation) with this system is clear. Matrice Likert

Strongly agree Strongly Disagree

10. It is easy to find the information i needed. Matrice Likert

Strongly agree Strongly Disagree

11. The information provided with the system is effective in helping me complete my work. Matrice Likert

Strongly agree Strongly Disagree

12. The organization of the information on the system's screens is clear. Matrice Likert

Strongly agree Strongly Disagree

13. The interface of the system is pleasant. Matrice Likert

Strongly agree Strongly Disagree

14. I like using the interface of the system. Matrice Likert

Strongly agree Strongly Disagree

15. This system has all the functions and capabilities i expect it to have. Matrice Likert

Strongly agree Strongly Disagree

16. Overall, i am satisfied with the system. Matrice Likert

Strongly agree Strongly Disagree