



AMMITEC – Software Quality Survey Results

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One year ago.....

AMMITEC's 2017 AGM, decided to conduct a Survey on "ERP Software Quality".

The questionnaire was modeled on "SUS" and "PSSUQ" questionnaires - a quick and dirty usability scale, used to measure user satisfaction, taking into account "AMMITEC Guidelines on Software Quality"

We received 64 answers.

Software Quality Questionnaire p.1

Presentation Notes: AMMITEC's Questionnaire

Το ερωτηματολόγιο:

AMMITEC Software Quality Questionnaire v1.3

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Software Maker_____ **Application Name**_____

☐ **Office Software** ☐ **Vessel Software**

#	STATEMENT	Strongly disagree				Strongly agree
		1	2	3	4	5
1	I am satisfied with this software's ease of use					
2	I easily learned how to use the program					
3	The software gives error messages that clearly tell me how to fix problems.					
4	Whenever I make a mistake using the software, I can recover easily and quickly					
5	The information (eg: online help, on-screen messages, manuals, FAQs and other documentation) provided with this software is helpful.					
6	It is easy to find the information I need.					

Software Quality Questionnaire p.2

7	The info on the screen is well organized					
8	I am satisfied with the look and feel of this software					
9	This software has all the functions and capabilities I expect it to have.					
10	I often need to call the technical support/helpdesk in order to perform routine tasks.					
11	I think there is too much inconsistency in this software.					
12	I need to learn a lot of things before I can do my job with this software.					
13	This software helps me be more productive.					
14	Overall, I am satisfied with this software.					
15	I would recommend this software to a colleague					
16	Comments & Suggestions	Free text, 1500 characters				

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- The questionnaire was sent to IT Managers, AMMITEC's members.
 - We asked them to reply as representatives of their users (Office and Vessels), regarding the quality of the ERP they use.

Sample#1: 50% dissatisfied

AMMITEC Software Quality Questionnaire 2018

Question 7: The information (eg: online help, on-screen messages, manuals, FAQs and other documentation) provided with this software is helpful

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
18,75%	32,81%	39,06%	9,38%	0,00%

Sample#2: 48% satisfied

AMMITEC Software Quality Questionnaire 2018

Question #13: This software helps me be more productive.

Stronlgy Disagree	Disagree	Neutral	Agree	Strongly Agree
9,38%	10,94%	31,25%	40,63%	7,81%

Sample#3: balanced

AMMITEC Software Quality Questionnaire 2018

Question #16: Overall, I am satisfied with this software.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
9,38%	17,19%	35,94%	35,94%	1,56%

Sample#4: balanced

AMMITEC Software Quality Questionnaire 2018

Question #15: I would recommend the software to a colleague

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
14,06%	17,19%	29,69%	35,94%	3,13%

Conclusions:

In a nutshell it seems that:

1/3 are dissatisfied

1/3 are satisfied

1/3 stand in the middle

Conclusions:

- There is a definite improvement of ERPs during the last decade, regarding their functionality and quality of use.
- The survey result is worrying, particularly for the vessel ERP, because:
 - a) It's about a lasting, recurring malfunction
 - b) the Distance with the vessel and the different Time Zone, impose communication difficulties
 - c) the Training received by the seamen is not sufficient
 - d) Resolution of even small problems can take up to 72 hours and more.
 - e) Clerical work onboard and at the office has increased a lot.

Conclusions:

- Need for improved software, especially it's "Help"
- Need for brake on "Customizations"
- Need for an increase on followers of AMMITEC Guidelines
- Need for an increase on the Developer's "Company Usability Index"
- Need for IT Dept. and Management to seek Quality not only Functions.



Quality for every piece of software onboard

Bridge Software: the replacement of the paper map by the electronic map, brought new headaches and delays to crew and IT staff on shore !!

Updates and Licensing errors are very common and bring frustration and humiliation to good technology practices.

Part of these failures is caused by the fact that satellite networks lack the quality of land networks.

AMMITEC's next project will research the Quality of Bridge, Engine and other special software.

Minimum Usability

Could we agree that the following 6 principles will guide next year's code development? The first 3 can be implemented with minimal code modifications.

1. Mark required fields (*)
2. Reduce Number of Clicks
3. Put Help text exactly where it is needed (**ie: on the screen**)
4. Error Prevention (Murphy's Law: if something can go wrong, it will)
5. Error Recovery
6. Don't Make Me Think (long transactions should be made simpler)

Example: detailed instructions on every screen

Configuration Wizard << Previous Next >>

Helpdesk - Mail Server Settings [Troubleshoot](#)

Incoming Outgoing Spam Filter E-mail Command

* Mandatory Field

* Server Name / IP Address

Alternate Server Name/IP Address

Sender's Name

* Reply-to Address

E-mail Type

TLS Enabled ☐ Yes ☒ No

* Port

☐ Requires Authentication

* User Name

* Password [Reset Password](#)

[Save](#)

? **Help card** [Hide](#) »

Setting the mail server details is necessary to fetch and send mails in the application. You need to set both the incoming and outgoing mail server settings to send and receive mails without any problems.

Incoming Mail Server Settings

The incoming mail server settings has the following fields:

Server Name / IP Address: Denotes the incoming mail server from where the mails need to be fetched.
User Name: The login name to the above server.
Password: The password to access the mails in the above server.
Email Address: Email address/addresses to which the service requests are sent and only these mails need to be fetched.
Email Type: Indicates the type of mail email fetching (For example: IMAP or POP and so on). If you have chosen IMAPS then you have an option to enable **Transport Layer Security (TLS)**.
Port: The port from where the mails need to be fetched.
Fetch mails every: Enter the time span within which the mails will be fetched periodically without having to fetch them manually.

Of these, except for the Email Type, all other fields are mandatory fields and cannot take null values. Click **Save** button after entering the above details. The configurations will be saved and the application will try to establish connection with the mail server. On successful connection, the mail fetching status is enabled. To start the mail fetching, click **Start Fetching** button. Now, the Save button is disabled. If you wish to make any changes to the incoming mail server settings, then you need to stop mail fetching and only then make the changes and save them.

Outgoing Mail Server Settings

The outgoing mail server settings has the following fields:

Server Name / IP Address: Denotes the outgoing mail server through which the mails will be sent to the external world.
Alternate Server Name / IP Address: If you have a backup server which will take over if the main server mentioned above crashes, then enter the same here.

Useful Quotations:

- "For every computer problem, even many hardware problems, there is a simple solution to the user interface, often as simple as improved wording." (Bellis' Law)
- If something can go wrong it will. (Murphy's Law)
- The software must be so productive, as is powerful and flexible.



Our advice to software designers and programmers, is to:

- 1) Bear always in mind that the software they build it will be used at sea, by not-well trained seafarers, who lack the “luxury” of our land office.
- 2) ... and that the software they build is only a small part of the chain of tools that make a vessel Seaworthy.

Making Life Easy



It's a happy coincidence that tomorrow (8/11) the world celebrates the World Usability Day, or "Making Life Easy!" Day. (see <https://worldusabilityday.org/events/>). There are many events scheduled around Europe, USA, Brazil and Indonesia!

It is also a happy coincidence that the first WUD celebrated in Greece was 10 years ago **in Piraeus**, with an extensive participation from the Maritime world (<https://usability.ntlab.gr/2008/gr/participants/>).

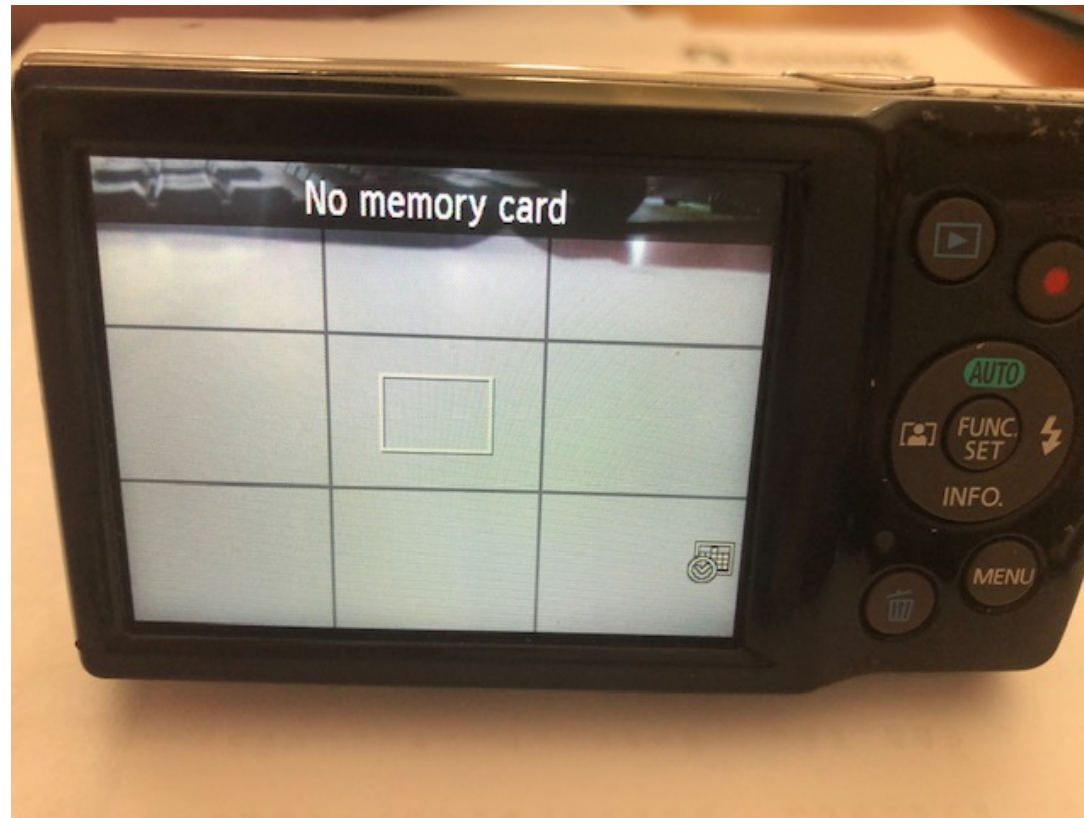
Bad design makes life difficult



Unambiguous design: do this or that



Ambiguous design: no action is suggested



Reading List

Χρήσιμοι σύνδεσμοι:

- <https://www.nngroup.com/articles/usability-101-introduction-to-usability/>
- <https://www.usability.gov/how-to-and-tools/methods/running-usability-tests.html>
- <http://www.uxbooth.com/articles/the-art-of-guerrilla-usability-testing/>
- <https://www.nngroup.com/videos/attention-leans-left-websites/>
- <https://www.nngroup.com/articles/test-when-you-know-answer/>



Ευχαριστώ ! - Thank you !