Drivers of usability in product design practice: induction of framework through a case study of three product development projects

In a case study of the development of three electronic consumer products, we traced the origins of usability issues. Based on the data collected, an initial, explanatory framework was induced of important drivers of usability in product design. We conclude that – while usability methods mostly focus on gaining knowledge about users and usability issues – in many instances the primary cause of usability problems seems to be a lack of design freedom to implement usability-improving design changes. In addition, the organisational context seemed to influence the design process considerably. Thus, it can be concluded that to conduct user-centred design effectively, the design process should be considered holistically and the organisational context should be taken into account.

General information
Publication status: Published
Organisations: Innovation, Design, Department of Technology, Management and Economics, Delft University of Technology, Ulsan National Institute of Science and Technology
Corresponding author: van Kuijk, J.
Contributors: van Kuijk, J., Daalhuizen, J., Christiaans, H.
Pages: 139-179
Publication date: 2019
Peer-reviewed: Yes

Publication information
Journal: Design Studies
Volume: 60
ISSN (Print): 0142-694X
Ratings:
BFI (2019): BFI-level 2
Web of Science (2019): Indexed yes
Original language: English
Keywords: User centred design, Usability, Case study, Design practice, Product development
DOIs:
10.1016/j.destud.2018.06.002
Source: FindIt
Source ID: 2436287135
Research output: Contribution to journal › Journal article – Annual report year: 2019 › Research › peer-review