

Usability Evaluation Model for Mobile E-Book Applications

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Abstract. Evaluation for mobile e-book applications are limited and did not address all the important usability measurements. Hence, this study aimed to identify the characteristics that affect user satisfaction on the usability of mobile e-book applications. Five characteristics that have a significant effect on the user satisfaction of mobile e-book applications have been identified namely readability, effectiveness, accessibility, efficiency, and navigation. A usability evaluation was conducted on three mobile e-book applications namely Adobe Acrobat Reader, E-book Reader, and Amazon Kindle. 30 students from Universiti Utara Malaysia evaluated the mobile E-book applications and their satisfaction was measured using questionnaire. The outcomes discovered that the five characteristics have a significant positive relationship with user satisfaction. This provides insights into the main characteristics that increase user satisfaction.