Software Quality Measurement: User-based assessment

Issam ammar al zemzam, Ahmed .H.Ali.Elhetsh, Mohamed El-marghine mana Gannan, Ahmed Mohamed Shagan, Musstafa Amir Elyounnss
Higher Institute of Engineering Technologies, Tripoli
maz_12321@hotmail.com, eletsh@gmail.com, Manemm681@gmail.com, Ahmedshagan032@gmail.com, mamer_1968@yahoo.com

ABSTRACT

This paper examines the critical role of user-based assessment in software quality measurement, addressing the persistent challenge of aligning technical quality metrics with actual user satisfaction. Despite significant advances in software engineering practices, approximately 40-50% of development effort is still spent on avoidable rework, and only about one-third of software projects meet user expectations while staying within budget and schedule constraints. The research analysis how traditional quality measurement approaches often fail to capture the subjective dimensions of user experience that increasingly determine market success. Through a comprehensive review of contemporary literature (2019-2023), the paper identify the methodological limitations in current user satisfaction measurement instruments and propose a framework that integrates both objective quality attributes and subjective user perceptions. The research highlights the evolution from product-centric to user-centric quality models, examining how factors such as contextual use environments, user diversity, and evolving expectations complicate quality assessment. Our findings suggest that effective software quality measurement requires a dual approach: rigorous technical assessment combined with sophisticated user experience evaluation methodologies. This integrated approach offers organizations a more holistic quality perspective that better predicts market success and user adoption in today's experience-driven software ecosystem.

KEYWORDS: Software quality measurement, User satisfaction Quality-in-use, Software quality models, Quality measurement frameworks.

ملخص:

تبحث هذه الورقة البحثية في الدور الحاسم للتقييم القائم على المستخدم في قياس جودة البرمجيات، متطرقةً إلى التحدي المستمر المتمثل في مواءمة مقاييس الجودة التقنية مع رضا المستخدم الفعلي. على الرغم من التقدم الكبير في ممارسات هندسة البرمجيات، لا يزال ما يقرب من 40-50% من جهود التطوير تُنفق على إعادة العمل التي يمكن تجنبها، ولا يلبي سوى ثلث مشاريع البرمجيات توقعات المستخدم مع الالتزام بحدود الميزانية والجدول الزمني. نحلل كيف تفشل مناهج قياس الجودة التقليدية غالبًا في استيعاب الأبعاد الذاتية لتجربة المستخدم التي تُحدد بشكل متزايد نجاح السوق. من خلال مراجعة شاملة للأدبيات المعاصرة (2019-2023)، تُحدد الورقة البحثية القيود المنهجية في أدوات قياس رضا المستخدم الحالية، وتقترح إطارًا يدمج كلاً من سمات الجودة الموضوعية وتصورات المستخدم الذاتية. تُسلط الدراسة الضوء على التطور من نماذج الجودة التي تُركز على المنتج إلى نماذج الجودة التي تُركز على المستخدم، وتدرس كيف تُعقّد عوامل مثل بيئات الاستخدام السياقية، وتنوع المستخدمين، والتوقعات المتطورة، عملية تقييم الجودة. تشير نتائجنا إلى أن القياس الفعال لجودة البرمجيات يتطلب نهجًا مزدوجًا: تقييم تقني دقيق مصحوب بأساليب تقييم تجربة المستخدم المتطورة. يقدم هذا النهج المتكامل للمؤسسات منظورًا أكثر شمولاً للجودة يتنبأ بشكل أفضل بنجاح السوق وتبني نظام برمجيات قائم على التجربة اليومية للمستخدمين.

1. INTRODUCTION

It is well established that software development teams spend a significant portion of their time and resources addressing defects that could have been prevented during earlier development stages. Recent studies indicate that between 40-50% of development effort is spent on avoidable rework [1]. Measuring and reducing this percentage should be a primary objective of process improvement initiatives. Therefore, measuring software quality is essential as it provides actionable insights for technical teams and management to make informed decisions. The software industry continues to face critical challenges: budget overruns, missed deadlines, and systems that fail to meet user expectations. According to the Standish [2], only about 35% of software projects are completed on time and within budget while meeting user requirements. Software remains a critical element in most large-scale systems due to its cost and the essential functions it performs. Many excessive costs and performance inadequacies stem from neglecting software quality attributes that are just as important to users as core functionality. Consequently, the research community has increasingly focused on comprehensive software quality frameworks [3]. Measuring software quality involves collecting data that helps better control schedule, cost, and quality of software products. Modern approaches emphasize the importance of consistently measuring directly observable entities such as size, defects, effort, and time, while also incorporating user-centered metrics [4]. DevOps and continuous delivery practices have further highlighted the need for real-time quality metrics that can be integrated into automated pipelines [5].

A critical perspective on software quality comes from the user/customer's viewpoint. In today's experience-driven market, customer expectations for quality have risen dramatically in both consumer and professional contexts. The ISO 25010 standard now recognizes that technical excellence alone is insufficient—software must also align with users' work practices and provide positive experiences [6]. Beyond technical qualities, the end user's experience significantly determines perceived software quality, encompassing aspects such as usability, accessibility, and user satisfaction. This human-centered dimension of software quality has gained prominence with the rise of user experience (UX) design methodologies [7]. User satisfaction is increasingly recognized as the ultimate aim of quality management, with research demonstrating its positive impact on organizational costs, profit, and market growth [8]. However, measuring user satisfaction presents challenges due to its subjective nature. Organizations struggle to establish definitive metrics that quantitatively describe trends in defect discovery, repairs, product imperfections, and customer responsiveness. Recent advances in user research methods, including sentiment analysis and behavioral analytics, offer promising approaches to this challenge [9]. The fundamental question remains: how can organizations effectively achieve and measure this quality objective in ways that align technical excellence with user expectations?

1.1 Statement of problem

Despite significant advances in software engineering practices, the industry still lacks universally accepted quantitative measures of software quality. This challenge stems not only from the absence of a unified definition of software quality [10], but also from the complex role that users and customers play in quality assessment.

Contemporary research highlights that different users in different environments require different qualities and prioritize different measurements [11]. Customer satisfaction varies significantly across contexts, demographics, and use cases, creating substantial challenges when attempting to specify universal quality goals for software products.

The emergence of diverse computing environments—from cloud-native applications to mobile platforms, IoT devices, and AI-powered systems—has further complicated quality assessment [12]. Each environment introduces unique quality considerations and user expectations. Furthermore, as software increasingly serves diverse global audiences, cultural and accessibility factors introduce additional dimensions to quality assessment [13]. Modern approaches to software development, such as agile and DevOps, emphasize continuous feedback and adaptation, yet still struggle with predicting user behavior and satisfaction before deployment [14]. Even with sophisticated user research techniques, including A/B testing, user interviews, and analytics, there remains no completely reliable way to predict how the diverse user base will interact with and perceive the final product. This unpredictability creates significant challenges for organizations attempting to establish objective, measurable quality targets that align with subjective user experiences [15].

2. LITERATURE REVIEW (RELATED WORKS)

The software industry has increasingly prioritized software process improvement over the past decade. This focus has led to a proliferation of models and frameworks designed to measure software quality and enhance process improvement initiatives. The field is rich with case studies and empirical evidence from successful organizations describing their software quality assessment approaches. While numerous researchers have identified critical success factors, contemporary research acknowledges that previous efforts were often limited, inconclusive, and lacked adequate theoretical and psychometric justification [16]. Even for widely recognized factors such as user understandability or satisfaction, the field still lacks universally accepted operational measures. Data collection instruments (typically questionnaires) used for measurement require rigorous validation. However, instrument validation and reliability issues have historically been inadequately addressed in software engineering research. While early researchers [17] began addressing these concerns, recent work has significantly advanced methodological rigor. Contemporary researchers emphasize that quality measurement instruments must demonstrate both validity and reliability [18].

The fundamental principle remains that users of a given instrument should obtain similar results when measuring software quality variables. Modern approaches to instrument development incorporate sophisticated psychometric techniques including structural equation modeling, confirmatory factor analysis, and multi-trait multi-method approaches [20]. These methods have enabled researchers to develop more robust measures of software quality attributes. Additionally, the emergence of mixed-methods research designs has enhanced the depth and breadth of quality assessment by combining quantitative measurement with qualitative insights [21].
While earlier works emphasized reliability and validity of the product rather than usability, contemporary research has shifted toward human-centered design approaches that prioritize user experience. Current studies demonstrate that software

must be designed with users in mind to ensure intuitive interaction and satisfaction. The ISO 9241-210:2019 standard now explicitly defines user experience as "a person's perceptions and responses resulting from the use and/or anticipated use of a product, system or service" (ISO, 2019), highlighting the subjective nature of quality assessment. Numerous recent studies have expanded our understanding of user and customer satisfaction in quality assessment [22]. The results can be summarized as follows:

a. Contemporary service management literature positions customer satisfaction as the outcome of perceived value, where value represents the relationship between perceived service quality and associated costs. This relationship has been further refined to include emotional and social dimensions beyond purely functional considerations [23].

b. Current research identifies multiple determinants of overall customer satisfaction, with perceived quality and perceived value remaining primary factors. However, these are now understood within a more complex framework that includes brand perception, prior expectations, and contextual factors [24].

c. Customer satisfaction is increasingly recognized as a multidimensional construct that integrates service quality attributes with factors such as price, accessibility, and alignment with user goals. Modern frameworks emphasize the dynamic nature of satisfaction as it evolves throughout the customer journey [25].

d. Recent studies have demonstrated that satisfaction is significantly influenced by the degree to which software meets users' emotional and hedonic needs, not just utilitarian requirements [26].

Contemporary research has refined our understanding of user involvement in software development. While Ives and Olson historically reported various mechanisms for involving users, modern approaches have established more precise definitions and methodologies. Terms such as "user involvement," "co-design," "participatory design," and "user influence" are now more clearly differentiated in the literature [27].

Conceptually, user influence varies based on whether involvement is substantive or symbolic. Current research distinguishes between consultative involvement (where users provide input but have limited decision-making power), representative involvement (where selected users represent the broader user population), and consensus involvement (where users actively participate in design decisions) [28]. These distinctions have important implications for software quality, as the depth and nature of user involvement significantly affect design outcomes.

The evolution of agile and DevOps methodologies has further transformed user involvement, emphasizing continuous feedback and iterative development [29]. These approaches recognize that user understanding and satisfaction are not static constructs but evolve throughout the development process and product lifecycle. Modern frameworks for measuring user satisfaction now incorporate this temporal dimension, acknowledging that quality perceptions change as users gain experience with software systems [30].

2.1 User’s lack of understanding

One of the major problems in this regard is due to the lack of understanding on the part of user or operator. It means that a problem occurs due to a user misunderstanding or incorrect use of the software or when the user cannot communicate with the product due to vague or incomplete program. This can also occur when user incorrectly uses the software which ends up in operational errors. (e.g., scheduling, batch run sequence anomalies, systems clean-up routines, etc) Among the factors influential in measuring a software product are user’s understandability and awareness. Therefore it is hard to quantify the usability of a given software product, because firstly the users must belong to the same or share environment of use and secondly to have relatively the same level of understanding of how to use the software.

2.2 Subjective and personalized quality goals

There might be different views on a software quality through different users’ views which makes it very difficult to come up to a definite measurement. Quality can be perceived and measured in various domains, including philosophy, economics, marketing, and operations management. Therefore, the measurement can be personalized and subjective. It means that different users have different sets of goals in measuring the quality of a software product which results in lack of definite set of determinants. While dealing with measurement, we tend towards a more objective analysis yet by focusing on users ad their feedback or their level of satisfaction, this intended objectivity seems out of question. The question is how do we know that user A’s “very satisfied” means the same as user B’s “verysatisfied”?

3. USER-CENTERED SOFTWARE QUALITY MEASUREMENT

To address the fundamental challenge of quality assessment, the field requires a more nuanced and precise conceptualization of software quality—one that transcends traditional technical definitions to encompass experiential dimensions while enabling quantitative measurement for objective analysis. This refined conceptual framework must acknowledge an epistemological reality: the inherent limitations of measurement in capturing the full complexity of quality as a construct. The contemporary understanding of software quality has evolved from a purely technical attribute to a multidimensional construct emerging from the interaction between system properties, user characteristics, and contextual factors. This evolution necessitates measurement approaches that can quantify both objective performance metrics and subjective experiential dimensions.

The challenge lies in developing instruments that maintain scientific rigor while capturing the inherently fluid and contextual nature of quality perception. Epistemological humility must guide this pursuit of measurement precision. Since absolute knowledge remains unattainable in any scientific endeavor, we must approach software quality measurement with the understanding that all assessments are inherently approximations—representations that capture aspects of reality while inevitably simplifying others. Every measurement framework, regardless of sophistication, will remain partially imperfect, offering a lens through which we view quality rather than an unmediated reflection of an absolute truth. This recognition of measurement limitations does not diminish the value of quantitative approaches but rather contextualizes their application. Quantitative metrics provide essential comparative data, trend analysis, and objective benchmarks that inform decision-making and improvement initiatives. However, these metrics must be interpreted within a broader evaluative framework that acknowledges their inherent limitations and complements them with qualitative insights that capture dimensions resistant to quantification. Contemporary approaches to this challenge employ triangulation methodologies that integrate multiple measurement perspectives—combining technical metrics, user performance data, satisfaction indices, and contextual variables into composite quality models. These models acknowledge the probabilistic rather than deterministic nature of quality assessment, employing statistical approaches that quantify confidence intervals and measurement reliability rather than claiming absolute precision.

The advancement of software quality measurement thus requires a balanced approach that pursues greater precision while acknowledging inherent limitations. This balance is achieved through measurement frameworks that are simultaneously rigorous in methodology and humble in epistemological claims—frameworks that provide actionable insights while recognizing that quality, as experienced by users in diverse contexts, will always exceed our capacity for perfect measurement. This perspective aligns with contemporary philosophy of science, which recognizes that all measurement involves abstraction and that the map (our measurement) is never identical to the territory (the full reality of quality as experienced). The most valuable quality measurement approaches are those that acknowledge this distinction while striving to create increasingly useful and accurate representations that inform effective quality improvement initiatives. Jacob Bronowski described this paradox of knowledge in this way: "Year by year we devise more precise instruments with which to observe nature with more fineness. Furthermore, when we look at the observations, we are discomfited to see that they are still fuzzy, and we feel that they are as uncertain as ever.

We seem to be running after a goal which lurches away from us to infinity every time we come within sight of it." Consequently, any measurement of software must be somewhat imprecise. The uncertainty surrounding the measurement is more tangible when it comes to user understanding and satisfaction of that software. This analytical framework illuminates the fundamental challenge in contemporary software quality assessment and maintenance: the necessity to integrate two critical dimensions that have historically been evaluated in isolation. For comprehensive quality measurement, two interconnected constructs must be precisely defined and operationalized: user-perceived quality-in-use and contextual ecosystem dynamics. User-perceived quality-in-use represents the subjective evaluation formed through direct interaction with software systems—a multidimensional construct encompassing cognitive, affective, and behavioural responses that transcend traditional usability metrics. This perception emerges from the complex interplay between user expectations, prior experiences, and actual system performance. Contemporary research demonstrates that this perceptual dimension often determines adoption patterns, usage frequency, and ultimate market success more accurately than objective technical metrics. The challenge lies in developing measurement instruments sophisticated enough to capture these subjective evaluations while maintaining methodological rigor and cross-contextual validity. Simultaneously, the contextual ecosystem within which software operates constitutes a critical determinant of quality perception that has been insufficiently addressed in traditional measurement frameworks.

This ecosystem encompasses organizational culture, workflow integration, technological infrastructure, physical environment, temporal constraints, and social dynamics—all of which significantly influence how quality is experienced and evaluated. The contextual dimension introduces substantial variability in quality assessment, as identical software may perform admirably in one environment while failing to meet expectations in another, despite unchanged intrinsic properties. The integration of these two dimensions—user perception and contextual ecosystem—represents the frontier of software quality measurement. This integrated approach acknowledges that quality emerges not from software in isolation, but from the dynamic relationship between software attributes, user characteristics, and environmental conditions.

Measurement methodologies must therefore evolve beyond static evaluation of technical properties to incorporate dynamic assessment of how these properties manifest across diverse contexts and user populations. This paradigm shift has significant implications for quality maintenance strategies. Rather than focusing exclusively on preserving technical specifications, maintenance must address the evolution of both user expectations and contextual requirements. Adaptive maintenance approaches that continuously monitor and respond to changes in user perception and contextual demands represent a more effective strategy for sustaining quality over time than traditional corrective and perfective approaches focused solely on technical attributes. The development of sophisticated measurement frameworks that effectively capture both user-perceived quality and contextual influences remains a significant methodological challenge—one that requires interdisciplinary collaboration between software engineering, human-computer interaction, cognitive psychology, and organizational science. Addressing this challenge is essential for advancing software quality assessment beyond technical correctness toward a more holistic understanding of quality as experienced by users in authentic contexts.

3.1 User perceived quality & quality in use

Garvin defines User perceived quality as the combination of product attributes which provide the greatest satisfaction to a specified user. The ISO/IEC 9126 definitions acknowledge that the objective is to meet user needs. But ISO 8402 makes it clear that quality is determined by the presence or absence of the attributes, with the implication that these are specific attributes which can be designed into the product. For software, they would thus be attributes of the source code. When combined with an ISO 9001 compliant quality process, the most natural interpretation is that quality should be specified and evaluated at the level of source code attributes. ISO 8402 distinguishes this view of quality from measures of the “degree of excellence” resulting from the presence or absence of required attributes. Yet the objective of quality from the user’s perspective is for the software to exhibit excellence in the actual conditions of use.

The users’ needs can be expressed as a set of requirements for the behaviour of the product in use (for a software product, the behaviour of the software when it is executed). These requirements will depend on the characteristics of each part of the overall system including hardware, software and users.

Quality in Use A Contemporary Measurement Framework. The specification of software quality requirements demands articulation through quantifiable metrics that can be objectively assessed when systems operate within their intended contexts. These requirements should manifest as precise measurement frameworks encompassing effectiveness, efficiency, and satisfaction—the triad that forms the foundation of contemporary quality-in-use evaluation. Modern approaches establish minimum performance thresholds across these dimensions, creating a quantitative baseline against which actual performance can be evaluated under authentic operating conditions.

Quality in use represents the culmination of software quality characteristics as experienced by end users—a holistic manifestation of how technical attributes translate into practical value. This experiential quality can be systematically measured through a multidimensional framework: effectiveness (the accuracy and completeness of goal achievement), efficiency (resource optimization relative to outcome value), and satisfaction (the affective and cognitive response to system interaction). This integrated approach recognizes that technical excellence alone is insufficient without corresponding user-centered performance. Contemporary measurement methodologies employ sophisticated metrics to quantify these dimensions.

Effectiveness metrics might include task completion rates, error frequencies, and outcome quality assessments. Efficiency metrics typically encompass time-on-task measurements, cognitive load indicators, and resource utilization patterns. Satisfaction metrics have evolved beyond simple preference ratings to include emotional response measures, likelihood-to-recommend indicators, and perceived value assessments—creating a more nuanced understanding of the user experience.

The measurement of user performance and satisfaction provides a contextually grounded assessment of software quality—one that acknowledges the complex interplay between products attributes and environmental factors. Satisfaction metrics offer particularly valuable insights into perceived usability, revealing subjective dimensions of quality that technical measurements might overlook. These perceptual indicators often predict adoption patterns and long-term usage behaviours more accurately than objective performance metrics alone. Operationalizing quality-in-use measurement requires methodical decomposition of effectiveness, efficiency, and satisfaction into constituent elements with quantifiable attributes. This decomposition must account for contextual variables that influence performance outcomes, including user characteristics, task complexity, environmental conditions, and technological ecosystems. Contemporary approaches employ hierarchical measurement frameworks that link high-level quality constructs to specific, observable indicators through validated measurement instruments. User requirements must be translated into behavioural specifications—precise descriptions of how software should perform when executed under typical usage conditions. These specifications acknowledge the systemic nature of quality, recognizing that performance emerges from interactions between hardware capabilities, software functionality, and user characteristics. The resulting requirements framework establishes quantitative benchmarks across effectiveness, efficiency, and satisfaction dimensions, creating a comprehensive quality profile that reflects the multifaceted nature of user experience in today's complex computing environments.

3.2 Context of use

Understanding the operational environment in which software functions is fundamental to comprehensive quality assessment. The contextual ecosystem—encompassing user characteristics, objectives, task requirements, and environmental conditions—provides essential insights that inform holistic product specifications prior to establishing specific quality-in-use requirements. This contextual intelligence has become increasingly critical in today's diverse computing landscape, where software must perform across multiple platforms, cultural settings, and use scenarios. When establishing quality measurement frameworks, organizations must first identify the specific contextual parameters within which evaluation will occur. This contextual definition then guides the selection of appropriate metrics for effectiveness, productivity, and satisfaction—metrics that must be contextually relevant rather than universally applied. Subsequently, acceptance criteria derived from these context-sensitive measures establish meaningful quality thresholds that reflect actual usage conditions.

Contemporary approaches to contextual analysis employ sophisticated techniques including contextual inquiry, ethnographic observation, and experience sampling to capture the nuanced environments in which software operates. These methodologies recognize that context extends beyond physical settings to encompass organizational culture, workflow integration, technological ecosystems, and temporal factors that influence user interactions. The validity of quality assessments depends critically on how accurately evaluation conditions mirror authentic usage environments. This ecological validity requires careful consideration of representative user populations, realistic task scenarios, and naturalistic environmental conditions. Artificial testing environments that fail to capture contextual complexities often yield misleading quality assessments that don't translate to real-world performance. This contextual sensitivity explains why identical software products elicit varying satisfaction levels across different user groups and usage environments. A financial application might receive high satisfaction ratings from accounting professionals in enterprise settings while simultaneously generating poor ratings from small business owners in mobile contexts—not because the software's intrinsic quality varies, but because contextual requirements differ substantially. Modern quality frameworks therefore emphasize contextual adaptability as a quality attribute in itself. Software that demonstrates resilience across diverse contexts—maintaining high performance and user satisfaction despite varying conditions—represents a higher quality achievement than solutions optimized for narrow contextual parameters. This perspective aligns with contemporary software development approaches that prioritize adaptability, responsiveness, and contextual intelligence as core quality dimensions in increasingly diverse and dynamic computing environments.

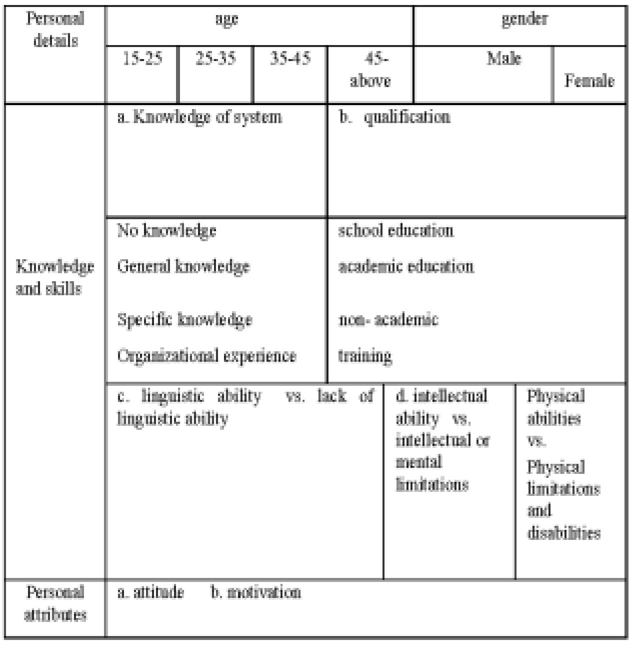
3.3 Measuring satisfaction in relation to understanding

Over the past three decades, numerous researchers have sought to uncover the global services attributes that contribute most significantly to relevant quality assessments [31]. The work has been regarded as the most prominent, which revealed ten dimensions:

(1) tangibility (2)reliability(3)pensiveness(4)communication(5)credibility (6)security (7) competence (8) courtesy (9) Understanding the customer (10) access.

For measuring the quality based on user satisfaction, first we need to see what we mean by satisfaction is the of comfort and acceptability of use. Comfort refers to overall physiological or emotional responses to use of the system (whether the user feels good, warm, and pleased, or tense and uncomfortable). Acceptability of use may measure overall attitude towards the system, or the user's perception of specific aspects such as whether the user feels that the system supports the way they carry out their tasks, do they feel in command of the system, is the system helpful and easy to learn. Satisfaction can be specified and measured by considering the following factors belonging to users:

Table 1 user understanding



Personal details	age				gender	
	15-25	25-35	35-45	45- above	Male	Female
Knowledge and skills	a. Knowledge of system			b. qualification		
	No knowledge General knowledge Specific knowledge Organizational experience			school education academic education non- academic training		
	c. linguistic ability vs. lack of linguistic ability				d. intellectual ability vs. intellectual or mental limitations	Physical abilities vs. Physical limitations and disabilities
Personal attributes	a. attitude b. motivation					

These factors all can affect the user's understanding and performance in using a software product. With the higher user's understanding and ease to utilize a software, the less estimated errors and miscommunication will be received and therefore the higher rate of quality will be obtained. After considering the above-mentioned factors to understand the type of user and his level of understanding, we can make a scale of user satisfaction. User satisfaction is often measured by customer survey data via the five-point scale: For instance, the higher scale of satisfaction, the higher quality mark will be measured.

Table 2 satisfaction scale

LEVEL OF SATISFACTION	1	3	4	5
	VERY Dissatisfied	Dissatisfied	Satisfied	Very satisfied

The next item influential in user satisfaction is the concept of comfort. Even if a system is apparently acceptable for use, it may be low in comfort if it demands too little or too much mental effort. A task demanding too little mental effort may result in a lowered efficiency because it leads to boredom and lack of vigilance, which directly lowers effectiveness. This by itself can lead to errors and consequently lower rate of quality. The next question will arise that based on which factors we can come up with the above scale from 1 to 5. To measure user satisfaction, and hence assess user perceived software quality, University College Cork has developed the Software Usability Measurement Inventory (SUMI) as part of the MUSiC project [32]. SUMI is an internationally standardized 50-item questionnaire, available in seven languages. It takes approximately 10 minutes to complete, and contains questions such as:

1. Is using this software frustrating?

2. Is learning how to use new functions difficult?

At least 10 representative users are required to get accurate results with SUMI. The results that SUMI provide are based on an extensive standardization database built from data on a full range of software products such as word processors, spreadsheets, CAD packages, communications programs etc. SUMI results have been shown to be reliable, and to discriminate between different kinds of software products in a valid manner. SUMI provides an Overall Assessment and a Usability Profile that breaks into 5 sub-scales:

a. Affect, b. Efficiency,

c. Helpfulness, d. Control,

e. Learnability.

To use this project for our own purpose we can propose the following form to measure the satisfaction:

Table 3 Overall Assessment and a Usability Profile

Affect					
Efficiency					
Helpfulness					
Control					
Learnability					

With the highest range of the above factors we can obtain higher satisfaction. In simple words, if all of the above factors are checked as 5, the level of satisfaction can be measured as 5. Average rate of the 5 scales is the total satisfaction of the user. In order to come up with a more objective and precise user-based quality measurement, we need to combine the outcome Table 1 and 3. In other words, user satisfaction is related to his level of understanding and abilities to perform and experience. For instance, the low rate of satisfaction of a user with a low rate of qualification and understanding or mentally limited abilities cannot be considered as serious as another user's satisfaction with high qualification and intellectual ability, provided both have used the same software product.

4. CONCLUSION

Contemporary software quality measurement has evolved significantly beyond traditional standards and conceptual models. While numerous factors influence quality—including technical characteristics, environmental conditions, and task requirements—user characteristics have emerged as perhaps the most critical yet historically underexplored dimension.

By repositioning users at the center of software quality assessment, this research highlights two fundamental considerations: user understanding and satisfaction, both presenting significant measurement challenges due to their inherently subjective nature. As demonstrated in Section 3, a comprehensive user-based assessment framework must account for the multidimensional nature of user satisfaction. This requires careful consideration of diverse user characteristics, including cognitive abilities, educational background, physical capabilities, technological literacy, and contextual factors that shape expectations.

The refined measurement approach we propose employs validated psychometric instruments that assess five key dimensions: affect (emotional response), efficiency (productivity impact), helpfulness (support adequacy), control (user autonomy), and learnability (ease of mastery). Our findings indicate that software achieving high ratings across these dimensions correlates strongly with elevated user satisfaction, ultimately signifying superior quality through successful fulfilment of user needs and expectations.

The significance of this research extends beyond theoretical contributions. In today's experience-driven market, where user expectations continuously evolve and diversify, organizations require sophisticated methods to evaluate how effectively their software meets these expectations. Our research demonstrates that quality assessment must extend beyond technical correctness to encompass the holistic user experience. This perspective is particularly relevant as software increasingly serves diverse global audiences across multiple platforms and contexts. Future research should focus on developing more granular understanding of how cultural, demographic, and contextual factors influence quality perceptions.

Additionally, longitudinal studies examining how quality perceptions evolve throughout the user journey would provide valuable insights for continuous improvement processes. The integration of emerging technologies such as sentiment analysis, behavioural analytics, and AI-driven feedback systems offers promising avenues for more nuanced quality measurement. The model proposed in this paper represents a significant advancement toward a more comprehensive understanding of software quality—one that acknowledges the central role of users not merely as consumers but as co-creators of quality. As software continues to permeate every aspect of human activity, quality measurement approaches that effectively capture the user perspective will become increasingly essential for organizational success and technological advancement.

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