

ISO/TS 9241-411:2012-05 (E)

Ergonomics of human-system interaction - Part 411: Evaluation methods for the design of physical input devices

Contents		Page
Foreword		v
Introduction		viii
1	Scope	1
2	Normative references	1
3	Terms and definitions	2
4	Guiding principles	7
5	Evaluation methods	7
5.1	Physical input devices in general	7
5.2	Keyboards	10
5.3	Mice	22
5.4	Pucks	25
5.5	Joysticks	28
5.6	Trackballs	31
5.7	Touchpads	34
5.8	Tablets and overlays	37
5.9	Styli and light-pens	40
5.10	Touch-sensitive screens	42
6	Conformance	42
Annex A (informative)	Overview of the ISO 9241 series	43
Annex B (informative)	Testing of efficiency and effectiveness	44
Annex C (informative)	Assessment of comfort	51
Annex D (informative)	Usability test for keyboards	56
Bibliography		62
Figures	Figure 1 -- Side view of example joystick	3
	Figure 2 -- Example of light-pen against display	4
	Figure 3 -- Top view of example of tablet with graphic overlay	4
	Figure 4 -- Top view examples of two types of puck	5
	Figure 5 -- Side view of example of stylus over graphics tablet	5
	Figure 6 -- Example of top view of trackball device with buttons	6
	Figure 7 -- Illustration of flat, concave and convex keytops	14
	Figure 8 -- Measurement of keytop width and depth	14

Figure 9 -- Measurement of key displacement	14
Figure 10 -- Relationship between key displacement and key force (ISO 9241-410:2008, Figure B.3)	15
Figure 11 -- Measurement of character height	15
Figure 12 -- Measurement of vertical and horizontal distance between two adjacent keys	17
Figure 13 -- Measurement of slope of keyboard	18
Figure 14 -- Numeric keypad layout	18
Figure B.1 -- Relationship of index of difficulty to time	47
Figure B.2 -- One-direction tapping task	48
Figure B.3 -- Multi-directional pointing task	49
Figure B.4 -- Tracing task	50
Tables Table 1 -- Measuring methods on physical input devices in general	7
Table 2 -- Requirements on the generic operability of keyboards	10
Table 3 -- Requirements for functional properties of full-size keyboards	10
Table 4 -- Requirements for sections and zones of full-size keyboards	16
Table 5 -- Requirements for the mechanical design of full-size keyboards	17
Table 6 -- Requirements for maintainability of full-size keyboards	18
Table 7 -- Requirements for documentation of full-size keyboards	19
Table 8 -- Requirements for design of keys of compact keyboards	19
Table 9 -- Requirements for sections and zones of compact keyboards	20
Table 10 -- Requirements for mechanical design of compact keyboards	20
Table 11 -- Requirements for maintainability of compact keyboards	21
Table 12 -- Requirements for documentation of compact keyboards	22
Table 13 -- Mouse design requirements	22
Table 14 -- Design requirements for pucks	25
Table 15 -- Design requirements for joysticks	28
Table 16 -- Design requirements for trackballs	31
Table 17 -- Design requirements for touchpads	34
Table 18 -- Design requirements for tablets and overlays	37
Table 19 -- Design requirements for styli and light-pens	40
Table 20 -- Design requirements for touch-sensitive screens	42
Table A.1 -- Structure of ISO 9241 -- Ergonomics of human-system interaction	43

Table B.1 -- Task and condition variations	45
Table C.1 -- Independent rating scale	52
Table C.2 -- Dependent rating scale	53
Table C.3 -- Borg scale	54
Table C.4 -- Borg scale for arm, shoulder, and neck effort	54
Table D.1 -- Reflectance of surfaces	58
Table D.2 -- Independent rating scale	60
Table D.3 -- Example of material for data entry (English language)	61