

e-Daily Life in Greece (e-καθημερινότητα)

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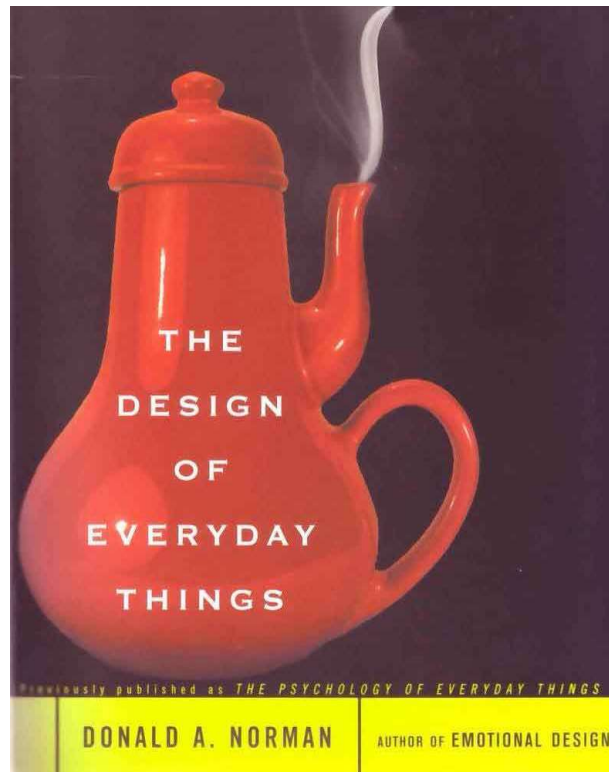
26/11/2021

Tasos Makris, HCI Greece 2021



My involvement with Usability started with this book...

.. It stated that people often accuse themselves when objects (including software) fail to work as they should. But this is not the user's fault. It is usually a design problem.



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World Usability Day 2008 in Greece

2008

Ευχρηστία στις
Μεταφορές

2009

Σχεδιάζοντας για ένα
Βιώσιμο Κόσμο

2010

Επικοινωνώντας στην
Ψηφιακή Εποχή

2011

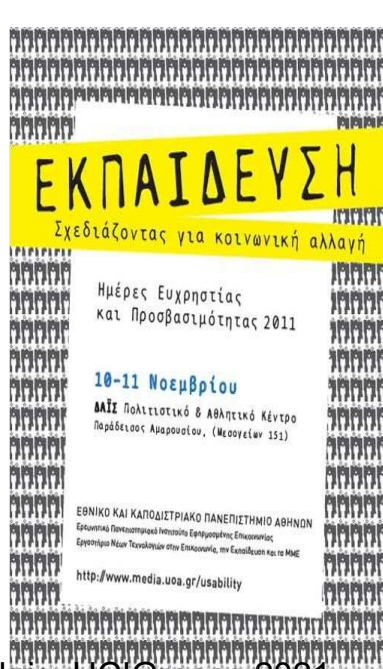
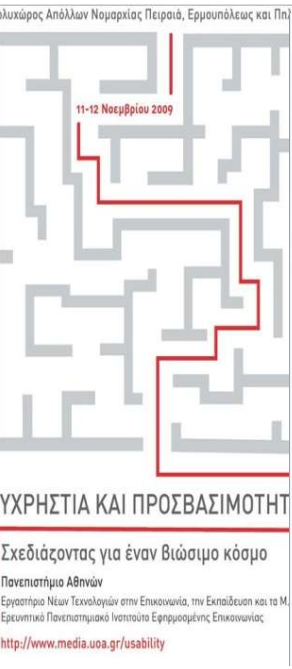
Σχεδιάζοντας για
Κοινωνική Αλλαγή

2012

Οικονομικά
Συστήματα

2013

Συστήματα
Υγείας



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During these years

...an avalanche of new applications have been introduced which affect the everyday lives for millions of users.

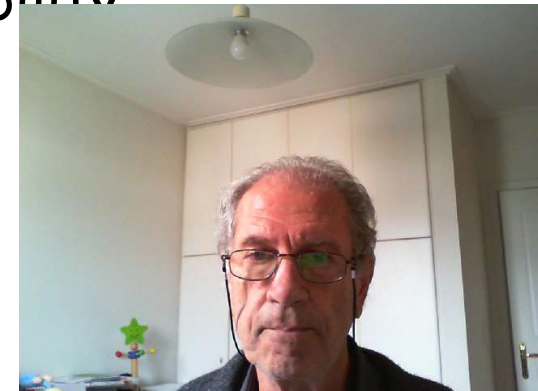
Some are good...

Some are bad...

Some are very bad !!!



- I belong to a large group of people who support the idea that Usability is the quintessence of Informatics. This is because the purpose of Informatics, like the purpose of any man-made tool is to help humans make their life easier, better and more productive.
- I also belong to a smaller group of people who believe that Usability is not being used enough to make information products easier to use. This is because developers either do not care enough about the prospective users, or they ignore the basic laws of Usability.



Lack of Usability in information products sold on the market results in the misuse of these products and eventually to their failure.

But for info products which monopolize certain domains of human activity, the result has significant implications:

Loss of Productivity is of paramount importance.

Also, people become frustrated, they lose their temper, they become rude, they lose faith that technology will help them improve their lives.

There are more consequences: Waste of precious time, waste of paper, waste of energy.



Usability costs

- For these reasons I find myself repeating for years the necessity of usability. I need to repeat that the techniques of Usability are easy to learn, but difficult to apply. Why? Mainly because they take time and effort, i.e. they **cost**.
- But is cost the only obstacle?



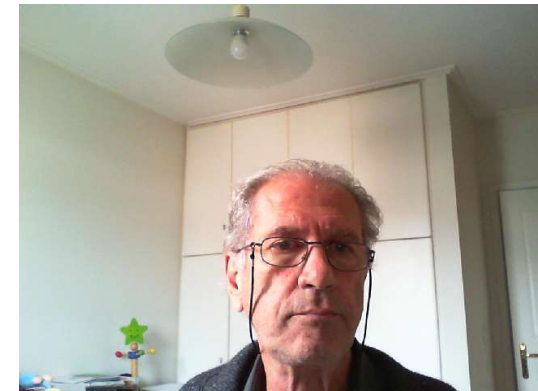
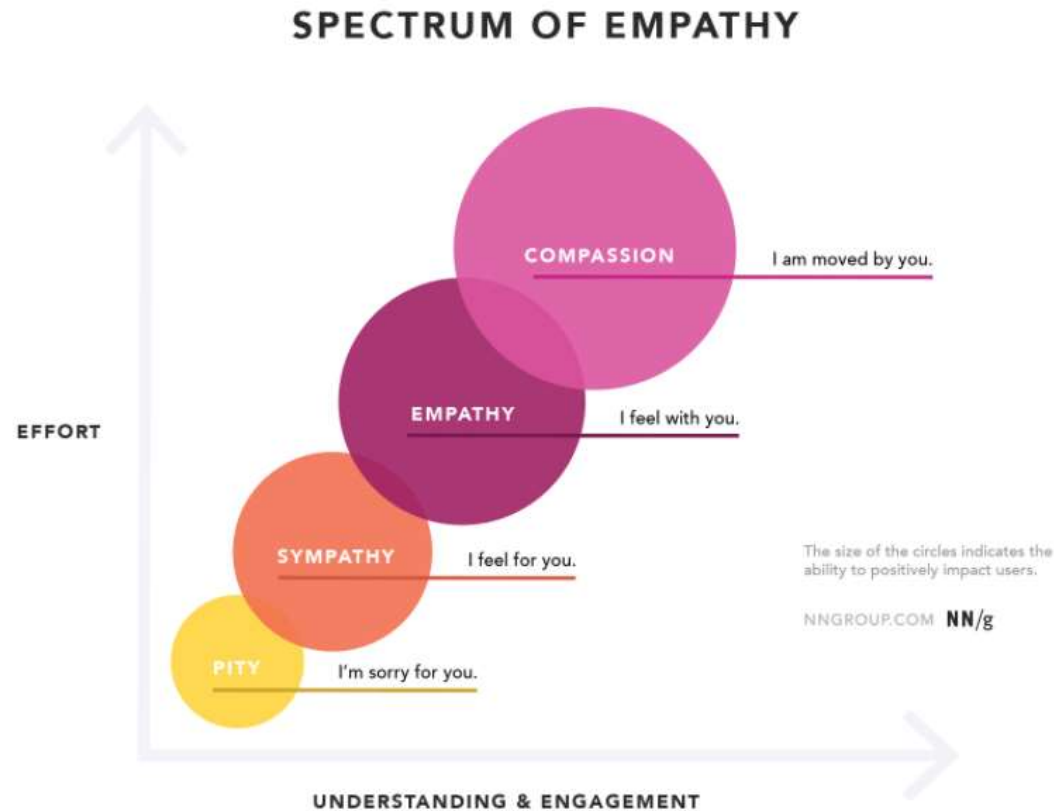
Usability is neglected

In many cases the software developers exhibit a lack of User Empathy, which means that developers either do not understand User's needs or, worse, they choose to ignore them.

<https://www.nngroup.com/articles/sympathy-vs-empathy/>



Empathy = the capacity to place oneself in another's position.



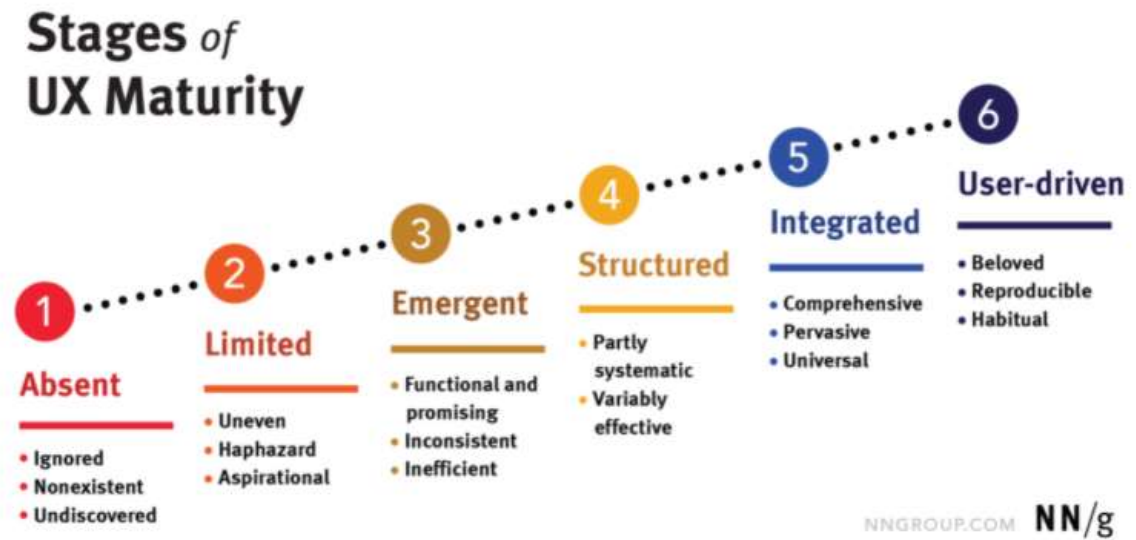
UX maturity: the unknown factor

UX maturity measures an organization's desire and ability to successfully deliver user-centered designs.



UX maturity in Greece: ???

The [UX-maturity model](#) provides a framework to assess each organization's UX-related strengths and weaknesses. So far, we do not know how many companies use this model to assess their capabilities and improve their performance in the UX field.



Is Usability a "luxury"?

We are not interested about Usability of gadgets here. After all, if a gadget does not embed enough Usability, it will fail on the market, obeying to the market law of product survival.

We are interested about applications which have a national character, i.e., platforms or applications like :

gov.gr,

Taxisnet,

Ktimatologio,

Banking apps,

Travelling apps like the Metro Ticketing Machines, Parking Machi



Examples: Ktimatologio (Real Estate app)

frustration level:8/10

In Ktimatologio, the most time consuming is the effort to find and display the so called "temporary" map of your property. The link supplied by gov.gr does not lead to the right page.

govgr | Ελληνικό Κτηματολόγιο | Το Κτηματολόγιο μου

Τα στοιχεία μου | Εξοδος

Εφαρμογή προβολής των ακινήτων μου

Η εφαρμογή αυτή εμφανίζει τα ακίνητα που έχετε ή είχατε κυριότητα ή επικαρπία, στις περιοχές που το κτηματολόγιο βρίσκεται σε λειτουργία.

Are these Tabs? If YES, which one is active?

Οδός - Αριθμός	Περιοχή	ΚΑΔΕΚ	
ΕΘΝΙΚΗΣ ΑΝΤΙΣΤΑΣΕΩΣ - 7	[redacted]	19047161	[green icon]
ΕΘΝΙΚΗΣ ΑΝΤΙΣΤΑΣΕΩΣ - 10	[redacted]	19047190	[green icon]

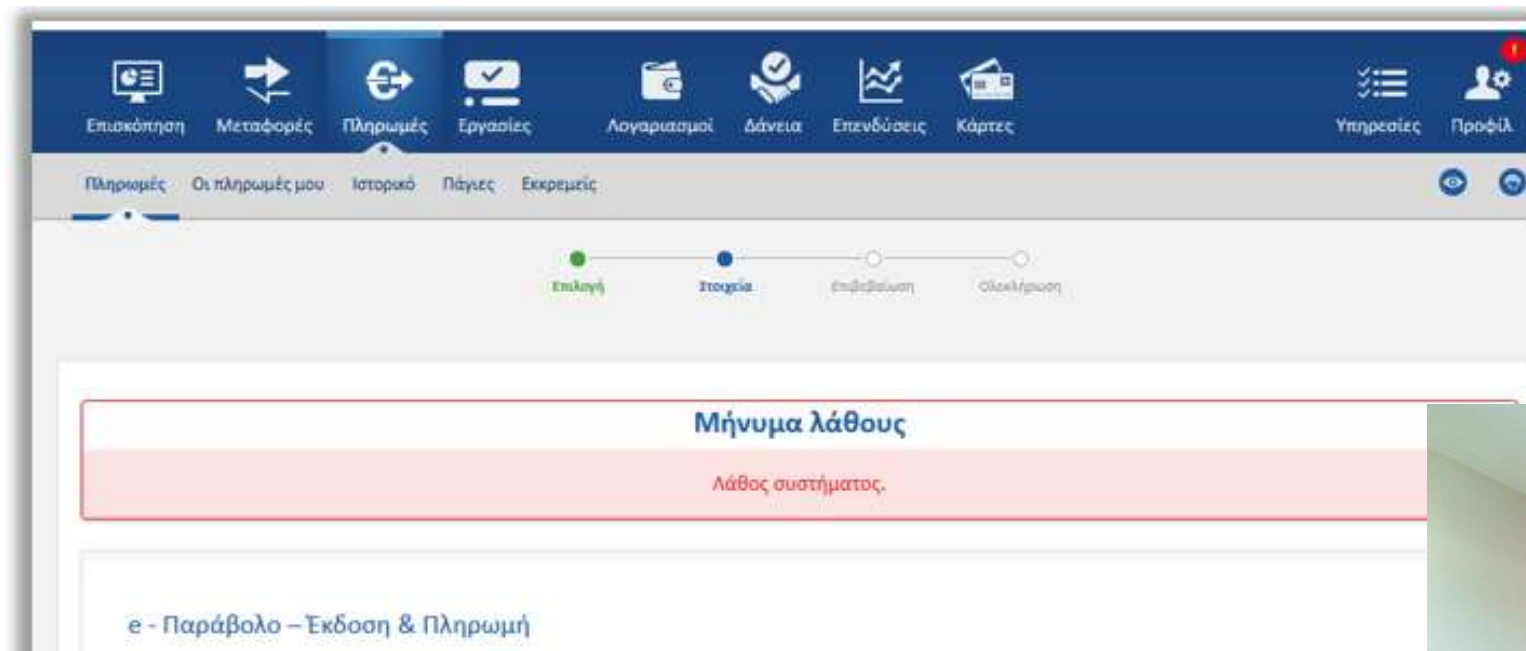
ΕΛΛΗΝΙΚΟ ΚΤΗΜΑΤΟΛΟΓΙΟ © 2021



Banks

frustration level:10/10

- I have been trying for the past 4 days to issue an e-paravolo, but it's impossible.
- The web form gives me constantly a "System error" . I'm trying to get in touch with the Bank's Support team, but it's always busy.



Taxisnet:

frustration level:10/10

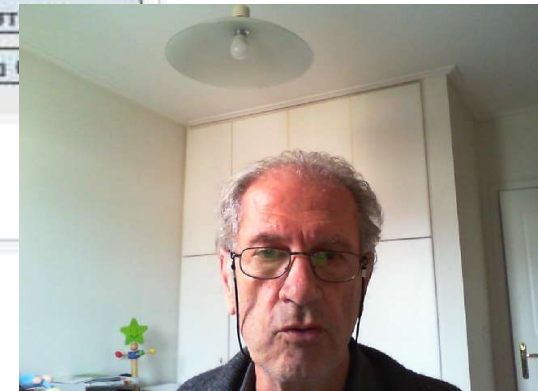
- The printout for "VAT Periodic Declaration" is downloaded with an extension "HTM" which is difficult for other users to read.

Αποθηκευμένες Δηλώσεις για ημερολογιακή περίοδο 01/01/2021 - 31/03/2021

Τύπος Δήλωσης: Φ2 Περιοδική Δήλωση ΦΠΑ για υποκείμενους με Β' ή Γ' κατ. Βιβλία ΚΒΣ
Φορολογική Περίοδος: 1ο Τρίμηνο 2021
Ημερολογιακή Περίοδος: 01/01/2021 - 31/03/2021

Πηγή	Ημερολογιακή Περίοδος	Αριθμός Καταχ.	Ημ/νία Υποβολής	Είδος	Κατάσταση	Χρεωσ./ Πιστωτ./ Μηδεν.	Ενέργειες
TAXISnet	01/01/2021 - 31/03/2021	135953513	21/04/2021	Αρχική	Οριστική	X	Υποβολή τροπ/κής Προβολή Κατάστ Ταυτότητα

[Πίσω](#)



e-randez-vous: (Health appointment)

frustration level:10/10

- I know the place where I live, but I don't know if the doctor I need works in an organization abbreviated as: ΚΥ / ΠΕΔΥ / ΤΙ / ΠΙ / ΤΟΜΥ / ΠΠΙ / ΕΠΙ
- My primary requirement is to see a doctor "pathologist" for example. If I make a mistake in the choice of the organization, an ERROR will appear, saying: "There are no appointments for these dates"

ΚΕΡΑ: Δικαστήριο για αλλη... ΕΙΣΗΓΗΤΙΚΟΣ ΦΑΚΕΛΟΣ ΠΑΡΟ... (6) Beethoven fidelius - YouTube Σύνταξη του Οσμ... Βικιπαίδεια p-iv

e-syntagografisi.gr/p-iv/p

ΑΝΑΣΤΑΣΙΟΣ ΜΑΚΡΗΣ
Νέο Ραντεβού

Εφαρμογή Οκ. Ιατρού Εφαρμογή Ηλ. Ραντεβού Βοήθεια

Επιλεγμένη Παραπομπή

Αναζήτηση ραντεβού μεταξύ των ημερομηνιών

Από: 18/11/2019 Έως: 17/1/2020

Το ραντεβού να είναι στις παρακάτω

Από: 08:00 Έως: 09:00

Γεωγραφική Περιοχή

Νομός: ΑΤΤΙΚΗΣ Πόλη: ΧΟΛΑΡΓΟΣ

Ειδικότητα: ΔΕΡΜΑΤΟΛΟΓΟΣ-ΑΦΡΟΔΙΣΙΟΛΟΓΟΣ

Φορέας ραντεβού: Νοσοκομείο Κ.Υ (πρώην ΠΕ.Δ.Υ) Ιατρός: Καθαρισμός

Ειδικότητα: ΔΕΡΜΑΤΟΛΟΓΟΣ-ΑΦΡΟΔΙΣΙΟΛΟΓΟΣ

Φορέας ραντεβού: Κέντρο Υγείας

Τ.Ο.Μ.Υ.
Τ.Ι.
Π.Ι.
Π.Π.Ι.
Ε.Π.Ι.

Αποτελέσματα αναζήτησης

Δείκτης Έσοδα Λειτουργίες Πάση Τ.Κ. Διάθεση

Έκδοση: 4.3.30

26/11/2021



“System error. if the error persists, call the administrator”. Who and Where ?



The screenshot shows a system error message on the gov.gr website. The header is dark blue with the govgr BETA logo and the Hellenic Republic logo. The main content is white with red text. The text reads: "Προέκυψε σφάλμα συστήματος. Επαναλάβετε την ενέργεια. Αν το σφάλμα εξακολουθεί να εμφανίζεται, επικοινωνήστε με τον διαχειριστή." Below this, there is a blue "Επιστροφή" button and the logo of the General Secretariat of Information Systems Administration. At the bottom, there is a warning: "Απαγορεύεται η μη εξουσιοδοτημένη χρήση αυτής της τοποθεσίας, η οποία μπορεί να επιφέρει αστική και ποινική δίωξη."

govgr BETA

ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
Υπουργείο Ψηφιακής Διακυβέρνησης

Προέκυψε σφάλμα συστήματος.
Επαναλάβετε την ενέργεια. Αν το σφάλμα
εξακολουθεί να εμφανίζεται,
επικοινωνήστε με τον διαχειριστή.

Επιστροφή

Γενική Γραμματεία
Πληροφοριακών
Συστημάτων
Δημόσιας Διοίκησης

Απαγορεύεται η μη εξουσιοδοτημένη χρήση αυτής της τοποθεσίας,
η οποία μπορεί να επιφέρει αστική και ποινική δίωξη.



In many apps:

frustration level:3/10

One might think that computers in 2021 cannot perform string trimming !!
Even 1st grade kids can program this!!!

The screenshot shows a web form with a green header bar. Below the header, there are two input fields. The first field is labeled 'Email' and contains the text 'tasos@digital.com'. The second field is labeled 'Password' and contains the text '1234567890'. There are red arrows pointing to the 'Email' field and the 'Password' field. The 'Email' field has a red circle around the text 'tasos@digital.com' and a red arrow pointing to it. The 'Password' field has a red circle around the text '1234567890' and a red arrow pointing to it. Below the input fields, there is a red arrow pointing to the left, indicating a problem with the form's validation or display.



Don't Make me Think!

Usability applies not only in software:

This label points to "Athens" which is the final destination of "Mesogeion Avenue". The correct label is "Kato Chalandri", which is the suburb next to the station. It affects many people.



Metro Tickets:

frustration level:9/10

- Recently, I had to buy a REDUCED Metro Ticket (for Senior Citizens) for the Airport, in a station without personnel. I tried a few times, but I could not find this choice on the vending machine. So, I bought a FULL ticket.
- Days later, I Googled for this information, but I found nothing relevant. So, I called the Transport Authority, but their center was DOWN for hours. I kept searching and finally the information I got is this: Go to a vending machine, add money to your "Electronic Wallet" . Enter the station as usual. The value will be subtracted at the EXIT!

The screenshot shows the website of the Athens Transport Authority (OASA A.E.). The search results for the query "αγορα μειωμενου εισητηριου για αεροδρομιο" are displayed. A large red box with a magnifying glass icon and the text "Δεν Βρέθηκε Τίποτα" (Nothing was found) is centered on the page. Below this, a message states: "Δυστυχώς, δεν βρέθηκαν αποτελέσματα. Ίσως μια αναζήτηση βοηθήσει να βρεθεί κάποιο σχετικό άρθρο." (Unfortunately, no results were found. Perhaps a search will help find a related article). The search bar contains the query, and the search button is visible. The website header includes the OASA A.E. logo and navigation links such as "ΔΡΟΜΟΛΟΓΙΑ", "ΕΙΣΙΤΗΡΙΑ", "ΕΞΥΠΗΡΕΤΗΣΗ ΕΠΙΒΑΤΩΝ", "ΕΠΙΣΚΕΠΤΕΣ VISIT ATHENS", and "ONLINE ΑΓΟΡΑ/ΕΚΔΟΣΗ".



3rd Vaccination: Time lost= 15 mins

This form does not include my case. I have lost more than 15 minutes searching within the application! No info!

I tried Google. But all I got was instructions from various newspapers. All of them copy the same info and none gives the proper information.

gov.gr Εμβολιασμός COVID-19 Σύνδεση ως ΚΕΠ Σύνδεση ως Ιδιώτης Ιατρός/Φαρμακοποιός Εμβολιασμός από Ιδιώτη Ιατρό/Κινητές Μονάδες

Οδηγίες για τον προγραμματισμό εμβολιασμού πολλών με 3η δόση στο εξωτερικό.
Εμβολιαζόμενοι πολίτες:

- Πολίτες άνω των 12 ετών.
- Πολίτες με υποκείμενα νοσήματα υψηλού και αυξημένου κινδύνου.

Δείτε λεπτομέρειες εδώ

Δείτε την "Προσέλευση διακρίσεων στην Εθνική Πρόγραμμα Εμβολιασμών και "αίτον":
Freedom Pass/Data Pass

Κλείσιμο

Εθνική Εκστρατεία Εμβολιασμού Αίτηση εξέτασης στοιχείων

Εθνική Εκστρατεία Εμβολιασμού Αίτηση εξέτασης στοιχείων

Σε περίπτωση που ανήκετε στην τρέχουσα εμβολιαστική περίοδο και ο αριθμός ΑΜΚΑ σας δεν μπορεί να αναγνωριστεί από το σύστημα, παρακαλούμε, συμπληρώστε την παρακάτω φόρμα, για να ελεγχθεί το αίτημά σας και να λάβετε ενημέρωση με οδηγίες.

Έτος γέννησης * 1960

Παρακαλώ συμπληρώστε το έτος γέννησής σας.

Συνέχεια



3rd Vaccination:

Time lost= 15 mins

Then I remembered this wise T-shirt, and I asked my wife.

My wife said: you can be vaccinated six months after your 2nd vaccination.

True, but why is this info not displayed by gov



Memorability

frustration level:3/10

- A telephone number should be displayed in a way to make it memorable
- *eg: 210-99 77 900*
- Especially this number where the owner paid extra, to make it memorable.

Πλούτωνος 42 44 , Δάφνη, 172 36

2109977900



"Active-User-Paradox",

- Examples like this, are unacceptable cases. How is this possible?
- We might think that users do not complain by this maltreatment from the designers. And you are right!
- Users do not react usually. They are in apathy! There is a phenomenon called "Active-User-Paradox", which states that users accept the software as-is and they don't look for improvements or new features.



Closing Remarks:

I would suggest:

- Users must become more demanding.
- Programmers must try to feel how Users think & feel.
- Developers must use Usability tests, which reveal most of the design faults.



Thank you!

Ευχαριστώ !

