

Human Factors *Questionnaire*

Technique Questionnaire.

The reason for using a questionnaire was simply to determine basic responses to certain aspects of the product. In structuring the questionnaire correctly, I could determine peoples common knowledge about basic home energy principles like what units it is measured in, how often they check their usage and whether something like a smart meter would be of interest to them.

Having analysed the responses, I have drawn some conclusions:

4. Have you ever used a smart energy meter in the home?

9/10 responded with no

5. If no, would you ever consider using a smart energy meter to track energy use in your home?

However, 9/9 responded with yes to the following question, some saying “if it was simple”

Conclusion

The conclusion I can draw from these responses is that people are not necessarily aware of the benefits of a meter but having thought about it in response to the questionnaire, it is definitely something they would consider.

The only exception here was one user who had trialled it before answering and was completely unconvinced by the product.

6. What unit is your energy measured in?

7. In your own opinion (or best guess) , please list these appliances in order of which one uses the most energy. **1 = least amount of energy , 5 = Highest.**

- Television
- Washing Machine
- Kettle
- Lamp
- Microwave

Conclusion

This set of questions was used to determine peoples awareness of their own consumption. As expected, there was a wide range of responses to these questions leaving me with the conclusion that the huge range of information available on the device currently is excessive. By reducing the information to what is useful and necessary a “less is more” situation arises.

8. Which do you find easiest to understand?



Conclusion

Subjects were given options as to which method of feedback they found easiest to follow. The majority (8/10) selected the graph with the other 2 selecting the bars (left). This goes with what I suspected that a graphical representation of use can convey the important information very quickly to allow an immediate response. People don't a plethora of numbers shoved in their face, a nice simple graph can be even more effective.

9. Please circle the words you feel best describe the device below.

Simple	Future	Confusing	Robust
Clean	Complicated	Functional	Cheap
Inviting	Ugly	Useful	Stylish
Efficient	Useless	Environment	Portable
Green	Helpful	Emissions	Other:

Conclusion

The question was provided with images (see Appendix B)There were lots of responses here. The top words selected were “Simple”, “functional” and “portable”. The shape itself is very simple and very effective. There are no frills and the device is mostly dominated by the display which it should be. Therefore this simplicity of form, clean image and portability should be retained when the re-design is carried out.