

User profile

Dialog style

User psychology	Menu	Fill-in forms	Question and answers	Command language	Function keys	Direct manipulation	Natural language
Attitude	Negative	Negative Neutral	Negative	Positive	Negative	Negative	Negative
Motivation	Low	Low Moderate	Low	High	Low	Low	Low
Knowledge and experience:							
Typing skill	Low	Moderate High	Moderate High	Moderate High	Low	Low	High
System experience	Low	Low Moderate	Low Moderate	High	Low	Low	Low
Task experience	Low	Moderate High	Low	High	Moderate High	Low	High
Application experience	Low	Low Moderate	Moderate	High	Moderate	Low	Low
Use of other systems	Frequent	Moderate Frequent	Moderate Frequent	Infrequent	Infrequent	Frequent	Frequent
Computer literacy	Low	Moderate High	Low	High	Moderate High	Low	Low

User profile

Dialog style

Job and task characteristics	Menu	Fill-in forms	Question and answers	Command language	Function keys	Direct manipulation	Natural language
Frequency of use	Low	Moderate High	Low	High	Low	Low	Low
Primary training	Little or none	Some	Little or none	Formal	Little or none	Little or none	Little or none
System use	Discretionary	Discretionary	Discretionary	Mandatory	Discretionary	Discretionary	Discretionary
Turnover rate	High	Low Moderate	High	Low	Moderate	High	High
Other systems		Paper forms					
Task importance	Low	Moderate	Low	High	Moderate	Low	Low
Task structure	High	High	High	Low	Low Moderate	Moderate	Low