Abstract

This diploma thesis deals with the accessibility of a voice user interface (VUI) for digitally illiterate people. The first part summarizes the principles of VIU design, the standardized methods of usability evaluation and analyzes empirical studies of the accessibility of VUI. The second part of the thesis describes in detail the proposed experiment which uses the OZ method. It deals with the segmentation of digitally illiterate people and describes their typical representatives. The third part is devoted to the analysis of the research results, the evaluation of the usability of interaction systems and analyzes recorded dialogues between participants and the prototype of the voice user interface. The last part discusses the results of the research and formulates preliminary conclusions on the accessibility of VUI for digitally illiterate persons. In addition to the preliminary conclusions, the product of this work presents new hypotheses concerning this specific area of human-computer interaction.

Keywords

human computer interaction, voice user interface, digital literacy, accessibility, usability