

USERS SATISFACTION - A DYNAMIC WEB APPLICATIONS MAINTENANCE CRITERION

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Abstract: User satisfaction is a measurable web page indicator by following the various sub-indicators that can give important information for further development of a web page.

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Develop web pages and especially their subsequent maintenance by maintenance procedures are done watching among other criteria, and one that is very important and pursuit of the degree of satisfaction of users, ie web sites visitors.

The wide range of web applications use, also induces a variety of needs, split on levels of categories, operations assigned to each type of user for which rights are shared, access and visibility or restricted mainly to main events, all these elements are determined individually. Individualization types of users involves the need of modularized levels:

at the basic level of specific actions are projected general visualization for occasional users,

at logging level are determined actions and needs of frequent users whose areas of action are identified

at administration level

Therefore, each level of use generates varying needs, all of which must be rigorously classified so that all events and their location in the application lead to the successful completion of each requirement, a largely determinant factor in determining the degree of user satisfaction.

Setting assumptions that cause this kind of observation of the level of user satisfaction has its origins in the theory determining the target group. The target group cause the oriented end user to develop a web application, while setting the level of user satisfaction is an element of feedback and testing product quality achieved and implemented in a real system accessible via the Internet.

Web application development must be oriented from the design, to easy use by the end user whose task are the main means attaining operational applications, unambiguous and accurate. This leads to increased user productivity synchronised with the results obtained by exploiting Web applications, facilities provided by the final result.

On the other hand increase user productivity is directly proportional to the importance that is addressed to the maintenance of web applications, as decision makers, not random but engaging all sides relevant to a successful business.

Maintenance of web applications is a necessity to be designed, to be implemented starting from user requirements. The criteria underlying the maintenance are targeted in three complementary directions:

- a. permanent and natural supplement with new information,
- b. adding new processing facilities and access to information

c. correction and finishing processing algorithms, elements discovered by the occurrence of situations or scenarios not designed, untested but appear in the dynamic operating environment for applications

If the situation described in paragraph c., has a good chance to be met because of the size and complexity to the abundance of traffic volume that can put to use a Web application in Internet.

A web application can not be released to service if there were scenarios that had previously tested high chances to appear. The scenarios consist of those actions predictable virtual run, the user is tempted to implement, therefore taking into account the events with high probability of fulfillment. Some items can not be tested until the test launch to the dynamic public of the Internet network, but currently there are already many such tested parameters that are known of the real needs since the design stage.

Moreover, other experiments consist the progress of reusing procedures, the most common term being knowledge-based economy. Reuse is a form of saving, but accuracy and applicability of web pages involve targeted annexes, and troubleshooting errors.

Taking into account of the above, web applications when they are released for use, even for specified purposes or hidden test primary expected errors must be removed, errors that can occur are corrected before launching on a large real network.

Handling errors by simulating reality on application domain is an element of the preceding encoding phase on the website project.

There is still a possibility to start a statistical observation of visitor reaction by intentionally implement certain elements with a certain degree of error. Analysis of the reaction of users or visitors to these "obstacles" to determine the predictability of the reaction and for other similar situations that have in common the various elements of technical, linguistic, cultural, etc...

This basically means that test is intended to reduce and transform the probability into certainty. Error reduction through diversion is a tool and is more often practiced as reliable even at a later stage of implementing, meaning the maintenance phase.

There are tools in the form of algorithms that implemented in a certain logical form with values which give results with based on decisions, can be important in the evolution of dynamic web applications with a low or high complexity.

These algorithms are different and the many, but whose outcome by the stage of data acquisition series are the output of their implementation in key places of application, is interpreted in different visions that offers a wide range of parameters that are used later for applications maintenance that have implemented these parameters of dynamic analysis.

Comparative analysis of the parameters summarized in the series of data from a relational database results in a powerful tool in decision-making system of maintenance of dynamic web applications. Listing and detailed description of the parameters that are to support this theory will be detailed along with examples from a real system, in another article of the current author's title: „ways to measure user satisfaction decision-oriented dynamic web applications maintenance”.