

ICS 13.180
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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 18978.10-2004

**Ergonomic requirements for office work with visual display
terminals (VDTs) -- Part 10: Dialogue principles**

使用视觉显示终端(VTDs)办公的人类工效学要求 第10部分:对话原则

(English Translation)

Issued on: May 10, 2004

Implemented on: December 1, 2004

**Issued by: General Administration of Quality Supervision, Inspection and
Quarantine of the People Republic of China, China National
Standardization Administration Committee**

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Foreword

GB/T 18978 "Ergonomic requirements for the use of visual display terminals (VDTs)" covers the use of visual display terminals the ergonomic requirements for hardware and software are intended to be divided into the following 17 sections.

- Part 1. Overview;
- Part 2. Mission Requirements Guide;
- Part 3. Visual display requirements;
- Part 4. Keyboard requirements;
- Part 5. Workbench layout and posture requirements;
- Part 6. Work environment guidelines;
- Part 7. Display requirements with reflection;
- Part 8. Displayed color requirements;
- Part 9. Non-keyboard input device requirements;
- Part 10. Dialogue principles;
- Part 11. Usability Guidelines;
- Part 12. Information display;
- Part 13. User Guide;
- Part 14. Menu dialogue;
- Part 15. Command dialogue;
- Part 16. Direct operation dialogue;

--- Part 17. Fill in the form dialogue.

This part is the 10th part of GB/T 18978.

This section is equivalent to the use of ISO 9241-10:1996 "Using visual display terminals (VDTs) office ergonomic requirements Part 10 Points. Dialogue Principles (English version).

This section is drafted in accordance with ISO 9241-10:1996.

In the introduction of Dialogue Principles in Sections 3.2 to 3.8, the typical applications and examples of the various dialogue principles are compiled in accordance with Chinese customs.

The serial modification is written in Chinese form and the table title is added.

This part was proposed by the China National Institute of Standardization.

This part is under the jurisdiction of the National Human Ergonomics Standardization Technical Committee.

This section drafted by. China National Institute of Standardization, Lenovo Group Co., Ltd., Institute of Software, Chinese Academy of Sciences, Air Force Fourth Research Institute, Dalian Maritime University, Institute of Psychology, Chinese Academy of Sciences.

Introduction

This part of GB/T 18978 is mainly for the ergonomic design of visual display terminal (VDTs) software, which states that it is independent the general principles of ergonomics of specific dialogue techniques. When applying these principles, it should be consistent with GB/T 18978.

These principles can be applied when identifying, developing, or evaluating a dialogue system, but they can only be used as a general guide. Principle of each dialogue the way it is applied depends on the characteristics of the target user of the system, the task, the environment, and the specific dialog technology used. About identifying user tasks and using Guidance on environmental aspects, given by GB/T 18978.11; on the use of technologies such as menus, command languages, direct manipulation and filling in forms the specific guidelines will be specified in Part 14 to Part 17 of GB/T 18978.

The ultimate beneficiary of GB/T 18978 is the end user of VDT. It is the needs of these users that give the makers of GB/T 18978 Provides the ergonomic requirements adopted. Although the end user may not have read GB/T 18978 or know its existence, the application of this part of GB/T 18978 provides a more usable, more consistent and more productive user interface.

The references in this section list the original data sheets used in the development of this section.

GB/T 18978.10-2004/ISO 9241-10:1996 Human beings using a visual display terminal (VDT) Ergonomic requirements Part 10. Principles of dialogue

1 Scope

This part of GB/T 18978 describes the general principles of ergonomics, that is, without considering the principles of ergonomics.

Use context, application, environment or technology.

The ergonomic principles presented in this section apply to the specification, design, and evaluation of visual display terminals (VDTs).

2 Terms and definitions

The following terms and definitions apply to this part of GB/T 18978.

Interaction between the user and the system for a specific purpose.

An individual who interacts with the system.

3.1 General

The following seven principles are important principles for designing and evaluating VDT dialogue.

- The suitability of the task;
- Self-descriptive;
- Controllability;
- Compliance with user expectations;
- Fault tolerance;
- Suitable for personalization;
- Suitable for learning.

3.2 to 3.8 introduce these principles of dialogue, along with a short description and typical applications and examples. These examples are only illustrative. Some possible applications. The purpose of selecting these applications and examples is to be clearly stated and not to be exhaustive.

3.1.1 User Features

User characteristics should be considered when applying the principles of dialogue, such as.

- Note the breadth;
- The limit of short-term memory;
- Learning behavior;
- Working level and experience in using the system;
- Subjective knowledge of the underlying structure and use of the system with which the user interacts.

3.1.2 Task Characteristics

The system dialogue feature makes the realization of current task performance possible. Performance effectiveness if task performance requirements are met and efficiency can be improved.

GB/T 18978.10-2004/ISO 9241-10:1996