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Developing a user-based model of quality of experience for the Internet of Things

The exponential growth of services via the Internet of Things (IoT) is making it increasingly important to cater to the quality expectations of end users. Quality of experience (QoE) can become the guiding paradigm for managing quality provisioning and application design in the IoT. This study develops a predictive model for QoE in the IoT. It first characterizes quality of service (QoS) using a field experiment and subjective evaluation to compare QoS to QoE. It then performs a survey to identify user behavior factors in IoT. It finally proposes a user experience model of IoT, conceptualizing QoE and highlighting relationships with other factors. The model establishes a foundation for future IoT service categories through a heuristic quality assessment tool from a user-centered perspective. The results provide a ground truth basis for developing future IoT services with QoE requirements, as well as for dimensioning the underlying network.

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Biography:

Dong-Hee Shin completed his Master's and PhD at Syracuse University and is a full Professor at the Department Interaction Science at Sungkyunkwan University. He established the Department of Interaction Science, the first one in Korea as a new model of interdisciplinary study of human, technology, and interaction. He is a Principal Investigator of BK21 Plus Project, a national human resources development project initiated by the Ministry of Education, Korea. He has successfully acquired research funds of over 140 million since 2004.

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