

Human Computer Interaction

BS-SE (13)

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Question 1 :

Answer:

Issue-01:

Height: I notice that the design issue of the chair is its height because it is low for a tall person and relatively heighted for the short person so that their foot may touch the ground and a short person may work relaxably on the chair .

Issue-02:

No outer support (Arm support): When a person works for hours and hours like e.g,10 to 12 hours normally then how he/she could be comfortable on that hairs which is without support? So chairs have no side support and durability.

Issue-03:

Seat surface: Its surface is not comfortable for the user because it is not flexible and comfortable to sit on it for hours.

Issue-04: Seat depth: it is not good for user in depth issue.Select the seats that suit the tallest and the shortest users. Users should be able to sit in the chair without pressure at the back of their knees, with their back supported by the backrest, and support through the buttocks and thighs.

Issue-05: Seat width: It is not wide and also small for a worker to work comfortably by sitting on it. The seat should be wide enough to allow employees to have a comfortable and even pressure across the entire seat, and allow for some adjustments to their posture.

Question 2:

Answer: Predominant theoretical frameworks or scientific world views. e.g Aristotelian by aristo, Newtonian by Newton, Einsteinian (relativistic) paradigms in physics.

Understanding HCI history is largely about understanding a series of paradigm shifts,

- Not all listed here are necessarily paradigm shifts, but are at least candidates
- History will judge which are true shifts

Paradigm Shifts

- Batch processing
 - Timesharing
 - Networking
 - Graphical display
 - Microprocessor
 - WWW
-

Question 3:

Answer: Design rationale is information that explains why a computer system is the way it is, including its structural or architectural description and its functional or behavioral description.

Benefits of design rationale

- Communication throughout life cycle (major components which we gather in requirements)
- Reuse of design knowledge across products
- Enforce design discipline. (the selected design will be marked check and to not revert it)
- Presents arguments for design trade offs. (if we are not reusing the comp then we have to specify the argument domain)
- Organizes potentially large design space. (To design all the aspects in the way which don't required things to fitten in it)
- Capturing contextual information. (have to keep in mind for what purpose we are designing the product software)

Types of Design Rationale:

Process Oriented: Preserves order of deliberation and decision making.

Structured Oriented: Emphasizes post structuring of considered design alternatives

Question 4:

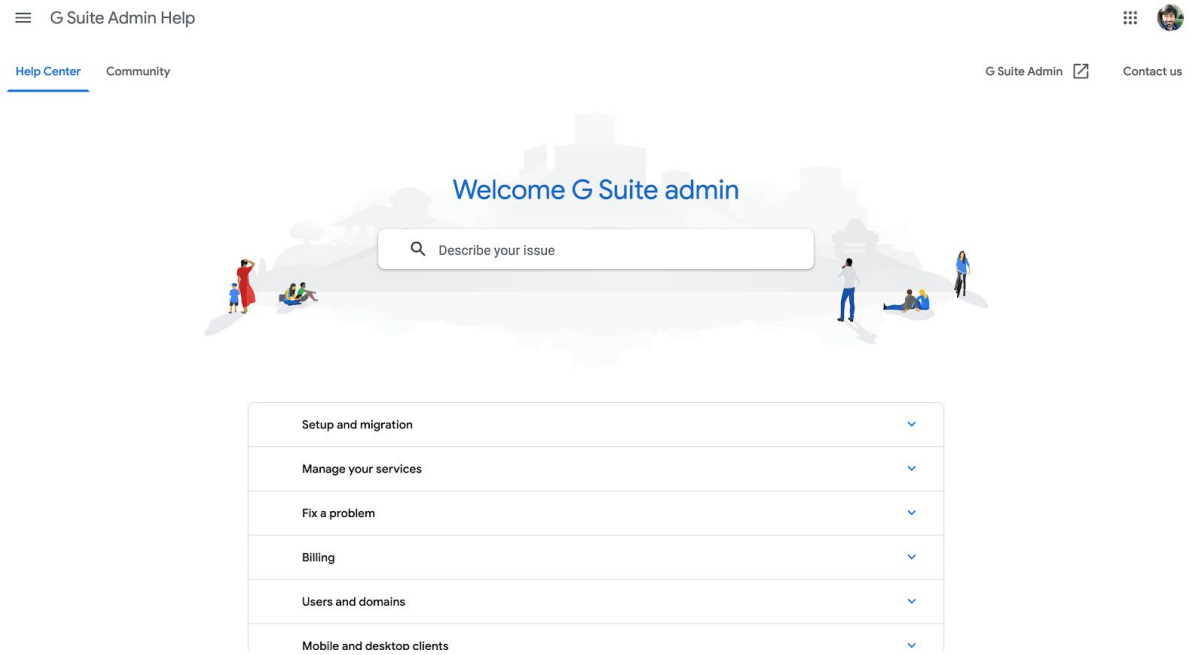
Answer: The best examples are as according to my research over on the internet.

So I picked up one good website app and one bad, I came up with the support of google suite and fiverr and compare both,

Good Example: Google suite support:

The google suite support is very simple, and with attractive UI/UX, If google users has any problem and he want to get to support team or go to knowledge base he just need to go through the support site and get his/her issue resolved from there easily,

Link: <https://support.google.com/>



So here in the image you can see the first option search box for the user, if the user wants to search his problem and that is relevant he can easily find the article, solution or FAQs from here.

If the user wants to contact their support team they have kept a contact us button which will redirect to the support specialist panel, there the user can easily submit their issue.

Bad Example: Fiverr support:

So in fiverr their support is very hard for new users, they are redirecting to the support specialist panel through many steps.

Link: <https://www.fiverr.com/support>

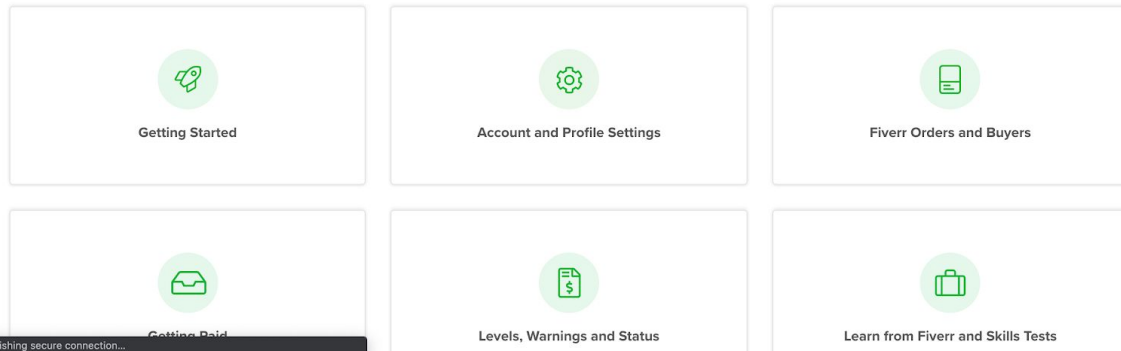
The user will go to this link he will see the knowledge base things. Like in the below picture.

Help & Support

I'm a Buyer I'm a Seller

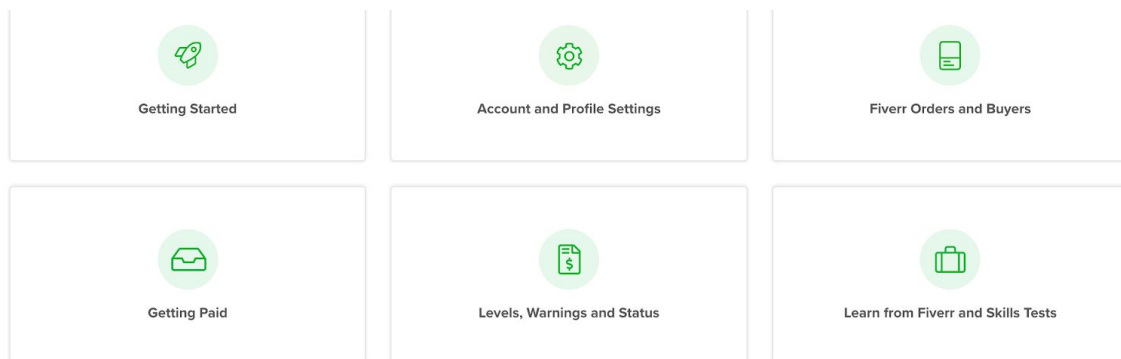
[My Customer Support Tickets](#)

Q Search the Seller Help & Education Center



Here they don't have any contact with the support team, also as you can see they have linked My customer support tickets, they have integrated a 3rd party plugin in their app zendesk. (you can inspect in google to verify), it's just redirecting to the tickets which you have already opened.

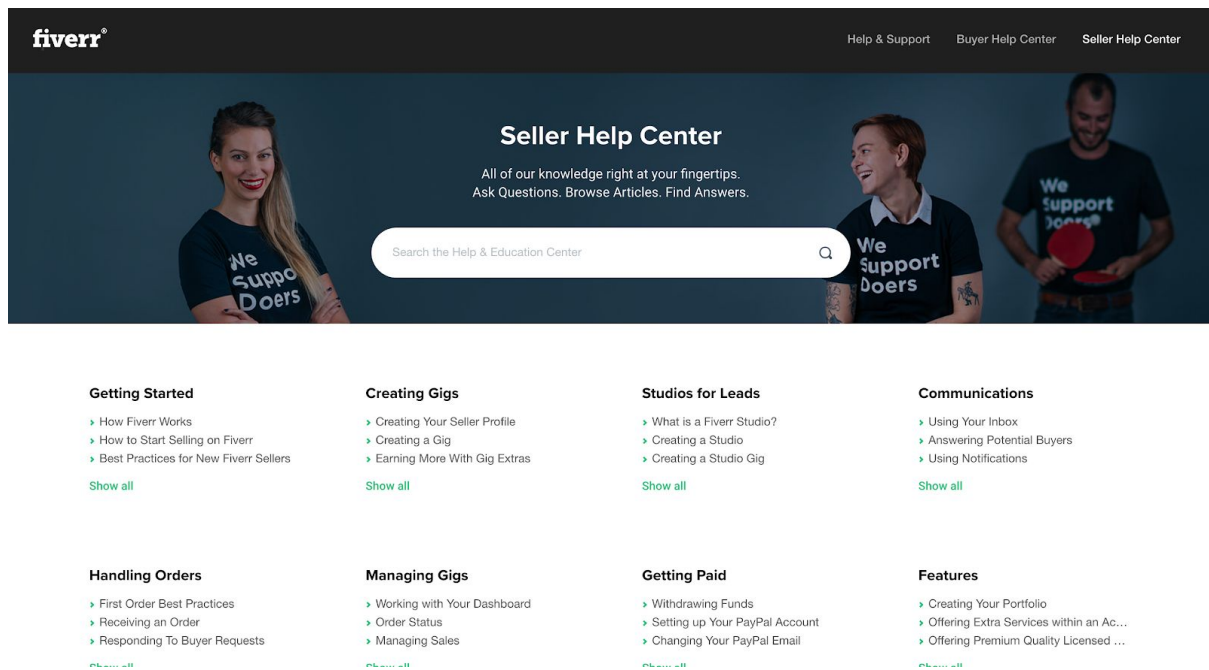
Below in the page you will see seller help center that will redirect you to the <https://sellers.fiverr.com/en/> panel and here they have the knowledge base thing for sellers



Can't find what you're looking for? Please visit our Help Center for more information.

[Seller Help Center](#)

<https://sellers.fiverr.com/en/> page image below



Below in this page you will find the contact us with support team form, so the fiverr user has to go through a lot of steps.

Question 5:

Answer:

1. Strive for consistency: Consistent sequences of actions, terminology should be used in menus, screens, prompts and color consistent, layout, fonts and so on.

2. Offer informative feedback: Recognize the needs of diverse users and design for plasticity, facilitating transformation of content.

3. Offer informative feedback: For every user action, there should be an interface feedback.

3. Design dialogs to yield closure: For every user action, there should be an interface feedback. For frequent and minor actions.

4. Offer informative feedback: Sequences of actions should be organized into groups with a beginning, middle, and end.

5. Prevent errors: As much as possible, design the interface so that users cannot make serious errors.

6: Permit easy reversal of actions: As much as possible, actions should be reversible.

7.Keep users in control:Experienced users strongly desire the sense that they are in charge of the interface.

8:Reduce short-term memory load: Humans' limited capacity for information processing in short-term memory requires that designers avoid interfaces in which users must remember information from one display and then use that information on another display.

Question 6:

Answer: Useability goals in-term for internet explorer:

Usability is broken down into the following goals:

1. Effective to use (effectiveness)
2. Efficient to use (efficiency)
3. Safe to use(safety)
4. Have good utility (utility)
5. Easy to learn (learnability)

1. Effectiveness

It is a very general goal and refers to how good a system at doing what it is supposed to do.like in internet explorer,a researcher searches the material and it probably shows the relevant results as compared to the other non effective browsers.

2. Efficiency

It refers to the way a system supports users in carrying out their tasks.In internet explorer we easily work on multi sites and fetch our data because its too reliable and flexible and which leads to the browser browsing very fast.

For example: facebook web and mobile page have the same structure and content remain the same, but the menu bar on mobile is not no longer to display.

3. Safety

It involves protecting the users from dangerous conditions and undesirable situations. In relation to the first ergonomics aspect, it refers to the external conditions where people work.In internet explorer, the login credentials through any accessible account formed it easily maintains the secrecy and security of our data and most probably it's not leads to any security breach I'm totally happy with the security mechanism.Because if you visit any site by credentials it frequently asked about the hints so that no one breached our data from any site.

4. Utility

It refers to the extent to which the system provides the right kind of functionality so that user can do what they need or want to do.In internet explorer,it's easy to search through any keyword or any language to solve the query and just click there to search and all millions searches found but it took user to the right word suggestion to mining our data.

5. Learnability

It refers to how easy a system is to learn to use. It is well known that people do not like spending a long time learning how to use a system.

Due to the quick search, it easily saves our time and leads us to the good suggestive material for the respective query.

E.g. Google suite support

They have kept their support for users very simple and attractive. And similar to other webpages. They have a search box on the top for users if the user wants to search for a specific thing. Below that they have shown a list of knowledge bases which includes FAQs and articles. So if a user is new he can easily get into it and learn it with no time.
