

# F-HCI Past Paper

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## Theory

Three waves

- [y2019p7q9 \(a\)](#)

## Goal-oriented interaction

- [y2018p7q6 \(a,b\)](#)

Wicked Problem

## Efficient System

Speed and accuracy (Controlled experiments), e.g. KLM

A/B Test

- [y2019p7q9 \(d\)](#)

## Smart System

## Meaningful

Ethnography (Empirical)

- [y2018p27q8 \(b\)](#)

## Evaluation

- [y2018p27q8 \(c\)](#)
- [y2019p7q9 \(b\)](#)

## Complex System

CDN

- [y2018p27q8 \(a\)](#)
- [y2019p7q9 \(c,d\)](#)