1. Hidden information: one or more players in the game is aware of something that the others are not. For example, a card game: you know the cards you have in your hands but the other player does not, such as Magic and other poker games. Once player made certain decisions that the other player did not expect, this would surprise the other player. Surprise created unpredictable events and dramas into the game. When one player knows something and that other does not, then interpersonal communication skills are brought in.
2. Information that nobody has. Surprise can make the player have more strategy while making certain decisions, the player would predict the things could happen in the future based on the surprise he had experienced.

If a player has complete information in a game, he will feel obligated to solve the problem.

Surprise lessen complexity: the players feel obligated to process all information they have because if the player lose even though they have certain useful information, they would feel bad and dumb. If there are too much information, the player would be overwhelmed.