User Interface Design Analysis Report

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Good Interface: Elevator Button Panel.
Purpose of the Interface: The elevator button panel enables users to choose their desired floor and safely control the elevator in an efficient manner. A well-designed elevator panel offers clear visual cues that indicate which floor has been chosen and whether the elevator is responding to the user's commands.

Good aspects:

- **Clear Labelling and Positioning**: Floor buttons are typically organized in a logical sequence, normally arranged from the lowest to the highest floor in building, which matches what users anticipate.
- **Visual Feedback on Button Press**: When a floor button is pressed, it is immediately illuminated to give visual feedback. This feature assists users in verifying that the system has correctly recorded their input.
- **Accessible and Universal Design**: The buttons are commonly easy to press, and numerous panels also feature Braille, allowing visually impaired users to use the elevator.

Why It's Good: This design helps users understand that their command has been received, reducing cognitive load, and preventing confusion about necessary actions. The uniformity among various elevators enables users to easily comprehend and use different elevator systems without having to adopt new behaviours. The straightforward layout and clear feedback demonstrate exceptional user-friendly design.

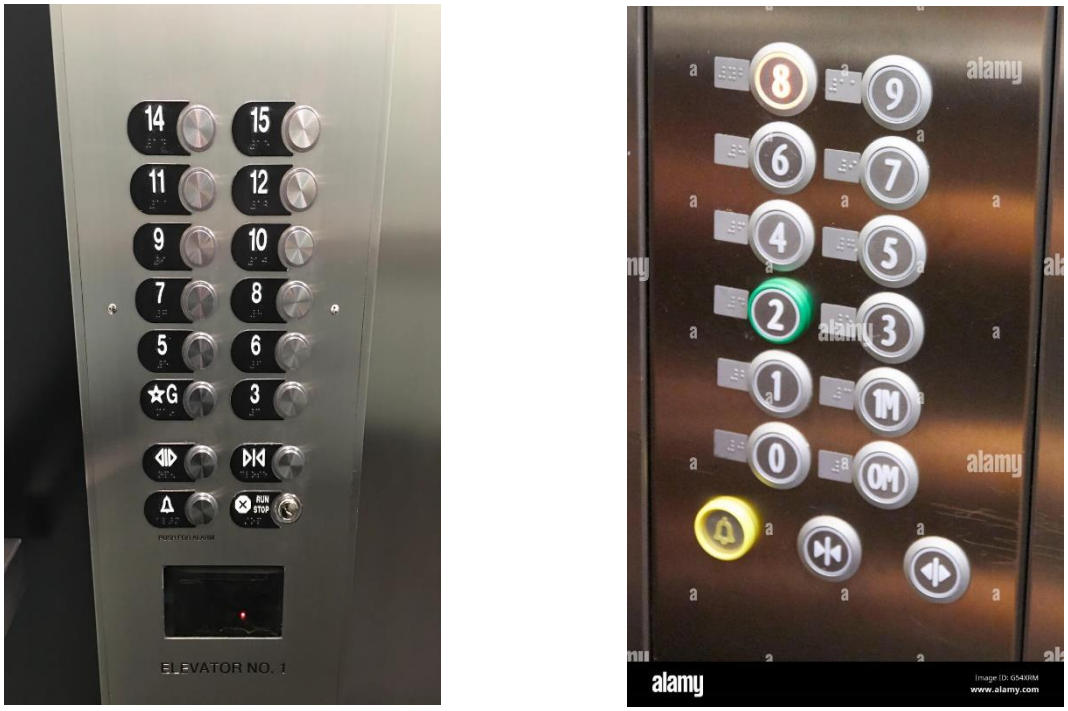

Figure 1 & 2 – Examples of elevator control panel

Bad Interface: ATM Interfaces with Slow Feedback.
Purpose of the Interface: ATMs offer users the ability to utilize the bank services by enabling them to realize various actions such as take out cash, verify account balances, conduct transfers, pay bills, etc. A well-functioning ATM must enable fast, intuitive browsing for users to easily accomplish their tasks.

Bad aspects:

- **Delayed Feedback on Button Press**: Many ATMs take a moment to respond after a button is pressed, creating a level of uncertainty. This lack of immediate response can cause frustration and cause users to press buttons multiple times, which can lead to errors or unintended actions.
- **Inconsistent Flow Between Screens**: ATMs often use outdated interfaces with screen sequences that can be unclear or that may differ between machines. Users might have to go through various stages/screens to carry out basic tasks, causing a disturbance in the user experience, and potentially causing confusion.
- **Difficulty for First-Time Users:** ATMs interfaces can be confusing for first-time users, such as tourists or young adults using these machines for the first time. The lack of clear instructions can lead to new users having difficulties navigating the available functions, resulting in an unnecessarily complex experience.

Why It's Bad: These problems are probably caused by using a combination of old software and/or hardware, and from an attempt to incorporate multiple banking features without properly optimizing the interface flow. Such compromises reduce usability and can lead to frustration for users, especially in time-sensitive situations or when they are unfamiliar with the system.

Suggestions for Improvement:

- **Implement Faster, Clearer Feedback:** Using faster touchscreens with improved responsiveness to implement quicker and clearer feedback. Making sure buttons react instantly upon being touched would decrease user confusion and frustration and avoid unintentional repeated actions.
- **Include Clear Instructions for New Users:** Provide easy-to-follow guidance for new users by incorporating clearer instructions or by implementing a "beginner friendly mode" that walks them through the primary procedures, particularly in tourist-heavy areas. This feature can enhance the initial user experience by facilitating access to essential functions.

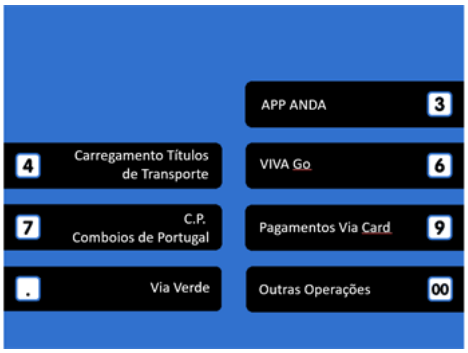

Figure 3, 4 & 5 – Examples of ATMs Screens that show the cause for confusion

Conclusion: This report examines one good example of UI design (elevator button panel) and one bad example (ATM interface). Both interfaces are crucial to the day-to-day life and illustrates the significance of feedback, accessibility, and intuitive flow in effective design. For an interface to be genuinely user-friendly, it must consider both usability and efficiency, providing immediate feedback and a well-defined navigation structure. Enhancing ATM interfaces could decrease user frustration and improve accessibility for everyday needs.