

ACTIVITY No. 4 : Understanding Human Computer Interaction using Paradigm

Objective

1. Identify interactive system designs in terms of its usefulness and usability.
2. Describe good and bad designs from existing computer technologies.

Materials

- Personal computer
- Internet connection

Background

HCI is the study of how users interact with computer technology. We will look at these technologies from a user's point of view whether it allows the user to do what the user wants to do: **quickly, efficiently and effectively** looking further whether interactive systems are **usable, useful and accessible** to its expected users.

Procedure

1. For each of the following systems, identify whether it is useful or usable. Justify your answer.

Define: **Useful**

Answer:

Usefulness when it comes to the context of interactive systems, this refers to the extent to which the system serves its intended purpose and provides value to its user. A system is useful when it effectively helps users accomplish their tasks, the results show that a system's usefulness is shaped by the context in which it is used, useability is closely linked to usefulness, it may have both pragmatic and hedonic attributes.

Source: <https://dl.acm.org/doi/10.1145/2598510.2598600>

Define: **Usable**

Answer:

When focusing on designing an interactive system, usability dominates the field while research on usefulness has been largely absent, the results show that a system's usefulness is shaped by the context in which it is used, usability is closely linked to usefulness. Usability refers to the ease of use and learnability of a system, as well as the overall user experience it provides, it encompasses factors such as intuitiveness, efficiency, learnability, and satisfaction.

Source:

https://www.researchgate.net/publication/266658189_What_does_it_mean_for_a_system_to_be_useful_An_exploratory_study_of_usefulness

2. Your answer must be in the form:

System X is (not) **useful** because _____

System x is (not) **usable** because _____

Note: What you write after 'because' is important, because this demonstrates the thinking behind your answer. This means you should always say why you have answered the question in the way you have.

a.) An automated teller machine(ATM) for a user wanting to withdraw money

URL:

The automated teller machine (ATM) is useful because it fulfills its primary function effectively, which is to enable users to withdraw money from their bank accounts. The ATM provides value by allowing users to access their funds conveniently and quickly, aligning with the user's goal of withdrawing money.

The automated teller machine (ATM) is usable since it facilitates the withdrawal process with clear instructions. Users can easily navigate through the options, input their banking details, and complete the transaction without encountering significant obstacles.

b.) An ATM for a visually impaired user wanting to withdraw money.

URL:

The automated teller machine (ATM) is usable because it can facilitate the withdrawal process for visually impaired users through alternative means, such as textile keypads, audio instructions, and Braille labels. These features enhance the accessibility of the ATM, allowing visually impaired users to interact with the system effectively and complete transactions independently.

The automated teller machine (ATM) is not useful for visually impaired users since the lack of comprehensive accessibility features might hinder the user's experience and accessibility to certain functionalities. Without features like speech output, visually impaired users may face difficulties in navigating through the interface or verifying transaction details.

c.) The olx.com.ph OR carousell.ph website for a user wanting to buy a Harry Potter book .

URL:

The website is useful since it provides a platform for users to buy and sell various items, users can easily browse listings, search for specific items, and connect with sellers to make purchases, thus fulfilling the user's goal of acquiring the desired book.

The website is usable since it offers a user-friendly interface with search functionalities, filters, and clear navigation options. The website's design and features contribute to a smooth and efficient user experience, making it usable for users.

d.) The olx.com.ph website for a user wanting to buy a book containing the image of Grace Hopper.

URL:

The website is not as useful because it focuses on facilitating the buying and selling of various items based on product descriptions and categories, the platform may not have specialized features or categories specifically tailored to the requirement thus the user may encounter challenges in finding relevant listings of the books based solely on the provided descriptions or images.

The website is useable because it offers standard search and browsing functionalities that allows users to explore the listings and contact sellers, despite the limited usefulness in this specific scenario, the website remains usable for users wanting to buy books.

e.) The Facebook.com for a user wanting to gain and communicate with friends.

URL:

Facebook is useful because it provides a comprehensive social networking platform that enables users to connect with friends and share updates through posting, messaging, and commenting. Users can search and add people, thus facilitating social interactions and relationship-building.

Facebook is usable because it offers intuitive features and functionalities for managing friend lists, sending messages, and interacting with content shared by friends, it includes friend suggestions, news feed organization, and messaging features.

f.) The facebook.com for a user wanting to know a person's location.

URL:

Facebook is useful because of the location-sharing features but then it may vary depending on the privacy settings and preferences.

Facebook is usable because it offers location-sharing features, such as check-ins, location tags in posts, and real-time location sharing through Messenger, this utilizes the functionalities to share their current whereabouts.