

2. (a) *Award [1] for an advantage up to [1 max].*

Direct observation is systematic/structured process;
Direct observation allows that current computer system can be studied in its natural setting;
Direct observation provides a better understanding of the way computer system is used;
etc.

[1]

(b) *Award [1] for a disadvantage up to [1 max].*

Direct observation is susceptible to observer bias;
Direct observation also can affect the behavior of users/process being observed;
Direct observation is time consuming;
etc.

[1]