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Assignment 1

In this assignment, we were asked to observe the world from a different perspective and evaluate the user interface design of objects or software we use daily, selecting one with a good design and one with a poor design.

For a **bad user interface design**, I chose the **standard TV remote control**. Many TV remotes are cluttered with dozens of small buttons, most of which are rarely used. The sheer number of options can make it confusing for users to perform simple actions like adjusting the volume or switching channels. Buttons are often not intuitively grouped, so users may press the wrong button accidentally. Additionally, there's no backlighting on many remotes, making it difficult to use in a dark room. This complicated and poorly organized layout makes the remote frustrating and less accessible, especially for users who just want basic functions.



On the other hand, a **good example of user interface design** is the **contactless payment system**, which includes not only the contactless card but also smartphone payment options. Using a contactless card is straightforward and efficient; users simply tap the card on a terminal, and the payment is completed within seconds. This design eliminates the need for entering a PIN or inserting the card, making the process faster and more convenient, especially in busy environments like grocery stores.

Additionally, many people now have the option to link their card to a smartphone, enabling contactless payments directly from their device. This added functionality allows users to pay even if they forget their physical card, enhancing accessibility and convenience. With just a quick tap of a phone, the transaction is completed instantly. The simplicity, flexibility, and efficiency of this design improve the user experience, making contactless payments accessible, intuitive, and adaptable for people of all ages and preferences.



These two examples highlight how design can impact usability: while the remote control's complexity causes frustration, the contactless payment card's simplicity makes it a pleasure to use.