

Interação Pessoa-Máquina

2024/2025

Assignment 1

59791 Duarte Terrível

October 30th, 2024

Good User Design – Spotify

Objective of the Interface

The main objective/functionality of Spotify's interface is to allow users to easily discover, stream and organize music or podcasts. It has also the willingness to make it as intuitive and accessible as possible.

Good Aspects of the Interface

1. Clear Navigation:

Spotify has a very user friendly and intuitive navigation system, with the main sections very well divided by the primary features, which allows the users to access these without much effort, this is a very good aspect, especially for new users.



Figure 1 - Spotify tabs menu

2. Personalized Content:

Another good aspect of this interface is the personalized recommendations that are given to the user, on a regular basis, based on their listening habits. This helps listeners to find their preferred music and podcasts without an extensive searching.

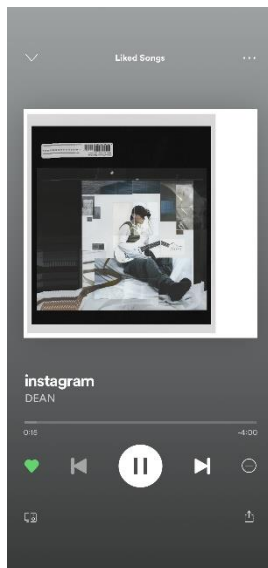


Figure 2 - Example of a music playing interface

3. Consistent and User-Friendly Visual Design:

Spotify also has a dark theme, which is very simple and appealing to users, which is a very important aspect, to keep them using the application for a long time.

4. Intuitive Playback Controls:

Spotify has also a key aspect that contributes to its very good interface, which are the essential controls, like play, pause, skip and volume, that are always accessible and very easy to use, which allows the user to have one less concern and have a better focus on the content being displayed.

Why It's a Good Design

Spotify's interface is very good because it is designed with the user in mind. It is very appealing, with a personalized experience and provides a very easy system of navigation. It is as functional as simple, which allows new users to easily adapt and gain experience without much effort.

Bad User Design – ATM Machines with Complex Interfaces

Objective of the Interface

The main objective of an ATM interface is to give the possibility to users to perform essential banking tasks, with examples such as withdrawing cash, make deposits, etc. It should be simple, secure and easy to navigate as it is essential for every person, so it should be intuitive for everyone.

Bad Aspects of the Interface

1. Confusing Menu Structure:

There are many examples in ATMs that provide a lot, and most of the times, redundant menu options, with unclear paths to the aimed task. Essential options like “withdrawal” may be hidden or have a different name, which may be confusing for the user, who are dealing with an important aspect of their lives, which is money and are confused how to do it. This confusion may lead to literally costly mistakes.

2. Unclear Error Messages and Poor Feedback:

Sometimes ATM machines show error messages without enough details to allow the user to fix the problem himself. Furthermore, the feedback from the actions performed appears with delay, leaving the users in a very vulnerable position. These may provoke the user to leave and stop using that ATM.

3. Outdated, Low-Resolution Screens:

Another bad aspect about ATMs is the low resolution, and the display text. Even though it has been improving a little bit, it still is very old fashioned, which may lead old people, who can't, for example, may not see so well, so they need a better resolution to perform the tasks they need.

Why It Was Designed This Way

ATM machines are sometimes limited by the conditions of each bank. They try to give priority to the number of services they offer, which can lead to an overload of functions and compromise the needed simplicity to easily perform the tasks. Updating is also very costly either in time and money, so it ends up being continuously postponed.



Figure 3 - ATM Interface Example

Suggested Improvements

1. Streamline the Menu Structure:

Simplifying the menu options, with very clear language for everyone understand what means the button that they are clicking. Essential tasks must be accessible very easily and intuitive for the user, for example in the first screen.

2. Provide Clear, Actionable Feedback:

To maintain the best interaction between the user and the interface, it must give immediate feedback to the user after a performed action and a better, more detailed message to the user to better understand the problem in hand.

3. Upgrade to High-Resolution, Touch-Screen Displays:

Use high-contrast, high-resolution touchscreens with larger text and icons to improve readability, especially in bright light and for people who have visual deficiency. Implementing touch screen buttons, it would be much more reliable.