

## HUMAN COMPUTER INTERACTION - HCI 302

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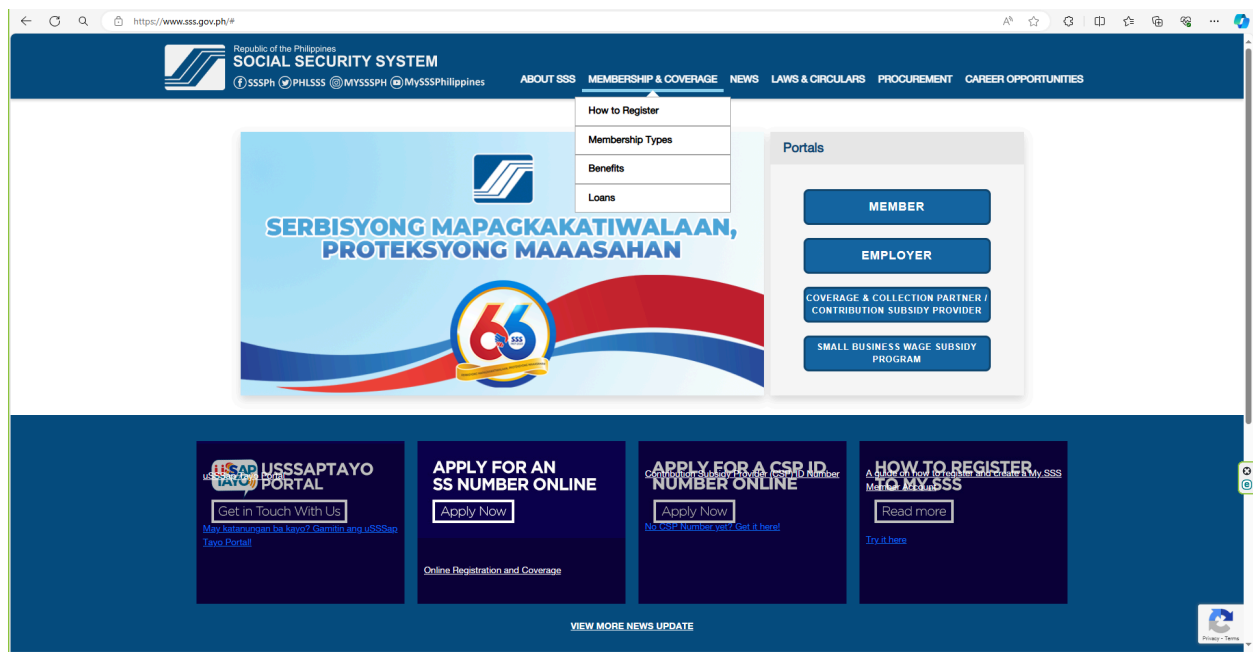
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3-CS3

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### Activity 1

WEBSITE: [Republic of the Philippines Social Security System \(sss.gov.ph\)](https://www.sss.gov.ph)



A portal of SSS is used by members to easily schedule an appointment, apply simple corrections to their membership data, and generate their Statement of Account (SOA), which contains the PRN needed to pay contributions or loans.

Ben Schneiderman has 8 golden rules for interface design. This contains Strive for Consistency, Cater to Universal Usability, Offer Informative Feedback, Design Dialogs to Yield Closure, Prevent Errors, Permit Easy Reversal of Actions, Support Internal Locus of Control, and lastly, Reduce Short term memory load.

The first rule is “Strive for Consistency”. This rule ensures the consistency of sequences of actions in similar situations and the use of consistent terminologies and graphics throughout the interface. With that being said, the SSS portal is consistent with its color schemes, and animations.

The second rule is “Cater to Universal Usability”. This rule implies that the website needs to provide abbreviations, function keys, hidden commands, and macros to help experienced users perform tasks more quickly. In the SSS portal, labels on each button are clear and the portal also provides links for frequently asked questions.

The third rule is “Offer Informative Feedback”. This rule states that the system should respond to every action of the user. The SSS portal does respond to every action of the users. For example, I want to request for an SS number, I just need to click on the lower part of the system and another home page will appear that I need to fill up.

The fourth rule is “Design Dialogs To Yield Closure”. This rule implies that the system had to have an organized step-by-step directions and provide a feedback once completed so the user can have a sense of achievement. In the SSS portal, the system provides a step-by-step guide on how to fill up the form to get an SS number. Upon submitting, they will show a message that says to wait for their email.

The fifth rule is “Prevent Errors”. This rule states that the system should have an error handler. In the portal, when you submit an unfinished form, the system will show a pop up notification that says to complete filling up the form.

The sixth rule states to permit easy reversal of actions. This means that the system should allow users to easily undo their actions. However, in the SSS portal, you can not change what you have submitted already.

The seventh rule is “Support Internal Locus of Control”. This means that the system should respond to the users to make them feel that they are in control. In the SSS portal, users

can navigate through different tools and features without unexpected disruptions, ensuring that they always feel in control of their workflow.

The eighth and last rule is “Reduce Short Term Memory Load”. This states that the website should have a simple design provide sufficient context and avoid requiring users to remember information from one part of the interface to another. In the portal, the design is simple and easy to understand and remember.