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**UTHM**  
Universiti Tun Hussein Onn Malaysia

**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESSION 2021/2022**

COURSE NAME : HUMAN-COMPUTER INTERACTION  
COURSE CODE : BIT 21303  
PROGRAMME CODE : BIT  
EXAMINATION DATE : JANUARY / FEBRUARY 2021  
DURATION : 3 HOURS  
INSTRUCTION : 1. ANSWER ALL QUESTIONS.  
2. THIS FINAL EXAMINATION IS  
CONDUCTED ONLINE AND  
CLOSE BOOK.

THIS QUESTION PAPER CONSISTS OF FIVE (5) PAGES

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Q1 Question Q1 is based on the following scenario.

As a UI/UX designer in AntsArt Studio, you are given a task to develop a mobile application for online reservations of a new food outlet. Yelp website that has a good user-centered design principle for online reservations as shown in **Figure Q1** has been chosen for your reference in UX research.

Explain **TWO (2)** activities you found on the Yelp website that focus on users and tasks principle with appropriate examples.

(5 marks)

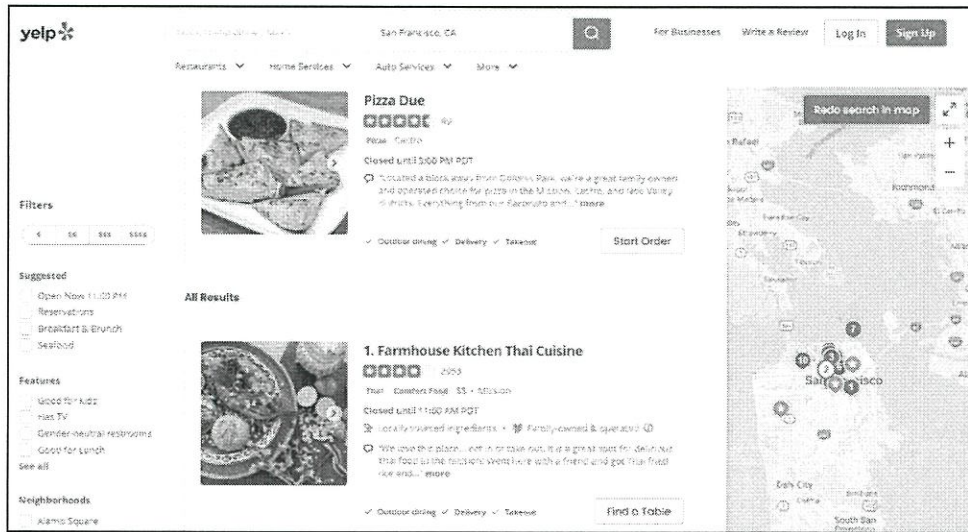


FIGURE Q1

Q2 Questions Q2(a) – Q2(c) are based on **Figure Q2** that shows the drop up list box that enables users to select the respective state for shipping.



FIGURE Q2



- (a) On a scale of 1-10, how much does this figure bother you? Give reason based on the user's need in user-centered design. (3 marks)
- (b) Suggest **THREE (3)** solutions to improve the drop up list box based on the user-centered design principle. (6 marks)
- (c) Sketch the new drop up list boxes based on your suggestions in **Q2(b)**. (6 marks)

- Q3** (a) For each of the following situations, select the best evaluation technique and state your reason:
- (i) A research group wants to find out the impact of the scoring aspect in a new online game for children.
- (ii) Your most important need is to measure the time taken to do the task, but at the same time, you need to know the user's thought processes as the user performs the task.
- (iii) You want to investigate why it takes so long to do a straightforward task.
- (iv) Elderlies perform their typing process on a smartphone.
- (v) You want to investigate the student satisfaction aspect in surfing their SMAP online website. (10 marks)
- (b) Questions **Q3(b)(i) – Q3(b)(iii)** are based on **Figure Q3**. You are asked to evaluate the usability of a system named iCare. The following lists as shown in **Figure Q3** are the tasks to be accomplished by several users in the iCare system during the evaluation.
- (i) Discuss **SIX (6)** items involved in the “DECIDE” framework that can be used as a guide for the evaluation process. (12 marks)
- (ii) Suggest **ONE (1)** evaluation method that can be applied based on the tasks. Give your reason. (2 marks)

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- (iii) Investigate **THREE (3)** aspects that should be considered to be evaluated based on your answers in **Q3(b)(ii)**. (6 marks)

<p><u>Manager</u> Login and registration Invite and remove members Set service provider role to edit Edit content in a cooperative profile Add a cooperative service</p> <p><u>Care provider</u> Register for iCare Request joining a cooperative Add a new service to the list Place a request Answer a message</p> <p><u>Care receiver</u> Register for iCare Join a Cooperative Reply to a message Order a care service and schedule it</p>
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FIGURE Q3

**Q4** Questions **Q4(a)**-**Q4(c)** are based on **Figure Q4**.

**Figure Q4** shows UTHM Learning Management System / UTHM Academic Online Resources known as Author. At the moment, Author's Help/Manual menu only provides Manual PDF and video collection for user's support.

- (a) Discuss **FIVE (5)** requirements to be considered before designing a user support. (10 marks)
- (b) Suggest **THREE (3)** approaches of user support appropriate for UTHM Author as shown in **Figure Q4**. (15 marks)
- (c) Identify **TWO (2)** presentation issues in UTHM Author's user support. (5 marks)

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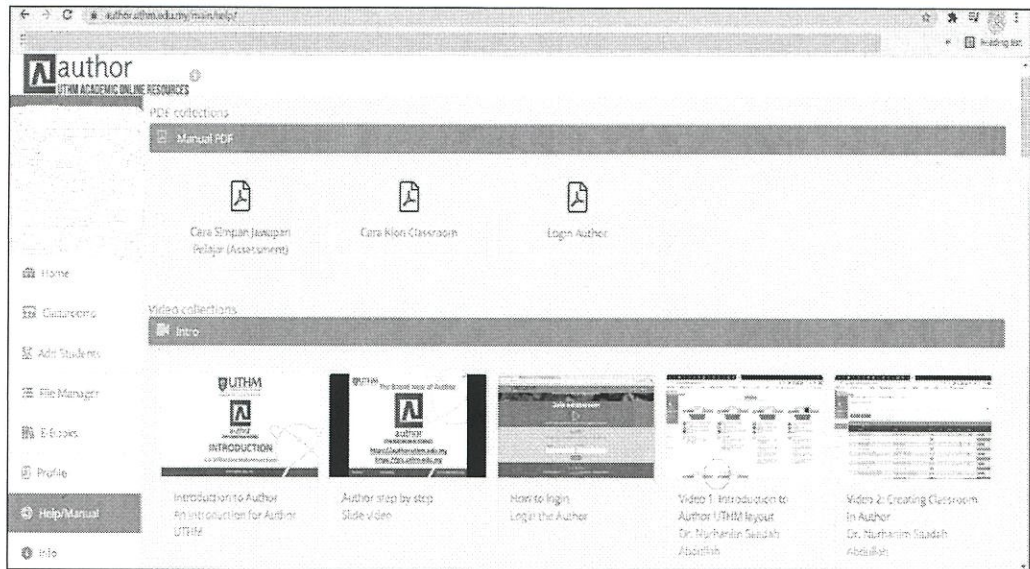


FIGURE Q4

- END OF QUESTIONS -

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