



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

**UNIVERSITY EXAMINATION FOR THE DEGREE IN BACHELOR OF BUSINESS
ADMINISTRATION**

4TH YEAR 2ND SEMESTER 2016/2017 ACADEMIC YEAR

COURSE CODE: SCS 416

COURSE TITLE: HUMAN COMPUTER INTERACTION

EXAM VENUE: STREAM: (CH)

DATE: EXAM SESSION: SEP-DEC 2016

TIME: 2.00 HOURS

INSTRUCTIONS:

- 1. Answer Question 1 (Compulsory) and ANY other two questions**
- 2. Candidates are advised not to write on the question paper**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room**

Question One (30 marks)

Pride Hotel, a prestigious hotel based in Bondo, wishes to introduce a new service to its customers. The new service is rooms booking for mobile phones users. As a student in Kenya who studied HCI at Africa Nazarene University, you are asked to design this mobile interface for the Pride Hotel. With the following description answer the following questions:

- a) What software model are you going to use? Why? (3 Marks)
- b) What requirements techniques are you using? why? (2 Marks)
- c) How will you then build your interface design? What techniques are you going to use? Why? (5 Marks)
- d) What issues shall you take into consideration when designing the interface? (10 Marks)
- e) Provide a sketch of the main interface(s) of the mobile booking system. (10 Marks)

Question Two (20 marks)

- a) Describe the various categories of Usability Principles in HCI Design. (10 Marks)
- b) Design evaluations uses both subjective and objective metrics, state any six things we can measure. (6 Marks)
- c) There are 4 stakeholders in the work domains. List and indicate what each person is in-charge of. (4 Marks)

Question three (20 marks)

- a) Discuss any three challenges faced in HCI Design (6 Marks)
- b) Using relevant examples state and explain any six graphic design principles (6 Marks)
- c) Discuss any four constraints on Usability Testing (8 Marks)

Question Four (20 marks)

- a) Describe any four robustness principles that can in Supporting users in determining successful achievement and assessment of goals (8 Marks)
- b) Discuss how would you incorporate HCI design into larger software engineering design frameworks? (6 Marks)
- d) In Human Computer Interaction there are six main uses of Frameworks. List them. (6 Marks)

Question five (20 marks)

- a) State and explain the various processes the User-Centered Design entails (10 marks)

b) Contemporary GUIs are sometimes called “WIMP” interfaces. Discuss any three components of WIMP interfaces: (6 Marks)

c) Heather’s evaluation is a common HCI method list any four activities in this type of evolution (4 Marks)