

**NOVEMBER 5, 2020 – HCI ACTIVITY**

Read and study Chapter 9 – **User-Centered Approaches to Interaction Design** in the pdf file titled Interaction Design beyond HCI by Preece, Rogers and Sharp. Then perform the assignment / activity below.

*This assignment asks you to apply some elements of Coherence and Contextual Design to your own work or home circumstances.*

- (a) Using the questions for elaborating the viewpoints and concerns in Coherence, study the environment of your workplace, university library or somewhere similar that you know. Begin by deciding which concerns are relevant to each viewpoint, e.g., ask, “Are there paper artifacts used in the workplace?” or “Is local knowledge used?” Then answer the questions of elaboration for the three viewpoints and the four concerns.

**Distributed Coordination :**

**How is the division of labor manifest through the work of individuals and its coordinated with other?**

There are certain group of people who will interact with the sales software on daily basis while others can not use it. There are some selected group to handle or monitor website like what what are the things they putted in the website or how the website look. And lastly the management can not always touch or uses the sales software but instead they tell the CSR’s what to do or simply the management will just say what they need to do.

**What appreciation do people have of the work of other?**

As we all know if you’re in a upper class then you will get a lot of appreciation and if you’re in a lower class then you will no get a lot of appreciation just like in upper class. Some of them get a lot of appreciation and others did not.

**How clear are the boundaries between one person’s responsibilities and another’s.**

For the higher class/management and lower class/management they seems to know exactly what they are responsible for. They tend to know their limitations when we talk about their jobs. For the CSR's and lower level managers it is not the case some manager's do different things and some CSR's have more responsibility than others but is not directly stated.

**How the work of individuals oriented towards the others?**

It doesn’t always be self work or work is self contained because some of the works needs the help of others. This doesn't work very well as people don't always initial and some people lie.

## **Plans and Procedures :**

### **How well the plans and procedures functioning in the workplace?**

It looks like the plans and procedures are being executed properly as they planned it, they tend to follow the plans and procedures. But sometimes there are some miscommunication because they also tend to change the plans and procedures during the execution it.

### **Do they always work?**

They tend to work rarely. They will work when the managers forced them, when they are enforced regularly and fairly do the work.

### **How do they fail?**

When the managers left someone to watch them working and because of that they tend to take some shortcuts and not following the plans and procedures.

### **What happens when they fail?**

When there is no professional for the plans and procedures of it then definitely it will fail and they will gain nothing until the owners sees it. If their is money issue then as soon as someone from upper management notices then everyone gets an email saying that the CSR's have to follow the plans and procedures.

## **Awareness of Work :**

### **How does the spatial organization of the workplace facilitate interaction between workers and with the objects they use?**

The computers and phone are at the center so that all the lower class can access and use it easily, the racquets surround these so that the CSR's and lower class can string them when they are at the phones or computers. And the upper class/management are surrounding them.

### **How do workers organize the space around them? Which artifacts that are kept to hand are likely to be important to the achievement of everyday work?**

They put the things together in the computer desk in order to not look like a mess. The pen and notebook or paper, these are the things that is very important so that they can take notes.

### **What are the notes and lists that the workers regularly refer to?**

They take notes those important details during the discussion of the managers and when someone is being called because of their system they will take note as well so that when they have also a question then they can raise it to the upper management.

### **What are the locations of objects, who uses them, how often?**

The CSR's often uses the computers and stringing machine all the time. The lower management always uses the computers and stringing machine as well. The upper management uses their personal computers and laptops.

### **Paperwork and computer work :**

#### **How do forms and other artifacts on paper or screen act as embodiments of the process?**

There are some forms that are required to be filled up in order to get a sale.

#### **To what extent do the paper and computer work make it clear to others what stage people are at in their work?**

It depends because when you make a sale there is a saved command that saves the name of in charge and the info of customers. So if the info has not been saved then they can not tell if the order is sure or not.

#### **How flexible is the technology at supporting the work process--is a particular process enforced, or are alternatives permitted?**

Its not good enough for me because it often crashes, you need to make sure that the details that are being inputted is correct because you can't add functionalities to it.

### **Skill and use of local knowledge :**

#### **What are the everyday skills employed by individuals and teams in order to get the work done?**

They need to be alert, they need to string racquets as soon as possible and answer the phones and take the orders immediately.

#### **How is local knowledge used and made available, e.g., through the use of personalized checklists, asking experts, etc.?**

In using the software there are some packets that will guide them and gives them tennis information. These packets are handed out at the start of employment and periodically required for people to read them although most don't.

#### **To what extent have standard procedures been adapted to take local factors into account?**

They have knowledge or thoughts about them because on of the procedure is how to make the people answer the calls immediately and make sale immediately in order to take the next caller or go to string racquet.

### **Spatial and temporal organization :**

#### **How does the spatial organization of the workplace reflect how the work is performed?**

It's seems difficult during taking the calls and getting to the computers because the stringing machines also are in the way.

**Which aspects of the work to be supported are time dependant?**

Getting the calls from the phone and making sure of it that the caller will not hang up and also if the product is already ordered then they should ship it as soon as possible.

**Does any data have a use by date?**

The customers' information or details. We making sure that the info is secured especially the credit card number and it will be up to date everytime they use it in placing an order.

**How do workers make sure that they make use of the most up to date information?**

They making a double check by asking the customer if the details are correct.

**Oragnizational Memory :**

**How do people learn and remember how to perform their work?**

They need to study the packet that is given during the debut of their job and revieing it if they have trouble of remembering how to perform their task or work.

**How well do formal records match the reality of how the work is done?**

The records are good enough as it is being created on a computer and saved on database and has a hardcopy of it.

**Study your answers to the questions and see if you can identify priorities or constraints within the organization that you were not aware of before.**

The very first priority is to make the customers satisfied by giving them best customer service just like shipping the correct item or product in before the shipping time/date. But there are times that they cannot keep or maintain the employees interest.

- (b) Again using your workplace or similar location, attempt to draw the five Contextual Design work models introduced in Section 9.4.3.

First of all, identify a key player in the workplace. This may be one of the librarians, a clerk or secretary, or a manger. If possible, run a contextual inquiry interview by sitting with her while working and asking her to tell you about one major aspect of work. If this is not possible, then identify one of the maintasks that is visible to you, such as the librarian issuing books, and sit and watch how the task is performed.

Draw the models from the information you have collected. If you find that you need more data, go back to the person you interviewed (if possible) and ask for comments.

*Source: Interaction Design – Beyond HCI by Preece, Rogers and Sharp*