



**MASENO UNIVERSITY**

**UNIVERSITY EXAMINATIONS 2016/2017**

**FOURTH YEAR FIRST SEMESTER EXAMINATIONS FOR THE  
DEGREE OF BACHELOR OF EDUCATION AND BACHELOR OF  
ARTS WITH INFORMATION TECHNOLOGY**

**HOMA-BAY - CAMPUS**

**SCS 416: HUMAN COMPUTER INTERACTION**

Date: 2<sup>nd</sup> December, 2016

Time: 2.00 - 5.00 pm

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**INSTRUCTIONS:**

- Answer ALL questions in SECTION A and any TWO questions from SECTION B.
- Write your registration number on all sheets of the answer book used.
- Use a NEW PAGE FOR EVERY QUESTION attempted, and indicate number on the space provided on the page of the answer sheet.



**SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION**

**QUESTION ONE (80 MARKS)**

- a. Discuss HCI and explain what necessitated the introduction of this study. 10marks
- b. Discuss the design principles to be observed when user centered approach is used for interface design. 10marks
- c. There are **THREE** main goals of evaluation and **TWO** main evaluation approaches in judging whether an interface is usable or not. Discuss. 10marks

**SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION**

**Question Two (20 Marks)**

- a. Describe how Interviews can be made effective in gathering information for developing an usable interface. 10marks
- b. What is Computer Supported Collaborative Work and Groupware? Explain how this helps in the design of a user interface. 10marks

**Question Three (20 Marks)**

- a. With reference to Norman's seven principles, explain how you would transform difficult tasks into simple ones. 10marks
- b. Discuss the strengths of Menu Driven interface over other interfaces. 10marks

**Question Four (20 Marks)**

- a. Explain the elements and roles of windowing systems. 10marks
- b. Discuss the strengths and weaknesses of command line interface. 10marks

**Question Five (20 Marks)**

- a. Explain how Decision Support Systems help in organization's decision making process. 10marks
- b. Discuss the design guidelines of the Three Dimensions Interface. 10marks