

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF
SCIENCE IN INFORMATION SCIENCE**

BSIS 457: HUMAN COMPUTER INTERACTION

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 21/09/2021

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- This examination paper has FIVE (5) questions
- Candidates are required to attempt QUESTION ONE and ANY OTHER TWO questions.
- Do not write on the question paper

Question one (30 marks)

- a) Describe FIVE features of Chuka University library system that enhance its usability. (10 marks)
- b) The outcome of task analysis is to enable a thorough analysis of the information requirements for the user. Discuss. (10 marks)
- c) Describe FIVE principles applied when designing a user interface in an information center. (10 marks)

Question two (20 marks)

- a) “Every design of a system has psychological effects to the user.” Discuss (10 marks)
- b) Distinguish between user centred design and participatory design. (10 marks)

Question three (20 marks)

- a) Describe FIVE help systems applicable in a library software at Chuka University. (10 marks)
- b) A badly designed system interface has devastating consequences to the user. Explain (10 marks)

Question four (20 marks)

- a) Analyze FIVE usability Heustics by Jacob Nielsen. (10 marks)
- b) Describe FIVE approaches that can be applied to motivate use of a library system. (10 marks)

Question five (20 marks)

- a) Explain FIVE approaches of user support in a library system. (10 marks)
 - b) Describe the relationship between ergonomics and human computer interaction. (10 marks)
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