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**16/SCI01/021**

**COMPUTER SCIENCE**

**400 LEVEL**

**QUESTIONS**

Discuss the term quality in relation to Human Computer Interaction (HCI).

ANSWERS

QUALITY-

The advent of ubiquitous systems places even more focus on users, since these systems must support their daily activities in such a transparent way that does not disturb them. Thus, much more attention should be provided to human–computer interaction (HCI) and, as a consequence, to its quality. Dealing with quality issues implies first the identification of the quality characteristics that should be achieved and, then, which software measures should be used to evaluate them in a target system. The telecommunications industry has been a fertile area for applying user-centred solutions as well as a vital part of the economies of all nations, shaping the quality of life of people around the world. It is this area where new research issues are emerging and changing the way that people interact with networks and content. Some of these efforts are oriented to technical developments, while others are focused on non-technical aspects, and it is in this new environment where concepts such as interaction, quality, content, context, and perception become more and more important to the market through operators, content providers, and handset manufacturers for whom the concept of user satisfaction is becoming a new competitive factor. There are various forms of quality- Quality of Experience and Quality of Service. On the other side, severe resource limitations in mobile networks can lead to dramatic levels of delays and interruptions, which can significantly affect user perceived experience (QoE). In this scenario, the need for obtaining improvements in terms of the quality perceived by users is more and more important in the networks evolution scenario. An alternative way to improve the QoE is having networks capable of identifying user’s expectations and using this information to dynamically allocate resources adjusted to a semantic model of the mobile service requirements while the content is being processed in the user terminal. It is here where a better understanding of user’s perceptions might contribute to the creation of network infrastructures with better performance based on the evaluation of predefined QoE model.