NAME: DABO LAURA I.

MATRIC NUMBER: 16/SCI01/053.

COURSE CODE: CSC 406.

COURSE TITLE: HUMAN COMPUTER INTERACTION.

ASSIGNMENT TITLE: ONLINE ASSIGNMENT 2.

START DATE: 17-04-2020.

END DATE: 23-04-2020.

QUESTION

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

ANSWER

Quality can generally be defined as the standard of something as measured against other things of a similar kind; the degree of excellence of something. It can also be defined as a distinctive attribute or characteristic possessed by someone or something.

There are different definitions of quality in reference to software, they are;

- According to British Defense Industries Quality Assurance Panel, quality can be defined as the conformance to specifications. This implies that quality is the measure of degree to which the design specifications are followed during manufacturing. The greater the degree of conformance, the higher the level of quality is.

- Philip Crosby describes quality as the conformance to requirements. Here software requirements are the foundation from which quality is measured. Lack of conformance to requirements is lack of quality.

- Juran defined quality as the fitness for purpose or use.

- Edward Deming defined quality as a predictable degree of uniformity and dependability, at low cost and suited to the market.

- R. J. Mortiboys stated that quality is synonymous with customer needs and expectations.

- Mike Robinson defined quality as meeting the (stated) requirements of the customer now and in the future.

- Armand Feigenbaum defined quality as the total composite product and service characteristics of marketing, engineering, manufacturing and maintenance through which the product and service in use will meet the expectations by the customer.

All above mentioned definitions refer quality as a conformance to requirements or conformance to specification or as a synonymous with customer needs and expectations etc.

With respect to HCI, quality is something beyond meeting the specifications, requirements or customer expectations. For example, consider a scenario, as you know, there is always a quality assurance department in any software house which checks the final products with reference to their specification or requirements. The products that do not fulfil their specifications or requirements they are considered bugged. The question is "what will be the matter if the specifications or requirements, which are being used to measure quality, are not complete?" That's why, quality is beyond the conformance to specifications or requirements or even the customer expectations.

Quality cannot be measured just by the requirements or specifications described by the customer rather you should approach to that end user who will use this product. The expectations or needs of the end user can be the measure of quality. So, we can say, as much as the product will be useable for end user as much higher will be its quality.

To understand the relationship of quality and usability in a software reference, a software product exhibits these characteristics

- i). Functionality
- ii). Reliability
- iii). Usability
- iv). Efficiency
- v). Maintainability
- vi). Portability