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QEUSTION:

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

ANSWER:

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. Therefore, this work aims to identify what quality characteristics and measures have been used for the HCI evaluation of ubiquitous systems. In order to achieve our goal, we performed a large literature review, using a systematic mapping study, and we present our results in this paper.