



**ZIMBABWE EZEKIEL GUTI UNIVERSITY**

**FACULTY OF HEALTH, SCIENCE AND TECHNOLOGY**

**DEPARTMENT OF SCIENCE AND TECHNOLOGY**

**EXAMINATION PAPER**

**COURSE CODE** : CDT 205  
**COURSE TITLE** : Human Factors in IT  
**SPECIAL REQUIREMENTS** : None  
**DURATION** : 3 Hours  
**LEVEL** : 2.2  
**DATE** : 2022

07. FEB 2022

**INSTRUCTIONS TO CANDIDATES:**

1. Answer any 4 Questions from the whole paper.
2. The total Marks for the examination is 100.
3. The marks allocation for each question are indicated in square brackets []

### Question 1

- a) Give a brief description of the following types of Ergonomics .
- i. Physical ergonomics.
  - ii. Cognitive ergonomics.
  - iii. Organizational ergonomics.

[ 15 ]

- b) Give Brief description of the Goals of Ergonomics [ 10]

### Question 2

Data Gathering is one of the key elements in Human Factors, Can you describe in detail the advantages and disadvantages of the following methods of data gathering

- i. Interviews
- ii. Observation
- iii. Focus Groups
- iv. Questionnaire
- v. Study Documentation

[25]

### Question 3

- a) Discuss the reasons that usually lead to the failure of software projects [25]

### Question 4

User interface design is not just about good looking, but it is also about how easy for the user to understand and use the interface.

- i. Explain the factors that you will consider in developing a good user support solution [10]
- ii. You will need to follow standards guidelines ad principles of HCI when designing your system your interface. Explain each of the three [10 ]
- iii. Using the user interface design process describe how you would come up with a user interface of your choice [5]

### Question 5

a) Explain how the following types of memory differ from each other

- i. sensory memory
- ii. short-term memory
- iii. long-term memory

[15]

b) Give an outline of the key elements of motion [10]

**End of Paper**