

6 Further Human–Computer Interaction (AFB)

- (a) Explain in general how the actions that a user takes are related to the user's goals. Your answer should make reference to the function of perception, and to the nature of the cognitive processing that must occur. [8 marks]
- (b) Describe a class of problems for which it is not possible to formulate goals. Give a specific example of a problem in this class, and with reference to that example, explain how it illustrates *two* significant attributes of the class. [6 marks]
- (c) If an interactive system has several alternative models to describe the user's goal, how can Bayes' theorem be used to improve the system usability? [6 marks]