



Qualitative HCI Research: Going Behind the Scenes

By Ann Blandford, Dominic Furniss, Stephann Makri

Morgan Claypool Publishers, United States, 2016. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book. Human-Computer Interaction (HCI) addresses problems of interaction design: understanding user needs to inform design, delivering novel designs that meet user needs, and evaluating new and existing designs to determine their success in meeting user needs. Qualitative methods have an essential role to play in this enterprise, particularly in understanding user needs and behaviours and evaluating situated use of technology. Qualitative methods allow HCI researchers to ask questions where the answers are more complex and interesting than true or false, and may also be unexpected. In this lecture, we draw on the analogy of making a documentary film to discuss important issues in qualitative HCI research: historically, films were presented as finished products, giving the viewer little insight into the production process; more recently, there has been a trend to go behind the scenes to expose some of the painstaking work that went into creating the final cut. Similarly, in qualitative research, the essential work behind the scenes is rarely discussed. There are many how to guides for particular methods, but few texts that start with the purpose of a study...

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