

**UNIVERSITITEKNOLOGIMARA**

**A SURVEY ON THE IMPORTANCE OF HCI IN  
SDLC FROM PRACTITIONER PERSPECTIVE**

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## ABSTRACT

It is known in the literature that there is still lack of user involvement and too little Human Computer Interaction (HCI) consideration in system development life cycle (SDLC). Nowadays, user involvement and HCI considerations in SDLC are considered an important mechanism for a successful system implementation. This thesis reports the results of a survey on the importance of HCI in SDLC from practitioner perspective. The survey involves thirty one practitioners from Klang Valley. The thesis identified the state of user involvement in SDLC and identified the most widely HCI elements been addressed as well as perception on the importance of HCI consideration among practitioners in system development. Results found that many of practitioners involve users in SDLC. The most users been involved are in the requirement analysis stage and the least is in the development stage. This survey indicate that lack of technical knowledge may hinder user from involve in the design and development stage. HCI elements on functionality is well addressed, however, non-functionality is not been emphasized by practitioners. Moreover, the survey shows that majority of the practitioners agreed for HCI to be included in the IT curriculum. However there is small number of them does not agree to employ HCI specialist because of costly and time consuming. The thesis concludes that user involvement in SDLC is important and HCI consideration in SDLC should emphasize both human and organizational needs.

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