

**UNIVERSITI TEKNOLOGI MARA**

**PRACTITIONERS' PERCEPTION ON  
THE ADOPTION OF USER  
INVOLVEMENT IN SDLC**

**MUHAMMAD IKHWAN FAIZ BIN AHMAD  
AINUDDIN  
2008786843**

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## ABSTRACT

Recently, the existence of good software that meets the user requirements is very limited. Many of the software produced did not meet the expectations. In order to produce quality software that meets the user expectation, user involvement is important. This is where HCI practices is involved in software development. Usability engineering, user centered design, and participatory design are the terms that focusing on the user involvement in software development. This study has conducted a survey to 150 respondents who are the practitioners of software development in Klang Valley. The objective of this research is to obtain practitioners perception on the adoption of users involvement in SDLC and what is the factors to encourage or inhibit it. The result shows that communication between users and developers is importance in ensuring adoption of user involvement in software development becomes successful. However, most of the practitioners in software development agree that a difficulty occurs on adopting user involvement. The findings of this research will be helpful to decision making and further research regarding to the HCI practices in SDLC.

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# CHAPTER 1

## INTRODUCTION

### 1.0 Introduction

Since the industrial revolution, many kinds of technological development are rising rapidly in the ways of technical and theoretical aspect. Computer is one of the results of rapid technological development. Computer generally known as for an aid for human needs, helps humans in storing data, processing information, calculating, and retrieving data (Merriam-Webster Online Dictionary). In the early of 80s, a clear mission, goals and methodologies of human computer interaction (HCI) were well established (Rogers, 2004). HCI stands for human computer interaction that concentrates on studying how human and computer communicate, interact, and connects (Preece et al., 1994). The field of human computer interaction is growing to the extent that “HCI is now effectively a boundless domain” (Barnard et al., 2000). HCI concepts and approaches could be applied everywhere, many researchers include HCI in their research as an importance perspective. As the development of technology growth rapidly, HCI concepts becomes more importance (Foley et al., 1996). When it comes to the importance of HCI, the awareness of human centered design approaches is taking place in software industries. At the same time, the growing demand for software has emerged, sometime above supply (Santos & Moura, 2009).