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**Appendix B. Resources**

**Appendix C. Guidelines for User-Interface Design**
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According to this book User and Task Analysis for Interface Design, the purpose of task analysis is to understand: User goals: what they are trying to achieve. What is needed to be done to achieve these goals. How users are influenced by their environment. Other factors of influencer such as their pre-existing knowledge and past experiences about the task they are performing. Now I rephrased some of the pointers, but the key takeaway remains the same: task analysis is meant for us to understand user goals through reliving their experience step by step, and thus gain a thorough understanding of the influences that shape their decisions and workflow. One way to do this objectively is to write out the observed hierarchical task analysis. Remember also that task analysis is useless when it isn’t backed by rigorous user research. Without user research data, any efforts to proceed with task analysis will be in the blind and will result in failure, because you will be capturing mostly what you think the problem involves, as opposed to what the users’ actual needs are. Remember also that task analysis is not a one-off process. You can repeat it on your own designs later in the process, since Design Thinking is an iterative process that will eventually lead you back to the ‘define’ stage at some point. User and task analysis for interface design. Hornsby, P. (2010) Hierarchical Task Analysis https://www.uxmatters.com/mt/archives/2010/02/hierarchical-task-analysis.php. Task analysis is the process of learning about ordinary users by observing them in action to understand in detail how they perform their tasks and achieve their intended goals. Tasks analysis helps identify the tasks that your website and applications must support and can also help you refine or re-define your site’s navigation or search by determining the appropriate content scope. Purpose of Task Analysis. In their book User and Task Analysis for Interface Design, JoAnn Hackos and Janice Redish note that performing a task analysis helps you understand: What your users’ goals are; what they a