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# Human Work Interaction Design: Work Analysis and Interaction Design Methods for Pervasive and Smart Workplaces

José Abdelnour Nocera, Barbara Rita Barricelli, Arminda Lopes, Pedro Campos, Torkil Clemmensen

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José Abdelnour Nocera · Barbara Rita Barricelli  
Arminda Lopes · Pedro Campos  
Torkil Clemmensen (Eds.)

# Human Work Interaction Design

Work Analysis and Interaction Design  
Methods for Pervasive and Smart  
Workplaces

4th IFIP 13.6 Working Conference, HWID 2015  
London, UK, June 25–26, 2015  
Revised Selected Papers

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# Preface

Human Work Interaction Design (HWID) was established in September 2005 as the sixth working group (WG 13.6) of the IFIP Technical Committee 13 on Human–Computer Interaction (HCI). The scope of this group is the analysis and interaction design of a variety of complex work and life contexts found in different business and application domains. For this purpose, it is important to establish relationships between extensive empirical work domain studies and HCI design. WG 13.6 aims to provide the basis for an improved cross-disciplinary cooperation and mutual inspiration among researchers from the many disciplines that by nature are involved in deep analysis of a work domain. Complexity is hence a key notion in the activities of this working group, but it is not a priori defined or limited to any particular domains. WG 13.6 initiates and fosters new research initiatives and developments, as well as an increased awareness of HWID in the HCI curriculum.

This volume presents chapters developed from papers presented at the 4<sup>th</sup> HWID working conference held at the University of West London during June 25–26, 2015. The theme of this conference was on the integration of work analysis and interaction design methods for pervasive and smart workplaces.

Pervasive and smart technologies have pushed workplace configuration beyond linear logic and physical boundaries. As a result, workers' experience of and access to technology is increasingly pervasive, and their agency is constantly reconfigured. While in certain areas of work this is not new (e.g., technology mediation and decision support in air traffic control), more recent developments in other domains such as health care (e.g., augmented reality in computer-aided surgery) have raised challenging issues for HCI researchers and practitioners. The question now is how to improve the quality of workers' experience and outputs?

The chapters in this book focus on answering this question to support professionals, academia, national laboratories, and industry engaged in human work analysis and interaction design for the workplace. The first section provides an overview as well as instances of what could be classed as HWID methodologies. The second section offers different experiences on conceptualizing and researching the work environment in terms of how to sense and integrate its different dimensions into interaction design. The last section of the book presents chapters providing examples of HWID application in pervasive and smart workplaces across various domains such as aviation, education, product design, and archeology.

We hope this book becomes a resource for the type of discussion around HWID topics that took place at the working conference in London.

November 2015

José Abdelnour Nocera  
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# Contents

## Methodologies

Human Work Interaction Design: An Overview . . . . .	3
<i>Frederica Gonçalves, Pedro Campos, and Torkil Clemmensen</i>	
Reflections on Design-Based Research: In Online Educational and Competence Development Projects . . . . .	20
<i>Rikke Ørngreen</i>	
Insights from User Experience Research in the Factory: What to Consider in Interaction Design . . . . .	39
<i>Daniela Wurhofer, Verena Fuchsberger, Thomas Meneweger, Christiane Moser, and Manfred Tscheligi</i>	
User-Created Personas – A Micro-cultural Lens into Informal Settlement’s Youth Life . . . . .	57
<i>Daniel G. Cabrero, Heike Winschiers-Theophilus, and Hedvig Mendonca</i>	

## Environment

Pervasive Technologies for Smart Workplaces: A Workplace Efficiency Solution for Office Design and Building Management from an Occupier’s Perspective. . . . .	73
<i>Maria Ianeva, Stéphanie Faure, Jennifer Theveniot, François Ribeyron, Cormac Crossan, Gilles Cordon, and Claude Gartiser</i>	
From Bottom-up Insights to Feature Ideas: A Case Study into the Office Environments of Older Knowledge Workers. . . . .	83
<i>Valentin Gattol, Jan Bobeth, Kathrin Röderer, Sebastian Egger, Georg Regal, Ulrich Lehner, and Manfred Tscheligi</i>	
Characterizing the Context of Use in Mobile Work . . . . .	97
<i>Heli Väättäjä</i>	
From Transactions to Relationships: Making Sense of User-Centered Perspectives in Large Technology-Intensive Companies . . . . .	114
<i>Petra Björndal, Elina Eriksson, and Henrik Artman</i>	



**Specific Contexts**

Human Work Interaction Design of the Smart University . . . . . 127  
*José Abdelnour-Nocera, Samia Oussena, and Catherine Burns*

Contextual Personas as a Method for Understanding Digital  
Work Environments. . . . . 141  
*Åsa Cajander, Marta Larusdottir, Elina Eriksson, and Gerolf Nauwerck*

The Work and Workplace Analysis in an Elderly Centre  
for Agility Improvement . . . . . 153  
*Arminda Guerra Lopes*

A Multi-Perspective View on Human-Automation Interactions in Aviation . . . 168  
*Monica Samantha Quercioli and Paola Amaldi*

Designing a Demonstrator Virtual Learning Environment to Teach the  
Threshold Concept of Space Syntax: Seeing from the User’s Perspective . . . . 180  
*Judith Molka-Danielsen, Mikhail Fominykh, David Swapp,  
and Anthony Steed*

Participatory Action Design Research in Archaeological Context. . . . . 192  
*Barbara Rita Barricelli, Stefano Valtolina, Davide Gadia,  
Matilde Marzullo, Claudia Piazzi, and Andrea Garzulino*

Contextual Design of Intelligent Food Carrier in Refrigerator:  
An Indian Perspective . . . . . 212  
*Pritam Kale, Ganesh Bhutkar, Virendra Pawar, and Nikhil Jathar*

**Author Index . . . . . 227**