

why interaction matters?

Advanced technological development, **shifting** from physical-only to multi-modal interaction

Perkembangan teknologi, merubah pola interaksi dari semata fisikal menjadi multimodal (e.g. physical-audio-visual)

Shifting to multi-modal interaction



Direct interaction



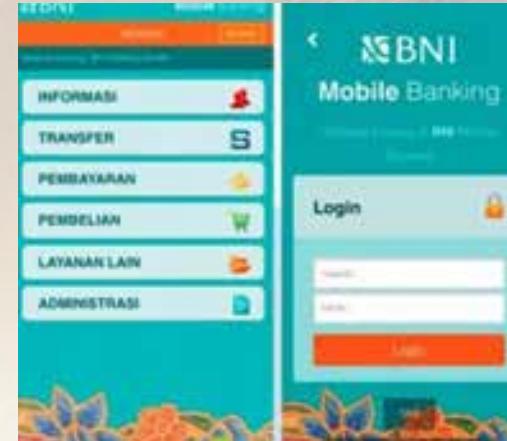
Mediated interaction

"Users concern more on experience than just action"

why interaction matters?



Remote access
web-based



Mobile access
web-based

Mediated interaction

*"Users concern more on
experience than
just action"*

why interaction matters?



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when users interacting with service
experience matters

Dandi Yuniar, Ph.D

why interaction matters?

when users interacting with object
experience matters

