

Human Work Interaction Design (HWID): past history and future challenges

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Abstract. The IFIP 13.6 Human Work Interaction Design (HWID) working group aims at establishing relationships between extensive empirical work-domain studies and interaction design. Today, generic designs are applied to use-situations with very different purposes, as the same social software or games are used for both work and leisure situations. Thus, design shifts from design of a technology to design of various use-situations encompassing the same technological design. We find that there is a need to conceptualize, in HWID models, the relationship between work analysis and design for these new digital realities. The scope of this workshop is to exemplify how HWID approaches translate work analysis to interaction design (and viceversa), and discuss how such understanding can help practitioners and researchers to develop and design digital use situations and digital content. That may entail that we touch upon how theoretical ideas about socio-materiality and socio-technical environments.

In this one-day workshop we aim to make status on the work done within in the IFIP 13.6 Human Work Interaction Design (HWID) approach, and point to future challenges. We invite participants from industry and academia with an interest on empirical work analysis, HCI, interaction design and usability and user experience in work situations and in the workplace. Topics that participants may explore include: Techniques and methods for mapping the relations between work analysis and interaction design; How work analysis can feed into interaction design evaluation; Design cases and case studies of work analysis and in medical and safety critical ICT, enterprise-level systems, e-government services, or mobile devices. The workshop will consolidate - in theoretical HWID models - experiences from empirical case studies of human work analysis and interaction design, and reflect on how these has benefited in enhancing the user experience of a diversity of HWID systems, and provide a set of effective methods and techniques for this purpose. The outcome will be an enhanced HWID framework for studying new digital use situations and digital content.

The workshop will be conducted in an inviting, open and social atmosphere. We aim to provide time for reflection and discussion around each of the accepted papers and cases. For more information, see the workshop website <https://sites.google.com/site/interact2013workshophwid/>.

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