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Springer. Paperback. Book Condition: New. Perfect Paperback. 334 pages. Dimensions: 9.6in. x 6.7in. x 0.8in. The congress User-Friendly Communication intended to show ways of user-friendly communication, to present their methodology and to illustrate this by suitable examples. The increasing multiplicity and complexity of devices and communication services involve the danger that only limited use is made of the whole range of offers since the users are overburdened. The purpose of the congress is to convince producers of equipment and suppliers of services of a design as user-friendly as possible and to make these efforts perfectly clear to the user. This is directed to the users in the office as well as to private users. The program was divided into six blocks comprising the design of user-friendly communication systems, the indispensable measuring and evaluation of ease of use, the examination of the application of various services as well as selected examples. This book contains all the papers presented at this congress. The MNCHNER KREIS wants to express his sincere thanks to all speakers, session chairmen and all participants for their active cooperation which made the congress a lively forum for the exchange of information and opinions. Inhalt Contents W. Kaiser Eröffnung H. Ohnsorge Die Problematik der Mensch-Maschine-Kommunikation 3 B. Jablonski Industrie-Design und seine Design-Philosophien. 29 K. -F Kraiss Ergonomische Aspekte der Gestaltung von Endgeräten 39 R. Reichwald, D. Beschorner Bewertung benutzerfreundlicher Kommunikationssysteme unter betriebswirtschaftlichen Aspekten 49 W. Flohrer Methodisches Gestalten am Beispiel des Bildtelefons 66 C. Benz Verfahren zum Messen und Bewerten der Benutzerfreundlichkeit



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