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# Human-Computer Interaction, Tourism and Cultural Heritage

Second International Workshop, HCITOCH 2011  
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Revised Selected Papers

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# Preface

In social communication science, it is not simple to establish limits in a precise way because it is necessary to establish a monosemic scientific vocabulary, which allows the univocal use of word communication when it is applied to very different fields such as interpersonal communication, communication between machines, communication between PC and person, etc. Interdisciplinary studies that involve comparison, exchange of methods, and exchange of opinions can be positive when they go beyond the sum or juxtaposition of discoveries, for instance. The prime degree of cooperation lies in transdisciplinary studies. For instance, transdisciplinary studies would propose concepts and theories common to different social sciences. Nevertheless, it is in dual-disciplinary studies that we can reach the best results in the field of communication. That is, communication would consist of sharing methods and interpreting aspects and historical experiences of two different disciplines. Consequently, the intersection between computer science and communicability can be very positive in increasing the quality of communication between a user and a PC.

Another phenomenon stemming from the misinterpretation of the transdisciplinary or interdisciplinary notions is the presence of professionals who are alien to the interactive systems, especial those related to the hypermedia contents. At present, professionals in the formal sciences are making incorrect analysis of the evolution and scientific content in multimedia/hypermedia, for instance. They maintain that in the evolution of multimedia systems, first there was multimedia in the commercial sense of the word, then the audio-visual sense, and lastly in virtual reality. That is, the development of multimedia and audio-visual systems has resulted in virtual reality. Obviously there is great confusion between the real history of multimedia and its derivations, or different meanings of technical definitions from different technical points of view. The confusion is easily detectable in the new orientations that are attempted in semiotics from the point of view of the formal sciences, for instance. New professionals in the field of communication sciences (in an Italian context) or information sciences (in a Spanish context), for instance, are necessary for the correct development of interactive systems. The education and experience of these professionals must be at the intersection between factual sciences and formal sciences, the sector of development of this new profile in order to improve the interaction between person and computer (human-computer interaction).

Evidently, software engineering has provided the human-computer interaction community with tools and techniques for the design and implementation of interactive systems. The evaluative analysis of multimedia systems requires, in addition to a method, a professional trained in both computer science and social sciences. New technologies are at a constant intersection of several areas of human knowledge. The acceptance of the software products by the end users

rapidly and with a minimum error – ideally none at all – is one of the main objectives regarding quality in software, for instance. Increasing or maintaining the quality of software with a minimum cost and minimum production time requires professionals with training and/or experience in factual sciences and formal sciences. The present work is intended to be a meeting point of all those who freely wish to boost and perfect the set of strategies and techniques to improve the human–computer interaction, tourism, and cultural heritage.

The papers in this volume were presented at the Program Committee of the workshop consisted of Albert, C. (Spain), Anderson, S. (USA), Bleecker, J. (USA), Buzzi, M. (Italy), Cáceres-Díaz, A. (Puerto Rico), Carré, J. (Curaçao), Casas, S. (Argentina), Chih-Fang, H. (Taiwan), Chorianopoulos, K. (Greece), Cipolla-Ficarra, M. (Italy & Spain), Colorado, A. (Spain), Brie, M. (Malta), Dalmasso, M. (Argentina), Darmawan, R. (Indonesia), Demirors, O. (Turkey), Díaz-Pérez, P. (Spain), Edison, D. (Canada), El Sadik, A. (Canada), Fekonja Peklaj, U. (Slovenia), Fotouhi, F. (USA), Flores, S. (Spain), Fulton, P. (Canada), Garrido-Lora, M. (Spain), Griffith, S. (Jamaica), Grosky, W. (USA), Guarinos-Galán, V. (Spain), Guerrero-Ginel, J. (Spain), Hadad, G. (Argentina), Ilavarasan, V. (India), Imaz, M. (United Kingdom), Jen, W. (Taiwan), Kammüller, F. (UK), Kratky, A. (USA), Kirakowski, J. (Ireland), Lau, F. (China), Liudmila, P. (Russia), Marcos, C. (Argentina), Milrad, M. (Sweden), Moreno-Sánchez, I. (Spain), Mori, G. (Italy), Možina, K. (Slovenia), Pargman, D. (Sweden), Ramirez-Alvarado, M. (Spain), Read, T. (Spain), Sainz-de Abajo, B. (Spain), Salvendy, G. (China), Scolnik, H. (Argentina), Silva-Salmerón, J. (Canada), Stanchev, P. (USA), Styliaras, G. (Greece), Tamai, T. (Japan), Varela, L. (France), Verber, D. (Slovenia), Veltman, K. (The Netherlands), Vidal, G. (Argentina), Vilches-López, I. (Spain), who supported the preparation of the workshop. I would like to thank all of the authors and speakers for their effort as well as the referees for their kind collaboration. Finally, a special thanks goes to Alfred Hofmann (Springer), Anna Kramer (Springer), Christine Reiss (Springer), Maria Ficarra (ALAIPO & AINCI), various individuals and local authorities, and to all those who financially supported the international workshop.

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