

Concerning a learning environment, systems need to be efficient, otherwise, users can brand their experience stressful and this can yield less productivity and acceptability. Nevertheless, that is not always the case; making efficiency the number one goal can bring complications. For instance, the Licence Application Mitigation Project (1990) in California, USA tried to speed up the process of giving licenses to increase efficiency and automate the licensing process for which they created a computer interface for people to fill in their details. It was not successful because they did not look into other factors critically such as complexity of the users and their differences. This was because the system developers had one goal on their mind; getting the system to work as soon as possible, and they did not put a lot of effort into the user's aspect, this caused complications after its installation