

ABSTRACT

Technology is inevitable - so is multitasking. Four studies in the domain of human-machine-interaction showed (1) how people manage multiple tasks in a dynamic task environment, (2) to what extend intensive practise influences performance, (3) which role the task configuration plays, and (4) in what ways time pressure impacts the performance of both tasks. Results of the studies describe the heuristic approach of users to manage the demand of multiple tasks. Derived from the findings, recommendations for the prospective design of user interfaces are provided.