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Initial Post

by [Samuel Harrison](#) - Monday, 16 September 2024, 2:10 PM

Introduction

After reading the article by Minge & Thuring (2018) on hedonic and pragmatic halo effects at the early stages of User Experience, I had to suggest how the CUE (components of user experience) model (shown below) could be adapted to emphasise the change in human emotion over time.

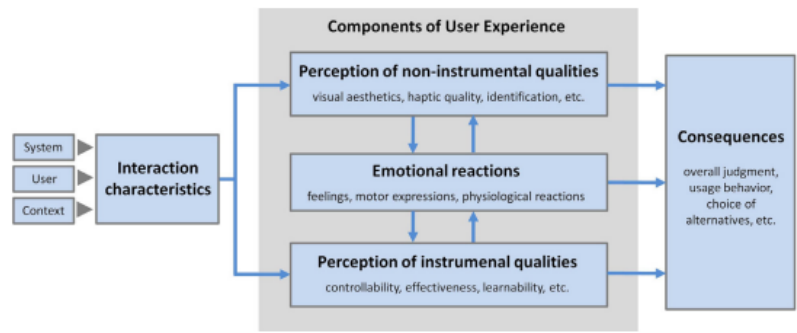


Fig. 1. Components of User Experience (CUE model) by Thüring and Mahke (2007).

Questioning the validity of their experiment

While the experiment does provide some insights into the key factors that affect user experience over time, I would question its validity as the experiment was inherently flawed, as there were no open-ended questions, and the experiment was too short to gain any real insights from the results. Additionally, the experiment didn't account for participants' previous experience with audio players.

Fixing the limitations of the experiment

To fix these limitations, I would extend the experiment to show how time affects UX and include open-ended questions in the survey to get more valuable feedback. Extending the CUE model in this way would demonstrate how the contribution of aesthetics and emotions to UX changes over time. Based on the CUE model, you would expect users to value aesthetics highly initially, but usability should become more critical over time.

Accounting for how experiences impact UX

In the book *The Role of Experience in Perception* (Ribeiro, 2014), Rodrigo Ribeiro dissects how people are affected by their experiences (Ribeiro, 2014). Due to the significance of someone's background and personal experience on their emotional responses, I would extend the CUE model to account for this.

Conclusion

While the CUE model and the meCUE questionnaire (Minge et al., 2018) are good starting points, they don't account for the participant's previous experience and produce limited results due to the close-ended nature of the questions. The CUE model also has several limitations, such as it doesn't track UX as the users transition from beginners to intermediate users to experts, and it doesn't consider the effect brand reputation can have on UX.

References

Minge, M., & Thüning, M. (2018). Hedonic and pragmatic halo effects at early stages of User Experience. International Journal of Human-Computer Studies, 109, 13–25. <https://doi.org/10.1016/j.ijhcs.2017.07.007>

Minge, M., & Thüning, M., & Wagner, I., & Kuhr, C. (2017). The meCUE Questionnaire: A Modular Tool for Measuring User Experience. 486. 115-128. 10.1007/978-3-319-41685-4_11.

Ribeiro, R. (2014) The Role of Experience in Perception. *Hum Stud* 37, 559–581 <https://doi.org/10.1007/s10746-014-9318-0>

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Re: Initial Post

by [Oi Lam Siu](#) - Monday, 14 October 2024, 4:13 AM

Hello Samuel,

Your post offers valuable insights into the limitations of the CUE model as discussed by Minge and Thüning (2018). You effectively highlight the need to adapt the model to emphasize the evolution of user emotions over time.

By critically assessing the experiment's limitations, such as its short duration and lack of open-ended questions, you align with common critiques in UX research, underscoring the need for more comprehensive data collection methods.

Your integration of Ribeiro's work on perception underscores the importance of accounting for users' backgrounds and experiences, which can significantly impact emotional responses and usability perceptions.

Your suggestion to extend the experiment to assess changes in UX over time is strong. Consider specifying how long the experiment should run and what specific metrics could be used to capture evolving user experiences.

Additionally, drawing from Van der Linden et al. (2019), it might be beneficial to consider how social influences, such as peer and teacher feedback, could be integrated into the CUE model to provide a more holistic understanding of UX.

Overall, your post thoughtfully critiques the current limitations and proposes meaningful extensions to the CUE model that could lead to a deeper understanding of user experience dynamics.

Reference

Minge, M. & Thüning, M. (2018) Hedonic and Pragmatic Effects at Early Stages of User Experience. International Journal of Human-Computer Studies 109: 13-25.

Ribeiro, R. (2014) The Role of Experience in Perception. *Hum Stud* 37, 559–581 <https://doi.org/10.1007/s10746-014-9318-0>

Van der Linden, J. et al. (2019) 'User Experience and Social Influence: A New Perspective for UX Theory', in: A. Marcus & W. Wang. (eds) Design, User Experience, and Usability. Design Philosophy and Theory. Springer International Publishing. 98-112.

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