Collaborative Discussion 2 (Factors Affecting User Experience)

Course: MSc Computer Science

Module: Software Engineering Project Management

Assignment: Collaborative Discussion 2 (Factors Affecting User Experience) - Initial Post

Date: Sunday 20th February 2022

Student ID: 126853

Post:

Previously, software has been developed with a core focus on functionality as opposed to attractiveness. However, within academia, it has been difficult to identify a universal definition for the topic of User Experience, as it is commonly associated with dynamic concepts including emotional, affective, experiential, hedonic and aesthetic variables (Law, 2009).

Thüring & Mahlke (2007) presented the CUE model, a model which demonstrates the separate components that form User Experience. The CUE model broadly classifies user characteristics into two distinct categories:

Instrumental Qualities - Those that relate to the technical functionality of a solution.
Non-Instrumental Qualities - Those that relate specifically to design features.
The presence of a positive set of non-instrumental qualities can help set out a positive user experience, formed as part of what is known as the hedonic halo effect (A good looking program is usable). However, the theory also states that the inverse can also be true, that a usable program can slowly become attractive to the user, in what is known as a pragmatic halo effect. It is worth noting that over time, some studies have shown that the benefits of a hedonic halo effect to UX will slowly be lost over a large period of time, where users begin to get familiar with the use and feel of a program.

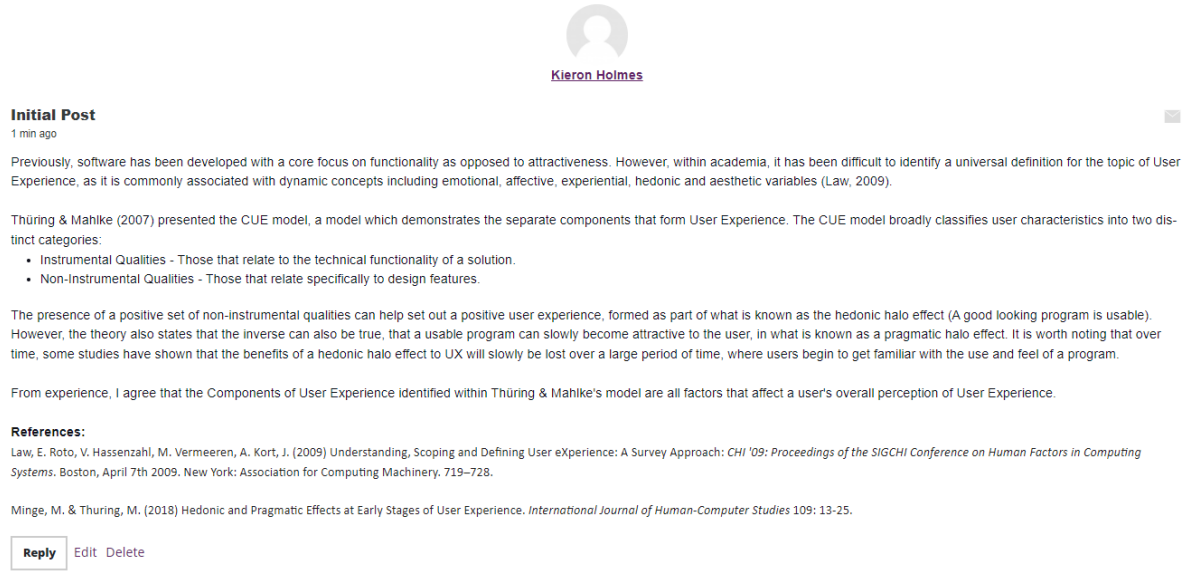
From experience, I agree that the Components of User Experience identified within Thüring & Mahlke's model are all factors that affect a user's overall perception of User Experience.

References:

Law, E. Roto, V. Hassenzahl, M. Vermeeren, A. Kort, J. (2009) Understanding, Scoping and Defining User eXperience: A Survey Approach: *CHI '09: Proceedings of the SIGCHI Conference on Human Factors in Computing Systems*. Boston, April 7th 2009. New York: Association for Computing Machinery. 719–728.

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

Screenshot:



Kieron Holmes

Initial Post

1 min ago

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