

Software Engineering Project Management May 2023

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Collaborative Discussion 2: Factors Affecting User Experience

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Initial Post

by [Michael Botha](#) - Saturday, 3 June 2023, 6:52 AM

Observing the Components of the User Experience (CUE) model, one cannot help but agree with the influences of 'System', 'User', and 'Context' on the interaction characteristics (Minge & Thuring, 2018). A person's individuality will surely make a large impact on their perceptions. Furthermore, the conditions surrounding someone using a system would certainly affect their experience. Considering the System facets, I would change the position of the 'System' input to that reflected in Figure 1. This should make it clearer to the observer that the system interactions are comprised of the perceptive elements of instrumental and non-instrumental qualities (Minge & Thuring, 2018). Additionally, with the influence of visual aesthetics becoming less effective as the user interacts more with the system there should be some sort of time or phase represented in the model which better represents the dependencies of emotions and system aesthetics on the ultimate output consequences (Minge & Thuring, 2018).

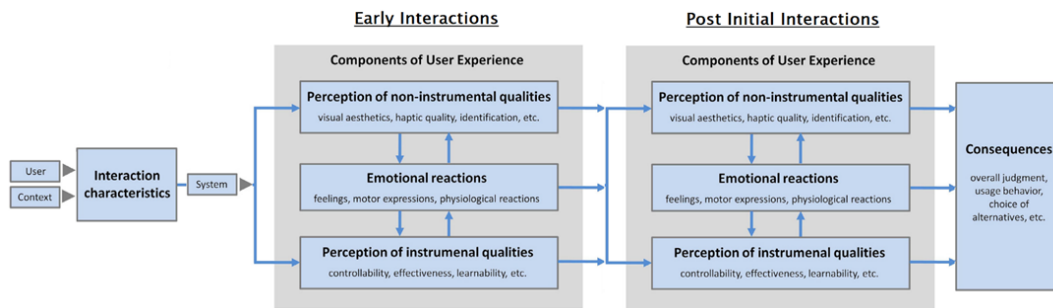


Figure 1 – A Prospective Change to the Original CUE Model

References:

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

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Re: Initial Post

by [Andrea Paolo Gussoni](#) - Thursday, 15 June 2023, 9:58 AM

Hi Michael, thank you for the post. I am curious about your opinion on how much the first impression influences the overall judgment of a product. You can take as an example Battlefield 2042 which was a big fail at launch and even if it is now in a much better state, the players' count remains low.

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Re: Initial Post

by [Michael Botha](#) - Sunday, 18 June 2023, 11:07 AM

The weight of the first impression depends on the environment that the software is developed for as implied by the Components of User Experience (CUE) model, where “User” and “Context” will differ for varying software (Minge & Thuring, 2018). For instance, a website visited by various individuals will need a strong first impression to catch attention, whereas software developed for an organisation already has a customer locked in (@kyecss, 2016). Generally, in my experience a lot of engineering applications are quite dull aesthetically but perform specific tasks well. Moreover, from Minge and Thuring (2018) first impressions, which would be largely dictated by aesthetics, becomes less important once the user has spent enough time with the system. Thereafter, the actual functionality of the application is more important.

References:

Minge, M. & Thuring, M. (2018) Hedonic and Pragmatic Effects at Early Stages

of User Experience. International Journal of Human-Computer Studies 109: 13-25.

@kyecass. (2016) Why First Impressions Online Matter & How To Test Them. Available from: <https://kyecass.medium.com/why-first-impressions-online-matter-how-to-test-first-impressions-2f4e4f86bf25> [Accessed 18 June 2023].

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Re: Initial Post

by [Etkin Getir](#) - Monday, 19 June 2023, 10:51 AM

Hi Michael,

Thanks for your post, from my point of view, it is a very good attempt to amend the original diagram.

I wonder, do you think that breaking down the interactions into pre (early) and post-initial suffices? Or do you think that the characteristics of the interactions continue to evolve during the entire course of the user's interaction with the system (e.g. after repetitive use and completely getting the hang of the system, or after disuse for some time and then reusing it, etc.)?

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Re: Initial Post

by [Michael Botha](#) - Friday, 23 June 2023, 9:57 AM

Thanks for your comment Etkin. In the case of linking the ideas presented by Minge & Thuring (2018), where they explain a clear distinction between initial use and post initial interaction, I believe the diagram is sufficient. However, I agree that there is a cyclical aspect which is at play, and it would be helpful to display this. The difficulty is trying to represent an already complicated interaction fully through a diagram (Sanker, 2023). Typically, the main ideas should be presented in a diagram otherwise we may confuse the observer (Sanker, 2023). Perhaps it would be best to use the initial diagram as a high-level representation, and have separate diagrams focusing on more specific aspects that need to be conveyed.

References:

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

Sanker, E. (2023) What is a Conceptual Diagram? Available from: <https://www.allthescience.org/what-is-a-conceptual-diagram.htm> [Accessed 23 June 2023].

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