
Unit 8: Python Data Structures

Summary Post

Collaborative Discussion 2: Factors Affecting User Experience

Task:

Human emotions can affect the user experience, a fact which contributes to the complexity of user satisfaction with a product. Further complicating the process is the fact that user emotions on the first use of a product are likely to be different to their emotions once they become more experienced.

Read Minge & Thuring (2018). Based on the change in human emotion over time, might you adapt Figure 1 in their paper in any way?

Design, develop and evaluate management systems to produce solutions that handle constraints and uncertainty, contextualising BDD concepts and secure coding principles & practices in SDLC.

Summary post:

Upon reviewing my initial post and peers' feedback, I developed a more comprehensive understanding of the intricate relationship between user emotions, secure coding practices, and usability within the Software Development Life Cycle (SDLC). My initial viewpoint emphasized the evolution of emotional responses during user interactions, as Minge and Thuring (2018) noted, and the necessity for systems to establish emotional connections with users. Anda's feedback reinforced this perspective by introducing a new aspect to my thinking, particularly regarding how age and familiarity with technology influence emotional reactions to security measures (Dourish et al., 2004). The incorporation of secure coding principles remains essential,

as it not only safeguards user data but also cultivates trust, which is crucial for sustaining positive emotions during user interactions (Khair 2018). Anda's input highlights the significance of considering the entire technological ecosystem when evaluating usability and security, aligning with Grobler et al.'s (2021) view that usability issues are often interconnected. This emphasizes the need for a comprehensive approach when designing secure systems, especially for younger, more tech-savvy users who might circumvent security protocols because of frustration. Expanding on my initial post, I now recognize the importance of customizing emotional engagement strategies based on user demographics. BDD principles can be extended to incorporate user profiles that reflect varying emotional responses based on age and technological familiarity. In this context, secure coding should not only meet functional and protective requirements but also anticipate emotional triggers that may arise from security measures, such as frustration or confidence. In conclusion, my understanding of the emotional dynamics in system design has broadened, particularly in acknowledging that user emotions and security must be considered comprehensively to enhance user satisfaction and system security.

References:

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- Khair, M. A. (2018) Security-Centric Software Development: Integrating Secure Coding Practices into the Software Development Lifecycle. *Technology & Management Review*, 2018, 3 (1), pp.12-26. {hal-04565385}
- Minge, M. & Thuring, M. (2018) Hedonic and Pragmatic Effects at Early Stages of User Experience. *International Journal of Human-Computer Studies* 109: 13-25.