Unit 5: User Experience

Initial 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.

Post:

With over 10 years of experience as a UX designer, I deeply understand the pivotal role user emotions play in shaping the overall experience, as they greatly influence how people perceive and interact with products or services. Emotions significantly influence user satisfaction, involvement, and choice-making (Rogers, 2023). Positive feelings, such as happiness and contentment, boost user engagement and build brand loyalty, whereas negative emotions, such as annoyance and let-down, can result in disengagement and unfavourable assessments. For designers and developers, it is vital to comprehend the emotional aspects throughout the user's journey, enabling

them to create products that not only fulfil functional requirements, but also connect emotionally with users, thereby enhancing the overall experience (Rogers, 2023).

According to Minge and Thuring (2018), human emotions evolve during product interactions in several stages. In the pre-use phase, users experience anticipation based on their visual appeal, which may lead to enthusiasm or doubt. During the use phase, initial interactions can elicit satisfaction if usability meets expectations, or frustration if it falls short, causing fluctuating emotional responses. After use, users reflect on their experiences, which can reinforce their positive feelings or result in discontent. This post-use evaluation influences future interactions, creating a feedback loop in which past emotions shape expectations and engagement with a product (Reiss, 2012). Understanding these emotional dynamics is essential to assess user satisfaction and loyalty.

To adapt Figure 1 by Minge and Thuring (2018), in the context of managing human emotions over time while integrating concepts from Behavior-Driven Development (BDD) and secure coding principles within the Software Development Life Cycle (SDLC), we can consider the following approach:

1. Understanding Emotional Dynamics: Recognize that user emotions are dynamic and can change throughout the interaction with a system. This aligns with the findings from the study by Minge and Thuring (2018), which indicate that emotional responses can vary based on usability and visual aesthetics over time.
2. Incorporating BDD Concepts: BDD emphasizes collaboration between developers, testers, and non-technical stakeholders to define the desired behavior of a system. In the context of emotional dynamics, BDD can be

used to create user stories that reflect emotional states at different phases of interaction (Wu et al., 2022). For example:

- Pre-Use Phase: Define user stories that capture anticipated emotions based on visual aesthetics (Minge & Thuring, 2018).
- Use Phase: Create scenarios that address usability and emotional responses during interaction (Minge & Thuring, 2018).

3. Secure Coding Principles: Integrate secure coding practices to ensure that the system not only meets functional requirements but also protects user data and maintains trust (Khair, 2018). This can be contextualized in the emotional framework by:
    - Ensuring that users feel secure while interacting with the system, which can positively influence their emotional state (Rogers, 2023).
    - Implementing features that enhance user confidence, such as clear error messages and secure authentication processes (Rogers, 2023).
4. Designing Management Systems: Develop management systems that can adapt to user feedback and emotional responses. This could involve:
    - Feedback Loops: Implement mechanisms to gather user feedback on emotional experiences, which can inform iterative design improvements (Rogers, 2023; Reiss, 2012).
    - Adaptive Interfaces: Create interfaces that can change based on user interactions, potentially improving usability and emotional responses over time (Rogers, 2023).

5. Evaluation: Establish metrics to evaluate the effectiveness of the system in managing user emotions. This could include:
    - User satisfaction surveys that assess emotional responses before and after interaction (Reiss, 2012).
    - Usability testing that measures how design changes impact user emotions and perceptions of usability (Reiss, 2012).

By contextualizing BDD concepts and secure coding principles within the SDLC, we can create a more holistic approach to system design that not only addresses functional requirements but also enhances user experience by considering emotional dynamics throughout the interaction process. This aligns with the research by Minge and Thuring (2018) findings that emphasize the importance of both usability and aesthetics in shaping user emotions.

References:

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