Peer Response 1:

Collaborative Discussion 2: Factors Affecting User Experience

In reply to Mario Butorac

by Andrius Busilas - Monday, 23 September 2024, 7:10 PM

Hi Mario,

Your initial post emphasizes the role of human emotions in the User Experience (UX) and their evolution during various phases of product interaction. Minge and Thüring (2018) identified two crucial UX components: hedonic and pragmatic effects. Users initially form opinions based on aesthetics (hedonic), but as time progresses, their emotional responses shift towards more practical assessments (pragmatic), concentrating on functionality and usability.

In the realm of software development, this emotional transition is vital for evaluating user satisfaction. Early emotional reactions to a product can establish expectations, which must be either reinforced or modified as users engage with the product. For example, a visually appealing interface might create a positive initial impression; however, if the product proves difficult to use, this perception will rapidly deteriorate, resulting in user frustration.

It is crucial to apply this knowledge to the software development lifecycle (SDLC) of MSc in Computer Science students. Behavior-Driven Development (BDD) plays a significant role in this context. BDD stresses the importance of clear communication and addressing user needs by focusing on the system's behavior from the user's perspective. Incorporating both hedonic and pragmatic considerations into BDD helps ensure that the product is not only functional, but also emotionally gratifying throughout its lifecycle.

Moreover, secure coding practices are essential to maintain user trust as it develops, preventing security vulnerabilities that could significantly impact emotional responses and the overall UX. This comprehensive approach supports the creation of sustainable user-centered products.

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.