

Home ► All Journals ► International Journal of Human–Computer Interaction ► List of Issues ► Volume 17, Issue 3 ► Determining Causes and Severity of End-

International Journal of Human-Computer Interaction >

Volume 17, 2004 - Issue 3

1,047 178
Views CrossRef citations to date Altmetric

Original Articles

Determining Causes and Severity of End-User Frustration

Irina Ceaparu, Jonathan Lazar, Katie Bessiere, John Robinson & Ben Shneiderman Pages 333-356 | Published online: 09 Jun 2010

66 Cite this article https://doi.org/10.1207/s15327590ijhc1703_3



66 Citations

Metrics

Reprints & Permissions

Read this article

Abstract

Although computers are beneficial to individuals and society, frequently users encounter frustrating experiences when using computers. This study represents an attempt to measure, in 111 participants, the frequency, the cause, and the level of severity of frustrating experiences. The data show that frustrating experiences happen on a frequent basis. The applications in which the frustrating experiences happened most frequently were Web browsing, e-mail, and word processing. The most-cited causes of frustrating experiences were error messages, dropped network connections, long download times, and hard-to-find features. The time lost due to frustrating experiences ranged from 47% to 53% of time spent on a computer, depending on the location and

study method. After extreme cases were discarded, the time lost was still above 38%. These disturbing results should be a basis for future study.

Related research (1)

People also read

Recommended articles

Cited by 178

Workplace user frustration with computers: an exploratory investigation of the causes and severity >

Jonathan Lazar et al.

Behaviour & Information Technology

Published online: 19 Feb 2007

Usability Inspection by Metaphors of Human Thinking Compared to Heuristic Evaluation >

Kasper Hornbaek et al.

International Journal of Human-Computer Interaction

Published online: 9 Jun 2010

What Frustrates Screen Reader Users on the Web: A Study of 100 Blind Users >

Jonathan Lazar et al.

International Journal of Human-Computer Interaction

Published online: 5 Dec 2007

View more

Information for Open access

Authors Overview

R&D professionals Open journals

Editors Open Select

Librarians Dove Medical Press

Societies F1000Research

Opportunities Help and information

Reprints and e-prints Help and contact

Advertising solutions Newsroom

Accelerated publication All journals

Corporate access solutions Books

Keep up to date

Register to receive personalised research and resources by email



Sign me up











Copyright © 2024 Informa UK Limited Privacy policy Cookies Terms &

conditions Accessibility

Registered in England & Wales No. 3099067 5 Howick Place | London | SW1P 1WG . Traylor & Proports Cipote Trail no ser trailmeas