

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

Jonathan Lazar

Adam Jones & Ben Shneiderman

Pages 239-251 | Published online: 19 Feb 2007

Cite this article

↑ https://doi.org/10.1080/01449290500196963

Sample our Information Science journals, sign in here to start your FREE access for 14 days **Abstract**

When hard-to-use computers cause users to become frustrated, it can affect workplace productivity, user mood and interactions with other co-workers. Previous research has examined the frustration that students and their families face in using computers. To learn more about the causes and measure the severity of user frustration with computers in the workplace, we collected modified time diaries from 50 workplace users, who spent an average of 5.1 hours on the computer. In this exploratory research, users reported wasting on average, 42 – 43% of their time on the computer due to frustrating experiences. The largest number of frustrating experiences occurred while using word processors, email and web browsers. The causes of the frustrating experiences, the time lost due to the frustrating experiences, and the effects of the frustrating experiences on the mood of the users are discussed in this paper.

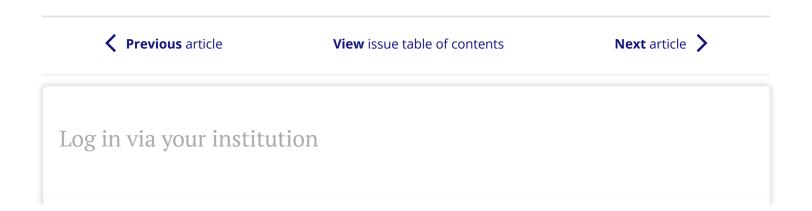
The lead author of this article was partially supported by Training Grant No.

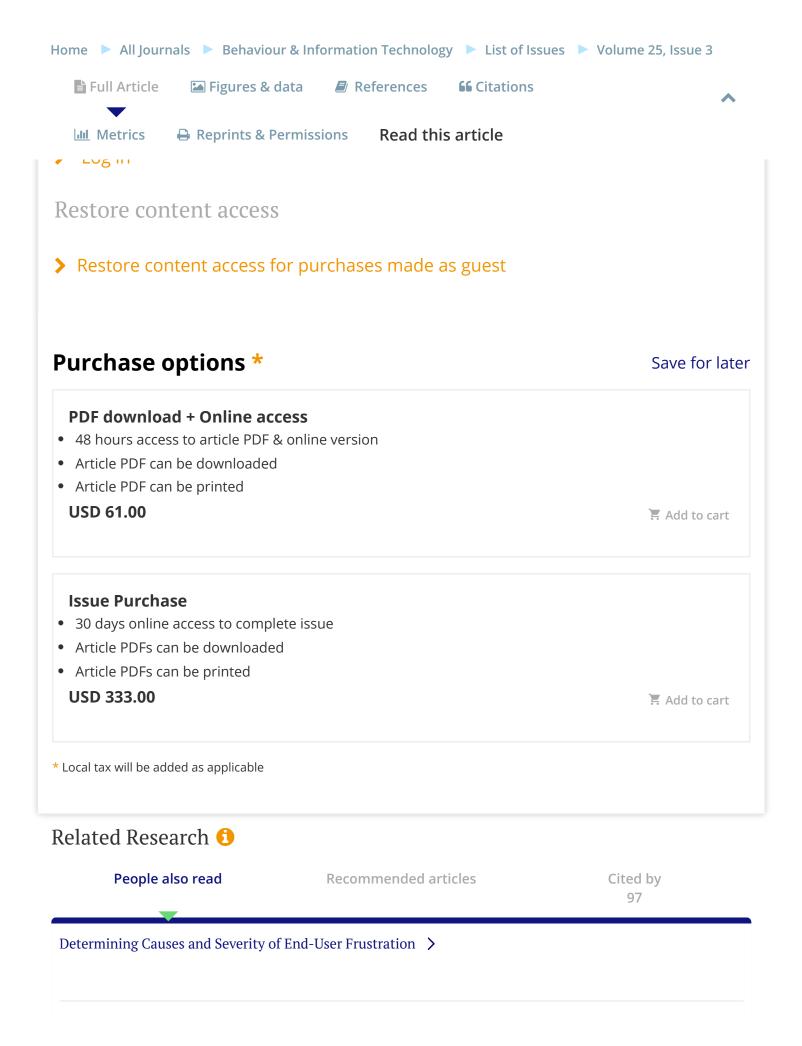
T42/CCT310419 from the Centers for Disease Control and Prevention/National Institute for Occupational Safety and Health. The contents are solely the responsibility of the author and do not necessarily represent the official views of the National Institute for Occupational Safety and Health.

We appreciate partial support from National Science Foundation grant for Information Technology Research (#0086143) Understanding the Social Impact of the Internet: A Multifaceted Multidisciplinary Approach and National Science Foundation grant for the Digital Government Initiative (EIA 0129978): Towards a Statistical Knowledge Network.

We thank Katie Bessiere and Irina Ceaparu for their work in developing the survey that was used in the initial data collection and that we updated for the workplace data collection that is reported on in this paper. In addition, Katie Bessiere provided the first draft of the literature review. However, both of these students have been away for more two years and have not responded to requests for them to review the drafts. We greatly appreciate their contributions, but without their approval, we do not feel it appropriate to list them as authors.

We acknowledge the assistance of Deborah Carstens and Robert Hammell, who both provided comments on an earlier draft of this paper.







View more



Full Article

Figures & data



66 Citations



Metrics

Reprints & Permissions

Read this article

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 &

do me costa desineas

conditions Accessibility

Registered in England & Wales No. 3099067 5 Howick Place | London | SW1P 1WG