

How to encourage people to share their emotions

Topic Description

Emotions affect people's lives all the time. Some continuous negative emotions, such as depression or anxiety, have a bad influence on people, such as insomnia and reduced work efficiency. More seriously, if the negative emotions cannot be alleviated, it may lead to some mental illness, which threatens the physical health and mental health seriously. Many college students suffer from negative emotions due to academic pressure. This has had an unfavorable impact on their learning, which causes them to study in a vicious circle. Based on our previous research, we found that the existing treatment was insufficient to cover all college students. Therefore, we decided to design an application to reduce the emotional problems of college students. We designed community and counselor functions to help users share their negative emotions with peers or experts. The research has shown that doing these can help university students solve their emotional issues.

However, in the process of our evaluation, we found that although users agreed that sharing emotions can effectively boost their mood, not everyone is willing to share their feelings with others. This seems to be a paradox but it is indeed a problem we found after the test. Through interviews, we asked users why they are not willing to share emotions. Almost all testers said that this was because of their character. We generated interest in this typical answer. Therefore, it is one of the challenges for our application to encourage users to share emotions with others. In this article, I will try to find out the factors that influence people to share emotions with others and how these factors may apply to our app.

Annotated Bibliography

Paper 1

Rickwood, D. J., Deane, F. P., & Wilson, C. J. (2007). When and how do young people seek professional help for mental health problems? *Medical Journal of Australia*, 187(S7), S35–S39. <https://doi.org/10.5694/j.1326-5377.2007.tb01334.x>

Increasingly, Internet-based information and interventions are being used to engage young people in the help-seeking process.

This article shows why young people are reluctant to seek professional help to address mental illness and it also exhibited specific reasons and provide possible solutions at the end of the article. It is worth mentioning that the view of the article -- men are shier than women to share their emotions, is similar to our interview result.

This article is aimed at young people in adolescence and young adulthood, which are partially similar to our target users, so the data in this article are informative. In addition, the article explains the common reasons that young people are willing or unwilling to seek help from professionals. This can improve our application, especially for the counselor function because our counselor's function is to ask professional people to help college students solve their serious emotional problems. And also, it is mentioned in the article that building trust relationships is the key to share emotions. This is what we should reflect on designing applications in the future. In addition, the article also mentioned that peers are more trustworthy in the minds of young people, so we can consider the concept of peers to improve customer engagement when designing applications.

This article also has some limitations. The first is that although our app is aimed at college students with emotional problems, this article is aimed at young people with mental illness, which is much more serious than emotional problems. Second, the methods provided in the article are mostly in reality, not on the mobile app, so it is not very valuable. Third, the period of publication is long and the evidence provided was insufficient, so the persuasiveness of this article was not enough. In conclusion, this article has some values of reference for sharing emotions and can be used as a supplementary document.

Paper 2

Funda Kivran-Swaine and Mör Naaman. 2011. Network properties and social sharing of emotions in social awareness streams. In Proceedings of the ACM 2011 conference on Computer supported cooperative work (CSCW '11). ACM, New York, NY, USA, 379-382. DOI: <https://doi.org/10.1145/1958824.1958882>

This article explores the relationship between social media and sharing emotions, which is somewhat similar to the community functionality of our app. The article points out the importance of interaction in sharing emotions. The article proposes that users prefer to share emotions with friends who have close relationships, and by replying or forwarding can improve the intimacy between users. This cycle can continue to strengthen the social network between people. In addition, another reason that people share emotions on social networks is they want to attract other users, which gives them a sense of accomplishment. These two points are useful for our future design of community functions. We will consider the possibility of adding a reply and forwarding function because this feature enhances the relationship among users and it is also an important function to measure whether customers gain the focuses from others.

In addition, this article has some shortcomings. First of all, the sample of the article is too general, 900 people. There are no restrictions like gender or age for the tester, so the conclusion of the article is not convincing enough. In addition, the article is aimed at the analysis of all user emotions, including happiness, sadness or surprise. And our research is more focused on how to encourage users to share negative emotions, which has led to a decline in the usefulness of this article.

In conclusion, this article is useful for how to enhance the sharing of emotions in the community's community function and can be used as a supplement to our future design of community features.

Paper 3

Gay, G., Pollak, J. P., Adams, P., & Leonard, J. P. (2011). Pilot Study of Aurora, a Social, Mobile-Phone-Based Emotion Sharing and Recording System. *Journal of Diabetes Science and Technology*, 5(2), 325–332. <https://doi.org/10.1177/193229681100500219>

This article introduces a mobile app, Aurora, and conducts research studies on this app. Studies have shown that Aurora has a positive impact on encouraging people to recognize their emotions and share their emotions, which allows people to participate more in social support behavior.

The overall purpose of this article is similar to what we have studied, so it is a valuable reference. The article mentions that the method for Aurora users to share their emotions is to share photos in a group of people. This method has proven to be effective in the article. In order to explore the underlying reasons for its effectiveness, the article gives some specific reasons in the discussion section, including three points. The first reason is that because Aurora is a professional emotional app, users will not stigmatize it. Therefore, users will not object to using this app. The second reason is that the users of Aurora are grouped by different features, such as weight loss or similar diseases. Thus, people in a group would have many similarities which leads them to be more willing to communicate with the same kind. The third is based on the feature of the online environment, people prefer to communicate emotions online.

This article is highly relevant to the topic that I want to explore and it can be the main subject of my research. From this article, we can find out how the app encourages users to share emotions. However, this article also has some limitations. For example, the article doesn't build a control group in the test and it also does not distinguish the healthy and unhealthy people.

Paper 4

Huang, Y., Wang, Y., & Tang, Y. (2014). Privacy in emotion sharing on social media. In Symposium on Usable Privacy and Security, Menlo Park, CA, USA. Retrieved from https://www.usenix.org/sites/default/files/soups14_proceedings.pdf.

This article focuses on whether college students are willing to share their emotions and how to share their feelings on social media. The target customers in this article are the same as the users in my research. To explain, this article designed an app called Emotion Map. This article aims to find out the effective factors on sharing emotions by investigating the usage experience of testers. Like the previous article, this article also mentions that users prefer self-disclosure in applications that only focus on sharing emotions because they feel more comfortable. Differently, when customers use comprehensive social media such as Facebook, it is difficult for users to share their true emotions. The reason is the themes are too board to discuss and another reason is that there are many unfamiliar friends on social media. In addition, the article also shows that users prefer to use the anonymous function or self-sharing function when sharing negative emotions because by using these, they are less stressful. This is similar to the perspective we have previously found from other literature reviews.

In addition, this article has some shortcomings. The sample of users is very small, and the conclusions of the article are based on interviews with users. thus, it seems to lack of relevant academic support, which may cause bias in the research results. The insufficient evidence courses a decline in the credibility of the article. In conclusion, this article will serve as a supplement to provide some oriented support to my domain. I will consider privacy issues as one of the factors that influence people to share their emotions.

Paper 5

Yang Wang, Gregory Norcie, Saranga Komanduri, Alessandro Acquisti, Pedro Giovanni Leon, and Lorrie Faith Cranor. 2011. "I regretted the minute I pressed share": a qualitative study of regrets on Facebook. In Proceedings of the Seventh Symposium on Usable Privacy and Security (SOUPS '11). ACM, New York, NY, USA, Article 10, 16 pages. DOI: <https://doi.org/10.1145/2078827.2078841>

This article shows the common content that users are regretting on social media, like Facebook. It also explains the common reasons for sending regretting content and giving tips on how to avoid or resolve regrets at the end of the article. The article discusses why customers are reluctant to share emotions when using social apps, which is a reverse discussion. In other words, if we can avoid problems in the article, users will be more willing to use our app to share their emotions. Specifically, the article shows these common reasons for regret. The first is a negative comment that causes the user to fall into self-doubt. The second is that the content of sharing is seen by unfamiliar people. The third is that inappropriate content was sent because of the carelessness or lack of calm, and the content could also not be withdrawn.

However, in this paper, the measures which propose to ensure customer privacy are too complicated. It gives a few examples to avoid regretting the content such as the personal privacy settings, self-censorship of content and delayed delivery. But if you do this, customers will waste too much time on filtering when they want to send messages. This makes customers be unwilling to share their real ideas on the app. This is not what we want to see in our own applications. Therefore, this article only gives us some effective points to avoid when sharing emotions, but the solutions it provides are almost useless. We need to design by ourselves which is based on this article to encourage users to share emotions in our app.

Paper 6

Consumer Research, 39. Retrieved from <http://search.proquest.com> Warren, C., & Berger, J. (2011). The Influence of Humor on Sharing. *Advances in* /docview/1810366147/

This article states the impact of humor on the behavior of sharing. To be more specific, the article points out that humor can increase the possibilities of sharing and gives two reasons to explain. The first reason is that humor can encourage social interactions which lead to sharing. Another reason is that humor can turn negative emotions into positive feedback, while consumers also prefer to share positive content. Thus, humor can help negative emotions become easier to share. This discovery is very useful for my research. I have previously found that users don't like to share their negative emotions for various reasons. However, by using humor, users can transform bad moods into some interesting effects, which may be an efficient method to encourage our users to share their negative emotions.

However, this article also suggests that users have different acceptance and individual attitudes for humor. For instance, some recipients may feel offensive by browsing a violation. However, for the same content, other recipients may believe the content is humorous because they think the content is benign. Therefore, how to measure the degree of humor and to filter the information that people feel offended when designing can be a challenge.

In addition, this article is aimed at sharing information rather than sharing personal emotions and pay more attention to studying consumer preferences for sharing products. Thus, this article gives me new research inspiration from another perspective and can be used as a supplement to help me design the functionality of the app.

Overview statement

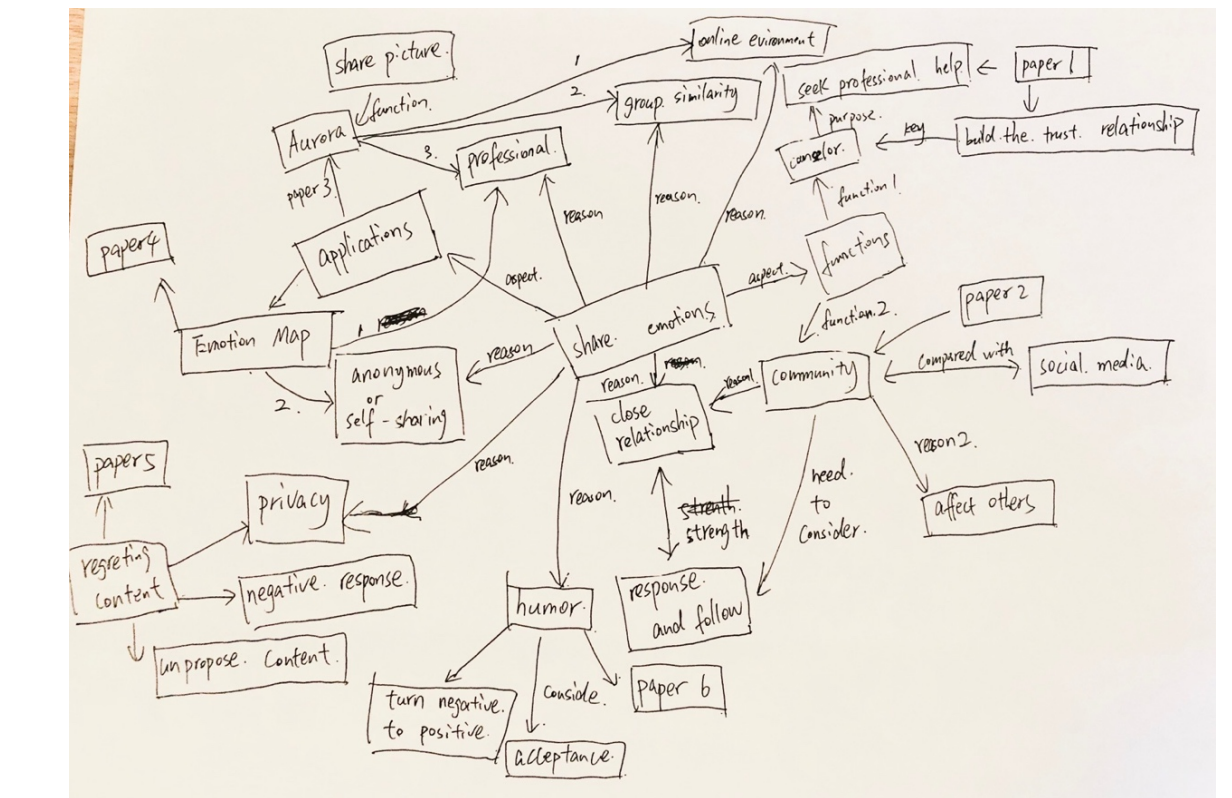
As we said before, we want to alleviate their negative emotions through the use of our app for college students. In previous research, we found that encouraging users to share emotions is one of the priorities we need to achieve. Through the use of literature review and concept maps for six articles, I have found methods to effectively encourage people to share emotions.

Firstly, I have studied the main function of our app -- counselor and community separately. Our counselor function is primarily aimed at communication between professionals and target customers. With professional psychological help, users can reduce their emotional problems. Paper1 explains how young people seek professional help. It illustrates the important effect of trust relationships on the function of the counselor. In addition, paper2 demonstrates why people are willing to share their feelings on social media -- the reason is that social media builds intimate relationships between users. Social media has a similarity with our second feature, which is they all plan to provide a space for communication, so the close relationship can also be applied to our community features to encourage users to share emotions. It is worth mentioning that both paper2 and paper5 are compared with comprehensive social media, like Facebook. The conclusions of these two articles are also part the same. Both of them show the negative impact of sharing moods on social media. More detailly, the negative responses and unfamiliar online friends prevent them from sharing their feelings. However, professional emotional apps can encourage people to share emotions effectively. Paper3 and paper4 respectively show the application of existing emotional apps, which is very valuable. Both articles mention that professional apps are not stigmatized, so users prefer to share emotions on a dedicated app. In addition, paper3 exhibits that a special online environment can help users be more likely to share emotions. The anonymous function and grouping function can make users feel more secure in the process of use. Thus, users are more willing to share.

Interestingly, paper6 shows the impact of humor on sharing. It is available that humor can turn negative emotions into positive feedback. Research has shown that people are more willing to share positive emotions, so humor can be used to share their negative emotions

In short, through research, I found that it is significant to make users trust the app and other users because it is the key point if the users like to share emotions. Therefore, being more trustworthy is one of the priorities we need to consider in our future design.

Concept Map



Mengfan Yang
45337604