

UX is a concept hard to define, especially when you take in consideration its different practices and uses (in research or academic), and how different people with different backgrounds make use of it. This has been surveyed in the research paper [1], where out of 275 respondents, those from industry favoured one definition of UX compared to those from academia that favoured another, based on their own perspective, seeing it used by customers or users, respectively.

The paper intends to give means for better understanding UX by gathering the views and opinions from a broad spectrum of UX researchers and practitioners. Because of the subjectivity and context dependence entailed by UX, research on this subject falls short to enact an exact word to word definition that could satisfy the whole scope for user experience and what it implies [1].

The term UX was created to broaden the range of all aspects of people's experience, as highlighted by Don Norman: "I invented the term because I thought Human Interface and usability were too narrow: I wanted to cover all aspects of the person's experience with a system, including industrial design, graphics, the interface, the physical interaction, and the manual." (The Definition of User Experience (UX), 2021).

Consequently, I believe setting down a definition for UX would take away a lot of its flexibility and dynamicity, as it would be constrained by the definition. It is also noted in the paper that experts do not want a definition for UX because of their diversified points of view on the subject for which a definition could not possibly satisfy all.

With that said, it is true that a definition would bring a considerable ease of use and communication for researchers and practitioners to beginners in this field, making it so that everyone is on the same page when learning, discussing and interacting with UX.

#### References:

- [1] - Law, Lai-Chong & Roto, Virpi & Hassenzahl, Marc & Vermeeren, Arnold & Kort, Joke. (2009). Understanding, scoping and defining user experience: A survey approach. Proc. CHI '09. 719-728. 10.1145/1518701.1518813.
- Nielsen Norman Group. 2021. The Definition of User Experience (UX). [online] Available at: <<https://www.nngroup.com/articles/definition-user-experience/>> [Accessed 11 October 2021].