

Understanding Emotions in End-User Feedback for Software Applications

In software development, user feedback plays a pivotal role in shaping the quality and functionality of applications. Often, this feedback is not just about technical issues but also reflects users' emotional experiences while interacting with software. In this document, we delve into various emotions expressed by users in their feedback on software applications, as observed in the Amazon store.

1) Anger

Definition: Anger, within the context of user feedback for software applications, signifies a strong negative emotional response stemming from obstacles, unexpected behavior, or a sense of unfairness in the application. This emotion arises when users feel their expectations are thwarted or encounter issues that disrupt their user experience.

Examples:

"I uninstalled the app due to its convoluted layout, which left me exasperated."

"The constant glitches and lack of customer support are infuriating. It is unacceptable for an app to be this unreliable."

"This app is deceiving. It promises efficiency but delivers nothing but problems. It is enraging."

"The intrusive ads that continue to pop up in the app are maddening. It feels like an invasion of privacy."

"I paid for the premium version, only to find that it is still riddled with ads. This is outrageous and infuriating."

2) Confusion

- **Definition:** Confusion, as observed in end-user feedback for software applications, signifies the uncertainty or bewilderment experienced by users when they encounter software features or an overall application that lacks clarity or intuitiveness. This emotion arises from unclear instructions, poorly designed user interfaces, or complex functionalities.

- **Examples:**

a. "I am experiencing the same confusion as the reviewer below. I cannot make sense of this app's functionality."

b. "Using this app is a baffling experience. It is unclear how to navigate and use its features."

c. "The app's settings menu is a labyrinth of options, leaving me completely bewildered."

d. "I followed the instructions but still cannot figure out how this feature works. It is perplexing."

- e. "The app's user interface lacks intuitiveness. It is confusing and challenging to find basic functions."

3) Disgust

Definition: Disgust, as manifested in end-user feedback for software applications, signifies a profound aversion or strong negative sentiment expressed by users towards a particular feature, bug, or perceived decline in software quality. It arises when unpleasant experiences, non-functional attributes, or unwelcome changes in the application repulse users.

Examples:

"The app's insistence on exclusive in-app calls is repulsive. I could not even register; it constantly crashed."

"I find this app repugnant. The continuous malfunctions and errors have rendered it unusable."

"This app's design is utterly repulsive. It is an eyesore, and I cannot stand to look at it."

"I encountered a bug that corrupted my files, which I find utterly disgusting and unacceptable."

"The app's sluggish performance and cumbersome interface make it repugnant."

4) Distrust

- *Definition:* Distrust, as expressed in user feedback for software applications, manifests when users harbor doubts or reservations regarding the reliability, credibility, or safety of a software feature or application. This emotion surfaces when users question the app's integrity, especially regarding data privacy and misuse.
- *Examples:*
 1. "The new permissions requested by the app cast doubt on what is otherwise a useful tool. I am wary of applications that require constant internet access."
 2. "I cannot shake the feeling that this app is untrustworthy. Their track record is concerning."
 3. "I do not trust this app with my personal information. The lack of transparency regarding data usage is unsettling."
 4. "The app's requirement for excessive permissions and constant internet access is concerning. Why does it need access to my camera?"
 5. "The app's vague privacy policy raises suspicions. I am hesitant to continue using it."

5) **Disappointment**

- *Definition:* Disappointment, as expressed in user feedback for software applications, signifies the feeling of letdown or dissatisfaction users experience when a software feature or the overall application fails to meet their expectations or when promised benefits do not materialize in their experience. This emotion arises when users feel the application falls short of what was promised.
- *Examples:*
 1. "I am unsure if this app is working as intended. When I use it to clean my computer, it claims to remove 0 bytes, and the downloads continue. It is disappointing, and I expected better results."
 2. "I had high hopes for this app's performance, but it has been a letdown. It is frustrating that it does not deliver on its promises."
 3. "The app's description promised various features that need to be found. It is disappointing, and I feel misled."
 4. "I expected this app to be efficient, but it has proven ineffective. It is disappointing to see such a lack of results."
 5. "I purchased this app with high expectations, but it is disappointing. It does not live up to the claims made in its description."

6) **Fear**

- *Definition:* Fear, within end-user feedback for software applications, represents the emotional response when users perceive a potential threat or danger related to a specific software feature or application. It emerges when users are concerned about harm, whether it is physical, emotional, or related to their data and privacy.
- *Examples:*
 1. "I was apprehensive about using this app after hearing about its security issues. My fears were confirmed when I could not edit my PDF."
 2. "The app installation process raised red flags with its permissions requests. I am genuinely worried about my privacy."
 3. "I received a phishing link through the app's messaging feature. It is alarming that such threats can infiltrate the application."

4. "The security alerts I encountered while using this app left me feeling unsafe. It is unsettling."
5. "I had concerns about my data, and the app's behavior validated my fears. It is unsettling to use."

7) **Frustration**

- *Definition:* Frustration, in the context of user feedback for software applications, characterizes the emotional state users experience when they are dissatisfied due to software features failing to meet expectations, persistent issues, or the absence of critical functionalities. It arises when users encounter barriers that hinder their goals, resulting in annoyance and dissatisfaction.
- *Examples:*
 1. "The continuous crashes and the inability to open the app, even after multiple restarts, are incredibly frustrating. It is aggravating not to have a refund option."
 2. "Receiving an 'invalid file' error since Marshmallow has been infuriating. It is frustrating not to have a functional app."
 3. "This app's slow performance is incredibly vexing. It is aggravating to deal with such sluggishness."
 4. "Resetting my password multiple times due to app issues is exasperating. It is frustrating and time-consuming."
 5. "I paid for a subscription, but the app's frequent lockouts are infuriating. It is frustrating not to get what I paid for."

8) **Sadness**

- *Definition:* In the context of end-user feedback for software applications, sadness refers to users' emotional state when encountering issues or limitations within an application that evoke disappointment and sorrow. This emotion often surfaces when users experience the loss of functionality, encounter persistent problems, or perceive a decline in the overall quality of the software.
- *Examples:*
 1. "For some time, the app displays an 'invalid file' error when attempting to open almost any PDF. I used to cherish this app and

even reinstalled it, hoping they had resolved the issue, but it remains dysfunctional."

2. "This app was my favorite for a long time, but with recent updates, it crashes frequently. It is disheartening to see the decline in its performance."
3. "I lost valuable data due to a bug in this application. It is truly heart-wrenching to witness such a critical failure."
4. "The latest update rendered the app practically unusable. It is saddening to see a once-reliable tool become unreliable."
5. "I used to enjoy this software, but now it is riddled with glitches and freezes. It is disappointing and disheartening."

Recognizing and addressing these emotions in user feedback is integral to improving user satisfaction and enhancing the overall quality of software applications. Developers and designers can gain valuable insights from understanding what users say and how they feel while using the software.