POSITIVE USER EXPERIENCE
Satisified with management strategies: user feels no need to change

Level of satisfaction with current m'ment strategies

PROFILE A
Satisified and organizing-neutral

Profile A has a pragmatic attitude to PIM. She considers organization to be low priority

PROFILE B
Satisfied and pro-organizing

Profile B spends a lot of time filing information, but believes the time and effort is worth it

Current organizing tendency

Organizing-neutral

Pro-organizing

wants to be more like user B

wants to be more like user A

wants to be more like user B

PROFILE C
Dissatisfied and org-neutral :
wants to be more pro-organizing

Profile C is ``image-concious''. He considers himself untidy, and feels guilty for not being more organized.

PROFILE E
Dissatisfied and pro-org :
wants to be more org-neutral

Profile E is relatively organized, but resents the amount of time she spends filing , seeing it as a waste of time.

PROFILE D
Dissatisfied and pro-org :
wants to be more pro-organizing

Profile D is ``image-concious''. Although relatively organized, she still thinks she is untidy.

NEGATIVE USER EXPERIENCE
Dissatisified with management strategies: user wants to change them