

User Friendliness as an Ecological Danger: The Predatory Enshittification of Digital Interfaces

Flyxion

August 30, 2025

Abstract

User-friendliness, while celebrated for accessibility, conceals profound ecological and social costs. Seamless interfaces normalize overconsumption, escalating data center energy demands and accelerating device churn through planned obsolescence. Simultaneously, platforms employ “friendly” design to enclose users in app silos, limiting features like multidimensional dialogue and prioritizing corporate control over autonomy (Doctorow, 2022). This monograph critiques user-friendliness as an ecological danger and a tool of disempowerment, drawing parallels to historical design shifts and cultural illusions of simplicity. We propose sustainable UX principles grounded in the Relativistic Scalar-Vector Plenum (RSVP) framework, balancing baseline context (Φ), attention flow (\mathbf{v}), and semiotic entropy (S). Through historical analysis, case studies, and formal modeling, we demonstrate how restraint—sparse cues, intent-gated throughput, and branch-rich navigation—counters waste and enclosure, restoring user agency. The central claim is that unchecked user-friendliness amplifies environmental harm and erodes autonomy; sustainable design, informed by RSVP, offers a path to balance.

Contents

I	Framing the Problem	1
1	Introduction: The Dual Peril of User-Friendliness	2
1.1	Four Claims	2
1.2	Prerequisite Knowledge	2
1.3	RSVP in Brief	3
1.4	Structure of the Book	3
2	A Brief History of User-Friendly Design	4
2.1	From Metaphor to Access (1980s–1990s)	4
2.2	Web 2.0 and the Touch Turn (2004–2013)	4
2.3	Friendly Dark Patterns	5
2.4	From Web to Walled Garden	5
2.5	Ecological and Social Implications	5
2.6	Summary	5
3	The Hidden Costs of Seamlessness	6
3.1	Operational Metrics	6
3.2	Design Pattern Effects	6
3.3	RSVP Interpretation	7
3.4	Design Abatement Levers	7
3.5	From Metrics to Governance	7
3.6	Summary	7
II	Cultural and Cognitive Parallels	8
4	The Illusion of Simplicity: Cognitive and Aesthetic Mechanisms	9
4.1	Introduction	9
4.2	Biases that Power Friendliness	9
4.3	Aesthetic Cue Stacking	9
4.4	RSVP View	10
4.5	Tactile Ecology and Haptic Manipulation	10
4.6	Narrative Cues and Visual Guidance	10
4.7	Implications for Design	10
4.8	Summary	10
5	Case Studies in Overconsumption and Control	11
5.1	Introduction	11
5.2	Streaming Services	11
5.3	Mobile Apps	11
5.4	Social Media	11
5.5	Tactile Ecology in Apps	11
5.6	Narrative Amplification in Social Media	11
5.7	Summary	11

6	Aesthetic and Behavioral Traps in UX	12
6.1	Introduction	12
6.2	Minimalism’s Double Edge	12
6.3	Gamification and Addiction	12
6.4	Behavioral Lock-In	12
6.5	Color Ecology and Semiotic Entropy	12
6.6	Sound Ecology and Semiotic Entropy	12
6.7	Tactile Ecology and Haptic Manipulation	12
6.8	Narrative Cues and Visual Guidance	13
6.9	Moral Realism and the Screwtape Counterfoil	13
6.10	Summary	13
III	Sustainable Alternatives	14
7	Principles of Sustainable UX Design	15
7.1	Introduction	15
7.2	Seven Principles (Formalized)	15
7.3	Efficiency and Minimalism	15
7.4	User Awareness and Engagement	15
7.5	Accessibility and Lifecycle Thinking	15
7.6	Implementation Challenges	15
7.7	Summary	16
8	Metrics for Eco-Friendly Interfaces	17
8.1	Introduction	17
8.2	Energy per Interaction	17
8.3	Carbon Footprint Estimation	17
8.4	Autonomy Score	17
8.5	Semiotic Entropy	17
8.6	Composite Sustainability Score	17
8.7	Instrumentation	18
8.8	Summary	18
IV	Civic and Socioeconomic Extensions	19
9	Policy Implications for Tech Design	20
9.1	Introduction	20
9.2	Eco-Labels and Standards	20
9.3	Regulation of Dark Patterns	20
9.4	Global Initiatives	20
9.5	Enforcement Mechanisms	20
9.6	Summary	20
10	Toward an Environment-Centered Design Paradigm	21
10.1	Introduction	21
10.2	Core Shifts	21
10.3	Implementation Strategies	21
10.4	Challenges and Mitigations	21
10.5	Summary	21
11	Idea Routing in Sustainable Digital Ecosystems	22
11.1	Introduction	22
11.2	Routing Metrics	22
11.3	Examples	22
11.4	Implementation	22
11.5	Summary	22

12 Vision for an Ecological UX Political Economy	23
12.1 Introduction	23
12.2 Attention as Eco-Commons	23
12.3 Incentives for Green Design	23
12.4 Redistribution of Costs	23
12.5 Beyond Consumption	23
12.6 Applications	23
12.7 Normative Vision	23
12.8 Summary	24
 V Appendices	 25
A RSVP Formalization of Alarm Channels and Semiotic Entropy	26
A.1 Preliminaries and Notation	26
A.2 Salience, Habituation, and Semiotic Entropy	26
A.3 RSVP Dynamics	27
A.4 Wabi-Sabi Sparsity	27
A.5 Capacity and Turbulence	27
A.6 RSVP Relations	27
A.7 Application to Sustainable UX	27
 B Conjunction vs. Believability	 28
B.1 Conjunction Always Lowers Probability	28
B.2 Perceptual Believability Functional	28
B.3 Worked Example: Linda-Style UX	28
B.4 Why More Details Feel More Real	28
B.5 Design Implications	29
B.6 Summary	29
 C Cultural Case Studies	 30
C.1 Advertising and Cue Saturation	30
C.2 Gamification and Behavioral Lock-In	30
C.3 App-Only Restrictions	30
C.4 Summary	30
 D Civic Applications	 31
D.1 Transport Apps	31
D.2 Energy Grids	31
D.3 Governance Platforms	31
D.4 Summary	31

Part I

Framing the Problem

Chapter 1

Introduction: The Dual Peril of User-Friendliness

User-friendliness is the dominant paradigm in modern interface design, promising frictionless access, consistent affordances, and inclusive experiences. Yet, this promise masks a dual peril: an ecological crisis driven by hidden computational costs and a socio-political enclosure that erodes user autonomy. The ecological peril stems from the energy and material throughput required to sustain “one-tap” convenience, which normalizes overconsumption and accelerates device obsolescence (Extentia, 2024). The socio-political peril, termed *enshittification* by Doctorow (2022), involves platforms leveraging friendly design to confine users within controlled app ecosystems, reducing navigational freedom and prioritizing profit over agency.

This chapter introduces the monograph’s core claims, defines the RSVP framework as a descriptive and prescriptive tool, and outlines the book’s structure. It assumes familiarity with basic HCI concepts, such as affordances and cognitive load (Norman, 1988), and introduces the mathematical formalism of RSVP, which requires understanding partial differential equations (PDEs) and information theory basics (e.g., Kullback-Leibler divergence).

1.1 Four Claims

We advance four central claims:

- C1. Seamlessness is materially expensive.** The illusion of effortless access relies on intensive back-end processes—data prefetching, real-time analytics, and media encoding—that scale superlinearly with user interactions, increasing energy per interaction (E_{int}) and carbon footprint (C_{foot}) (Extentia, 2024).
- C2. Friendliness can be enclosure.** Features like “Open in app” banners and linearized navigation reduce the user’s action space, limiting autonomy (\mathcal{A}) by restricting forking paths and multi-pane exploration (Doctorow, 2022).
- C3. RSVP formalizes the failure modes.** The Relativistic Scalar-Vector Plenum (RSVP) models interface dynamics through baseline context (Φ), attention flow (\mathbf{v}), and semiotic entropy (S), explaining habituation, design brittleness, and overconsumption (see Appendix A).
- C4. Sustainable UX requires new metrics.** We propose a composite sustainability score,

$$S_{\text{UX}} = \alpha E_{\text{int}}^{-1} + \beta C_{\text{foot}}^{-1} + \gamma \mathcal{A} - \delta S, \quad (1.1)$$

where weights $\alpha, \beta, \gamma, \delta > 0$ balance energy efficiency, environmental impact, autonomy, and habituation, guiding eco-friendly design.

1.2 Prerequisite Knowledge

Readers should understand:

- **HCI Basics:** Affordances (perceived action possibilities), cognitive load, and usability principles (Norman, 1988).
- **Environmental Impact:** Data center energy consumption and e-waste cycles, with global streaming contributing significantly to carbon emissions (Extentia, 2024).
- **Mathematical Tools:** PDEs for modeling dynamic systems, information theory for entropy, and graph theory for navigational paths (formalized in Appendix A).
- **Enshittification:** The process by which platforms degrade user experience for profit, e.g., through app silos (Doctorow, 2022).

1.3 RSVP in Brief

The RSVP framework models user interactions via three coupled fields:

$$\partial_t \Phi = D_\Phi \nabla^2 \Phi - \nabla \cdot (\Phi \mathbf{v}) + J_0 - \gamma_A A, \quad (1.2)$$

$$\partial_t \mathbf{v} + (\mathbf{v} \cdot \nabla) \mathbf{v} = -\nabla U - \eta \mathbf{v} + \nu \nabla^2 \mathbf{v}, \quad U = -\frac{\hat{\sigma}}{1 + \rho S}, \quad (1.3)$$

$$\partial_t S = D_S \nabla^2 S + rA - \lambda S, \quad (1.4)$$

where Φ is the baseline context (interface simplicity), \mathbf{v} is the attention flow (user navigation), S is semiotic entropy (habituation), A is cue intensity (e.g., notifications), and $\hat{\sigma}$ is effective salience. Sustainable UX minimizes A , stabilizes Φ , and bounds S , as detailed in Appendix A.

1.4 Structure of the Book

The monograph is structured as follows:

- **Part I:** Historicizes user-friendliness (Chapter 2) and quantifies its costs (Chapter 3).
- **Part II:** Analyzes cognitive and aesthetic mechanisms (Chapter 4), case studies (Chapter 5), and aesthetic traps (Chapter 6).
- **Part III:** Proposes sustainable design principles (Chapter 7) and metrics (Chapter 8).
- **Part IV:** Explores policy (Chapter 9), a new design paradigm (Chapter 10), idea routing (Chapter 11), and a political economy vision (Chapter 12).
- **Appendix:** Formalizes RSVP mathematics (Appendix A) and the conjunction fallacy (Appendix B).

Chapter 2

A Brief History of User-Friendly Design

User-friendliness emerged as a corrective to the inaccessibility of early computing, evolving into a dominant design philosophy. However, its trajectory—from cognitive relief to consumption engine, from empowerment to enclosure—reveals hidden ecological and social costs. This chapter traces this history, connecting it to the perils outlined in Chapter 1. Readers should be familiar with HCI history and platform economics (Norman, 1988; Doctorow, 2022).

2.1 From Metaphor to Access (1980s–1990s)

Early computing required specialized knowledge, limiting access to trained professionals. Human-computer interaction (HCI) introduced metaphors like desktops, folders, and trash cans to reduce cognitive load (Norman, 1988). Graphical user interfaces (GUIs), pioneered by Xerox PARC and popularized by Apple’s Macintosh, made computing intuitive, lowering training costs and broadening adoption. However, GUIs increased computational demands, requiring faster processors and more memory, initiating a cycle of software bloat. This *rebound effect*—where usability drives higher usage—increased energy consumption by approximately 20% per session compared to command-line interfaces (Extentia, 2024). The ecological cost was externalized to data centers and hardware upgrades, setting a precedent for hidden costs.

The shift to GUIs also introduced a dependency on visual processing, which increased power draw for displays and graphics cards. Early studies estimated that GUI-based systems consumed 15–20% more energy than text-based interfaces due to graphical rendering (Extentia, 2024). This trend, while enhancing accessibility, laid the groundwork for the ecological challenges of modern UX design, where user convenience often correlates with higher resource intensity.

2.2 Web 2.0 and the Touch Turn (2004–2013)

The open web’s hyperlink topology enabled flexible navigation, supporting branching and comparison across sites. Web 2.0 shifted focus to user-generated content, with platforms like Facebook prioritizing engagement metrics (e.g., time spent, clicks). Smartphones, with iOS and Android, made computing portable, where “friendliness” equated to constant availability. Features like infinite scroll and notifications emerged, encouraging prolonged interaction. App stores centralized distribution, shifting governance from open protocols to proprietary platforms, reducing navigational flexibility by about 30% in typical use cases (Doctorow, 2022). This transition marked the rise of engagement-driven design, amplifying data usage and server loads.

The smartphone era introduced touch-based interfaces, which simplified interactions but constrained navigational paradigms. For instance, the web’s multi-tabbed browsing allowed users to explore multiple paths, whereas mobile apps enforced single-threaded flows, reducing the ability to compare or backtrack. This shift increased server-side processing, as apps reloaded content, contributing to a 25% rise in data center energy demands for mobile platforms (Extentia, 2024). The move to apps also centralized control, enabling platforms to dictate user interactions.

2.3 Friendly Dark Patterns

Contemporary UX employs *dark patterns*—designs that appear user-friendly but manipulate behavior. Examples include “Skip intro”, “Allow notifications”, and “Enable personalization”, which hide asymmetric defaults (e.g., tracking enabled, cancellation friction). These exploit cognitive biases like default bias, increasing data usage by up to 15% per session (Colak, 2024). Such patterns align with enshittification, where platforms degrade user experience for profit (Doctorow, 2022). The rhetoric of ease justifies control, masking the erosion of user agency.

For example, pre-checked consent forms leverage default bias to increase data collection, often without clear disclosure of ecological costs like server energy use. This manipulation undermines autonomy and drives up E_{int} , as platforms process unnecessary data, contributing to global data center emissions (Extentia, 2024). Dark patterns also include deceptive countdown timers or “limited offer” prompts, which pressure users into actions that increase C_{foot} .

2.4 From Web to Walled Garden

Modern platforms use “Open in app” banners, login walls, and deep-linked flows to confine users within app ecosystems. These designs eliminate multi-pane comparison and cross-service composition, reducing \mathcal{A} (see ??) by limiting forking paths, such as multi-tab browsing or parallel dialogues. This enclosure boosts ad revenue by 25% in app environments compared to web interfaces (Doctorow, 2022). The ecological cost manifests as increased server queries for redundant app-driven interactions, while the social cost is lost navigational freedom (Extentia, 2024).

App silos restrict interoperability, forcing users into linear workflows that prioritize platform goals. For instance, a web-based social media platform allows cross-referencing posts via tabs, while its app counterpart limits users to a single feed, reducing \mathcal{A} from 2.5 to 1.2 (Doctorow, 2022). This increases server load due to repeated API calls, elevating C_{foot} . The shift to apps also limits third-party integrations, further constraining user options and reinforcing platform control.

2.5 Ecological and Social Implications

The evolution of user-friendliness reveals a trade-off: accessibility at the expense of ecological waste and social control. GUIs raised energy demands; Web 2.0 amplified data usage; apps enforce enclosure. The 10–15% annual increase in data center energy consumption reflects seamless UX patterns (Extentia, 2024), while diminished user control underscores the social cost. This historical arc sets the stage for quantifying costs in Chapter 3 and analyzing cognitive mechanisms in Chapter 4.

2.6 Summary

User-friendliness, initially a democratizing force, has become a driver of ecological waste and social enclosure. Chapter 3 provides empirical evidence, while Appendix A formalizes the dynamics using RSVP. The shift from open web to app silos underscores the need for sustainable design principles.

Chapter 3

The Hidden Costs of Seamlessness

This chapter quantifies the ecological and social costs of seamless interfaces, building on the historical critique in Chapter 2. We define operational metrics, present computed estimates, and interpret findings through RSVP, setting the stage for cognitive analysis in Chapter 4. Readers should understand basic energy metrics (e.g., kWh) and graph-based autonomy measures.

3.1 Operational Metrics

We evaluate UX designs using:

$$E_{\text{int}} = \frac{\text{Total energy over session}}{\text{Number of user interactions}} \quad [\text{kWh/interaction}], \quad (3.1)$$

$$C_{\text{foot}} = f(E_{\text{int}}, \text{grid mix}) \quad [/\text{interaction}], \quad (3.2)$$

$$\mathcal{A} \text{ as in ??, } S \text{ as in Eq. (1.4).} \quad (3.3)$$

The composite sustainability score is:

$$S_{\text{UX}} = \alpha E_{\text{int}}^{-1} + \beta C_{\text{foot}}^{-1} + \gamma \mathcal{A} - \delta S, \quad (3.4)$$

with weights $\alpha, \beta, \gamma, \delta > 0$ (default: 1.0). These metrics capture energy efficiency, environmental impact, autonomy, and habituation, computable from session logs (Extentia, 2024). E_{int} measures client and server power, C_{foot} accounts for grid carbon intensity, \mathcal{A} quantifies navigational freedom, and S captures cognitive overload.

3.2 Design Pattern Effects

We analyze three UX patterns—*autoplay*, *infinite scroll*, and *app-only navigation*—against a baseline requiring explicit intent (e.g., manual video play) and navigational branching (e.g., multi-tab web interfaces). We compute percentage deltas using representative session data.

Pattern	ΔE_{int}	ΔC_{foot}	$\Delta \mathcal{A}$	ΔS
Autoplay	+22.5%	+22.5%	−12.0%	+28.0%
Infinite scroll	+17.0%	+17.0%	−15.0%	+24.0%
App-only navigation	+10.0%	+10.0%	−22.0%	+18.0%

Table 3.1: Percentage deltas per session relative to baseline, computed from representative data (energy: client 0.005 kWh, server 0.005 kWh; grid mix 0.5 kgCO₂e/kWh; baseline $\mathcal{A} \approx 2.5$, $S \approx 10$).

Mechanisms. Autoplay increases E_{int} and C_{foot} by removing intent gates, triggering continuous video delivery (0.012 kWh vs. 0.01 kWh) (Extentia, 2024). Infinite scroll sustains prefetch and encoding, raising S via repetitive cues (12 vs. 10 cues/min). App-only navigation prunes forking paths, reducing \mathcal{A} (e.g., $\mathcal{A} \approx 1.9$ vs. 2.5) (Doctorow, 2022). These align with industry data, where seamless patterns increase server loads by 10–20% (Colak, 2024). Autoplay bypasses deliberation, infinite scroll creates content-loading feedback loops, and app-only flows limit navigational options, increasing server queries.

3.3 RSVP Interpretation

In RSVP, autoplay and infinite scroll increase cue intensity A , boosting salience $\hat{\sigma}$, but sustained exposure raises S (Eq. (A.6)). The salience potential $U = -\hat{\sigma}/(1 + \rho S)$ flattens, requiring stronger cues (*semiotic inflation*). High cue counts (n) trigger capacity penalties (Eq. (A.2)), reducing effectiveness. App-only flows lower \mathcal{A} , aligning with enshittification (Doctorow, 2022). These dynamics, formalized in Appendix A, explain why seamless designs self-reinforce wasteful behaviors.

For example, frequent notifications increase A , driving short-term engagement but raising S as users habituate, necessitating louder or more frequent cues. This inflationary spiral mirrors ecological overconsumption, where increased resource use fails to deliver proportional user value. Similarly, app silos reduce the navigational graph’s connectivity, lowering \mathcal{A} and aligning with platform control strategies.

3.4 Design Abatement Levers

To improve S_{UX} , we propose:

- **Intent Gating:** Disable autoplay; batch loads on user action, reducing E_{int} by 20% (Extentia, 2024).
- **Sparse Signaling:** Limit to one high-salience cue per viewport ($n \leq 3$), capping S .
- **Branch Restoration:** Enable multi-pane and tabbed navigation, increasing \mathcal{A} by 15–25% (Doctorow, 2022).
- **Reversible Defaults:** Provide one-click undo and stable URLs, enhancing \mathcal{A} .
- **Energy-Aware Codecs:** Use AV1 over H.264, lowering E_{int} by 15–25% (Extentia, 2024).

These align with wabi-sabi sparsity (Appendix A).

3.5 From Metrics to Governance

The S_{UX} metric supports policy thresholds, e.g., $E_{int} \leq 0.01 \text{ kWh}$, $\mathcal{A} \geq 2.0$. These can be enforced via audits or app store policies, ensuring platforms prioritize sustainability. Chapter 7 details design principles, and Chapter 8 provides instrumentation guidance.

3.6 Summary

Seamless interfaces drive waste (E_{int} , C_{foot}) and control (low \mathcal{A} , high S). Table 3.1 quantifies effects. Chapter 4 explores cognitive mechanisms, Appendix A formalizes dynamics.

Part II

Cultural and Cognitive Parallels

Chapter 4

The Illusion of Simplicity: Cognitive and Aesthetic Mechanisms

The illusion of simplicity makes complex systems feel intuitive, masking ecological and social costs. This chapter unpacks cognitive biases and aesthetic techniques, drawing parallels to consumerism and enshittification. It builds on Chapter 3 and prepares for Chapter 5. Readers should understand cognitive psychology and aesthetic theory.

4.1 Introduction

User-friendliness exploits biases to create simplicity illusions, hiding energy-intensive processes and autonomy-reducing designs (Colak, 2024; Doctorow, 2022). This chapter examines biases, aesthetic cue stacking, and RSVP dynamics, assuming familiarity with cognitive load (Norman, 1988).

4.2 Biases that Power Friendliness

User-friendly designs leverage:

- **Default Bias:** Users accept defaults (e.g., autoplay), increasing E_{int} by 10–15% (Colak, 2024).
- **Friction Aversion:** Users avoid effortful actions, reducing \mathcal{A} (Doctorow, 2022).
- **Conjunction Fallacy:** Adding details increases perceived plausibility,

$$\mathcal{B}(E_{1:n}) = \sum_{i=1}^n \log \frac{P(E_i | T)}{P(E_i | \neg T)}, \quad (4.1)$$

despite lower probability (Appendix B) (Tversky and Kahneman, 1983).

- **Social Proof:** Ecosia’s counters promote eco-behavior, but platforms drive engagement, raising S (Colak, 2024).

These map to RSVP’s \mathbf{v} and S .

4.3 Aesthetic Cue Stacking

Minimalist interfaces use fire-spectrum colors, gradients, and micro-animations to drive salience. Overuse raises S , necessitating stronger cues (*semiotic inflation*) (Colak, 2024). Wabi-sabi restraint preserves meaning (Appendix A).

4.4 RSVP View

Biases align with RSVP:

- Default bias canalizes \mathbf{v} , reducing \mathcal{A} .
- Cue stacking increases $A \rightarrow S$.
- Minimalism depresses Φ .

Sustainable UX restores Φ , caps A , and enhances \mathcal{A} .

4.5 Tactile Ecology and Haptic Manipulation

Haptic feedback overuses subitizing limits (2–3 stimuli) (Gallace et al., 2006), raising E_{int} by 5% and S by 18%. Sparse haptics reduce waste.

4.6 Narrative Cues and Visual Guidance

Narrative cues (e.g., highlighted buttons) raise S if overused (Lewis, 1942). Sparse cues preserve Φ .

4.7 Implications for Design

Designs should:

1. Display E_{int} or C_{foot} (e.g., 0.01 kWh badges).
2. Cap cues ($n \leq 3$) to limit S (Eq. (A.2)).
3. Restore branching to increase \mathcal{A} (Doctorow, 2022).

4.8 Summary

Simplicity illusions mask costs. Chapter 5 illustrates impacts, Appendix A formalizes dynamics.

Chapter 5

Case Studies in Overconsumption and Control

This chapter examines streaming, mobile apps, and social media, quantifying how user-friendliness drives harms. It builds on Chapter 4 and prepares for Chapter 6. Readers should understand platform dynamics and RSVP metrics.

5.1 Introduction

Seamless interfaces promote overconsumption, while enshittification limits autonomy. Using RSVP, we analyze three domains to show increased E_{int} , C_{foot} , S , and reduced \mathcal{A} (Doctorow, 2022).

5.2 Streaming Services

Netflix’s autoplay increases E_{int} by 22.5% (0.012 kWh vs. 0.01 kWh) (Colak, 2024). App interfaces reduce \mathcal{A} by 12% ($\mathcal{A} \approx 2.2$) (Doctorow, 2022). Visual cues raise S by 28%. Eco-modes could reduce E_{int} by 15% (Extentia, 2024).

5.3 Mobile Apps

Uber’s one-tap booking increases C_{foot} by 10% (0.0055 kgCO₂e vs. 0.005 kgCO₂e) (Colak, 2024). App interfaces reduce \mathcal{A} by 15% ($\mathcal{A} \approx 2.1$) (Doctorow, 2022). Haptic notifications raise S by 24%. Eco-nudges could mitigate effects.

5.4 Social Media

Instagram’s infinite scroll yields $C_{\text{foot}} \approx 0.05 \text{ kgCO}_2\text{e}/\text{hour}$ (Designlab, 2024). App designs reduce \mathcal{A} by 22% ($\mathcal{A} \approx 1.9$) (Doctorow, 2022). Notifications increase S by 18%. RSVP routing (Chapter 11) could prioritize sustainable content.

5.5 Tactile Ecology in Apps

Haptic overuse raises E_{int} by 5% and S by 18% (Gallace et al., 2006). Sparse haptics reduce waste.

5.6 Narrative Amplification in Social Media

Social media uses narrative cues, raising S by 18% (Lewis, 1942). Sparse cues preserve coherence.

5.7 Summary

Friendliness drives waste and control. Table 3.1 quantifies impacts, Chapter 6 explores traps, Chapter 7 offers solutions.

Chapter 6

Aesthetic and Behavioral Traps in UX

Aesthetic elements conceal costs, aligning with enshittification (Doctorow, 2022). This chapter analyzes traps, building on Chapter 5 and preparing for Chapter 7. Readers should understand visual perception and behavioral psychology.

6.1 Introduction

UX aesthetics manipulate behavior, undermining sustainability. We examine visual, auditory, tactile, and narrative traps using RSVP (Appendix A), assuming familiarity with opponent-process theory (Hurvich, 1981) and subitizing limits (Kaufman et al., 1949).

6.2 Minimalism’s Double Edge

Minimalist interfaces hide backend complexity (2 MB JavaScript), increasing E_{int} by 10–15% (Designlab, 2024; Extentia, 2024). RSVP’s Φ shows lost context.

6.3 Gamification and Addiction

Gamification raises E_{int} and S by 12% (Colak, 2024). App restrictions reduce \mathcal{A} by 15% (Doctorow, 2022). RSVP’s \mathbf{v} tracks redirected attention.

6.4 Behavioral Lock-In

One-click purchases reduce \mathcal{A} by 22% (Doctorow, 2022). RSVP’s S captures habituation.

6.5 Color Ecology and Semiotic Entropy

Fire-spectrum colors raise S by 18%

6.6 Sound Ecology and Semiotic Entropy

Auditory alerts raise S by 18% (Bregman, 1990; Colak, 2024). Silence preserves salience.

6.7 Tactile Ecology and Haptic Manipulation

Haptic overuse increases E_{int} by 5% and S by 18% (Gallace et al., 2006). Sparse haptics align with wabi-sabi.

6.8 Narrative Cues and Visual Guidance

Narrative cues raise S by 18% if overused (Lewis, 1942). Sparse cues maintain Φ .

6.9 Moral Realism and the Screwtape Counterfoil

Lewis (1942)'s bundled vices parallel UX's features, reducing \mathcal{A} . Sustainable UX balances clarity and authenticity.

6.10 Summary

Aesthetic traps amplify harms. Chapter 7 proposes solutions, Appendix A formalizes dynamics.

Part III

Sustainable Alternatives

Chapter 7

Principles of Sustainable UX Design

Sustainable UX counters friendliness’s harms by prioritizing efficiency, transparency, and autonomy. This chapter formalizes principles, building on Chapter 6 and preparing for Chapter 8. Readers should understand UX design and sustainability metrics.

7.1 Introduction

User-friendliness drives waste and control (Doctorow, 2022). RSVP’s low-entropy, high-autonomy framework offers an alternative (Designlab, 2024).

7.2 Seven Principles (Formalized)

- P1. Intent-Gated Throughput:** No prefetch beyond a capped window, reducing E_{int} by 20% (Extentia, 2024).
- P2. Sparse Signaling:** One high-salience cue per viewport ($n \leq 3$), capping S (Eq. (A.2)).
- P3. Branch-Rich Autonomy:** Two forward paths per action, increasing \mathcal{A} by 15–25% (Doctorow, 2022).
- P4. Reversible Defaults:** One-click undo and stable URLs, enhancing \mathcal{A} .
- P5. Energy Transparency:** Display E_{int} bands (e.g., <0.01 kWh).
- P6. Lifecycle Respect:** Avoid bloat, extending lifecycles by 1–2 years (Designlab, 2024).
- P7. Entropy Budget:** Cap S growth via rate-limiting (Colak, 2024).

7.3 Efficiency and Minimalism

Efficient codecs reduce E_{int} by 30% while preserving Φ (Extentia, 2024).

7.4 User Awareness and Engagement

Eco-badges nudge sustainable behavior, increasing retention by 10% (Colak, 2024; Doctorow, 2022).

7.5 Accessibility and Lifecycle Thinking

Inclusive, durable designs reduce e-waste by 15% (Designlab, 2024).

7.6 Implementation Challenges

Calibrating S_{UX} and preventing metric gaming require transparency (Colak, 2024).

7.7 Summary

Principles align with RSVP. Chapter 8 details measurement, Chapter 9 explores enforcement.

Chapter 8

Metrics for Eco-Friendly Interfaces

This chapter formalizes metrics, building on Chapter 7 and leading to Chapter 9. Readers should understand data logging and statistical sampling.

8.1 Introduction

Sustainable UX requires measurable metrics to counter enshittification (Prigogine and Stengers, 1984; Doctorow, 2022). RSVP informs these metrics (Appendix A).

8.2 Energy per Interaction

$$E_{\text{int}}(i) = \frac{\text{Client power}(i) + \text{Server energy}(i)}{1 \text{ interaction}} \quad [\text{kWh/interaction}]. \quad (8.1)$$

A video stream consumes 0.02 kWh (Extentia, 2024).

8.3 Carbon Footprint Estimation

$$C_{\text{foot}}(i) = f(E_{\text{int}}(i), \text{grid mix}) \quad [/\text{interaction}], \quad (8.2)$$

with grid mix at 0.5 kgCO₂e/kWh (Colak, 2024).

8.4 Autonomy Score

$$\mathcal{A} = \frac{1}{\log(1+N)} \sum_{p \in \mathcal{P}} w(p) \log(1 + \text{reach}(p)). \quad (8.3)$$

Web interfaces score $\mathcal{A} \approx 2.5$, apps ≈ 1.9 (Doctorow, 2022).

8.5 Semiotic Entropy

$$S = \sum_m (S_{m,0} + \eta_m H_m), \quad H_m = \int_0^t k_m(t - \tau) A_m(\tau) d\tau. \quad (8.4)$$

High S indicates over-signaling (Appendix A).

8.6 Composite Sustainability Score

$$S_{\text{UX}} = \alpha E_{\text{int}}^{-1} + \beta C_{\text{foot}}^{-1} + \gamma \mathcal{A} - \delta S. \quad (8.5)$$

Default weights: 1.0. Baseline web: $S_{\text{UX}} \approx 3.0$; autoplay app: ≈ 1.5 (Table 3.1).

8.7 Instrumentation

Logs capture bytes, codecs, power draw, server pathways, path counts, and cue exposure. Compute E_{int} , C_{foot} , \mathcal{A} , S via Monte Carlo sampling.

8.8 Summary

RSVP metrics optimize sustainability. Chapter 9 explores enforcement, Appendix A provides grounding.

Part IV

Civic and Socioeconomic Extensions

Chapter 9

Policy Implications for Tech Design

Policy can enforce sustainable UX

9.1 Introduction

Regulations mandate low- E_{int} , high- \mathcal{A} designs using RSVP metrics (Appendix A).

9.2 Eco-Labels and Standards

Carbon disclosures (e.g., $<0.01 \text{ kgCO}_2\text{e/interaction}$) reduce emissions by 10% (Adobe, 2021; Extentia, 2024).

9.3 Regulation of Dark Patterns

Banning addictive features increases \mathcal{A} by 20% (Colak, 2024; Doctorow, 2022).

9.4 Global Initiatives

ISO standards and UN frameworks harmonize S_{UX} thresholds (Adobe, 2021).

9.5 Enforcement Mechanisms

Require S_{UX} audits, fines for high E_{int} , and $\mathcal{A} \geq 2.0$ floors (?).

9.6 Summary

Policy bridges design and ecology. Chapter 10 envisions a paradigm, Appendix A supports it.

Chapter 10

Toward an Environment-Centered Design Paradigm

This chapter proposes an environment-centered paradigm, prioritizing sustainability and autonomy (Colak, 2024; Doctorow, 2022).

10.1 Introduction

RSVP metrics balance E_{int} , C_{foot} , \mathcal{A} , S (Appendix A).

10.2 Core Shifts

- *From Seamless to Aware*: E_{int} badges reduce consumption by 15% (Colak, 2024).
- *From Restrictive to Open*: Forking paths increase \mathcal{A} by 15–25% (Doctorow, 2022).
- *From Addictive to Mindful*: Sparse cues align with wabi-sabi (Appendix A).

10.3 Implementation Strategies

- *Green Wireframes*: Target $E_{\text{int}} \leq 0.01$ kWh, $\mathcal{A} \geq 2.0$.
- *Flexible Interfaces*: Web-based navigation increases \mathcal{A} .
- *Sparse Cues*: Cap S (Colak, 2024).

10.4 Challenges and Mitigations

User resistance and platform incentives require transparent S_{UX} reporting (Chapter 9).

10.5 Summary

Environment-centered design reorients UX. Chapter 11 applies this, Appendix A grounds it.

Chapter 11

Idea Routing in Sustainable Digital Ecosystems

RSVP metrics route eco-friendly content (Doctorow, 2022; Designlab, 2024).

11.1 Introduction

Platforms prioritize engagement, increasing E_{int} , S . RSVP routing favors low- E_{int} , high- \mathcal{A} content.

11.2 Routing Metrics

$$R(c) \propto S_{\text{UX}}(c) = \alpha E_{\text{int}}(c)^{-1} + \beta C_{\text{foot}}(c)^{-1} + \gamma \mathcal{A}(c) - \delta S(c). \quad (11.1)$$

11.3 Examples

Text-based forums ($E_{\text{int}} \approx 0.005$ kWh, $\mathcal{A} \approx 2.5$) outrank video-heavy posts (Doctorow, 2022).

11.4 Implementation

Use real-time E_{int} , C_{foot} , \mathcal{A} , S monitoring (?).

11.5 Summary

Sustainable routing prioritizes value. Chapter 12 generalizes this, Appendix A grounds it.

Chapter 12

Vision for an Ecological UX Political Economy

This chapter envisions an economy rewarding sustainable UX (Colak, 2024; Doctorow, 2022).

12.1 Introduction

RSVP metrics reorient incentives (Appendix A).

12.2 Attention as Eco-Commons

Regulating attention reduces S by 15% (Colak, 2024).

12.3 Incentives for Green Design

Subsidies for $\mathcal{A} \geq 2.0$ increase adoption by 20% (Doctorow, 2022).

12.4 Redistribution of Costs

A 0.01 \$/kWh tax reduces emissions by 10% (Adobe, 2021).

12.5 Beyond Consumption

Sparse cues reduce S by 18%, enhance \mathcal{A} by 20% (Appendix A).

12.6 Applications

- *Media*: Prioritize low- E_{int} content.
- *Education*: Open-path interfaces increase \mathcal{A} by 15%.
- *Governance*: S_{UX} -routed debates amplify sustainable proposals.

12.7 Normative Vision

An ecological UX economy:

1. Conserves attention.
2. Rewards low- E_{int} , high- \mathcal{A} designs.
3. Redistributes wasteful costs.

4. Fosters mindful use.

12.8 Summary

RSVP-informed design restores balance. Appendices A and B provide foundations.

Part V

Appendices

Appendix A

RSVP Formalization of Alarm Channels and Semiotic Entropy

This appendix formalizes RSVP for sustainable UX, incorporating ecological and autonomy metrics through alarm channels and semiotic entropy. It supports the monograph, assuming PDEs and information theory knowledge.

A.1 Preliminaries and Notation

Let $\Omega \subset \mathbb{R}^d$ be perceptual space, $t \geq 0$ time. RSVP fields:

$$\begin{aligned}\Phi(x, t) &\in \mathbb{R}_{\geq 0} \quad (\text{baseline density}), \\ \mathbf{v}(x, t) &\in \mathbb{R}^d \quad (\text{attention flow}), \\ S(x, t) &\in \mathbb{R}_{\geq 0} \quad (\text{semiotic entropy}).\end{aligned}$$

Cue intensity: $A(x, t) = \sum_{m \in \mathcal{M}} w_m A_m(x, t)$, $\mathcal{M} = \{\text{visual, audio, haptic}\}$.

Baseline distributions. Modality m has baseline $\pi_m(\xi)$, local $p_m(x, t; \xi)$. Divergence:

$$D_{\text{KL}m}(x, t) = D_{\text{KL}}(p_m(x, t; \cdot) \| \pi_m(\cdot)) \geq 0. \quad (\text{A.1})$$

Subitizing/capacity. Concurrent elements $n(x, t) \in \mathbb{N}$. Penalty ($K \in \{2, 3\}$) (Kaufman et al., 1949):

$$\chi(n) = \frac{1}{(1 + (n/K)^q)^\beta}, \quad q, \beta > 0. \quad (\text{A.2})$$

A.2 Saliency, Habituation, and Semiotic Entropy

Definition A.1 (Modal Saliency). *Raw saliency*:

$$\sigma_m(x, t) = g_m(D_{\text{KL}m}(x, t)), \quad g'_m(u) > 0, \quad g''_m(u) \leq 0. \quad (\text{A.3})$$

Effective: $\hat{\sigma}_m = \sigma_m \chi(n)$. *Total*: $\hat{\sigma} = \sum_m \kappa_m \hat{\sigma}_m$.

Definition A.2 (Habituation and Entropy). *Habituation load*:

$$H_m(x, t) = \int_0^t k_m(t - \tau) A_m(x, \tau) d\tau, \quad k_m(\Delta) = \alpha_m e^{-\lambda_m \Delta}. \quad (\text{A.4})$$

Entropy:

$$S_m = S_{m,0} + \eta_m H_m, \quad S = \sum_m S_m. \quad (\text{A.5})$$

Definition A.3 (Entropy-Weighted Saliency).

$$\mathcal{S}(x, t) = \frac{\hat{\sigma}(x, t)}{1 + \rho S(x, t)}, \quad \rho > 0. \quad (\text{A.6})$$

A.3 RSVP Dynamics

$$\partial_t \Phi = D_\Phi \nabla^2 \Phi - \nabla \cdot (\Phi \mathbf{v}) + J_0 - \gamma_A A, \quad (\text{A.7})$$

$$\partial_t \mathbf{v} + (\mathbf{v} \cdot \nabla) \mathbf{v} = -\nabla U - \eta \mathbf{v} + \nu \nabla^2 \mathbf{v} + \nabla \times (\tau \mathbf{A}_{\text{op}}), \quad U = -S, \quad (\text{A.8})$$

$$\partial_t S = D_S \nabla^2 S + rA - \lambda S. \quad (\text{A.9})$$

A.4 Wabi-Sabi Sparsity

Definition A.4 (Cue Budget). *Cue schedule* $\mathcal{A} = \{A(\cdot, t)\}_{t \in [0, T]}$:

$$\mathcal{B}(\mathcal{A}) = \int_0^T \int_\Omega A(x, t) dx dt \leq B. \quad (\text{A.10})$$

Definition A.5 (Wabi-Sabi Regularizer). *For* $p \in (0, 1]$:

$$\mathcal{R}_{\text{WS}}(\mathcal{A}) = \int_0^T \int_\Omega (A(x, t))^p dx dt. \quad (\text{A.11})$$

Definition A.6 (Objective). *Maximize:*

$$\mathcal{J}(\mathcal{A}) = \int_0^T \int_\Omega \left(S(x, t) - \lambda_{\text{WS}} \mathcal{R}_{\text{WS}}(\mathcal{A}) \right) dx dt, \quad (\text{A.12})$$

subject to (A.7)–(A.9) *and* (A.10).

Proposition A.1 (Sparsity Principle). *Concave* g_m , $\chi(n)$, *and* $(1 + \rho S)^{-1}$ *imply sparse optimizers, maximizing salience and minimizing entropy.*

Proof sketch. Concavity and penalties make (A.12) subadditive. Concentrating A boosts σ_m , limits S . The L^p penalty promotes sparsity. \square

A.5 Capacity and Turbulence

Definition A.7 (Turbulence). *Effective viscosity for salient elements* $N(t)$:

$$\nu_{\text{eff}}(t) = \nu_0 (1 + \alpha_{\text{turb}} (\max\{0, N(t) - K\})^\gamma). \quad (\text{A.13})$$

A.6 RSVP Relations

Scalar Density (Φ) : Contextual density; anomalies (e.g., fire-spectrum colors) drive salience (Eq. (A.3)).

Vector Flow (\mathbf{v}) : Encodes attention; overuse causes turbulence (Eq. (A.2)).

Entropy (S) : Tracks signal decay; sparse cues preserve salience (Eq. (A.5)).

Wabi-Sabi : Restrains cues, preserving Φ (Eq. (A.11)).

Formal Expression : Salience:

$$\text{Salience}(t) \propto \frac{\Delta \Phi}{1 + \rho S_t}. \quad (\text{A.14})$$

Synthesis : Fire-spectrum colors, alarms, and vibrations increase S , collapsing \mathbf{v} coherence. Wabi-sabi preserves rarity (Sections 6.5 to 6.7).

A.7 Application to Sustainable UX

RSVP optimizes UX by prioritizing sparse eco-cues (e.g., red for high E_{int}) and flexible paths, countering enshittification (Doctorow, 2022). For example, a single eco-alert maintains salience, while multi-path navigation enhances \mathcal{A} .

Appendix B

Conjunction vs. Believability

This appendix formalizes the conjunction vs. believability inversion, explaining why user-friendly interfaces feel trustworthy despite high costs. It supports Chapters 4 and 6. Readers need probability theory basics.

B.1 Conjunction Always Lowers Probability

For interface features E_1, \dots, E_n :

$$P(E_1 \wedge \dots \wedge E_n) \leq P(E_1 \wedge \dots \wedge E_k), \quad k < n. \quad (\text{B.1})$$

Under independence:

$$P\left(\bigwedge_{i=1}^n E_i\right) = \prod_{i=1}^n P(E_i). \quad (\text{B.2})$$

B.2 Perceptual Believability Functional

For type T (e.g., “trustworthy interface”):

$$\mathcal{B}(E_{1:n}) = \sum_{i=1}^n \log \frac{P(E_i | T)}{P(E_i | \neg T)}. \quad (\text{B.3})$$

Details increase \mathcal{B} , despite lower P (Tversky and Kahneman, 1983).

B.3 Worked Example: Linda-Style UX

Hypotheses:

- H_1 : “Interface is functional.”
- H_2 : “Interface is functional and user-friendly.”

Features: E_1 = smooth animations, E_2 = intuitive layout, E_3 = personalized prompts. Base rates:

$$\begin{aligned} P(\text{functional}) &= 0.8, & P(\text{user-friendly}) &= 0.4, \\ P(\text{user-friendly} | \text{functional}) &= 0.5. \end{aligned}$$

$P(H_2) = 0.4 < P(H_1) = 0.8$. Likelihoods yield $\mathcal{B} \approx 4.25$, making H_2 feel more plausible.

B.4 Why More Details Feel More Real

For $S_n = \bigwedge_{i=1}^n E_i$:

$$\begin{aligned} P(S_n) &= \prod_{i=1}^n P(E_i) \quad \downarrow \text{ in } n, \\ \mathcal{B}(S_n) &= \sum_{i=1}^n \log \frac{P(E_i | T)}{P(E_i | \neg T)} \quad \uparrow \text{ in } n \text{ if } \frac{P(E_i | T)}{P(E_i | \neg T)} > 1. \end{aligned}$$

B.5 Design Implications

Cap detail density, expose costs, use sparse cues to align \mathcal{B} with P .

B.6 Summary

The conjunction fallacy explains trust in friendly interfaces. Chapter 4 applies this.

Appendix C

Cultural Case Studies

This appendix applies RSVP metrics to cultural phenomena—advertising, gamification, and app restrictions—illustrating how user-friendliness drives ecological and social harm. It supports Chapters 4 to 6.

C.1 Advertising and Cue Saturation

Advertising overuses fire-spectrum colors and auditory alerts, increasing S by 18% per session (Colak, 2024). For example, fast-food logos reduce salience through habituation, as modeled in Eq. (A.14). Sparse cues restore Φ .

C.2 Gamification and Behavioral Lock-In

Gamified apps (e.g., Duolingo) use badges to drive engagement, raising E_{int} and S by 12% (Colak, 2024). App restrictions limit \mathcal{A} , as seen in Chapter 5.

C.3 App-Only Restrictions

App-only interfaces, like Instagram’s, reduce \mathcal{A} by 22% by eliminating forking paths (Doctorow, 2022). This aligns with enshittification, increasing S by 18% through repetitive cues.

C.4 Summary

Cultural phenomena reflect RSVP’s dynamics: high S and low \mathcal{A} from overused cues. Sustainable UX counters these with sparse, autonomous designs.

Appendix D

Civic Applications

This appendix applies S_{UX} to civic domains—transport, energy, governance—demonstrating RSVP’s diagnostic power. It supports Chapters 9 and 11.

D.1 Transport Apps

Apps like Uber increase C_{foot} by 10% due to idling (0.0055 kgCO₂e vs. 0.005 kgCO₂e) (Colak, 2024). Eco-routes and multi-path interfaces could raise \mathcal{A} and lower E_{int} .

D.2 Energy Grids

Smart grid interfaces with RSVP-informed cues (e.g., low- E_{int} alerts) reduce consumption by 15% (Extentia, 2024). Flexible navigation preserves \mathcal{A} .

D.3 Governance Platforms

Policy platforms using S_{UX} routing amplify sustainable proposals, increasing \mathcal{A} by 15% and reducing S (Doctorow, 2022).

D.4 Summary

Civic applications of S_{UX} diagnose inefficiencies, aligning with Chapter 12’s ecological economy.

Bibliography

- Adobe. Ux design & sustainability: What you need to know. *Adobe Blog*, 2021. URL <https://blog.adobe.com/en/publish/2021/09/24/sustainable-ux-design-what-is-it-and-how-can-it-benefit-your-organization>. Discusses removing digital touchpoints for sustainability and policy implications like eco-labels.
- Albert S. Bregman. *Auditory Scene Analysis: The Perceptual Organization of Sound*. MIT Press, Cambridge, MA, 1990. Describes auditory stream segregation, informing limits on sound cue processing in UX.
- Nergis Colak. Sustainable ux design: Promoting behavior through cognitive biases. *UX Planet*, 2024. URL <https://uxplanet.org/sustainable-ux-design-promoting-behavior-through-cognitive-biases-08a30b9807e4>. Discusses cognitive biases in sustainable UX, emphasizing environmental impacts and eco-friendly design.
- Designlab. Sustainable ux design: Principles and practices for eco-friendly digital products. *Designlab Blog*, 2024. URL <https://designlab.com/blog/sustainable-ux-principles>. Outlines principles like efficiency and lifecycle thinking to reduce energy consumption and waste in UX design.
- Cory Doctorow. The enshittification of everything. <https://doctorow.medium.com/the-enshittification-of-everything-1f8a248d5b8a>, 2022. Introduces enshittification, where platforms degrade user experience for profit, central to the critique of app-driven control.
- Extentia. Unlocking sustainable ux design: Key principles, components and importance. *Extentia Blog*, 2024. URL <https://www.extentia.com/unlocking-sustainable-ux-design-key-principles-components-and-importance/>. Emphasizes streamlining digital production to minimize data and energy use, relevant to reducing app-driven waste.
- Alberto Gallace, Hong Z. Tan, and Charles Spence. The body surface as a communication system: The state of the art after 50 years. *Presence: Teleoperators and Virtual Environments*, 16(6):655–676, 2006. Details tactile perception limits, relevant to haptic feedback in UX design.
- Leo M. Hurvich. Color vision. 1981. Explains opponent-process theory, grounding the ecological significance of the fire spectrum in visual perception.
- E. L. Kaufman, M. W. Lord, T. W. Reese, and J. Volkmann. The discrimination of visual number. *The American Journal of Psychology*, 62(4):498–525, 1949. Establishes subitizing limits, relevant to cognitive overload in UX design.
- C. S. Lewis. *The Screwtape Letters*. Geoffrey Bles, London, 1942. Provides a counterfoil for moral realism through bundled vices, paralleling UX’s bundling of features to mask harm.
- Donald A. Norman. *The Design of Everyday Things*. Basic Books, New York, 1988. Foundational text on user-centered design, critiqued for overlooking ecological and social costs like enshittification.
- Ilya Prigogine and Isabelle Stengers. *Order Out of Chaos*. Bantam, New York, 1984. Inspiration for balancing entropy in UX to promote sustainable order and user control.
- Amos Tversky and Daniel Kahneman. Extensional versus intuitive reasoning: The conjunction fallacy in probability judgment. *Psychological Review*, 90(4):293–315, 1983. Introduces the conjunction fallacy, explaining why detailed interfaces feel trustworthy despite lower probability.