TECHNICAL RESEARCH REPORT

Social and Psychological Influences on Computer User
Frustration (Newhagen book chapter, 2002)

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(Newhagen book chapter)
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Abstract
As computer usage has proliferated, so has user frustration. Even devoted and
knowledgeable users encounter annoying delays, incomprehensible messages, incompatible files,
and indecipherable menus. The frustration generated by these problems can be personally
disturbing and socially disruptive. Psychological and social perspectives on frustration may
clarify the relationships among variables such as personality types, cultural factors, goal
attainment, workplace anger, and computer anxiety. These perspectives may also help designers,
managers, and users understand the range of responses to frustration, which could lead to
effective interventions such as redesign of software, improved training, better online help, user
discipline, and even resetting of national research priorities.