

TECHNICAL RESEARCH REPORT

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

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Social and Psychological Influences on Computer User Frustration
(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.