

# Contents

<b>1 Experience</b> .....	1
1.1 Origins .....	1
1.2 A Basis for Experience .....	3
1.3 Definitions of UX .....	8
1.4 Experience Over Time .....	13
1.5 A New Definition of UX .....	15
1.6 Conclusions .....	18
References .....	19
<b>2 Everyday Involvement with Technology</b> .....	23
2.1 Everyday Involvement ... ..	24
2.2 ... As Shared Sense-Making .....	26
2.3 ... As Appropriation .....	32
2.4 ... Leading to Familiarity .....	34
2.5 ... Resulting in Being-with .....	37
2.6 Conclusions .....	40
References .....	41
<b>3 Other Social Beings</b> .....	45
3.1 Origins .....	47
3.2 Social Robots .....	49
3.3 Digital Assistants and Chatbots .....	60
3.4 Anthropomorphism .....	62
3.5 Authentically Social? .....	67
3.6 Conclusions .....	69
References .....	69
<b>4 Affect</b> .....	75
4.1 Origins .....	77
4.2 Emotions About Technology .....	83
4.3 Emotions with Technology .....	88

4.4	Impressions	94
4.5	Feelings	97
4.6	Mood	100
4.7	Conclusions	101
	References	102
<b>5</b>	<b>Aesthetics</b>	<b>109</b>
5.1	Origins	111
5.1.1	The Savannah Hypothesis	113
5.1.2	Elegant, Useless Axes	114
5.1.3	A Psychedelic Footnote	116
5.2	Towards a Psychology of Aesthetics	116
5.2.1	Aesthetic Experience	117
5.3	The Aesthetic Turn	119
5.3.1	Attractive Things Work Better	120
5.3.2	Norman's Teapots	121
5.3.3	Distinguishing Between Function And Fun	122
5.4	Embodied Aesthetics	123
5.5	Neuroaesthetics	124
5.5.1	The Gestalt Laws of Perception	125
5.6	Conclusions	127
	References	128
<b>6</b>	<b>Killing Time with Technology</b>	<b>131</b>
6.1	The <i>Other</i> Treatment of Experience	131
6.2	Two Modes of Experience	133
6.3	A Third Form of Experience: Killing Time	134
6.4	The Three Dimensions of UX	136
	References	139