Current work

Total over 1000 responses, over 300 detailed responses. We will attempt to verify findings with a larger and more diverse sample, investigate how methods are used in more depth, explore regional differences among HCI professionals, and investigate how accessibility issues are considered.

Method: Survey (snowball sample) 190 usable responses

Job responsibilities (N = 135 detailed responses):
1. How do HCI professionals in industry define their job responsibilities?
2. How do professionals in different job titles consider end users?
3. What common HCI methods do professionals in industry use, to both (a) investigate and (b) communicate about end-users?
4. How do HCI professionals vary in attributes that are related to how they consider users? We explored empathy = key concept for “walking in the user’s shoes”.

Alignment to UCD principles
2. How do professionals in different job titles consider users? (UCD = user-centered design)
Gould and Lewis (1985): “describe approximately three to five major steps you consider good practice for designing, developing and evaluating a new computer system for users.”

HCI methods
3. What HCI methods do professionals use, to both (a) investigate and (b) communicate about end-users?

Empathy
4. How do HCI professionals vary in attributes that are related to how they consider users: empathy? Used Davis (1985) “Interpersonal Reactivity Index”.

Effect size

Role, conceptualization

Emotional
Intelectual

Differences were significant at the .10 level for both empathic concern, (48) = 1.95, p = .057, and personal distress, (48) = 1.71, p = .053. (Management sample too small)


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