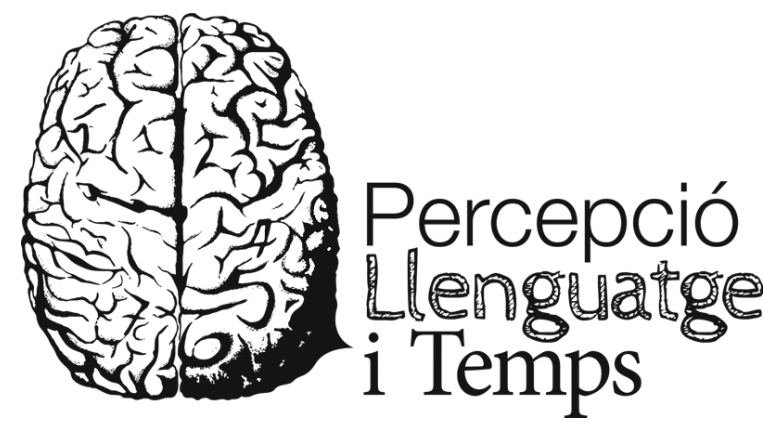


Conveying emotion in a textual world: Use of different resources in virtual communication

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Textual Computer-Mediated Communication cannot use NON-VERBAL LANGUAGE. Emotional information is mainly conveyed by non-verbal communication (face and body movement; paralinguistic; proxemics...)

Challenge: how is emotional information transmitted in Computer-Mediated Communication?

Hancock, Landrigan, & Silver (2007)
3 strategies:

- Verbal content
- Paralinguistic elements
- Emoticons

The Experiment

PARTICIPANTS

102 participants (51 male; 51 female)
23 to 25 y.o. (Mean age 23,9)
First language: Catalan
Graduate students at Universitat Autònoma de Barcelona (Psychology and Speech Therapy)

PROCEDURE

Re-Writing Task.

Participants had to retype 36 emotionally neutral sentences in order to confer one of six different emotions: HAPPINESS, ANGER, SURPRISE, SADNESS, FEAR, DISGUST.
(not adding or changing any word)



SCREEN SAMPLE:

I'm sure that the picture will show everything (DISGUST)

MATERIALS

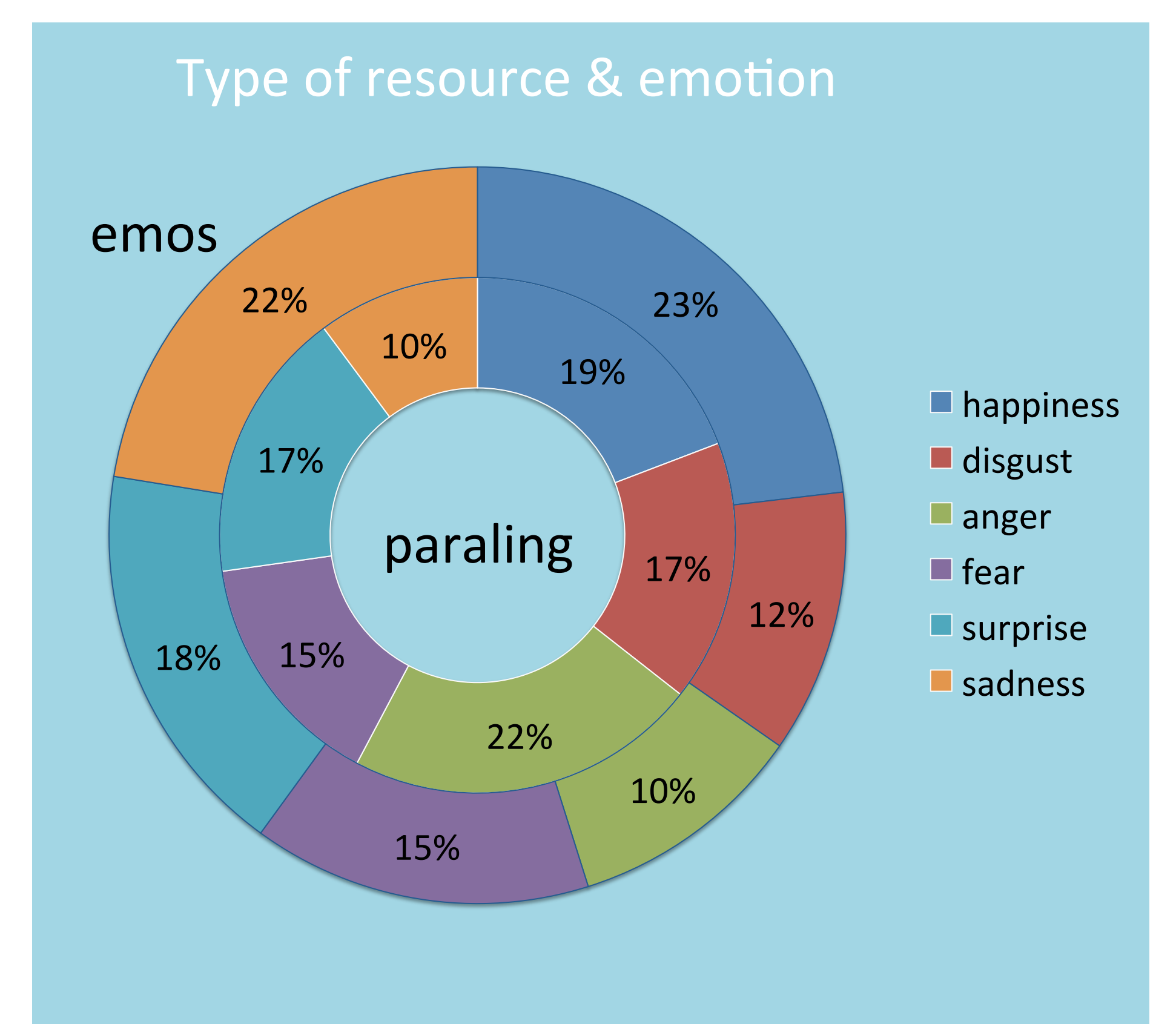
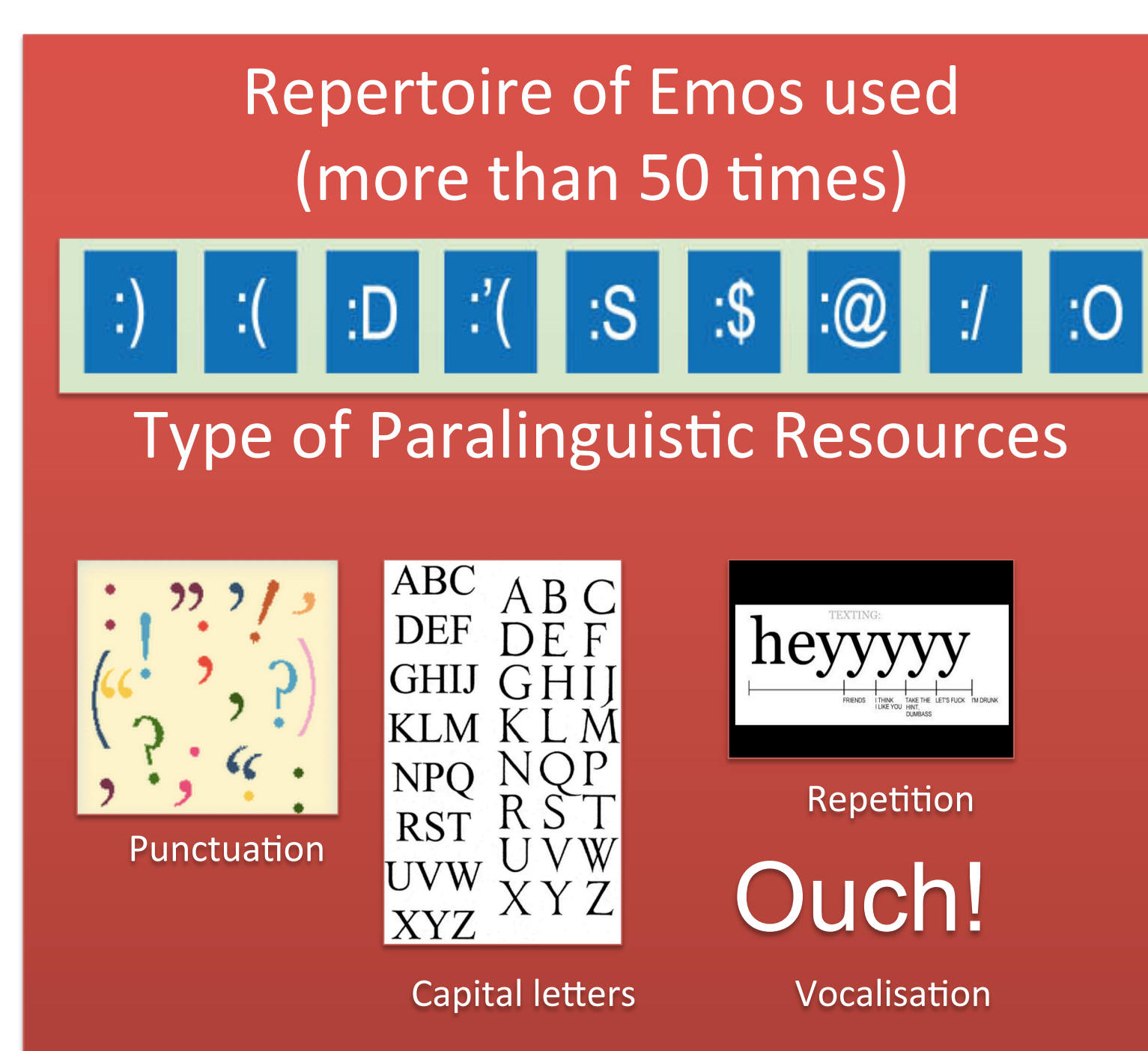
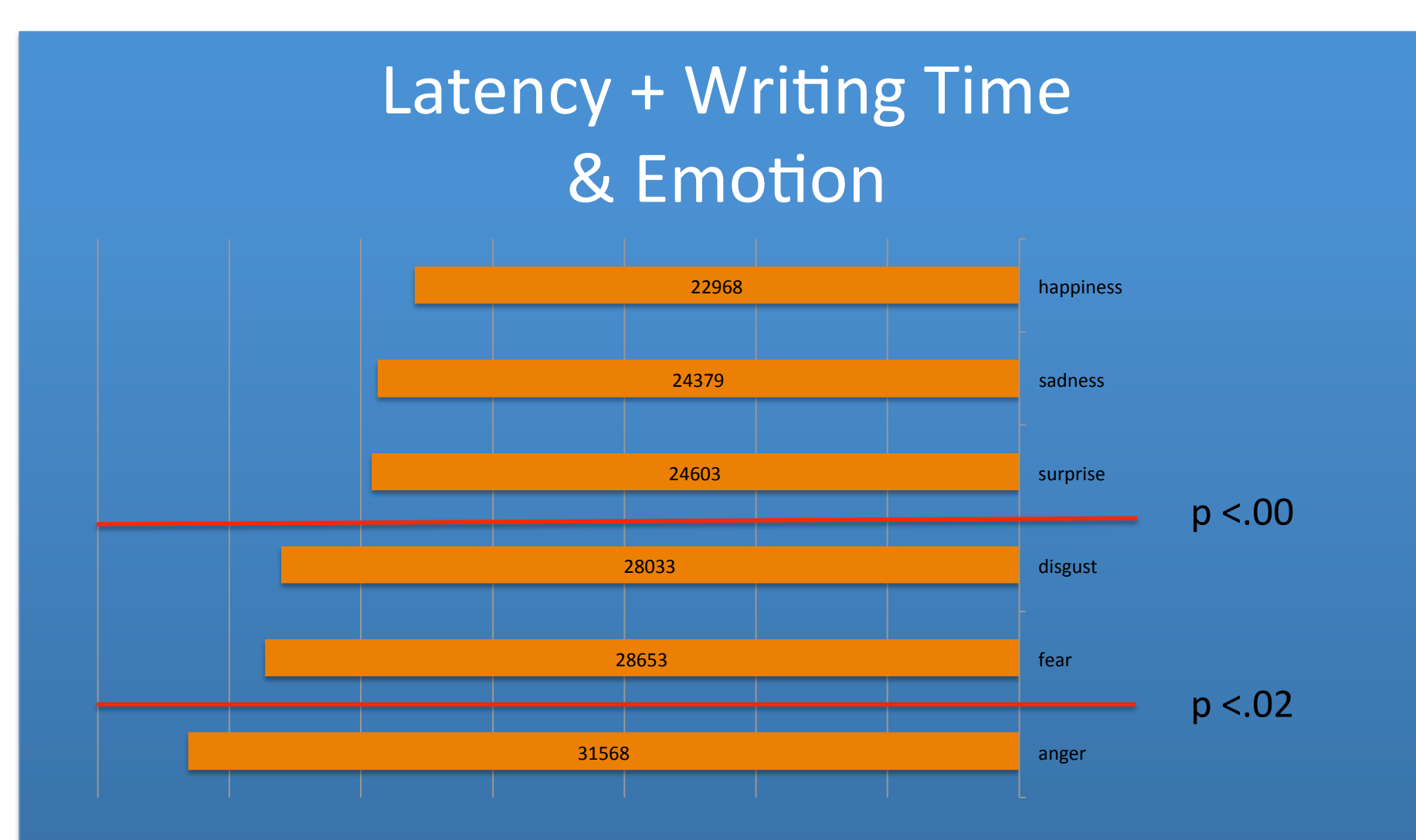
Apparatus: Personal computers provided at the UAB computer room
Ad Hoc Software application.

Stimuli: 36 sentences (6 sentences * 6 emotions). Emotions were randomly assigned to sentences.

Measures: Writing time (latency + typing)

Coding and categorising productions: ATLAS.ti©

Results



Conclusions

- Analyses of Latency+writing time per emotion suggest that participants were faster in conferring some emotions (happiness, sadness, surprise) than others (disgust, fear, anger).
- Emotions are expressed with different resources. Happiness, Sadness and Surprise are conveyed mainly by means of Emoticons; Anger and Disgust by means of Paralinguistic elements. Fear is expressed in an equal way with Emoticons and Paralinguistic elements.
- Both results seem to point out that the emoticons used to express Happiness, Sadness and Fear are standardized, thus easy to produce and process by the users.