THE EMOTIONS DURING THE INTERACTION BETWEEN USER AND ASSISTIVE PRODUCT

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The use of Assistive Products (AP) is part of the daily life of many people, it causes feelings and stimulates different emotional experiences. Disability is part of the human condition, and almost everyone will have a temporary or permanent disability at some point in their lives. AP is developed from a stated need aiming to promote quality of life for people with disabilities and it must meet the functional and emotional expectations from its user. In order to understand the emotional relationship in the person-product interaction, a descriptive qualitative research method was used, starting from a literature review. APs are the first steps towards greater freedom, inclusion, and participation with society. However, they may also be the causal factor of rejection or stigma. Although many assistive devices are functional, they generally have no appeal. To improve the daily lives of people who depend on these products, in addition to functional gratification they must meet the emotional and social needs of the user. Over the last few years, the concept of Emotional Design has been approached seeking to broaden the understanding of how products arouse emotions in people. Product Design and use involve, evoke and influence our moods, feelings, and emotions in many different ways. In an effort to summarize the results, it is noted that the research shows that emotions strongly influence the sense of well-being and the decision to use a product. The association of these two conditions (sensation and decision) when incorporated into the AP planning can influence subjective factors such as the reduction of social stigma, for example, in a way that the needs and desires of the user can be incorporated in the planning of the AP, resulting in the best experience possible when using the product.