

34th British Human Computer Interaction Conference 2021 Proceedings

“Post-pandemic HCI – Living
Digitally”



20th and 21st of July
University of West London
London (online)

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Preface

The British Human Computer Interaction (HCI) Conference 2021 is the annual flagship event of the BCS Interaction Specialist Group. On its 34th edition the conference unfolds against the backdrop of the Covid-19 pandemic. The 2020 edition was suddenly disrupted by this and partially cancelled, with only the Doctoral Consortium going ahead. On this year, we decided to press on and run the conference fully online. These proceedings contain the full papers and position (short) papers presented at the conference on 20th and 21st of July. Pre-conference events including workshops and doctoral consortium took place on the 19th of July. The papers presented on this day are documented in a separate proceedings volume also edited in the eWics series.

The conference was planned only in 6 months and counted with the participation of 120 attendees from 30 different countries from all continents. The programme unfolded over 3 days including 5 workshops, 1 doctoral consortium, 2 keynotes, 8 paper sessions including 20 full papers (37% acceptance rate) and 17 position (short) papers.

Over more than three decades the British HCI Conference has showcased research from the British and global HCI communities. The first one was held in 1985, and together with CHI (1982) and IFIP Interact (1984), is one of the oldest HCI conferences in the world. The conference has happened every year except in 1990, 1999 (as Interact took place in the UK) and 2019 (because of CHI Glasgow). The early conferences helped launch the careers of HCI researchers, educators and professionals who went on to become influential in this field. For instance, PhD students and early career researchers participating in the 1985 edition included Alan Dix, the late Mike Wilson, David Frohlich, Jared Siddiqi, Gilbert Cockton, Phil Gray, and Alan MacLean. Great general chairs over its many editions included Peter Johnson, Harold Thimbleby, Michael Harrison, Alastair Sutcliffe, Angela Sasse, Janet Finlay, Alistair Kilgour, Phil Gray and Gilbert Cockton, among several others.

In its first 2 decades the British HCI Conference was the largest annual European HCI conference. This was later undermined by the star definitions of the British Research Excellence Framework awarding lower rankings to so called “national” conferences. The growth of other local HCI communities in several countries also contributed to a subsequent fall in participation. Having said that, the British HCI Conference has now been expanding over the last few years despite the 2019 hiatus and the Covid-19 pandemic. This is evidenced in the diversity of the participants and quality of the papers presented in the 2021 edition.

The general theme of the conference is “Post-pandemic HCI – Living Digitally” highlighting current and future efforts for digital innovations in sociotechnical systems and related challenges and opportunities. The theme invites to think beyond the current pandemic and be hopeful. ‘Living digitally’ calls for interpreting and imagining how human-computer interactions and collaborations in all areas of human life may be shaped by the pandemics. Both conference keynotes addressed this theme from different perspectives:

Professor Anna Cox from the Interaction Centre in University College London speaks about how over the last decade, a small but steadily increasing group of people have worked remotely from their homes. With the arrival of the coronavirus pandemic, millions of people found themselves joining this group overnight. Is a substantial proportion of the workforce working from home the new future of work? In her talk, she examines the kinds of work that became remote work in response to the pandemic, outlines the challenges and experiences of workers making this switch, and presents a case for a renewed focus in HCI research on ‘traditional’ workplaces and working practices in the post-pandemic world to develop inclusive ideas about ‘the new future of work.’

With an industrial perspective, Dean Barker, vice-president of User Experience at United Health Group in the US, discusses in his keynote how not only our work and educational lives moved online in response to the current pandemic, but also our social lives. He argues how a post-pandemic reality will force us into being more fully digital and put us at risk of not being fully human. However, lessons learned from the pandemic can be carried forward. We can create a fully digital yet still fully human world by building empathy across boundaries. The theories, models, and frameworks of our discipline can be used to build organizational and societal empathy by creating communities, improving communication, and fostering inclusion. He concludes how this, in turn, can accelerate and transform digital experiences to become more useful, usable, and accessible if we can lead the way.

The full and position papers in this volume are largely underpinned by this theme while covering varied topics concerning virtual and augmented reality, design methods, HCI perspectives on IT security, value-based HCI, HCI for healthcare, education and socio-technical HCI. Paper authors include national and international researchers inside and outside academia, PhD students, industry professionals established scholars, and senior researchers, who value HCI as an interdisciplinary field.

This publication has resulted from a selective peer review process with each paper being reviewed by at least 3 members of the international programme committee. This process led to a top-quality programme with clear contributions to the HCI field. Authors of the best full papers have been invited to develop their submissions and publish them in a Special Issue of the Journal *Interacting with Computers*, which is the flagship publication of the BCS Interaction Specialist Group.

On behalf of the organising committee, we sincerely hope you enjoy these papers as much as we did in selecting and curating them for these proceedings. The British HCI Conference 2022 will return to Keele University with its traditional face to face format while also retaining online access. In 2023 and the conference will be co-located with IFIP Interact at the University of York. Clearly the future augurs well for the increased success and prominence of the conference across British and international HCI communities.

Jose Abdelnour Nocera
Helen Petrie
Gavin Sim
Torkil Clemmensen
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Acknowledgements

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- ❖ **BCS, The Chartered Institute for IT** for supporting historically supporting this and previous conferences over the years.
- ❖ **The BCS Interaction Specialist Group** for being the backbone to this conference series and the British HCI community over three decades.
- ❖ **The BCS Sociotechnical Specialist Group** for supporting this event and promoting it amongst its members, networks and the wider sociotechnical community in the UK and overseas.
- ❖ **The Sociotechnical Research Group for Innovation and User Experience at The University of West London** for providing its human and technical resources to host this conference successfully
- ❖ **The European Society for Socially Embedded Technologies (EUSSET)** for promoting the conference amongst its members, networks and the wider EUSSET community.
- ❖ **Our International Programme Committee** who helped us select and bring quality submissions to this conference.
- ❖ **The staff at the University of West London Events and Finance teams** for help with administrative and IT support.

Thanks to all the contributors for making the British HCI Conference series a continuing success.

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- Full Paper: What do mobile AR game players complain about?: A qualitative analysis of mobile AR game reviews, Misbahu Zubair, University of Central Lancashire
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