

Additional Information About the Experiment

The following paragraphs provide additional information about the experiment.

There was no restriction for participants in using one or two hands to type. Nevertheless, in a post-experiment questionnaire, we found that only 8 participants used the right hand, and 1 participant used the left hand while typing. All other remaining 61 participants used both hands.

The device was locked in portrait mode because this is the usual orientation for chatting (no participant complained). Swiping gestures, auto-completion, and auto-correction were disabled to make it consistent between participants. On the other hand, participants could use the symbolic keyboard, and they could chat during emotional surveys. Restricting chatting during emotional surveys is difficult because the survey was filled in on an external tablet. Apart from the 20 seconds time limit to start the rating, we did not put a time limit to fill in the survey to not put additional pressure on the rating, which could introduce a negative bias.

53% of the user were iOS users. According to the post-questionnaire, 49% of the participants felt very comfortable with the smartphone, 44% medium comfortable, and only 5% little comfortable (with the lowest rating being not at all comfortable). Thus, we conclude that although the keyboard differs between smartphones, participants were not affected too much by readjusting to another keyboard.