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Mastering software: gamification of a help system

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Abstract

All software applications provide some sort of help system to users but it is rarely used even if they get stuck. Instead, most users choose a trial and error approach which limits the learning about the software's capabilities and functionalities and can even result in inappropriate use. Current... [Read more](#)

Keywords

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Gamification is the utilization of game-design elements and gaming concepts in non-gaming frameworks. Gamification commonly employs applying different mechanics typical for computer/mobile/online games used to improve user engagement and increase their involvement in the activity of the company, enhance organizational productivity, and marketing campaigns. Integrating enterprise gamification solutions into the working environment will turn routine work and day-to-day activities into a cognitive, gambling process. Because gamification elements usually exploit the sense of self-importance and a Enterprise Gamification Example #3 SAP Community Network. Professional communities are another growing area where gamification principles can serve to significantly motivate people to contribute to and boost knowledge/productivity exponentially. Just as Yelp rewards yelpers through a leveling system for contributing reviews, SCN, has been heavily applying game-mechanics since 2006 to provide users points by blogging, answering questions on forums, contributing to the wiki pages, or submitting whitepapers. The rewards/points are aggregated across the different areas and a lifetime leaderboard i