2. Researchers attempting to define computer anxiety suggest that involves a complex array of emotional reactions including fear, apprehension, hope, and personal threat.

3. Emotional reactions described as computer anxiety may be triggered by consideration of the implications of utilizing computer technology by planning to interact with a computer, or by actually interacting with a computer.

4. Computer anxiety may occur even though the situation poses no immediate or real threat.

5. Computer anxiety is probably an anxiety state rather than an anxiety trait and such is susceptible to change over time. (p. 42)

As technology continued to rapidly change, anxiety toward computers attracted the attention of psychologists and sociologists. Sieber, O'Neil, and Tobias (1977) determined through a review of research data that anxiety interfered with achievement utilizing traditional and computer-based instruction. Dukes, Discenza, and Couger (1989) reported that the effect of computer anxiety on the populace was a generalized phenomenon with an important effect in schools, businesses, government offices, and other organizations that use computers” (p. 198) Fariña (Fariña, Sobral, Arce, & Carames, 1990) stated, “anxiety is greatly detrimental to the interaction between man and computers, making it necessary to look for underlying causes” (p. 265) He further stated,

people with a positive attitude towards the computer see it as a tool for making work easier for mankind; those with a negative opinion see the computer as an alienating enemy of mankind, capable of invasion of primacy and universal surveillance or as an instrument that increases social inequality by helping the few control the majority and dominate society by affording them access to a wealth of information. (p. 266)

Many researchers agree that the more experience an individual has utilizing the computer, the less anxiety that individual will suffer (Glass & Knight, 1988; Harrington,