



Interacting with Decision Support Systems

By Madhavan, Poornima

Condition: New. Publisher/Verlag: VDM Verlag Dr. Müller | Empirical Studies of User Trust in Technology versus Trust in Human Teammates | The trust placed in decision support systems by the human user is a critical psychological factor that influences human dependence on technology. In this book, the concept of trust in human-automation dyads is compared and contrasted with that of human-human dyads. Two research studies are described that are based on the surmise that users apply norms of human-human interpersonal interaction to their interaction with intelligent machines. On the flip side, these studies also analyze the subtle differences in the manner in which humans perceive automated aids compared to human teammates. The research culminates in a theoretical framework that synthesizes the process of trust development in human teammates versus automated decision aids. The overarching goal of this book is to propose solutions for facilitating the quantification and prediction of human responses to technology, and provide implications for the optimal design of decision support systems. This topic is relevant to professionals in the fields of Human Factors, Human-Computer Interaction, Applied Psychology, Cognitive Science, Industrial and Systems Engineering, and Ergonomics. | Format: Paperback | Language/Sprache: english | 124 gr | 80 pp.



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