

Association for Information Systems AIS Electronic Library (AISeL)

SIGHCI 2008 Proceedings

Special Interest Group on Human-Computer
Interaction

2008

User Behavior and Decision Making: The role of decisional Guidance in Decision Support

Alison Parkes

The University of Melbourne, aparkes@unimelb.edu.au

Michael Davern

The University of Melbourne, mjdavern@unimelb.edu.au

Follow this and additional works at: <http://aisel.aisnet.org/sighci2008>

Recommended Citation

Parkes, Alison and Davern, Michael, "User Behavior and Decision Making: The role of decisional Guidance in Decision Support" (2008). *SIGHCI 2008 Proceedings*. 25.

<http://aisel.aisnet.org/sighci2008/25>

This material is brought to you by the Special Interest Group on Human-Computer Interaction at AIS Electronic Library (AISeL). It has been accepted for inclusion in SIGHCI 2008 Proceedings by an authorized administrator of AIS Electronic Library (AISeL). For more information, please contact elibrary@aisnet.org.

User Behavior and Decision Making: The role of decisional Guidance in Decision Support

Alison Parkes

The University of Melbourne, Australia
aparkes@unimelb.edu.au

Michael Davern

The University of Melbourne, Australia
mjdavern@unimelb.edu.au

ABSTRACT

The very nature of decision support systems (DSS) is to guide and support the user. Yet decisional guidance has surprisingly not dominated empirical DSS research. In this research we examine the role of decisional guidance in decision support. We postulate that the effect of decisional guidance on decision outcomes is mediated by the subjective experience of the user in interacting with the DSS. Furthermore we develop a theoretical and empirical analysis of the different role decisional guidance plays for users of different levels of domain expertise: novices and experienced (but not expert) practitioners. Using a purpose built experimental platform with 135 subjects we find the effects on decisional guidance on perceptions of the DSS and confidence in decision outcomes varies interactively between type of guidance (informative versus suggestive) and level of expertise

KEYWORDS: Decision support, human computer interaction, decisional guidance, expertise, confidence, perceived usefulness.