Test Result Matrix

Person	Reliable	Dependable	Understandable	Accessible	Confidence	Problem Sharing	Warmth	Listening	Trust
Qasim	4	4	4	4	3	1	3	4	4
Domantes	3	2	4	2	3	1	2	2	1
Nick	3	3	4	3.5	3	3.5	3	3	2
Bram	3	2	4	2	3	1	3	2	4
Charlie	4	2.5	3.5	3.5	4	3.5	2.5	3.5	3.5
Total	17	13.5	19.5	15	16	10	13.5	14.5	14.5

General Feedback

Participants expressed concerns about divulging personal information (e.g. financial information) to chatbots.

They also mentioned that the text interface should be better spaced out and that the text should be bigger to account for people with decreased eyesight.

Research Results

It is clear from the above matrix that anything under 14 requires some additional work in the dialogue. This includes dependability, warmth and problem sharing. These are the areas we will tackle in the final iteration of the dialogue.

As for understandability, reliability and confidence, these particular fields have exceeded our expectations. This is because users comprehended the language of the chatbot, showing that it is very straight forward (understandability) and that users trusted the information from the bot because they knew it was from the hospital (reliability). Users also felt comfortable answering the bot (confidence).

Recommendations

Have a section in the dialogue dedicated to asking about how the user is doing and whether they're okay.

Warmth can be accordingly adjusted with the level of competence already in the dialogue.

Problem sharing:

The aspect of the chatbot that received the lowest score was Problem Sharing. Do test subjects feel like they can share their problems with the Bob?

During the tests, the subjects did not really think aloud and therefore did not provide us with new insights. Possible reasons that the score was low could be

- No input from the user. The bot only had
- Sharing your problems with a bot? (hospital staff that keeps records)

Test Result Matrix II

Person	Reliable	Dependable	Understandable	Accessible	Confidence	Problem Sharing	Warmth	Listening	Trust
Rikky	3	3	4	2	1	2	3	3	4
Olaf	4	3	4	3	4	2	4	2	4
Total	7	6	8	5	5	4	7	5	8