

# Veracity Technology Spearhead

Enabling end-to-end veracity within value exchange ecosystems

## Understanding Human Contestation of AI Decisions

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### When would you disagree with an AI's decision?

Further, when would you go out of your way to contest that decision through an appeals process? Would you take the same action if you were happy with the outcome but unhappy with the data or process used to make that decision?

What factors in your life might change your decision to contest?

- ◆ Cultural norms?
- ◆ Personality traits?
- ◆ Experience with AI systems?

What factors can an entity employing AI decision making use to support your contestation?

- ◆ User Interface?
- ◆ Explainable AI?
- ◆ Contestation process design?

The field of contestable AI is young and has lacked a framework for understanding the way a human might choose to (or to not) contest.

Our research offers the following conceptual framework for understanding human-AI contestation to support the research, regulation, and development of contestable AI systems.

