

Veracity Technology Spearhead

Enabling end-to-end veracity within value exchange ecosystems

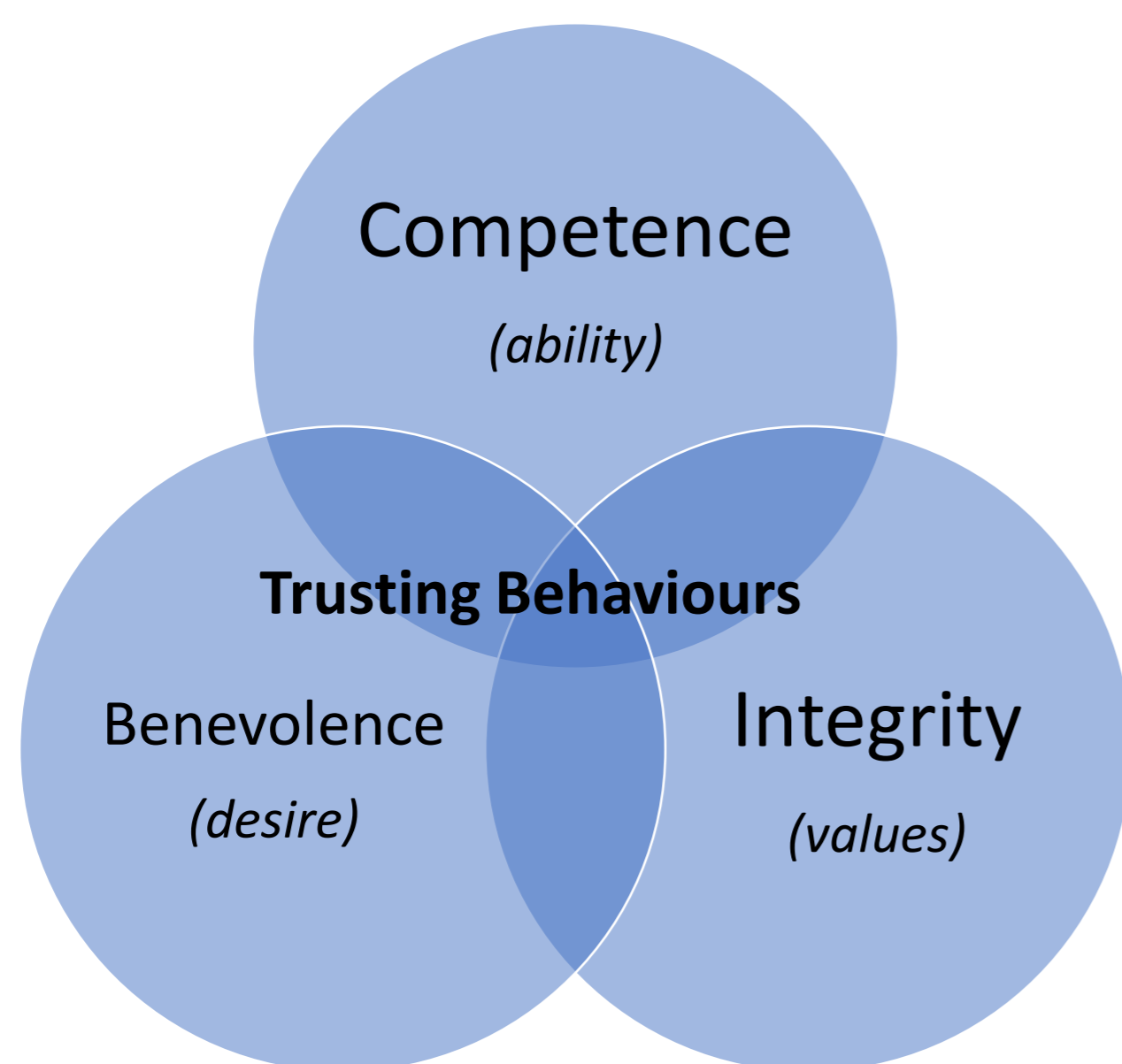
Digital Trust: A Human Perspective

Kelly Blincoe, University of Auckland
Camila Costa Silva, Victoria University of Wellington



Trust between people

Initial trust is based on a person's own disposition to trust, conditions that can lead to success, and trusting behaviours of the other person: competence, benevolence, and integrity [1].



However, trust has been primarily studied from the perspective of human, face-to-face interactions. If interactions are mediated by technology, other contextual factors are also important, including the likelihood of future encounters (temporal), reputations of the people involved (social), and the rules that govern behaviour (institutional) [2]. Technology-mediated trust can also be subjective given the fact that people have different attitudes towards technology.

Trust of digital technology

When considering trust of digital technology itself, including software products and AI, there are both intrinsic and extrinsic properties considered by the people using the digital technology [3].

Intrinsic properties	Extrinsic properties
<ul style="list-style-type: none">*Accuracy and correctness*Security and privacy*Reliability and dependability*Transparency, explainability, interpretabilityVisual appearance and usabilityFamiliarityTrialabilityFairnessCollaboration and communicationSociability and bondingAutonomy	<ul style="list-style-type: none">Trust of the tech creatorsReviews of tech productUsers' perceptions of<ul style="list-style-type: none">tech/AI in generalhow decisions are madecapabilitiesgoal congruencereputationAccountabilityConcerns over job loss

Blue are discussed by software developers; * commonly discussed, others rarely discussed

What do software creators consider

We examined conversations between software developers on a variety of channels including Gerrit (a software code review platform), Discord (an instant messaging platform), StackOverflow (a Q&A website), and ChatGPT (conversations between developers and ChatGPT). We found that software developers discuss only a limited set of the factors that people consider in their trust decisions (shown above). A broader view is needed to ensure trustworthy digital technology.

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