

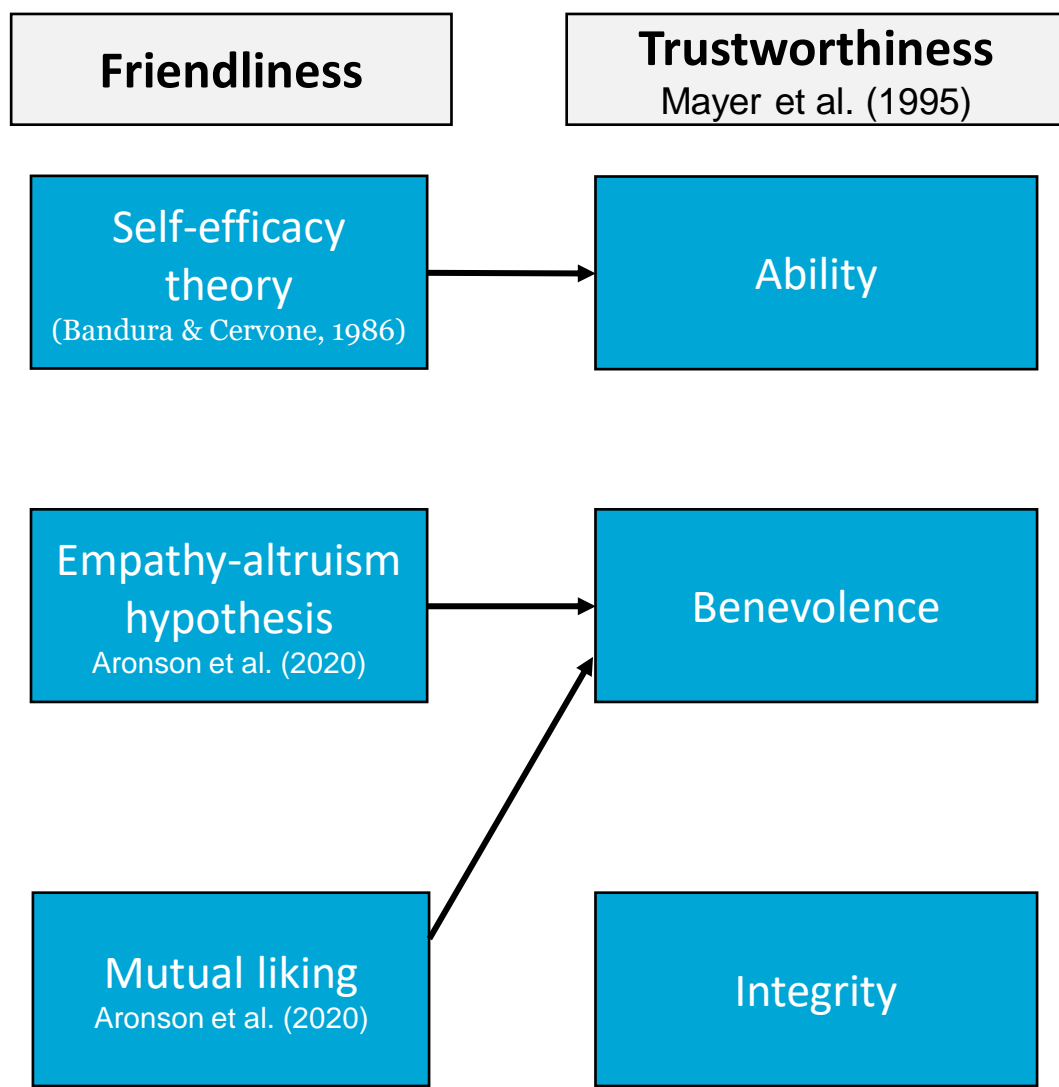
Friendly machines and difficult humans



Hypothesis

Friendly behavior of an agent improves human trustworthiness

1. Literature



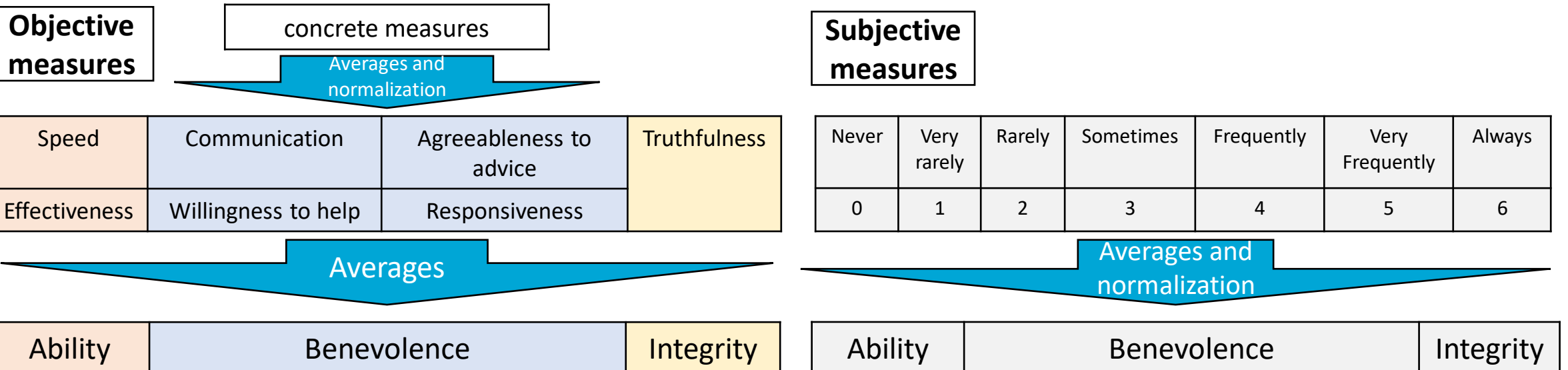
2. Methodology

Experiment (MATRX: Search and Rescue)

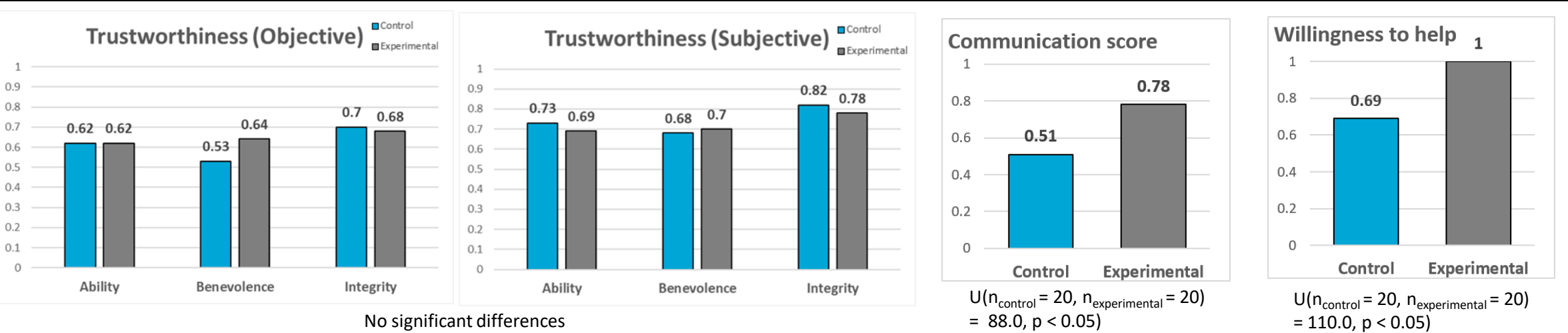


The game	Search together for victims. Pick them up and bring them to the drop off location. Communicate with each other.
Control group	The agent speaks in a neutral voice, asks for help and gives suggestions.
Experimental group	Additionally, the agent: <ul style="list-style-type: none"> - tells a personal story (Manney, 2008) - makes human part of in-group (Snyder et al., 2010) - gives encouragement - is affectionate - stimulates collaboration
Questionnaire	<ul style="list-style-type: none"> - Were you capable? - Did you want to help the agent? - Were you honourable?

3. Data collection and analysis (control and experimental group 20 participants each)



4. Results



5. Limitations and future work

Implementation of friendliness	Validity of the metrics	Confounding variables
<ul style="list-style-type: none"> - Do theories about prosocial behaviour apply to human-agent relationships as well? - Does an friendly implementation exist that significantly improves human trustworthiness? 	<ul style="list-style-type: none"> - Did the metrics really measure trustworthiness? - What are good metrics to measure trustworthiness in an objective way? 	<ul style="list-style-type: none"> - Lag in the game of the experimenter. - Differences in explanations by the experimenter

6. Conclusions

- The research gives some evidence that a friendly agent increases the benevolence of a human towards the agent.
- In general, the research gives insufficient evidence to confidently conclude that a friendly agent improves human trustworthiness in a collaborative setting.

6. References

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