

Epistemic vigilance in Human-Robot Interaction

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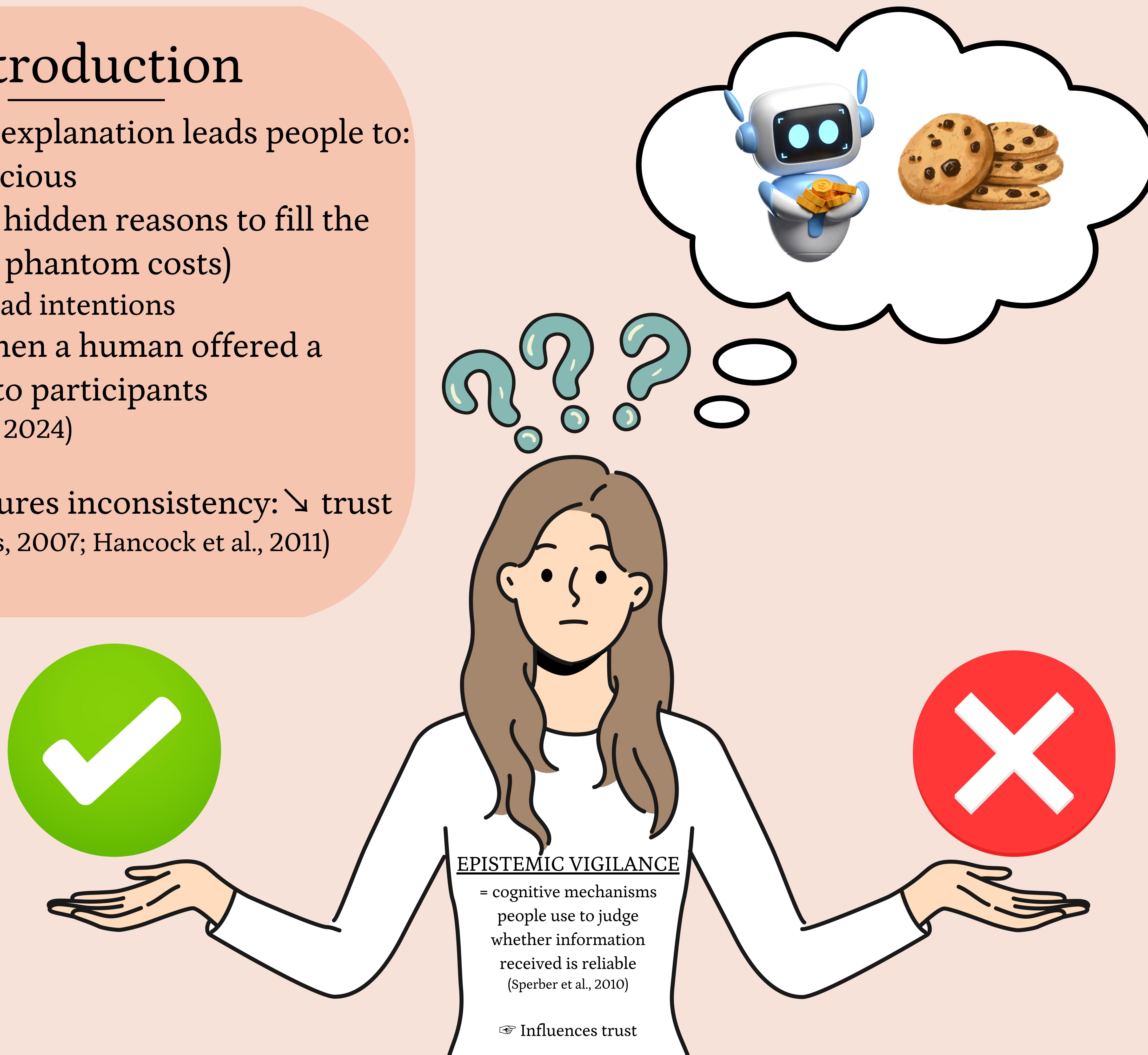
Introduction

Insufficient explanation leads people to:

- be suspicious
- look for hidden reasons to fill the gap (i.e., phantom costs)
 - e.g., bad intentions

☞ Found when a human offered a cookie + \$2 to participants
(Vonasch et al., 2024)

Robot's features inconsistency: ↓ trust
(Gong and Nass, 2007; Hancock et al., 2011)



Objectives and Results

RQ1. Do people perceive phantom costs when interacting with robots? ☞ YES
-> Lebrun et al. (2024): replication of Vonasch et al. (2024) with robots

Though: robot said “I was eating cookies with friends”
☞ Some participants said “robots do not eat nor have friends” and perceived more phantom costs. Why?

RQ2. Does reliability of the information communicated by a robot influences trust and plays a role in phantom costs perception?

Implications

- Understand human-robot interaction better
- Know how people process robots' behaviors and how this influences attribution of intentions to robots
- Provide new insights about how sufficient and reliable robot's behaviors should be

References

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