Keys: the development of IS artifacts, which makes the software from the passive to active. In fact, it refers to questions “can machine ‘think’?”, “who takes responsibilities? (权责转移)”,

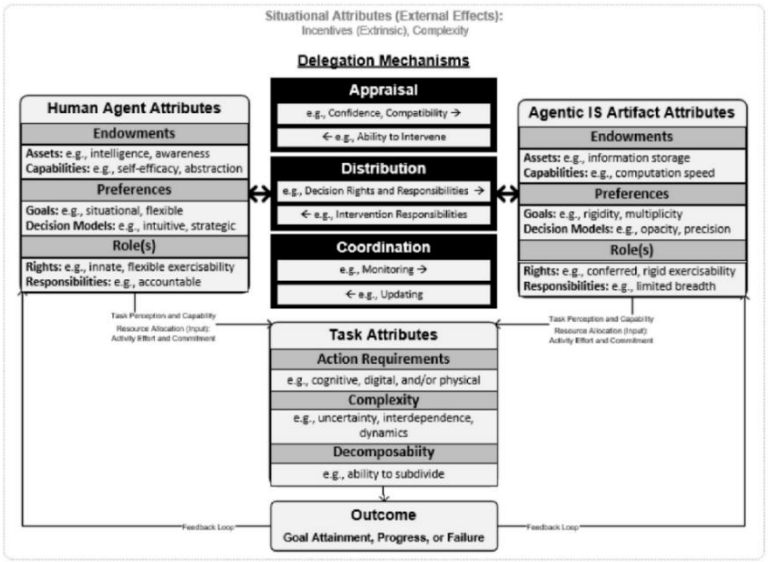
Pointed out that studies of IS use focused too much on the human agent and overlooked the importance of IS artifacts themselves. Based on this view, the authors introduced delegation - transferring rights and responsibilities for task execution and outcomes to another - to explain human-agentic IS artifact relationship. Furthermore, a delegation theoretical framework is established to study the relationships.

Question - how rights and responsibilities are transferred?
Three dimensions: agency, the increasingly agentic nature of IS artifacts, and prior work related to delegation

Key Definitions:
agentic IS artifact refers to rational software-based agents that have the ability to perceive and act, such as take on specific rights for task execution and responsibilities for preferred outcomes. To elaborate, a rational software-based agent is “a computer system, situated in some environment, that is capable of flexible autonomous action in order to meet its design objectives”

Agentic Archetypes - surrounding the “decision making”
Reflexive - decisions are limited to models
Supervisory - evaluate deviations from the norm and seek to guide decision making (monitor progress)
Anticipatory - apply model-based “reasoning” to anticipate needs or wants (deepseek?)
Prescriptive - substitutes for either behavior-based decision-making or outcome-based decision making by prescribing or taking actions (autonomous vehicles)

Framework



Theory: mental model theory/ grounded cognition theory

H1: Compared to static 2D presentation, VR presentation (via interactive viewing) enhances users' perceived control.

H2: Compared to static 2D presentation, VR presentation (via interactive viewing and depth cues) increases users' acquired information.

H3: Perceived control positively influences users' mental model quality.

H4: The amount of acquired information positively influences users' mental model quality.

H5: Users' mental model quality positively influences their mindful decision-making.

Independent

VR Presentation - 2 features

- interactive viewing
- depth cues

Dependent

mental models - 2 factors

- Perceived control - 2 aspects

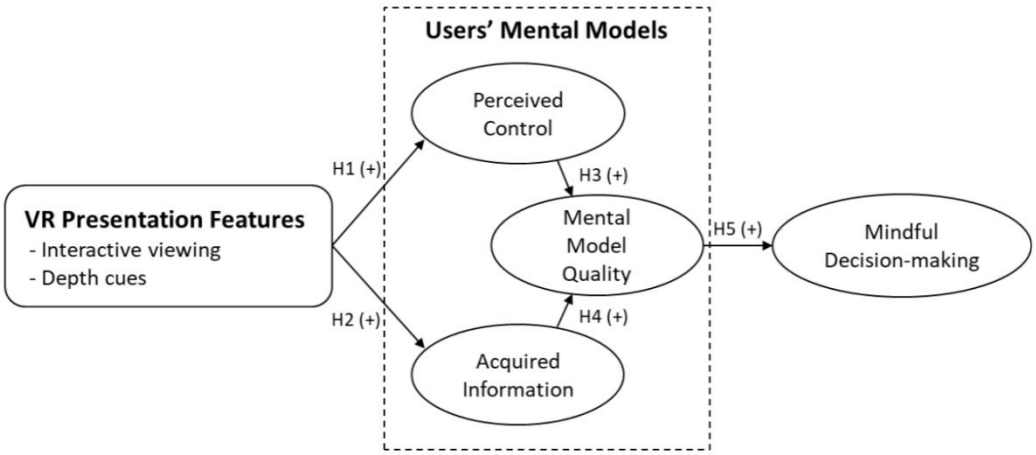
- perceived ability to choose information and guide an interaction. It concerns users' control over what information is presented.

- users' navigability, which concerns their control of how the information is presented.

- Acquired information

mindful decision-making - 4 dimensions

- engagement with the product,
- novelty-seeking,
- awareness of local context,
- cognizance of alternative products



Theory: The Emotional as Social Information (EASI) Model

Research questions:

1) do emoticons affect eWOM persuasiveness in the context of SNS?

H1: An eWOM message with emoticons is perceived to be more persuasive than the same message without emoticons

2) if emoticons do exert a persuasive effect on eWOM, what are the key mechanisms underlying that effect?

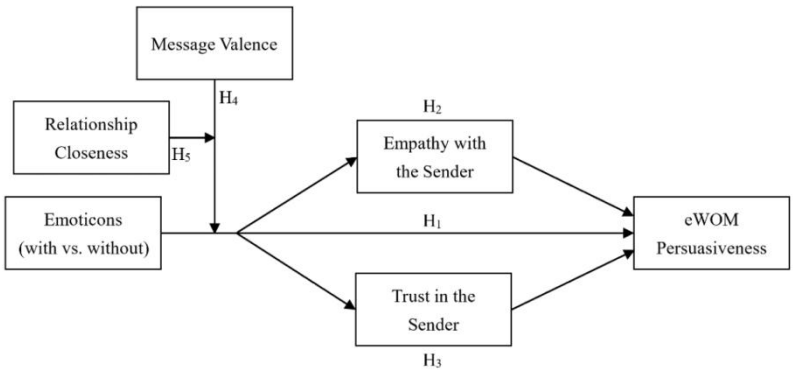
H2: Recipients' empathy with the message sender ***mediates*** the positive effect of emoticons on eWOM persuasiveness

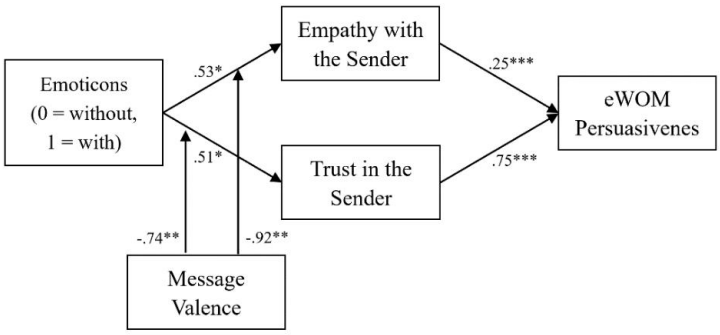
H3: Recipients' trust in the message sender ***mediates*** the positive effect of emoticons on eWOM persuasiveness

3) when will the effect of emoticons on eWOM persuasiveness be strengthened and when will it be weakened?

H4: The persuasive effect of emoticons is ***moderated*** by message valence. Specifically, emoticons used in a negative eWOM message have a stronger effect on recipients' empathy, trust, and, consequently, perceptions of eWOM persuasiveness than emoticons used in a positive eWOM message

H5: Relationship closeness between eWOM senders and recipients ***moderates*** the interactive effect of emoticons and message valence on eWOM persuasiveness.





Note: *** $p < 0.001$; ** $p < 0.01$; * $p < 0.05$.