Voice interfaces for Wikipedia

This experiment is about accessing Wikipedia information via a voice interface. A voice interface is a computer-generated menu/interface, which you get when for example calling helpdesks or your doctor. If you call such a voice interface you often get a menu like: For … press 1, for … press 2 etc. This is a voice interface.

*Vereist

Pre-survey

Before reading any further we ask you to fill in a quick general survey about some basic information we need.

1. **What is your gender? ***

   Markeer slechts één ovaal.

   ( ) Male

   ( ) Female

2. **What is your age? ***

   ....

3. **For which purpose do you use your mobile phone? ***

   Multiple answers are possible.

   Vink alle toepasselijke opties aan.

   [ ] Internet

   [ ] Texting

   [ ] Making calls

4. **Have you ever used a voice interface before? ***

   For example when calling a helpdesk or the doctor.

   Markeer slechts één ovaal.

   ( ) No, never.

   ( ) Yes, have used it once.

   ( ) Yes, once a year.

   ( ) Yes, once a month.

   ( ) Yes, once a week.

   ( ) Yes, daily.

5. **Have you ever used voice interfaces like Apple's Siri?** *

   Markeer slechts één ovaal.

   ( ) No, never,

   ( ) Yes, have used it once.

   ( ) Yes, once a year.

   ( ) Yes, once a month.

   ( ) Yes, once a week.

   ( ) Yes, daily.

Experiment

In this experiment you will test two voice interfaces. The experiment consists of two parts. In the first part, you will be asked to answer three questions with one voice interface and to fill in a survey about it. In the second part, we ask you to answer three questions with another voice interface and also fill in a survey about it.

For this experiment you will need a smartphone with the Skype app installed.

Use the following account to login to the Skype app.
User name: voice-interfaces
Password: voiceinterfaces01

When logged in you see two contact persons: A (00990009369991486423) and B (00990009369991488325).

For each contact person we want you to answer three questions. For each question you will make a separate call. After finding an answer to a question you immediately hang up. You should do this for every question. After answering the three questions you will be asked to fill in a survey.

Part 1

First call contact person B and answer the following questions. First start with question 1. Remember to hang up after you have found the answer to the question. And write down the answer to the question. After that continue with question 2 etc.

If you already know the answer to a question in advance, you should still seek the answer to the question with the voice interface.

Part 1 Question 1

Call contact person B and answer the following question. Remember to hang up after you have found the answer to the question. If you already know the answer to a question in advance, you should still seek the answer to the question with the voice interface.

6. **Does a pumpkin contain zinc?** *

   If you cannot find an answer to this question, type 'Not found' in the textbox.

   ....

   ....

   ....

   ....

   ....

Part 1 Question 2

Call contact person B and answer the following question. Remember to hang up after you have found the answer to the question. If you already know the answer to a question in advance, you should still

seek the answer to the question with the voice interface.

7. **Is Gnocchi made from potatoes?** *
   If you cannot find an answer to this question, type 'Not found' in the textbox.

   ....

   ....

   ....

   ....

   ....

Part 1 Question 3

Call contact person B and answer the following question. Remember to hang up after you have found the answer to the question. If you already know the answer to a question in advance, you should still seek the answer to the question with the voice interface.

8. **What are the three main varieties of cucumbers?** *
   If you cannot find an answer to this question, type 'Not found' in the textbox.

   ....

   ....

   ....

   ....

   ....

Part 1 Survey

We now ask you to fill in the survey.

The survey gives you an opportunity to tell us your reactions to the system you used. Your responses will help me understand what aspects of the system you are particularly concerned about and the aspects that satisfy you.

To as great a degree as possible, think about all the tasks that you have done with the system while you answer these questions.

Please read each statement and indicate how strongly you agree or disagree with the statement by ticking a number on the scale. If a statement does not apply to you, tick N/A.

Whenever it is appropriate, please write comments to explain your answers.

Thank you!

9. **Overall, I am satisfied with how easy it is to use this system.**
   Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

10. *Vink alle toepasselijke opties aan.*

    ☐ N/A

11. **COMMENT**

....

....

....

....

....

12. **It was simple to use this system.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

13. *Vink alle toepasselijke opties aan.*

☐ N/A

14. **COMMENT**

....

....

....

....

....

15. **I could effectively complete the tasks using this system.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

16. *Vink alle toepasselijke opties aan.*

☐ N/A

17. **COMMENT**

....

....

....

....

....

18. **I was able to complete the tasks quickly using this system.**

Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

19. *Vink alle toepasselijke opties aan.*

☐ N/A

20. **COMMENT**

....
....
....
....
....

21. **I was able to efficiently complete the tasks using this system.**

Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

22. *Vink alle toepasselijke opties aan.*

☐ N/A

23. **COMMENT**

....
....
....
....
....

24. **I felt comfortable using this system.**

Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

25. *Vink alle toepasselijke opties aan.*

☐ N/A

26. **COMMENT**

....
....
....
....
....

27. **It was easy to learn to use this system.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

28. *Vink alle toepasselijke opties aan.*

☐ N/A

29. **COMMENT**

....
....
....
....
....

30. **I believe I could become productive quickly using this system.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

31. *Vink alle toepasselijke opties aan.*

☐ N/A

32. **COMMENT**

_____

_____

_____

_____

_____

33. **The system gave error messages that clearly told me how to fix problems.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

34. *Vink alle toepasselijke opties aan.*

☐ N/A

35. **COMMENT**

_____

_____

_____

_____

_____

36. **Whenever I made a mistake using the system, I could recover easily and quickly.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

37. *Vink alle toepasselijke opties aan.*

☐ N/A

38. **COMMENT**

_____

_____

_____

_____

_____

39. **The information (such as the instructions) provided with this system was clear.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

40. *Vink alle toepasselijke opties aan.*

☐ N/A

41. **COMMENT**

....

....

....

....

....

42. **It was easy to find the information I needed.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

43. *Vink alle toepasselijke opties aan.*

☐ N/A

44. **COMMENT**

....

....

....

....

....

45. **The information provided by the system was easy to understand.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

46. *Vink alle toepasselijke opties aan.*

☐ N/A

47. **COMMENT**

....

....

....

....

....

48. **The information was effective in helping me complete the tasks.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

49. *Vink alle toepasselijke opties aan.*

☐ N/A

50. **COMMENT**

....

....

....

....

....

51. **The organization of information in the voice interface was clear.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

52. *Vink alle toepasselijke opties aan.*

☐ N/A

53. **COMMENT**

....

....

....

....

....

54. **The interface of this system was pleasant.**
Note: The interface includes those items that you use to interact with the system. For example, some components of the interface are the keyboard and the voice of the system.
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

55. *Vink alle toepasselijke opties aan.*

☐ N/A

56. **COMMENT**

....

....

....

....

....

57. **I liked using the interface of this system.**
Note: The interface includes those items that you use to interact with the system. For example, some components of the interface are the keyboard and the voice of the system.
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

58. *Vink alle toepasselijke opties aan.*

☐ N/A

59. **COMMENT**

....
....
....
....
....

60. **This system has all the functions and capabilities I expect it to have.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

61. *Vink alle toepasselijke opties aan.*

☐ N/A

62. **COMMENT**

....
....
....
....
....

63. **Overall, I am satisfied with this system.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

64. *Vink alle toepasselijke opties aan.*

☐ N/A

65. **COMMENT**

....
....
....
....
....

You have finished part 1. You will now continue with part 2 of the experiment.

Part 2

Now call contact person A and answer the following questions. First start with question 1. Remember to hang up after you have found the answer to the question. And write down the answer to the question. After that continue with question 2 etc.

If you already know the answer to a question in advance, you should still seek the answer to the question with the voice interface.

Part 2 Question 1

Call contact person A and answer the following question. Remember to hang up after you have found the answer to the question. If you already know the answer to a question in advance, you should still seek the answer to the question with the voice interface.

66. **How many carbohydrates (carbs) does a potato contain?** *

If you cannot find an answer to this question, type 'Not found' in the textbox.

Part 2 Question 2

Call contact person A and answer the following question. Remember to hang up after you have found the answer to the question. If you already know the answer to a question in advance, you should still seek the answer to the question with the voice interface.

67. **Is the carrot a flowering plant?** *

If you cannot find an answer to this question, type 'Not found' in the textbox.

Part 2 Question 3

Call contact person A and answer the following question. Remember to hang up after you have found the answer to the question. If you already know the answer to a question in advance, you should still seek the answer to the question with the voice interface.

68. **Of what is maize an ingredient? Name 2.** *

If you cannot find an answer to this question, type 'Not found' in the textbox.

Part 2 Survey

We now ask you to fill in the survey.

The survey gives you an opportunity to tell us your reactions to the system you used. Your responses will help me understand what aspects of the system you are particularly concerned about and the aspects that satisfy you.

To as great a degree as possible, think about all the tasks that you have done with the system while you answer these questions.

Please read each statement and indicate how strongly you agree or disagree with the statement by ticking a number on the scale. If a statement does not apply to you, tick N/A.

Whenever it is appropriate, please write comments to explain your answers.

Thank you!

69. **Overall, I am satisfied with how easy it is to use this system.**
    Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

70. *Vink alle toepasselijke opties aan.*

    ☐ N/A

71. **COMMENT**

    ....
    ....
    ....
    ....
    ....

72. **It was simple to use this system.**
    Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

73. *Vink alle toepasselijke opties aan.*

    ☐ N/A

74. **COMMENT**

....

....

....

....

....

75. **I could effectively complete the tasks using this system.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

76. *Vink alle toepasselijke opties aan.*

☐ N/A

77. **COMMENT**

....

....

....

....

....

78. **I was able to complete the tasks quickly using this system.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

79. *Vink alle toepasselijke opties aan.*

☐ N/A

80. **COMMENT**

....

....

....

....

....

81. **I was able to efficiently complete the tasks using this system.**

Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

82. *Vink alle toepasselijke opties aan.*

☐ N/A

83. **COMMENT**

....
....
....
....
....

84. **I felt comfortable using this system.**

Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

85. *Vink alle toepasselijke opties aan.*

☐ N/A

86. **COMMENT**

....
....
....
....
....

87. **It was easy to learn to use this system.**

Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

88. *Vink alle toepasselijke opties aan.*

☐ N/A

89. **COMMENT**

....

....

....

....

....

90. **I believe I could become productive quickly using this system.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

91. *Vink alle toepasselijke opties aan.*

☐ N/A

92. **COMMENT**

....

....

....

....

....

93. **The system gave error messages that clearly told me how to fix problems.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	⬭	⬭	⬭	⬭	⬭	⬭	⬭	STRONGLY DISAGREE

94. *Vink alle toepasselijke opties aan.*

☐ N/A

95. **COMMENT**

_____

_____

_____

_____

_____

96. **Whenever I made a mistake using the system, I could recover easily and quickly.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

97. *Vink alle toepasselijke opties aan.*

☐ N/A

98. **COMMENT**

_____

_____

_____

_____

_____

99. **The information (such as the instructions) provided with this system was clear.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

100. *Vink alle toepasselijke opties aan.*

☐ N/A

101. **COMMENT**

_____

_____

_____

_____

_____

102. **It was easy to find the information I needed.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

103. *Vink alle toepasselijke opties aan.*

☐ N/A

104. **COMMENT**

....

....

....

....

....

105. **The information provided by the system was easy to understand.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

106. *Vink alle toepasselijke opties aan.*

☐ N/A

107. **COMMENT**

....

....

....

....

....

108. **The information was effective in helping me complete the tasks.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

109. *Vink alle toepasselijke opties aan.*

☐ N/A

110. **COMMENT**

....

....

....

....

....

111. **The organization of information in the voice interface was clear.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

112. *Vink alle toepasselijke opties aan.*

☐ N/A

113. **COMMENT**

....

....

....

....

....

114. **The interface of this system was pleasant.**
Note: The interface includes those items that you use to interact with the system. For example, some components of the interface are the keyboard and the voice of the system.
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

115. *Vink alle toepasselijke opties aan.*

☐ N/A

116. **COMMENT**

....

....

....

....

....

117. **I liked using the interface of this system.**
Note: The interface includes those items that you use to interact with the system. For example, some components of the interface are the keyboard and the voice of the system.
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

118. *Vink alle toepasselijke opties aan.*

☐ N/A

119. **COMMENT**

....

....

....

....

....

120. **This system has all the functions and capabilities I expect it to have.**
Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

121. *Vink alle toepasselijke opties aan.*

☐ N/A

122. **COMMENT**

....

....

....

....

....

123. **Overall, I am satisfied with this system.**

Markeer slechts één ovaal.

	1	2	3	4	5	6	7	
STRONGLY AGREE	◯	◯	◯	◯	◯	◯	◯	STRONGLY DISAGREE

124. *Vink alle toepasselijke opties aan.*

☐ N/A

125. **COMMENT**

....

....

....

....

....