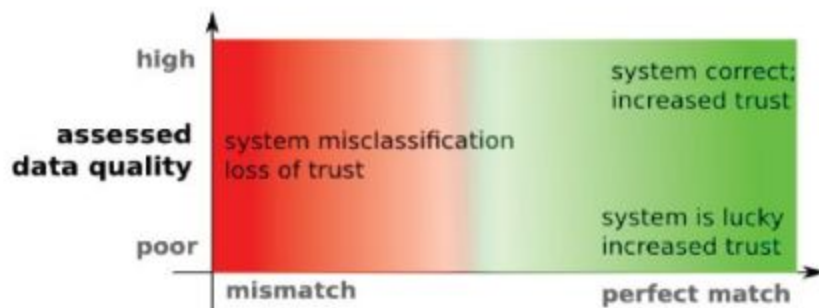# Increasing Trust in Personal Informatics Tools

This article looks at how trust falls in a PI service. This is mainly done when the user's perception and recollection of what they are feeling or doing, doesn't match up with what the system has produced. Independent of whether the output produced is based on accurate data.

The article then mentions that this loss of trust, leads to a loss of interest in the system. Loss of trust has also been linked to a loss of understanding of the system, a "black box" system that just miraculously produces outputs that can be inaccurate or feel inaccurate causes a lot of skepticism and loses confidence in the system. Walking the user through the process of producing these outputs, giving them better understanding, seems to increase trust in the system and therefore interest. They then propose a data acquisition and data uncertainty transparency policy. This is where they can show the user how and what data they are getting and the uncertainty of the output.

In summary, to increases trust in the system and by extension increase interest in the system, some sort of uncertainty and data transparency is needed, on top of this, a way for this data to be explained and visualized on how it lead to the output can help the user recognize why this happening which can be beneficial if the output is something that user initially disagrees with as things like mood are subjective.

Personal Informatics in Practice: Improving Quality of Life Through Data

Look at behavioural studies to guide the design of the system. Allowing users to share their results with each other can lead to increases in engagement.

Self-monitoring and Technology: Challenges and Open Issues in Personal Informatics

All about self-monitoring where users have to help add data themselves whether keeping track of food or mood.

Looks more at common users that aren't part of the personal informatics community who, in general, have less motivation to keep track of their data and patterns. Ideally these PI units to move to more automatic collection of data has self-monitoring data from users who aren't as intrinsically motivated as people with a background in PI can be unreliable and lacking. However not completely possible for things like mood and feeling. Another solution is making self-monitoring more enjoyable, turn it more into a game. This can have an issue of losing intrinsic motivation and also for things like health, mood, anxiety etc. leaderboards and competitiveness aren't very beneficial and could promote negative effects. PI tools should promote long term usage and provide meaningful data visualization. Article leaves with some questions, how are these systems used by common users? How compliant and accurate are the users in using the system? Is it effective in changing behaviour? What kind of meanings are provided in the display of their data?