

Testing the ChatWeSIS Chatbot: A User Study on Ease of Use and User Interaction with the WeSIS Platform

We present the user study for the ChatWeSIS chatbot prototype. The study consists of a series of tasks, a Chatbot Usability Questionnaire (CUQ), and a semi-structured interview.

1. Tasks

Welcome to the ChatWeSIS Chabot prototype usability testing session. You will complete three tasks, each designed to evaluate the Chabot prototype's ability to assist with finding resources, navigating WeSIS, and guiding users on platform features. After completing the tasks, you will fill out a questionnaire (CUQ) regarding your experience. We will then proceed to a short interview to discuss your feedback. You will perform three tasks corresponding to key Chabot functionalities:

1. Finding general information about WeSIS
2. Exploring Social Policy Indicators and Comparing Data Across Countries
3. Find Instructions for Creating Indicator Pages and Uploading Files

1.1 General Information about WeSIS

Scenario: You are new to the WeSIS platform and you aim to gather essential information to effectively utilize the platform for your research. You need to understand the platform's purpose, its key features, and the types of social policies it covers. Additionally, you are interested in learning about any available tutorials or guides that can assist you in navigating and using the platform more effectively.

Instructions:

1. Locate and open the ChatWeSIS Chabot on the platform.
2. Ask the Chabot to provide general information about WeSIS, including its purpose, key features, and the social policies it has.
3. Inquire about any available tutorials or guides for using the platform and request directions on how to access them.

1.2 Exploring Social Policy Indicators and Comparing Data across Countries

Scenario: You are conducting research on healthcare and long-term care policies, specifically focusing on the indicator "Actors responsible for financing at introduction" data. The aim is to understand which actors (e.g., government, private entities) were responsible for financing healthcare and long-term care services during the early stages of their introduction in different countries. To gain deeper insights, you want to compare the data for two countries -Denmark and Ireland—over a specified time period (1921-2000). This will help you understand how financing responsibilities may have evolved in different contexts.

Instructions:

1. Locate and open the ChatWeSIS Chabot on the platform if not already done.
2. **Access Data:** Request data or information about the "Actors responsible for financing at introduction" indicator.

3. Observe whether the Chabot provides a link or an instruction. If a link is provided, check if it redirects you to the correct page.
4. **Compare Data:** Ask the Chabot for instructions to compare the indicator data 'Actors responsible for financing at introduction' for both countries (Denmark and Ireland).
5. **Explore Publications:** Ask the Chabot if there are any publications related to this data and review them to check if they are related or not.

1.3 Find Instructions for Creating Indicator Pages and Uploading Files

Scenario: You are preparing to contribute new content to the WeSIS platform by creating a new indicator page and uploading relevant data files. To ensure that the page is formatted correctly and the files are uploaded following the platform's guidelines, you need to access detailed instructions on the process. These instructions will help you understand the specific requirements for data entry, including the proper use of country and IO names, codes, and other technical details for consistency and accuracy within the system.

Instructions:

1. Locate and open the ChatWeSIS Chabot on the platform if not already done.
2. Ask the Chabot to provide you with the instructions or guidance for creating a new indicator page and uploading files to the WeSIS platform.
3. Check if the chatbot provides you with instructions or links to relevant resources.

2. Chatbot Usability Questionnaire (CUQ) for WeSIS Project

Instructions: Please indicate your immediate response for each of the following statements about how you feel about the statement. (Based on your experience with the chatbot prototype ChatWeSIS on the WeSIS platform.) Remember, there are no right or wrong answers! Try to respond instinctively without thinking too long about each statement.

C1. The chatbot was easy to navigate.

Strongly disagree [1] [2] [3] [4] [5] Strongly agree

C2. The chatbot was difficult to navigate.

Strongly disagree [1] [2] [3] [4] [5] Strongly agree

C3. The chatbot was welcoming and engaging.

Strongly disagree [1] [2] [3] [4] [5] Strongly agree

C4. The chatbot felt too robotic.

Strongly disagree [1] [2] [3] [4] [5] Strongly agree

C5. The chatbot provided clear guidance on using the WeSIS platform.

Strongly disagree [1] [2] [3] [4] [5] Strongly agree

C6. The chatbot failed to explain how to use the WeSIS platform.

Strongly disagree [1] [2] [3] [4] [5] Strongly agree

C7. The chatbot was easy to use and provided a smooth user experience.

Strongly disagree [1] [2] [3] [4] [5] Strongly agree

C8. The chatbot made the platform feel overwhelming and hard to use.

Strongly disagree [1] [2] [3] [4] [5] Strongly agree

3. Guiding Questions for the interview (Open Ended Questions)

3.1 What did you like most about using the chatbot?

What features or aspects of the chatbot worked well for you? Please share your thoughts.

3.2 What challenges or issues did you face when using the chatbot?

Were there any aspects of the chatbot that didn't work as you expected? Please describe the issues.

3.3 How could the chatbot be improved to better help you?

What suggestions do you have to make the chatbot more useful?

3.4 How easy or difficult was it to find information on the platform with the chatbot's help?

Did the chatbot make it easier to find what you were looking for? Or were there any difficulties? Please explain.

Participant Survey

Thank you for taking part in our study! Your responses will remain anonymous, and no personally identifiable information will be shared.

1. What is the highest degree you have received?

☐ High school degree

☐ Bachelor's degree

☐ Master's degree

☐ PhD degree

☐ Other (please specify): _____

2. Which field is your highest degree in?

☐ Sociology

☐ Political Science

☐ Geography

☐ Computer Science

☐ Other (please specify) _____

3. Have you used the WeSIS platform before?

☐ Yes

☐ No

4. What is your level of familiarity with the WeSIS platform?

☐ Beginner

☐ Intermediate

☐ Advanced

☐ Expert

☐ Not Applicable

5. Have you used a chatbot for research or data exploration before?

☐ Yes

☐ No

6. How frequently do you use chatbots in general?

☐ Never

☐ Rarely

☐ Sometimes

☐ Often

☐ Always

7. Do you have any other comments?
