

: How important is trust to the use of decision support technologies?

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Decision support acceptance means that potential users trust the system and its analysis. Trust is especially important with decision automation. A decision maker must choose to trust that the actions and recommendations of a software system will be accurate, reliable, useful and appropriate. A decision maker chooses to rely on the actions of a technology systems now and into the future. Decision makers can monitor and evaluate outcomes from using the system and with decision support where a person oversees and can override the system response there is the possibility of error identification, system adjustment and improvement.

Some people trust technology easily while others are skeptical and distrusting.

"When it comes to the relationship between people and technology, the attribution of trust is a matter of dispute. The intentional stance[6] demonstrates that trust can be validly attributed to human relationships with complex technologies. However, rational reflection leads to the rejection of an ability to trust technological artefacts.[Shneiderman, B. (2000) Designing trust into online experiences. Communications of the ACM Volume 43, Number 12, Pages 57-59]"

"One of the key current challenges in the social sciences is to re-think how the rapid progress of technology has impacted constructs such as trust. This is specifically true for information technology that dramatically alters causation in social systems.[Luhmann, N. (1979) Trust and Power. John Wiley & Sons]"

http://en.wikipedia.org/wiki/Trust_%28social_sciences%29

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