Chapter 18
Human Decision Making and Recommender Systems

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18.1 Introduction and Preview

[illegible][1] [illegible]

[1] [illegible]

A. J[illegible] (✉)
DFKI, G[illegible] C[illegible] Ar[illegible] I[illegible], G[illegible]
[illegible]

[illegible].C. [illegible]
E[illegible], E[illegible], T[illegible]
[illegible]

A. F[illegible]
[illegible] Gr[illegible], Gr[illegible], A[illegible]
[illegible]

[illegible] G[illegible] . L[illegible] G. [illegible]
D[illegible] C[illegible] B[illegible] A[illegible], B[illegible], I[illegible]
[illegible]

L. C[illegible]
H[illegible] K[illegible] B[illegible], H[illegible] K[illegible], C[illegible]
[illegible]

[illegible] 2015
F. [illegible] (eds.), *Recommender Systems Handbook*,
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[illegible] Arr[illegible] (… C… 13) [illegible]

[illegible]:

1. [illegible]

   F[illegible] (… 18.6).
2. G[illegible] explanation [illegible] (…) [illegible] [2]; (…) [illegible]

   A[illegible] 18.4.2.

[illegible] A ECT [illegible] A CADE [illegible] [3] [illegible]

A[illegible]

[2] [illegible]

[3] [illegible] A ECT [illegible] A CADE [illegible] J[illegible] 39 .

[illegible][4]

18.2 Choice Patterns and Recommendation

[illegible]

[illegible] 9, 10 [illegible] 39, [illegible] 3 [illegible] *choice patterns*, [illegible] 18.1.[5] [illegible] 18.2.7).

[illegible] 18.1, [illegible]

4 [illegible] *persuasion* [illegible] *choice support* [illegible] 39, [illegible] 1.2 .

5 [illegible]

Table 18.1 [illegible] A[illegible] ECT[illegible] (C = [illegible])

Attribute-based choice	Consequence-based choice
Conditions of applicability	*Conditions of applicability*
[illegible]	[illegible]
Typical procedure	*Typical procedure*
[illegible] *consideration set* [illegible]	[illegible]
Experience-based choice	**Socially-based choice**
Conditions of applicability	*Conditions of applicability*
[illegible]	[illegible]
Typical procedure	*Typical procedure*
[illegible]	[illegible] *examples* [illegible] *expectations* [illegible]

([illegible])

I[illegible].[6]

[6] I[illegible] A[illegible]CADE [illegible] ([illegible] 18.3 [illegible]), [illegible] *Evaluate on Behalf of the Chooser*. A[illegible].

Table 18.1 ([illegible])

Policy-based choice	**Trial-and-error based choice**
Conditions of applicability	*Conditions of applicability*
C[illegible]	T[illegible] C [illegible]
Typical procedure	*Typical procedure*
E[illegible]: C[illegible] : C[illegible] C[illegible]	C[illegible] O[illegible] *exploration strategy* C[illegible] O C[illegible] O C[illegible] (I[illegible] C[illegible] fi[illegible]:) C[illegible]

T[illegible]: A[illegible] E[illegible] Fr[illegible] Fr[illegible]-E[illegible]

18.2.1 Attribute-Based Choice

I[illegible] E[illegible] *level* [illegible] T[illegible] *value* [illegible] B[illegible] fi[illegible] 36, 66, 67, C[illegible] 2, [illegible] 5.

1. 18.1: … (… 18.7.2). … 30,000 … (… C… 5).

2. … *consideration set*. … *winnowing strategies* (… 20) …

H[illegible] 18.1, [illegible]:

1. [illegible] C[illegible] C[illegible] A D 49 [illegible]
2. [illegible]
3. [illegible] E[illegible] Fr[illegible] 100 B), [illegible] A [illegible] 18.2.1 [illegible]).

18.2.3 Experience-Based Choice

[illegible]

Experience-based choice [illegible] 18.1, [illegible]

39, 7.

E 3, 45, 70, 95 30.

83 53

recomindation 69

18.2.4 Socially Based Choice

social examples, *social expectations* ( ) *advice*.

E 27, 16, C 4 6, 87, C 3.

C

39, 8:

1. 91
2. *expectations*. F

[illegible]

3. [illegible] (40, [illegible] 444).

4. [illegible] *advice taking* [illegible][7] [illegible] (8, 42), [illegible] (C[illegible] 20). I[illegible] *combination* [illegible] 18.2.7 [illegible] 18.4.2).

18.2.5 Policy-Based Choice

[illegible] *policy* [illegible]). L[illegible] [illegible] (59, C[illegible] 2). [illegible] *choice bracketing* 75 [illegible] *self-control* 73 .

1. A [illegible]. A [illegible]. T[illegible] : C[illegible].

[7] T[illegible].

11 ... (Dr...) ... *minimize* ...

2. A ... 18.5.1 ...

18.2.6 Trial-and-Error-Based Choice

E... (...) ... F ...

I... F ...

Tr... (... 17, 51, 68, 74 , ... 97).

1. ... ( ) ... A ... *exploration strategy*: ... I ...). A ... *execution* ... 18.7.

2. [illegible]

18.2.7 Combinations of Choice Patterns

[illegible] 9, 10 [illegible] 39, [illegible] 3.3.7 [illegible]

[illegible] 18.3.2 [illegible]

18.2.8 What Constitutes a Good Choice?

[illegible] (e.g., 4, 32, 96). [illegible] 39, [illegible] 3.6):

1. C[illegible]

[illegible]

2. C[illegible]
[illegible]
3. C[illegible]
[illegible]
4. C[illegible]
A[illegible] (C[illegible] 10 [illegible] 18.4.2.)

I[illegible] [illegible] 96).

18.3 Choice Support Strategies and Recommendation

[illegible] A[illegible] ECT[illegible] B[illegible] A[illegible] CADE [illegible] 39, [illegible] 4), [illegible] F[illegible] 18.1 [illegible]

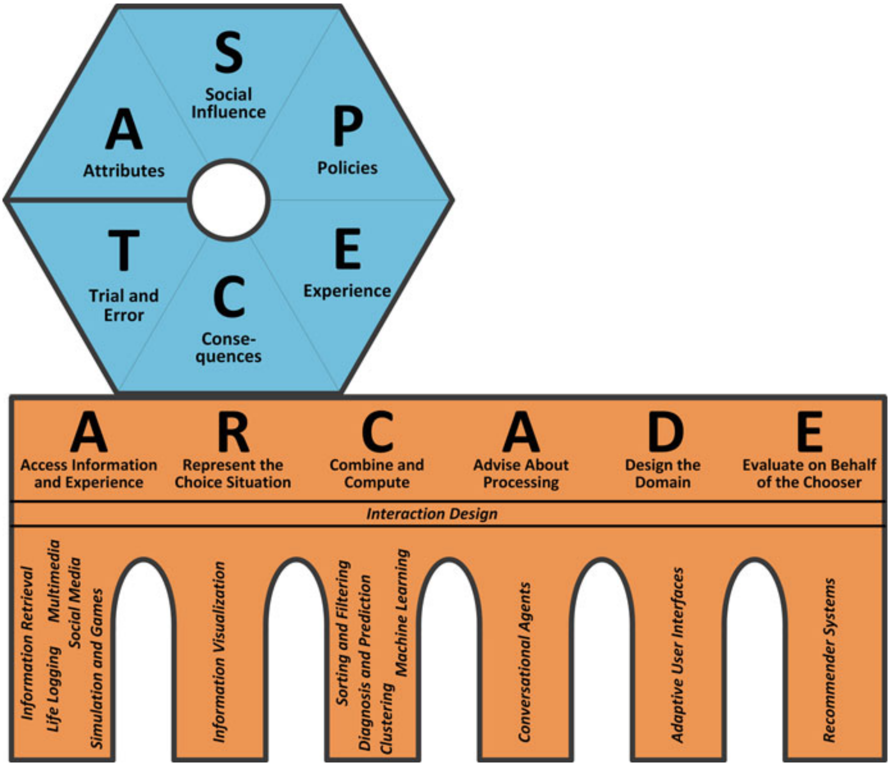


Fig. 18.1 [illegible] A CADE [illegible] A ECT [illegible]

18.3.1 Evaluate on Behalf of the Chooser

[illegible] A CADE [illegible] *Evaluate on Behalf of the Chooser*. A [illegible] Fig. 18.1, [illegible]).

18.3.2 Advise About Processing

[illegible] A CADE [illegible] *Advise About Processing*. [illegible]

46.

18.3.3 Access Information and Experience

18.3.4 Represent the Choice Situation

joint … *separate evaluation* … 36).

[illegible] 18.8.

18.3.5 Combine and Compute

[illegible]

18.3.6 Design the Domain

[illegible] *Represent the Choice Situation* [illegible]

[illegible] *Represent the Choice Situation*, [illegible] *Design the Domain*, [illegible] 1980 [illegible] 10). [illegible]

18.3.7 Concluding Remark on Support Strategies

[illegible] *Evaluate on Behalf of the Chooser*.

18.4 Arguments and Explanations

[illegible] A CADE [illegible] *argument*. [illegible] *explanation* [illegible] (18.4.2).

18.4.1 Arguments

[illegible] (89), [illegible]

A [illegible] A CADE [illegible]: *Access Information and Experience* [illegible] *Combine and Compute* [illegible] *Represent the Choice Situation* [illegible] *Advise About Processing* [illegible] *Evaluate on Behalf of the Chooser* [illegible]

[illegible]:

1. E [illegible] *prove* [illegible]

2. ...

18.4.2 Explanations of Recommendations

A ... C... 10, ... 10.2 ... A ... ECT ... A ... CADE ...

A ... C... 10, ... *explanations* ...

18.4.2.1 Type 1: Direct Support for the Assessment of the Credibility of the Recommender System

F... H... 34 ... IELE ... 80 % ... 18.2.4).[9]

... *realistic* ...

[9]A ... C... 20.

18.4.2.2 Type 2: An Argument Coupled with a *Fidelity Claim*

18.4.2.3 Type 3: An Explicit Description of the Recommender System's Processing

18.5 “Preferences” and Ratings

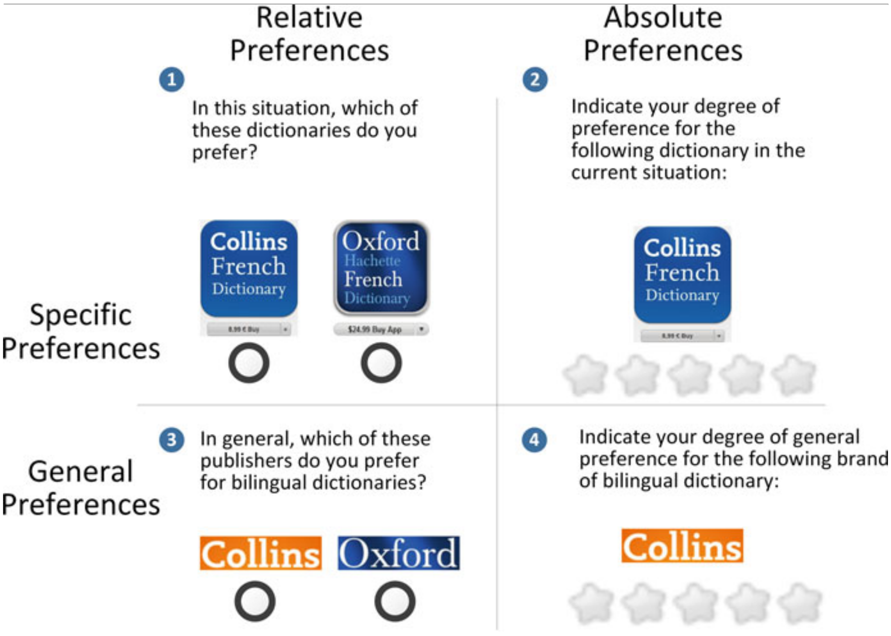
makes choices … A ECT … A CADE … 33 … has preferences … preference model … preferences

18.5.1 What Are “Preferences”?

preferences … 18.2.

1, … specific, relative …

Table 18.2 [illegible] *preferences*



[illegible] 12 [illegible][10] [illegible]

[illegible] 2 [illegible] 1 [illegible] 1 [illegible] (see Sect. 18.3.3). F[illegible] 2 [illegible] *ratings*, [illegible] (see Sect. 18.5.2 [illegible]).

A[illegible] 18.2, [illegible] *preferences* [illegible] ([illegible]) [illegible]

[10] I[illegible] B[illegible] ([illegible] 54).

[illegible] *general preferences*, [illegible]:

- [illegible] A[illegible] ECT[illegible] (…[illegible] 18.1 [illegible]).
- E[illegible] 18.2, [illegible] (…[illegible] 26).

[illegible] *preferences*, [illegible] 18.7 [illegible])– [illegible] *evaluation criteria*, [illegible] *preferences*– [illegible] ([illegible]) [illegible].

I[illegible] *preference model*, [illegible]

Table 18.3 [illegible] A ECT [illegible]

C[illegible]	C[illegible] ( ) [illegible]
A[illegible]	L[illegible] *I* [illegible]
C[illegible]	C[illegible] *I*
E[illegible]	A[illegible] *I* [illegible]
[illegible]	[illegible] *I*
[illegible]	I[illegible] *I*

A [illegible] *I* [illegible] *R* [illegible] *associations* [illegible] *R* [illegible] 18.3, [illegible] A ECT [illegible]. A [illegible] *R* [illegible] A ECT [illegible] ([illegible]). H[illegible] *sample* [illegible]. T[illegible]; [illegible] A ECT [illegible] ([illegible] 18).

A [illegible] *stored evaluation* [illegible]: J[illegible] *I* [illegible] *I* [illegible] ([illegible] T[illegible] 18.3). B[illegible] *R* [illegible] *I* [illegible], *R* [illegible] ([illegible]) [illegible].

18.5.2.2 Implications for the Practice of Rating Elicitation

T[illegible]:

1. I[illegible] fi[illegible] [illegible]

( ). [11] I ... *perspectives* ... A ... H ...)

2. ... :

... (H ... ? ... H ... ?) ... *R* ... (H ... ?).

... 77 ... 1, 19, 65.

... F ... B ... 6 ...

3. A ... *relevant* ... F ... H ... :

1. I ... *I* ...
2. ...

11 ... 2, 77 ... 35 ...

18.6 Combating Choice Overload

A ... 18.2.1, ... *choice overload*. I...

I ... (..., 15, 78), ... 15 ...

C ... *choice overload* ...[12]: T ...

T ... A CADE ... *Evaluate on Behalf of the Chooser* ... E ... F ... B ... 7 ... 5 ... 20 ...

I ... ? ... (... 50 ... 78), ... 22, ... 63, ... *maximize* (...) ... *satisfice* (... 80). I ... A CADE ... F ...

[12] T ... I ... L ... 38.

(94 C .26). *Represent the Choice Situation*,). F 79, . 231 , *Advise About Processing*, [13]

18.7 Supporting Trial and Error

(18.2.6). E :

- G 62),
- (13), (C .26).

A 18.2.6, ( ), ( ).

:

1. ’ (18.5.1) *stable* *evolving*:
   - *Stable evaluation criteria:* ’

[13] 64, 80 .

- *Evolving evaluation criteria:* [illegible]

  [illegible]

2. [illegible] (18.5.1)

- *No improvement of preference model:* [illegible] *not* [illegible]
- *Improvement of preference model:* [illegible]

18.7.1 Trial and Error with Stable Evaluation Criteria

[illegible] *stable,* [illegible] 18.2.6, [illegible] 18.2.8 [illegible]

[illegible] (21, 71) [illegible] 61 [illegible] 56 [illegible]

18.7.2 Trial and Error with Evolving Evaluation Criteria

18.8 Dealing with Potentially Distorting Influences on Choice Processes

F ... (..., .. ., 76 ... 5). F ... A CADE ... *Represent the Choice Situation* ...

18.8.1 Context Effects

A ... *context effects*, ... *decoy effect* (... *asymmetric dominance* ...; ..., ..., 37). C ... Table 18.4, ... *A* ... *B* ... *A* ... *B* ... *D* ...: ... *dominated* ... *A*: I ... *D* ... *B*. H ... *D* ... *A* ... *B* ... *A*: I ..., *A* ... *B* ... I ... A ..., ..., (..., ..., 37) ... *A* ... *D* ...

... F ... F ...

Table 18.4 E ... (T ...)

I	*A*	*B*	*D*
...	30 ...	20 ...	35 ...
D ...	10 GB	6 GB	9 GB

[illegible]

A [illegible] 86 [illegible] 84 [illegible] (41, [illegible] 10.2 , 57). A [illegible] 85 . F [illegible] 25 [illegible]

A [illegible] *compromise effect*: I [illegible] 18.5 [illegible] *A* [illegible] *B* [illegible] *D* [illegible] 82 , [illegible] ([illegible] 18.2.8).

F [illegible] 41, [illegible] 10.2 .

18.8.2 Order Effects

A [illegible]:

1. [illegible]
2. [illegible]

Table 18.5 E [illegible]

[illegible]	*A*	*B*	*D*
[illegible]	30 [illegible]	20 [illegible]	55 [illegible]
D [illegible]	10 GB	6 GB	16 GB

[illegible] F[illegible] [illegible] *satisficing*: [illegible] T[illegible] [illegible] [66], C[illegible] .2).

3. I[illegible] *primacy* [illegible] *recency* [illegible] [50], C[illegible] .8). H[illegible] ([illegible] [24] [illegible]).

18.8.3 Framing Effects

T[illegible] *framing effects*. L[illegible] [48] [illegible]:

Attribute framing, [illegible] T[illegible]: B[illegible] 75 % [illegible] 25 % [illegible] [47]. A[illegible] F[illegible] 95 % [illegible] 5 % [illegible].

[illegible] ([illegible]) [illegible].

A[illegible] L[illegible] [48]: *risky choice framing* [illegible] *goal framing*. T[illegible].

18.8.4 Priming Effects

A[illegible] *prime*, [illegible] [55]; [illegible]

1. I[illegible] J[illegible] [55] [illegible] 14 % [illegible]
2. I[illegible] H[illegible] [31], [illegible]

T[illegible] A[illegible] F[illegible] I[illegible]

18.8.5 Defaults

[illegible] *default* [illegible] T[illegible]

1. [illegible]

2. [illegible]

[illegible] (58).

[illegible] (57, 88); [illegible] *dynamic defaults*.

[illegible]

18.9 Recapitulation and Concluding Remarks

[illegible] 20 [illegible]

[illegible]

[illegible]

[illegible]

Acknowledgements [illegible] 2011 [illegible] A 2011[14] AC 2011,[15] 2012,[16] 2013,[17] 2014[18]; [illegible] AC [illegible] 14 [illegible] 2014 [illegible] B [illegible].[19]

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[14] [illegible]://[illegible]/D[illegible].
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[16] [illegible]://[illegible]/[illegible] 2012.
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[18] [illegible]://[illegible]/[illegible] 2014/.
[19] [illegible]://[illegible].

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