

Title	Q&Aサイトにおける社会調査型質問への回答者 に対する信頼性判断を支援するシステムに関する研究
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An assistant system for judging reliability of responders to social survey questions in a Q&A website

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Recently, Q&A websites have been widely used. Questions of the Q&A sites can be classified into two types: an information-seeking type and a social-survey type. The target of this study is the social-survey type question. Regarding the social-survey type questions, the answers provided by various people can be greatly different. Moreover, there are no objective standards to judge whether each answer is right or not. Therefore, questioners have to rely only on their intuition to choose the best answer, but it often becomes a problem whether the chosen answer is reliable or not.

In this thesis, I propose a system that helps the questioners find out the characteristic of responders by using the responders' answering histories. This system does not estimate the responders' reliability; it only provides information for making judgments to the questioner and estimation of reliability is executed by the questioner referring to the provided information. Two types of the information are provided. The first type information is a history of each responder's questions and related best answers. In this case, the system extracts each responder's questions similar to the questioner's question, and the best answers that each responder selected to his/her questions. The second type information is a history of each responder's answers that were answered to the similar questions to the questioner's question. In this case, the system extracts each responder's answers and the questions to which the responder answered. These two type histories will offer the questioner some hint for judging each responder's reliability.

First, subjects were asked to choose the best answers without using the system. After then, they answered a questionnaire that asked number of the best answer candidates, their scores, reasons why the best answers were chosen as the best, answers that were not selected as the best answers although they were selected as the candidates of the best answers, and their reasons.

Following that, the subjects were again asked to choose the best answers with using the system, and to answer another questionnaire. In addition to the same question in the previous questionnaire, this questionnaire asked them to what degree they could understand each responder's way of thinking, whether each responder's answers are consistent, to what degree the provided information was considered when selecting the best answers, and how each responder's way of thinking is similar to the subjects' ways of thinking.

Results of the experiments showed that the subjects were more firmly convinced their selection by using the system although they seldom changed the best answers that they chose without using the system. In addition, there is a tendency that the number of the best answer candidates decreases by using the system. Hence, it was confirmed that the system is useful for supporting selection of the best answers.

The reasons why they chose an answer as the best answered in the questionnaires were because the responder has rich experiences in the domain, he/she seriously answered other questions, which allows the subjects to confirm the responders' characteristics and hence which improves the creditability of the answers. Thus, it was found that the information which was provided by the system is useful for judging the characteristics of the responders.

Consequently, it can be concluded that the proposed system is effective. From now on, I am planning to support readers as well as the questioners. Also, the method of calculating similarity was too simple to obtain sufficient relativity. I would like to develop a better method that could attain higher relativity.