UNEXPECTED INTERACTIONS:

PREDICTABILITY IN NON-VERBAL COMMUNICATION IN RELATION TO AGENCY AND RESPONSIBILITY

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AGENCY

‘I did that!’

‘The feeling of doing, or causing something to occur’
Typical agency experiment

The computer can also cause the tone

Did it feel like you caused the tone to occur?
Agency

Unpredictable outcome
Predictable outcome

Interval between action and effect

Shorter
Longer
So what’s the problem?
Did it feel like you caused the tone to occur?

The computer can also cause the tone

Computer

Did it feel like you caused the tone to occur?

RELATING THIS TO REAL LIFE..
LET’S START APPLYING IT!

- Do factors of which we know that they influence agency operate in conversations?
- Do quick and predictable reactions to our comments increase the sense of agency and responsibility for how those interactions go about..?
- And alternatively, do delayed and unexpected interactions decrease agency and responsibility?
COMMUNICATE!
COMMUNICATE!

17 distinct emotional states
I'm afraid we have to let you go

participants' comment

avatars' reaction
Our dependent variables

- Agency: Indicate the degree to which you feel like you influenced the other’s emotional state on a 10-point Likert scale (1=Absolutely not; 10=Absolutely).

- Responsibility: Indicate the degree to which you feel responsible for the other’s emotional state on a 10-point Likert scale (1=Absolutely not; 10=Absolutely).
Unpredicted Response vs. Predicted Response for shorter vs. longer intervals between action and effect.
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