

Searching and evaluating information on the Web – an (experimental) psychological perspective

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Information resource World Wide Web

 In recent years the Web has evolved into a major information resource



- Easy access to huge amounts of information for everybody
- In particular Web search with regard to medical and health-related information has become very popular among laypersons (Morahan-Martin, 2004; Fox, 2006)





- 83% of American Web user (Pew Internet & American Life Project, 2009)
- 79% of German Web user (Health Care Monitoring, 2009)



Web search about a complex health-related issue

Which of 2 therapies is better to treat Bechterew's disease?



Image, a friend asks you for advice



Web search about a complex health-related issue

Does L-Carnitine supplementation enhance athletic performance?

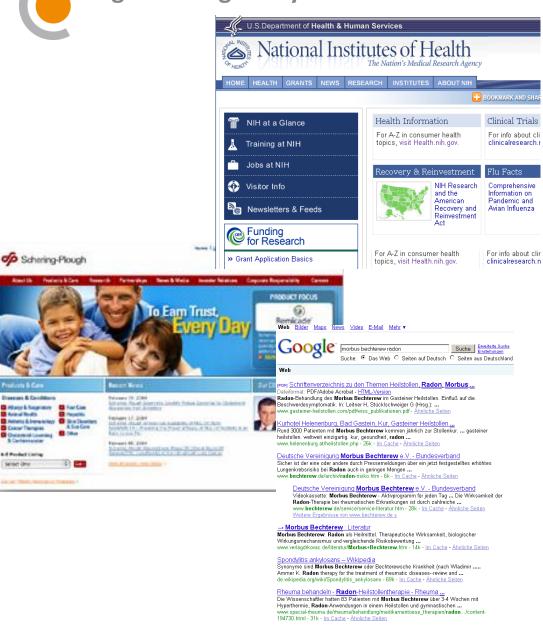


Image, a friend asks you for advice





High heterogeneity of information sources on the Web

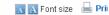




1 CD 17, 2003

Arthritis Treatments Raise Shingles Risk

Certain Arthritis Drugs May Double Risk of Getting Shingles



(WebMD) Some of the powerful new drugs that offer relief to rheumatoid arthritis suffers may increase risk of a different kind of suffering; shingles.

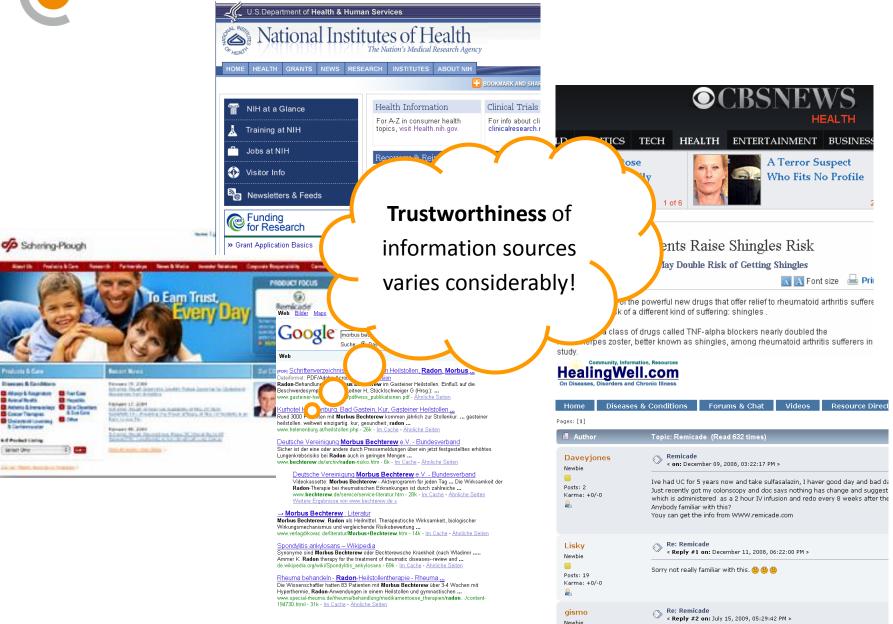
Members of a class of drugs called TNF-alpha blockers nearly doubled the risk of herpes zoster, better known as shingles, among rheumatoid arthritis sufferers in study.

HealingWell.com On Diseases, Disorders and Chronic Illness





High heterogeneity of information sources on the Web





High heterogeneity of information sources on the Web





Define information problem



Search information



Scan information



Process information



Organize & present information

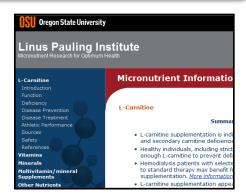
Evaluation phases
Gerjets, Kammerer,
& Werner (2011)

evaluation of search results

evaluation of a Web page

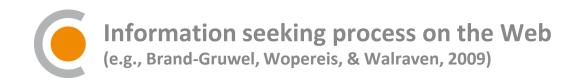
evaluation of documents collection











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Process information



Organize & present information

Evaluation phases Gerjets, Kammerer, & Werner (2011)

evaluation of search results evaluation of a Web page

evaluation of documents collection

L-Carnitine for Weight Loss, Sports, Energy - An Update Q

ww.discount-vitamins-herbs.net/I-carnitine.htm - Cach [Male Fertility | Sports Endurance | Drugs, Dialysis and L-Ca still mixed about I-carnitine and sports performance, ...

Glycine Propionyl-L-Carnitine and Athletic Performa

2 Nov 2010 - Does glycine propionyl-I-carnitine or GlycoCarn supplem anaerobic sprint performance?

L-Carnitine - Linus Pauling Institute at Oregon State University C

lpi.oregonstate.edu/infocenter/othernuts/carnitine/ - Cached More information; There is little evidence that L-carnitine supplementation improves at performance in healthy people. More information; If you choose ...

L-Carnitine benefit running? | Active.com

community.active.com/message/929694 - Cached 2 posts - 1 author - Last post: 4 Feb

However, I was reading about L-Carnitine on Vanderbilt's web site. ... that L-carnitine supplementation improves athletic performance in ...

L-Carnitine for Sports & Fitness Q

www.puritan.com/vf/healthnotes/hn_live/...Sports/Carnitine.htm - Cached

Focus on early processes



- enough L-carnitine to prevent de
- Hemodialysis patients with select to standard therapy may benefit supplementation. More informati
- L-carnitine supplementation app







However, previous research shows:

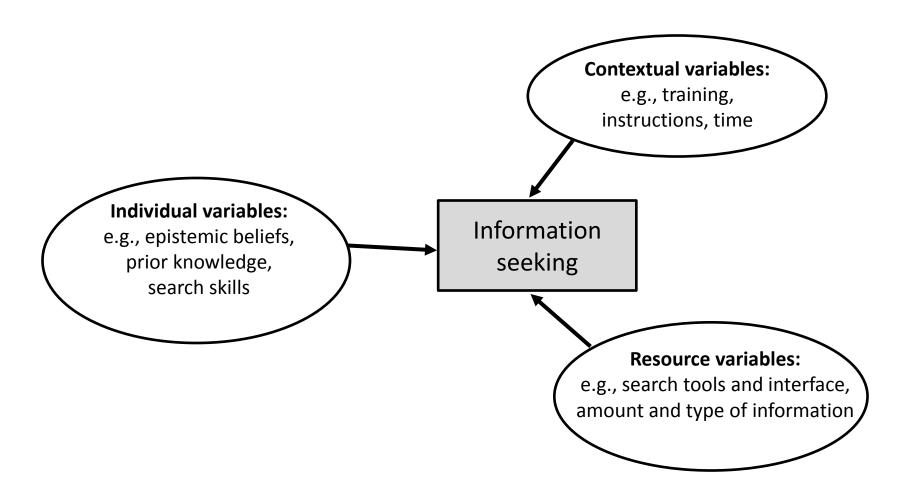
- school students, (e.g., Kuiper, 2007; Walraven et al., 2009)
- university students, (e.g., Ivanitskaya et al., 2010; Gerjets et al., 2011; Wiley et al., 2009)
- adults (e.g., Eysenbach, 2008)
- ... often do not critically evaluate the trustworthiness of information sources during Web search

General research question: Why not? Potential influencing factors?





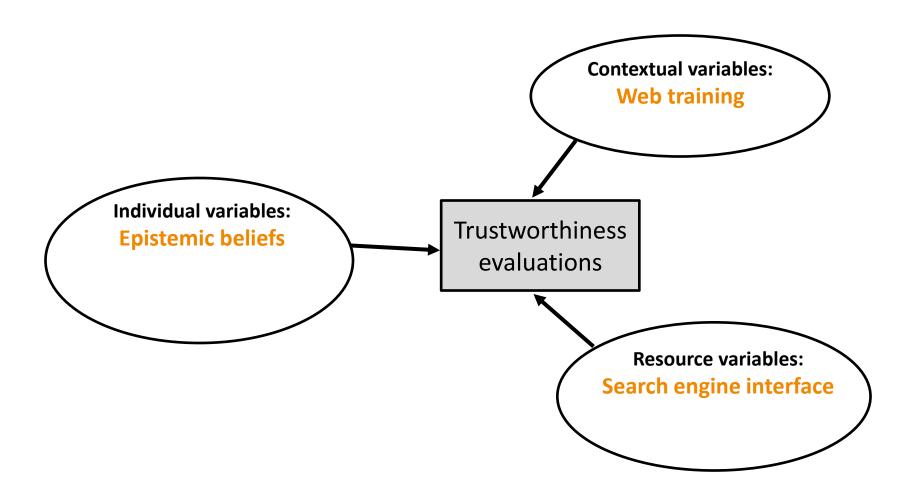
Potential influencing factors of information seeking activities (Lazonder & Rouet, 2008)







Potential influencing factors of trustworthiness evaluations examined in our studies







Analysis of evaluation processes occurring during Web search

Process measures:

- Logfile data (Mouseclicks)
 - selection of search results
 - time on Web pages



- total fixation duration on an object
- sequence analyses
- Verbal protocols (Thinking-aloud data)
 - cued retrospective reports

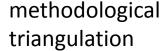
Search outcome

- informed decision
- argument task









(Denzin, 1970)







INDIVIDUAL VARIABLE





STUDY 1: The influence of epistemic beliefs

Kammerer, Bråten, Gerjets, & Strømsø (submitted)



Internet-specific epistemic beliefs

- Internet-specific epistemic beliefs (Strømsø & Bråten, 2010)
 individuals' personal beliefs about what knowledge and knowing is like on the Web
- Assessed with ISEQ (Internet-Specific Epistemological Questionnaire)
 (Strømsø & Bråten, 2010)



Certainty and Source of Knowledge (9 items, Cronbach's $\alpha = .90$)

- naïve beliefs: Web is reliable source that provides correct knowledge
- sophisticated beliefs: doubts that knowledge on the Web is correct
- e.g. "The Web contains accurate knowledge about the topics I study."
 totally disagree (1) totally agree (5)

Need for Justification (4 items, Cronbach's $\alpha = .78$)

- <u>naïve beliefs:</u> Web-based knowledge claims can be accepted without critical evaluation
- sophisticated beliefs: Web-based knowledge claims need to be checked against other sources, reason, and prior knowledge
- e.g., "To find out whether the study-related knowledge that I encounter on the Web is trustworthy, I try to compare knowledge from multiple sources."
 - totally disagree (1) totally agree (5)



Web search task and participants

- Task: Which of 2 therapies is better to treat the Bechterew's disease?
- Materials: 2 mock Google pages with 9 Web pages each
- Participants: 80 university students (average age: 24 years)





The greater participants doubts that knowledge on the Web is correct ...



the more they verbally reflected on the type or credibility of sources



the longer they fixated on the search results



the more search results at the bottom of the SERP they selected



the less certain they were of their decisions about which therapy to recommend

→ Doubts that knowledge on the Web is correct trigger source evaluations





The stronger students' beliefs that knowledge claims on the Web need to be checked against other sources, reason, and prior knowledge ...

the more they verbally referred to the different parts of the search results (URLs, title, abstract)

the more they **focused on both therapies in their argumentation**(both sides of the controversy)

→ Beliefs that knowledge claims need to be justified trigger a more thorough and balanced evaluation





Sophisticated Internet-specific epistemic beliefs,
i.e., a **critical stance** about knowledge on the Web
seems to **stimulate source evaluations** during Web search

➤ Training to **foster such a critical stance**





CONTEXTUAL VARIABLE





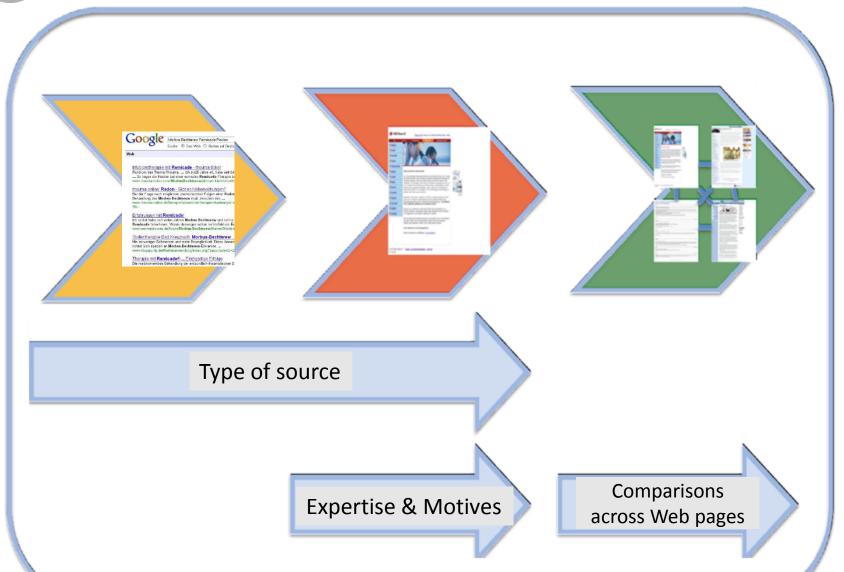
STUDY 2: Source-evaluation training for non-academic adults

Kammerer, Amann, & Gerjets (2011, Conference of the European Association for Research on Learning and Instruction (EARLI))





Components of the training



kmrc

ssensmedien
dia Research Center

Characteristics of the training

- Web-based and self-paced
- Training duration : ø 20 minutes
- Training contains a mix of
 - declarative information
 - concrete examples
 - interactive exercises with feedback



An author who provides information on the Web can have different motives:

1. He/she wants to share his/her personal experiences and opinions.

Example

2. He/she wants to publish neutral facts and scientific evidence.

Example

3. He/she wants to promote a product or service.

Example





Example: Intention of the information provider

3. He/she wants to promote a product or service.

Example

Example: Commercial Web page



Stollentherapie Bad Kreuznach: Morbus-Bechterew ...

Hin zu weniger Schmerzen und mehr Beweglichkeit. Diese Anwendung im Radonstollen richtet sich speziell an Morbus-Bechterew-Erkrankte. ... www.vitaparc-rlp.de/Radonanwendung/index.php?pauschalenID=24 - 32k -



The intention of this information provider is to promote a product or service. You should keep in mind, that therefore **positive aspects** might be stressed, whereas **negative aspects** might not be mentioned.

Thus, the information might be **one-sided**, but not necessarily incorrect.

Please, click on the page to enlarge it.



Excercise: What type of source am I looking for?

- 1. I'm looking for personal experiences and opinions.
 - To the excercise: What type of Web page do I need?
- 2. I'm looking for neutr ts and scientific evidence.
 - To the excercise: What type of Web page do I need?
- 3. I'm looking for commercial providers of a product or service.
 - To the excercise: What type of Web page do I need?





Exercise: What type of source am I looking for?

- 1. I'm looking for personal experiences and opinions
 - To the excercise: What type of Web page do I need?

Type of Web page: Please select A, B, or C









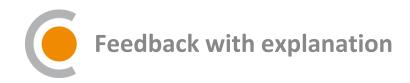






Click on the pages to enlarge them and then decide whether **Web page A, B, or C** provides **personal experiences and opinions.**







Correct!

If you are looking for other people's personal experiences and opinions, a forum Web page can help.

Web search task and participants

- Task: Does L-Carnitine supplementation enhance athletic performance?
- Materials: 2 mock Google pages with 9 Web pages each
- Participants: 51 adults (average age: 43 years)
 26 received training, 25 not





Training group shows better source evaluation than control group:



Training leads to more thoughtful selection of Web pages (longer time on Google)



Training stimulates Web users to focus on objective information:

- both during search



- and also with regard to the decision made

> A short training seems to be able to foster source evaluation skills





RESOURCE VARIABLE





Search engine interface

STUDY 3

Kammerer & Gerjets (2010, ETRA proceedings)

STUDY 4

Kammerer & Gerjets (2012, Behaviour & Information Technology)





Two characteristics of standard search engine interfaces

Standard interface:



35k -

Warnung vor Strahlenbelastung: Radon-Therapie: Experten sehr ...
Baierbrunn (rpo). Bedenken gegen die Behandlung von Morbus Bechterew in Stollen radioaktive. Radonstraniung hegt des Bundesamt für Strahlenschutz.

www.rheuma-online.de/therapie/natuerliche-therapien/radon/gibt-es-nebenwirkungen.l

www.rp-online.de/public/article/wissen/gesurdheit/68251/Radon-Therapie-Experten-

sehr-skeptisch.ntmi -

Johannesbad - Gesundheitsze 2. low salience / lack of

Das Edelgas Radon regt durch sein Gesundheitszentrum Bärenhof zu ein

www.johannesbad.de/Seiten Morbus-Decnterew.aspx - ток

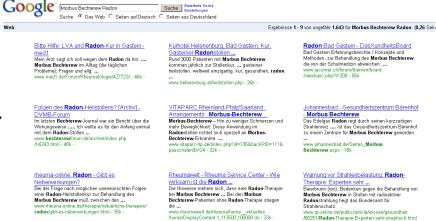
VITAPARC Rheinland-Pfalz/Saarland: Arrangements: Morbus-Bechti

Morbus-Bechterew – Hin zu weniger Schmerzen und mehr Beweglichkeit. Diese An im Radonstollen richtet sich speziell an Morbus-Bechterew-Erkrankte. ... www.vitaparc-rlp.de/index.php?id=136&backPID=111&pauschalenID=24 - 32k -

Folgen des Radon-Heilstollens? [Archiv] - DVMB-Forum

Im letzten Bechterew-Journal war ein Bericht über die Wirkungsweise Ich wollte

Alternative interfaces:







Grid interface with reduced salience of the ranking



Web

Ergebnisse 1 - 9 von ungefähr 1.643 für Morbus Bechterew Radon. (0,26 Seki

Bitte Hilfe: LVA und Radon-Kur in Gastein med1

Mein Arzt sagt ich soll wegen dem Radon da hin. Morbus Bechterew im Alltag Probleme), Fragen und allg. ... www.med1.de/Forum/Rheumatologie/427723/ - 46k -

Folgen des Radon-H Istollens? [Archiv] -DVMB-Forum

Im letzten **Bechterew**-Journal war ein Bericht über die Wirkungsweise Ich wote es für den Anfang einmal mit dem Radon-Stollen ... www.bechterewforum.de/ rchive/index.php /t-6243 html - 48k -

rheuma-online: Radou - Gibt es Nebenwirkungen?

Bei der Frage nach möglig en unerwünschten Folgen einer Radon-Heilstollenkt zur Behandlung des Morbus Bechterew muß zwischen den ... www.rheuma-online.de/therapie/natuerliche-therapien/ radon/gibt-es-nebenwirkungen.html - 35k -

Kurhotel Helenenburg, Bad Gastein, Kur, Gasteiner Radonstollen ...

Rund 3000 Patienten mit Morbus Bechterew

heilstollen, weltweit einzigartig, kur, gesundheit, radon

www.helenenburg.at/heilstollen.php - 26k -

VITAPARC Rheinland-Pfalz/Saarland: Arrangements: Morbus-Bechterew ...

Morbus-Bechterew - Hin zu weniger Schmerzen und

mehr Beweglichkeit. Diese Anwendung im Radonstollen richtet sich speziell an Morbus-Bechterew-Erkrankte. ...

www.vitaparc-rlp.de/index.php?id=136&backPID=111& pauschalenID=24 - 32k -

Rheumawelt - Rheuma Service Center - Wie wirksam ist die Radon ...

Die Hinweise mehren sich, dass eine Radon-Therapie bei Morbus Bechterew ... Bei den Morbus-Bechterew-Patienten ohne Radon-Therapie stiegen die ...

www.rheumawelt.de/rheuma/home aktuelles /home/DisplayContent-1,113500,100008.do - 33k -

Radon Bad Gastein - DasXundheitsBoard

Bad Gastein Erfahrungsberichte / Konzepte und Methoden, zur Behandlung des Morbus Bechterew, medizin abweichen. ... www.jacomet.cn/forum/themen/board /viewtopic.php?t=208 - 65k

Johannesbad - Gesundheitszentrum Bärenhof

Morbus Bechterew

Das Edelgas Radon regt durch seinen kurzzeitigen Strahlenreiz ist das Gesundheitszentrum Bärenhof zu einem Zentrum für Morbus Bechterew geworden.

www.johannesbad.de/Seiten Morbus-Bechterew.aspx - 18k -

Warnung vor Strahlenbelastung: Radon-Therapie: Experten sehr ...

Baierbrunn (rpo). Bedenken gegen die Behandlung von Morbus Bechterew in Stollen mit radioaktiver Radonstrahlung hegt das Bundesamt für Strahlenschutz.

www.rp-online.de/public/article/wissen/gesundheit /68251/Radon-Therapie-Experten-sehr-skeptisch.html





35k -

Two characteristics of standard search engine interfaces

Standard interface:



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2. low salience / lack of

source information

Johannesbad - Gesundheitsz Das Edelgas Radon regt durch sei

Gesundheitszentrum Bärenhof zu e www.johannesbad.de/Seiten Morbus-becnterew.aspx - ток

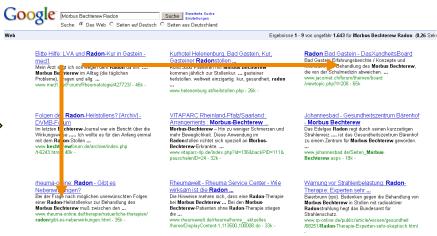
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Alternative interfaces:



Kommerzielle Informationen



Subjektive Informationen

Wirkung der Radontherapie Bechterew

Home-Page vom ärztemagazin - .. Wirkung der Radonbehandlung ... Selbstheilungskräfte des Körpers www.aerztemagazin.at/v4/archiv/a /Radontheranie html - 43k

Objektive Infor

Rheuma Service Center - W Radon ...

Die Hinweise mehren sich, dass e den Morbus-Bechterew-Patiente

www.rheumawelt.de/home_aktuell /DisplayContent-1,113500.do - 331

rheuma-online: Radon - Gib Bei der Frage nach möglichen uns Radon-Heilstollenkur zur Behand I WW I I I I XI I I I C

Institut für Wissensmedien Knowledge Media Research Center



Tabular interface with increased salience/availability of source information



Advanced Search

Source categories

(according to Finn & Results 1 - 9 of Kushmerick, 2006)

Web

commercial information

subjective information

objective information

Locomotor - Carlsbad Spa - Nature is the Answer

The spa uses a combination of Radon Therapy and other spa procedures, ... Bechterew's Disease, Marie Strumpell Disease and Spoldyloartritis) is a painful ...

www.carlsbad-spa.com/html/Disorders/Locomotor.html -

The first **radon** spa in the world – Spa company of the year 2008

The first radon spa in the world - Spa company of the year 2008 ... with post-operational conditions; We are specialists in treating the Bechterew's disease ...

www.laznejachymov.cz/en/about-spa/co-lecime/ -

Fly & Bus Hungary -- Budapest Hungary Hotels Hungary, Hungary ...

Water analysis: Sulphur water, Water containing radon ... (Arthritis, polyarthritis, e.g. PCP, spondylarthritis (Bechterew's disease). ...

www.flyandbus.com/hotel.php?hid=20 -

ankylosing spondylitis - Rheumatoid Arthritis Forum

Rheumatoid Arthritis Forum > General > Living with Rheumatoid Arthritis ... previously known as Bechterew's disease. Bechterew syndrome. ...

www.rheumatoidarthritistalk.com/showthread.php?p=16731

AS is aka: Bechterew's Disease - Spondylitis Association of ...

... German rheumatologists may also call it Spondylitis Ankylosans). ... some type of spondylitis association and/or forum of some kind from ...

forums.spondylitis.org/ubbthreads.php?ubb=showflat... -

Is my daughter sick too? - Bechterew's Support Forums

... hoping to find out if I was the carrier of the gene associated with this disease. ... Bechterew's Community Bechterew's Support Forums ...

www.mdjunction.com/forums/.../905012-is-my-daughter-sick-t

Unbound MEDLINE Liournal articles related to [Bechterew's disease ...

The combined radon-hyperthermia treatment of ankylosing spondylitis (Bechterew's disease). I [Journal Article] Z Rheumaforsch 1955 Oct; 14(9-10):292-6. ... www.unboundmedicine.com/.../%5BBechterew's disease i n women%5D

Radon therapy in **Bechterew disease**. Benefits and risk factors1

[Radon therapy in Bechterew disease. Benefits and risk factors]. [Article in German]. Falkenbach A. Kranken- und Kuranstalt Gasteiner Heilstollen, ... www.ncbi.nlm.nih.gov/pubmed/11727166

Study on endocronological effects of radon speleotherapy on ... -

2001) and Bechterew disease (Tubergen et al. 2001). However, the efficiency of the above-listed methods of radon therapy has not been verified extensively. ... informahealthcare.com/doi/pdf/10.1080/09553000802512550

1 2 3 4 5 6 7 8 9 1



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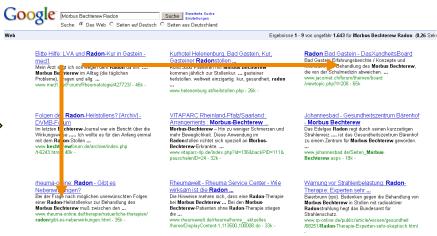
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www.vitaparc-rlp.de/index.php?id=136&backPID=111&pauschalenID=24 - 32k -

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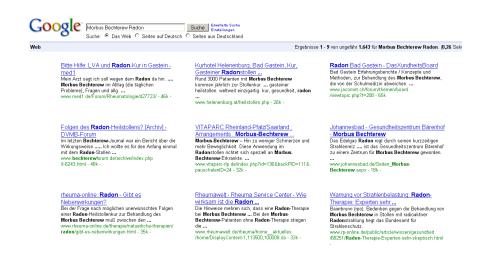
www.rheumawelt.de/home_aktuell /DisplayContent-1,113500.do - 331

rheuma-online: Radon - Gib Bei der Frage nach möglichen uns Radon-Heilstollenkur zur Behand I WW I I I I XI I I I C

Institut für Wissensmedien Knowledge Media Research Center



STUDY 3: Grid interface

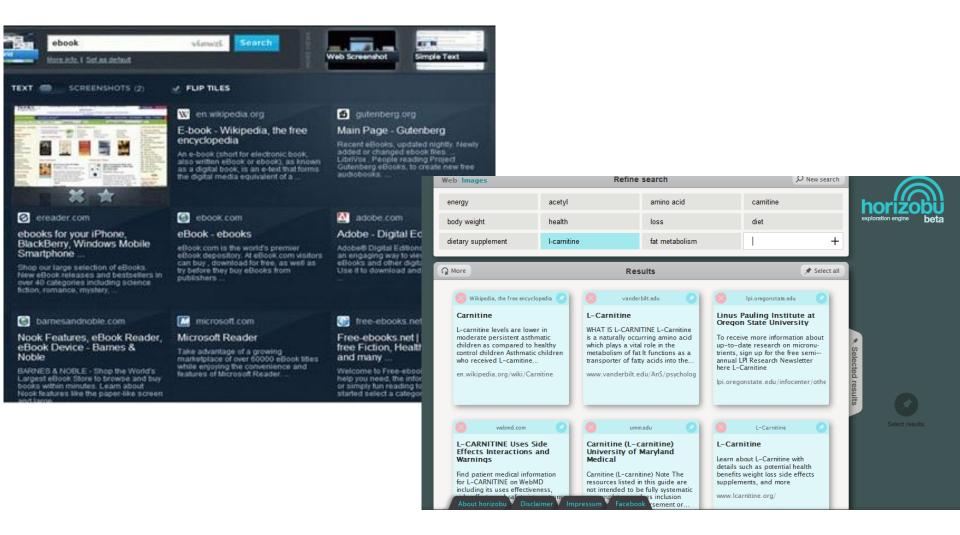


Kammerer & Gerjets (2010, ETRA proceedings)





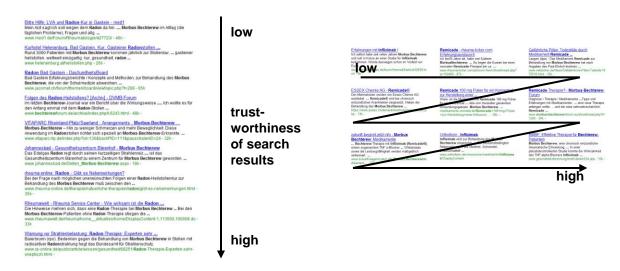
Grid Interface: cf. "Viewzi" or "Horizobu"







- Task: Which of 2 therapies is better to treat the Bechterew's disease?
- Materials: 2 mock Google pages with 9 Web pages each
- Participants: 40 university students (average age: 24 years)
 20 participants received list interface, 20 received grid interface







With grid interface more free exploration of search results ... than with list interface

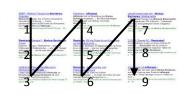


more heterogeneous and nonlinear viewing sequences on Google page

→ viewing sequence of majority of grid-interface users

neither line-by-line nor column-by-column







More equal attention distribution across all search results

→less focus on the search results on the top of the Google page

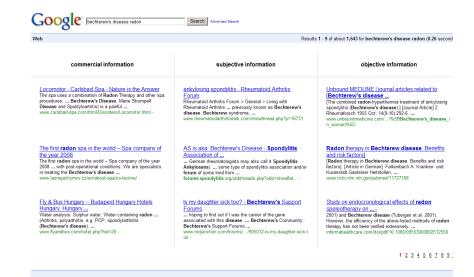


Increased selection of **most trustworthy** search results at the bottom





STUDY 3: Tabular interface



Kammerer & Gerjets (2012, Behaviour & Information Technology)



Web search task and participants

- Task: Which of 2 therapies is better to treat the Bechterew's disease?
- Materials: 2 mock Google pages with 9 Web pages each
- Participants: 58 university freshmen (average age: 20.5 years)
 29 participants received list interface, 29 received tabular interface





With tabular interface more source evaluations ... than with list interface



decreased attention to commercial search results



reduced selection of commercial search results / increased selection of objective search results



more utterances related to the type of source





- ➤ A search engine interface that
- increases the salience of source information
- and/or decreases the salience of the ranking of the search results

fosters the selection of trustworthy information during Web search





Current Google interface: Additional source information

Supplemental carnitine and exercise

www.aien.org/content/12/2/6165.luii

by EP Brass - 2000 - Cited by 131 - Related articles

Carnitine supplementation has been hypothesized to improve exercise performance ... Carnitine (L-3-hydroxytrimethylamminobutanoate) is an endogenous Published studies of carnitine supplementation to modify exercise performance in ...

L-carnitite fat burner or myth? - Mr Supplement Bodybuilding Forum

www.bodybuildingiorum.com.au . Podybuilding > Supplements

14 posts - 11 authors - 28 Nov 2011

There seams to be alot of people talking about L-carnitine these days and how ... Firstly, from the **studies** alone, it is suggested that we get generally get more ... and actually taking L-carnitine it improves **athletic performance** ...





Current Google interface: Menu with filtering options

I-carnitine studies athletic performance

Search

About 129,000 results (0.15 seconds)

Everything

Images

Maps

Videos

News

Shopping

Books

Places

Blogs

Flights

Discussions

Recipes

Applications

Patents

Fewer

Glycine Propionyl-L-Carnitine and Athletic P

www.jarretmorrow.com/glycine-propionyl-l-carnitine/ 2 Nov 2010 – from Supplement Updates, shares a stuc Carnitine affects Athletic Performance. The study r

Carnitine (L-carnitine)

www.umm.edu > Medical Reference > Complementary I Some small **studies** suggest that people who take **L-c** Although carnitine is often taken to boost **exercise pe**

L-Carnitine - Linus Pauling Institute at Oregoi lpi.oregonstate.edu/infocenter/othernuts/carnitine/

The rate of L-carnitine biosynthesis in humans was st the potential of L-carnitine supplementation to improv

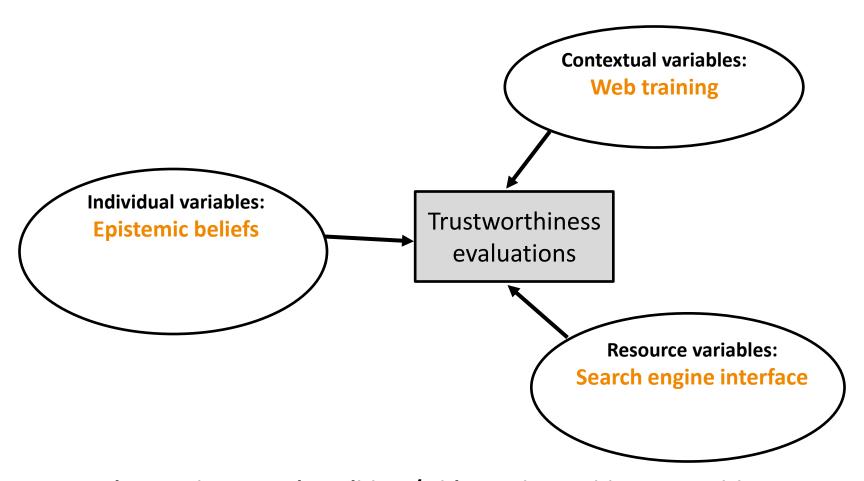
30 years later: L-carnitine supplementation c www.nutraingredients.com/Research/30-years-later-L-7 Jun 2011 – L-carnitine supplementation can increas and boost athletic endeavour. UK researchers have for

Carnitine: The Science Behind a Conditiona ods.od.nih.gov/news/carnitine_conference_summary.a Supplementation with L-carnitine and propionyl-L-car and exercise performance of ischemic muscles. Pre





General conclusion: all three types of variables important factors



Under certain external conditions/with certain cognitive prerequisites searchers DO EVALUATE the trustworthiness of search results and of Web pages







Suche

Web

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Backup





Theory of multiple documents representation

(Perfetti et al., 1999; Rouet, 2006)

Source evaluation:

- Type of source?
- Who is the author?
- Expertise? Motives?

→ Weight of arguments

Documents Model





