

The Influence of Trustworthiness on Belief Revision in the Context of Wayfinding

An Experimental Study

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Aim of the study was to investigate the influence of trustworthiness on belief revision in the context of wayfinding. Subjects received in an online-experiment with a within-subject design twelve written directions containing two landmarks and an instruction regarding the turn. The directions were provided by either a high trustworthy (firefighter) or low trustworthy (insurance agent) profession. After each direction a T-junction with either the congruent or incongruent configuration of the landmarks was presented. Dependent variables were the response times and direction decisions. The data of $N = 327$ subjects were analyzed. There was a significant difference in response time as a function of congruence. Decision times of subjects were about one second longer in the incongruent condition. There was no main effect for the factor profession, but an interaction between the factors profession and congruence: Subjects needed more time in the congruent condition if the directions were given by an insurance agent. In addition, trustworthiness showed no significant influence on direction decisions.