

Human or Automatic Answers? A User's Based Study

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Abstract:

We present the results of a user study that compares the relevance-judgments of users over results obtained from two different kind of information services: Web Search Engines and Communities QA. We introduce a classification of user needs based on their expectations and the nature of the information. The evaluation of the results was done by users with different professional profiles and background on the use of technologies.

The results show that community QA offer better results for multi-answer questions, while for both uni-answer and subjective answer questions, the performance of SE is better. Taking into account the profiles of users, we establish that the knowledge area of the users influences their preferences over the information services.

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