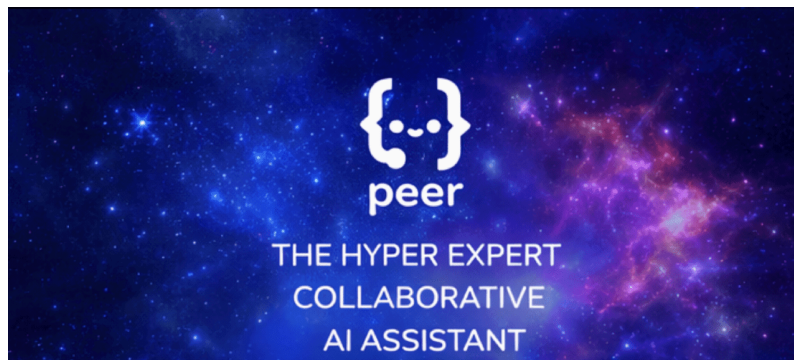


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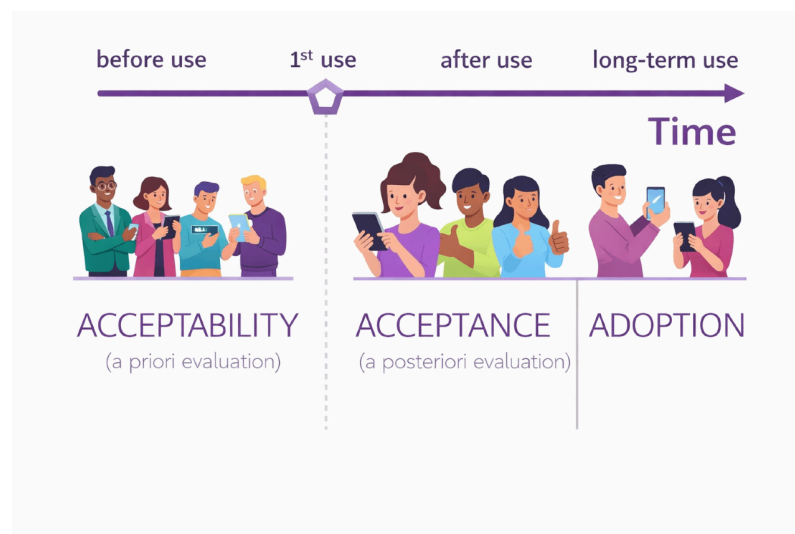
PEER AI – Acceptability VS Acceptance VS Adoption



Acceptability VS Acceptance VS Adoption

What is the difference between acceptability, acceptance and adoption?

The terms acceptability, acceptance and adoption are used sometimes interchangeably. But a distinction can be made between the different stages of user engagement.



Acceptability is defined as an a priori (before use) assessment of a system that determines if the user wants to use or not the system. *Is the user willing to use the system? (Intention to use).*

Acceptance is defined as a pragmatic evaluation after use (a posteriori), which implies that the user has had real interaction with the system. *Is the user willing to use the system again? (Willingness to use).*

After accepting and using the system several times, the user enters into the **adoption** phase.

Does the user continue to use the system over time?

What are PEER objectives?

PEER wants to measure the acceptance of AI assistant. To do this, the AI assistant trustworthiness is measured (see newsletter about the user-centred trustworthiness framework), while controlling the willingness to use the AI assistant and the trust that users place in the assistant. Other variables must also be considered to control potential biases, such as willingness to use AI technologies, propensity to trust AI technologies, etc.

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