

Expert interview TAIGERS (60 minutes)

Role of the interviewer	Interested layperson who has foreign words explained.
Target group of the interview	Experts within the context of AI.
Research question:	What does it take to trust and understand AI?

Preparation

- Print consent form
- Print out screening questionnaire or have it filled out (online)
- Prepare recording device (check battery) / prepare zoom recording

Start recording!

Welcome and instruction

"Thank you very much for participating in this interview. In the next 45 minutes, we would like to talk to you about artificial intelligence and transparency. We would like to record the audio of the interview. Everything you tell me will only be used for scientific purposes and only within the scope of the TAIGERS research project. The recording will be anonymised and it will not be possible to draw any conclusions regarding your person. If you agree, I would ask you to sign this consent form."

Have the consent form signed.

"Thank you very much so far. Before we start with the interview, I would like you to fill out this short questionnaire."

Have the questionnaire filled out.

Please don't be surprised if I ask you to explain some terms that are already familiar to you, that's part of the interview and helps us to answer our research questions."

Block 1 Domain of the expert

- **Who are you? What do you do? In which field are you an expert?**
- Describe the AI you mainly work with.
- Describe in your own words what AI is for you.
- What experiences have you already had with AI?
- What areas of application are there for AI? Which ones make sense, which ones don't?
- How do you use AI in a private context / outside of your job?
- Do you use AI or do you work with AI? Please explain your point of view.

Block 2 Attitudes towards AI: Problems of users / What is failing / What is going well?

- **What is your experience with AI in everyday work? What works well and what still fails sometimes?**
- What problems do you or users generally have with AI? (Colleagues, experiences from other domain experts)
- Are there any particularly positive experiences you have had in your dealings with AI? (i.e. mind-blowing moments)
- Are there situations where you have been frustrated while using AI systems?
- What are the advantages and disadvantages of AI?

Block 3 Mental models of AI

- **How would you describe the process that AI goes through from input to result? How would you explain it to a layperson?** *[Pay attention to timing]*
- (How would you describe the term in a taboo round?)
- Why is it so difficult for users to understand AI (as a concept)?
- (Does it bother you how AI is portrayed / treated in the media?)
- (How do you see the role of AI? Is AI a team player? Why yes, why not?)

Block 4 What characteristics should the AI possess?

- **What characteristics does AI need to bring to the table? What requirements must AI fulfil for good cooperation?**
- Which characteristics are most important?
- What is a must-have?
- What is an exclusion criterion in the use of AI?
- Do the properties of AI depend on the field of application? Why yes, why no?

Block 5 Transparency

- **What is transparency in AI use? Is your system transparent?**
- How does transparency help you when you use AI?
- What information do you need?
- What kind of transparency makes sense?
- Do we always need transparency? When and when not?
- How bad is the absence of transparency when it comes to mistakes?

- In which application scenarios is it important for you to know what is happening in the background with AI? Is transparency important at all in your context? Why yes, why not?

Block 6 Explainability / Understandability / Interpretability

- **How does transparency help you understand, explain, and interpret the process and decisions of AI?**
- What do you need to know (before use and afterwards) to interpret / understand AI?
- What content needs to be conveyed in training courses?
- Suppose you make a wrong decision based on decision support from AI. Who is to blame? What do you need to know to know what went wrong?

Block 7 Trust

- **Under what conditions would you trust AI?**
- Can more transparency increase trust in the AI's decision? And if so, how?
- What would understanding about the process of AI change in terms of trust?
- What would understanding about the outcome of AI change in terms of trust?
- How would explainability/understanding/interpretability etc. change your trust?
- Is transparency needed to generate trust? Why yes and why not?
- To what extent does trust depend on the context?
- Can you rely on AI? Why? Why not?
- What kind of feeling should the AI's explanation give you so that, after the explanation, you trust it?
- Under what conditions would you trust AI without transparency?

Block 8 End

- Is there a good example AI for user testing with lay people?
- How do you see the future of AI?
- Which aspects of our conversation were most important for you?
- Do you have any questions for me?

Farewell and thanks

"Thank you very much for this exciting interview. Particularly exciting for me was....."

"Wonderful. We have a little thank you for your efforts and of course we still need a signature that you have received this. Have fun with this and thank you very much for the interesting conversation."

Interview ID

Interview leader

Date

Signature