Measuring Trustworthiness: An Index of End-Users' Perceptions for Digital Preservation Repository Content

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WHY MEASURE TRUSTWORTHINESS?

Trustworthiness is at the heart of the justification for Digital Preservation Repositories, but it has only been asserted as a concept. It has not been defined in a way that is measurable from the end-user's perspective.

WHY BUILD AN INDEX?

In the existing research, end-users' trustworthiness perception is typically measured using single items. Furthermore, trustworthiness is not operationalized in instructions to participants.

Findings from existing empirical research with actual end-users of Digital Preservation Repositories suggest that they have a multi-faceted conceptualization of trustworthiness.

If end-users have a multi-faceted conceptualization of trustworthiness, single items cannot be used to measure it. A multi-item, composite measure is necessary, and by definition, an index is a composite measure.

METHOD OF INDEX CONSTRUCTION

An index is a composite measure of variables, or a way of measuring a construct using more than one data item. An index is an accumulation of scores from a variety of individual items. There are four main steps involved in creating an index:

STEP 1 — Construct Definition

STEP 2 — Generating Item Pool

STEP 3 — Designing Index

STEP 4 — Administration and Analysis

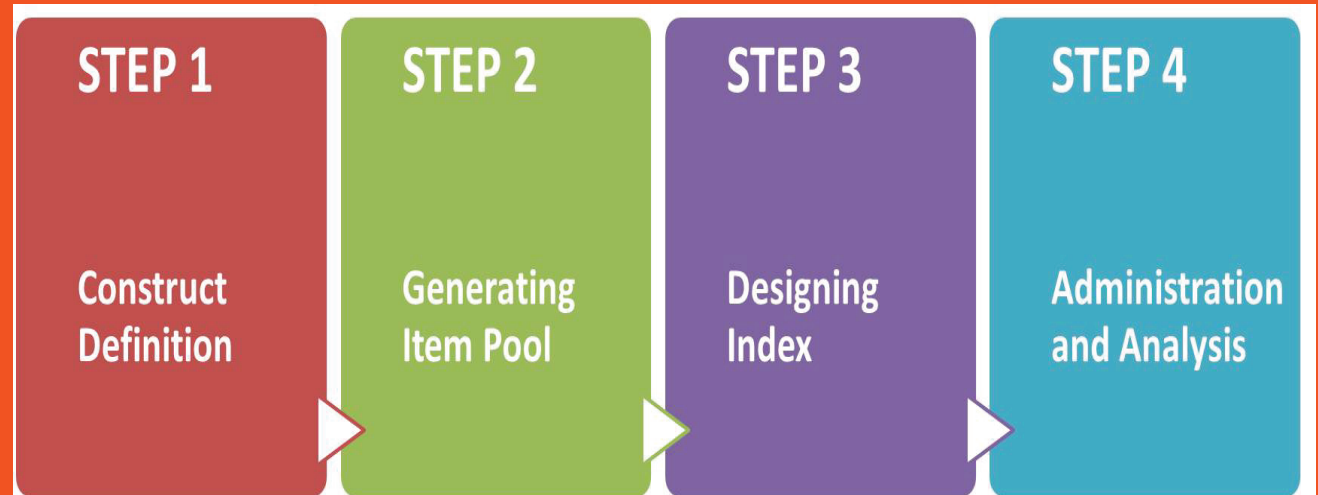## RESEARCH QUESTIONS

Overarching Research Question
To what extent is the property of 'trustworthiness' measurable as a construct of end-user perception of preservation repository content?

Subsidiary Research Questions
• How should 'trustworthiness' be defined?
• How should an item pool for 'trustworthiness' be generated?
• How should a 'trustworthiness' item pool be turned into an instrument?
• To what extent will an internally consistent or useful index result from full administration and item analysis of a 'trustworthiness' instrument?

PRIMARY SITE OF STUDY

The primary site of study is the Washington State Digital Archives (WADA). WADA is a highly utilized Digital Preservation Repository with over 500,000 visitors annually.

This dissertation contextualizes end-user perception within specific tasks and documents. As such, genealogists using birth and death records as well as title company employees using housing records will be among the types of end-users participating in this study.

SIGNIFICANCE

Regardless of the outcome, findings will provide a better understanding of what it means to define, operationalize, and measure end-user perception of trustworthiness.

DISSERTATION COMMITTEE

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