

Information Retrieval

Design and Sources

Roslina Othman



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INFORMATION RETRIEVAL: DESIGN AND SOURCES

Editor

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5. THE INFLUENCE OF ASK MODEL ON USER-SYSTEM INTERACTION

Zalifah Awang Zakaria and Roslina Othman

ABSTRACT

This chapter focuses on Anomalous States of Knowledge (ASK) Model, one of the early concepts that look at Information Retrieval from the cognitive perspective. This model proposed by Nicholas J. Belkin, influence the design of user-system interaction that is a major concern in many interactive IR systems. It is the progressive change in relevance of an item that must begin at the search level, and thus user-system interaction should be not be left at the end of the search process, i.e. at the result level.

5.1 The basis concept of ASK Model

In his ASK model, Belkin outlined a framework for IR centered on a system of communications. He asserted that IR systems help people through knowledge communicated in a "human-human (text)" relationship. An example of this would be a person using a bibliographic database or search engine to find information that is provided by another person (generally in the form of text).

ASK concept is based on ideas from Paisley & Parker (1965) and related to, among others, Robert S. Taylor's (1968) conceptions. Belkin described ASK as "the recognition of an anomaly by the recipient in his/her state of knowledge" which can only be solved by communication, e.g. by contact with an information system. ASK model is based upon an understanding of information needs as an individual is mental state. It is