

Social Information Seeking: Studying the Effect of Question Type on Responses in Social Q&A Sites

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Abstract : With the introduction of online social Q&A sites, people are able to reach each other efficiently for information seeking and simultaneously creating social bonds. There prevails an issue of low or no response for some questions posed by an information seeker on these sites. So this study tries to understand the effect of question type on responses in Social Q & A sites. The study found that among the answered queries, majority of them were answered within 24 hours of posting the questions and surprisingly most replies were received within one hour of posting. It was observed that questions of general information type were most likely to be answered followed by verification type.

Keywords : community-based services, information seeking, social search, social Q&A site

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