

Verbal Measurement

Please answer the following questions on a scale of 1 to 4.

1 = not at all; 2 = somewhat; 3 = moderately so; 4 = very much so

Opening Questions

Please answer these questions before the chatbot interaction.

1. Do you trust chatbots in general?

Closing Questions

Please answer these questions after the chatbot interaction.

1. Did the chatbot come across as reliable?
2. Did the chatbot seem dependable?
3. Was the chatbot understandable?
4. Was the chatbot accessible?
5. Did you feel confident during conversation with the chatbot?
6. Did you feel like you could share your problems with the bot?
7. Did you feel like the bot displayed a warm and caring attitude?
8. Did you feel like the bot would be willing to listen to your problems freely?
9. Do you feel like you could trust any advice give from the bot?

Based on the research of:

- Yagoda, R. E., & Gillan, D. J. (2012). You want me to trust a ROBOT? The development of a human– robot interaction trust scale. *International Journal of Social Robotics*, 4(3), 235-248.
- Johnson, D., & Grayson, K. A. (2005). Cognitive and affective trust in service relationships. *Journal of Business Research*, 58(4), 500-507. [https://doi.org/10.1016/S0148-2963\(03\)00140-1](https://doi.org/10.1016/S0148-2963(03)00140-1)