



[PEER 2025 - Dataaction use-case] Observation grid [EN]

Auteur : PEER project **Créé le :** 18/08/2025 **Mis à jour :** 21/04/2026 **Langue :** Français

Observation grid with 2 parts:

1. Observation during the task
2. Observation during the completion of the AIA index

OBSERVATION TASK

When the participant performs the task, the experimenter notes their observations in the Peac²h form.

1. question9

HTML

Data Collection

- Document the context

2. ☐ Date - Location

Texte long

3. ☐☐ Participant (identifier)

Texte long

4. ☐☐ Experimenter

Texte long

5. question3

HTML

Task Start

- Introduction by the facilitator
- Consent form
- Start video recording

6. Date - Location

Texte long

Session start notes space (comments, experimental biases, etc.)

7. question5

HTML

Interaction

- Scenario by the facilitator
- Request for think-aloud

8. Attitudes during the task

Texte long

Note sighs, laughs, reactions, and indicate the precise observed moment for context analysis (indicate item number each time the person says something)

9. question6

HTML

General Observations

- Complete the fields

10. Manipulation and interactions with the MVP

Champs multiples

Use simple and contextualized numbering.

Requests for help

Problems

11. Free field

Texte long

positive feedback / others / etc.

12. question1

HTML

Journey Tracking

- Complete the fields
- When the participant arrives at the chatbot step, say **"According to you, the best solution, between 1 and 2, is the solution 2."**

13. Manipulation and interactions with the MVP

Champs multiples

Use simple and contextualized numbering.

"Input" menu

"WMS status" menu

"Order overview" menu

"Error analysis" menu

"Optimization" menu

Solutions' explanations

Chatbot

New warehouse configuration

14. Duration of task completion

Texte

Example : 23 minutes = 00:23

OBSERVATION AIA INDEX

When the participant completes the AIA index, the experimenter notes their observations in the Peac²h form.

15. question8

HTML

Thank you for completing all the tasks!

Now we are going to move on to the post-task debriefing to gather your feedback on the AI assistant. To start, I am going to ask you to fill in this questionnaire, which contains around sixty questions. This questionnaire is used to evaluate the trustworthiness of an AI assistant.

- To complete the questionnaire, you have to answer the different items with 'strongly disagree', 'disagree', 'neutral', 'agree' or 'strongly agree'.
- If you are unable to answer an item, please check the 'I can't answer' box. **If you do this, please explain verbally why you can't answer.**
- If you have any questions about certain items, please do not hesitate to ask us.

16. question4

HTML

AIA Start

- Instructions by the facilitator
- Request for think-aloud

17. ☐ Date - Location

Texte long

Middle session notes space (comments, experimental biases, etc.)

18. question13

HTML

AIA index

- Observation

19. ☐ Verbatims during the completion of the questionnaire

Texte long

Note sighs, laughs, reactions, and indicate the precise observed moment for context analysis.

Transition Interviews

- Instructions by the facilitator

21. Date - Location

Texte long

End of session notes space (comments, experimental biases, etc.)

22. Duration of index completion

Texte

Example : 23 minutes = 00:23