



[PEER 2026 - Sonae use-case] AIA Index and semi-structured interview for experimenter [EN]

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This tool provides instructions and questions to ask participants when completing the AIA index.

PAGE 1

1. question2

HTML

Thank you for completing all the tasks!

We will now move on the debriefing to gather your feedback on the system. Please feel free to share all your ideas — we are interested in your opinions. There are no right or wrong answers.
Is it ok for you?

2. question3

HTML

Introduction

How did the test go?

What is your general impression of the system?

Have you heard of this system before the test?

How familiar are you with doing your shopping with the SIGA application?

How familiar are you with using similar systems to the system you have just tested? Can you give me example?

How familiar are you with using AI technologies in general? Can you give me example?

[Optional, depending on the answer to the previous question]

What differences are there between using the system and the way you usually conduct the task?

Why?

How much do you identify with the persona you selected at the start of the process (mom, nana, student)?

3. Icebreaker remarks

Texte long

4. question1

HTML

To continue, you have to complete a questionnaire, which contains about fifty items. This questionnaire aims to assess the trustworthiness of the system.

To complete the questionnaire, you must respond to the different items with
"strongly disagree"
"disagree"
"somewhat disagree"
"neutral"
"somewhat agree"
"agree"
"strongly agree"

To guide you in how to respond, let's see together some examples.

5. question10

HTML

Let's imagine you have the item 'I think that this bakery uses good cakes ingredients'.

6. question6

Image

I think that this bakery uses good cake ingredients.

Strongly disagree Disagree Somewhat disagree Neutral Somewhat agree Agree Strongly agree

7. question12

HTML

You may tell yourself that you are not a baker, but based on the list of ingredients you have seen, the ingredients seem good to you, or you simply have a favourable opinion. Your answer is therefore on the positive side of the scale.

8. question9

Image

I think that this bakery uses good cake ingredients.

Strongly disagree Disagree Somewhat disagree Neutral Somewhat agree Agree Strongly agree

"I'm not a baker myself, but I could see the list and it seems good to me."

"On what I saw, my opinion is favorable."

9. question11

HTML

Conversely, you do not have information about the ingredients or have insufficient information, which leads to an unfavourable opinion. Or you simply have an unfavourable opinion. Your answer is therefore in the negative part of the scale.

10. question7

Image

I think that this bakery uses good cake ingredients.

Strongly disagree Disagree Somewhat disagree Neutral Somewhat agree Agree Strongly agree

"I don't have the information on the ingredients, so I'll suppose it's not."

"I only saw three ingredients. But from what I tasted, I feel like most of them would not be good."

11. question13

HTML

Finally, if you do not understand the item or consider it inapplicable to the system you have just used, answer 'neutral'.

12. question8

Image

I think that this bakery uses good cake ingredients.

Strongly disagree Disagree Somewhat disagree Neutral Somewhat agree Agree Strongly agree

"I don't understand what an ingredient is. I cannot form an opinion."

13. question5

HTML

- There are no right or wrong answers; we are interested in your opinion.
- If you have questions about certain items, please feel free to ask us directly while completing the questionnaire.
- We encourage you to verbalize as much as possible, as if you were thinking aloud, while answering the questionnaire. This information is as important to us as your responses to the items.

Do you have any questions before you start answering the items?

14. The system performs its job well

HTML

TECHNICAL FUNCTIONING

Refers to your perception of how the system works well, is correct all the time, works quickly, is consistent under the same conditions and is consistent under a variety of circumstances.

The system performs its job well

The system works quickly

The system is correct all the time

The system would be able to perform under a variety of circumstances

The system would behave the same under similar conditions

15. Remarks index

Texte long

16. question_TF

HTML

Questions about the TECHNICAL FUNCTIONING construct

What elements of the system enable you to provide these answers?
behaviors, features

Do you have any suggestions to improve the technical functioning of the system?

17. Interview remarks

Texte long

18. Items_COMP

HTML

COMPREHENSIBILITY

Means how clearly you can understand how the system works, how it makes decisions and whether you can predict what it will do next. It also includes how easy it is for you to learn to use the system.

The system is understandable

The system is easy to learn

The functioning of the system is made clear

The system provides information to explain its recommendations

The actions of the system can be traced by me

19. Remarks index

Texte long

20. question_COMP

HTML

Questions about the COMPREHENSIBILITY construct

What elements of the system enable you to provide these answers?
behaviors, features

What did you understand about the functioning of the system?

Can you describe it?

What data is used to make it work?

What do you think about the explanations (route, estimated time, distance, number of items with category, map legend) provided on screen by the system?

Do you think they are relevant? Why?

Do you think they are consistent with your preferences and constraints? Why?

Do you think they are accurate? Why?

Do you have any suggestions to improve the comprehensibility of the system?

21. Interview remarks

Texte long

22. Itmes_COL

HTML

COLLABORATION

Refers to the team that the system forms with you (the feedback it gives you, its spontaneous communication, its support to you) and the extent to which it allows for adaptability or customization.

In accomplishing the task, the system acts as part of the team (with me)

The system would do its best to help me when needed

The system takes into account the information I give it

The system responds when I share something with it

The system displays information to me on its own

The match between the system's recommendations and my preferences/actions is clearly identifiable

The system is adapted to my level of expertise

23. Remarks index

Texte long

Questions about the COLLABORATION construct

What elements of the system enable you to provide these answers?

behaviors, features

What do you think about the fact that the system takes your preferences (frozen items, heavy items, recommendations) into account?

Have you considered the system's recommendations?

Do you think they are consistent with your preferences and constraints? Why?

Do you think they are accurate? Why?

What did you think about the functionality to rate your experience with at the end of the shopping session ?

Did you like it? Why?

Would you use it? Why?

Do you have any suggestions to improve your collaboration with the system?

25. Interview remarks

Texte long

PAGE 11**26. itmes_UX**

HTML

USER EXPERIENCE

Refers to system's ability to be useful to you, to meet your expectations, and to provide you with a high-quality and satisfying experience when you use it.

The system is predictable

The system has all the functionalities I would expect from an AI assistant for this task

The system uses codes and terms that are familiar to me

The system is useful

Interacting with the system is satisfying

27. Remarks index

Texte long

28. question_UX

HTML

Questions about the USER EXPERIENCE construct

**What elements of the system enable you to provide these answers?
behaviors, features**

Do you have any suggestions to improve your user experience with the system?

29. Interview remarks

Texte long

PAGE 12

30. items_SAFE-SECU-WB

HTML

SAFETY, SECURITY and WELL-BEING

Refers to your perception of how the system is concerned about your welfare and how the system manages errors, risks or attacks.

The system is concerned about my welfare

The system would not knowingly do things to hurt me or others

The system warns the users of potential risks on them

The system is not vulnerable to potential attacks

The system ensures potential errors are managed

31. Remarks index

Texte long

Questions about the SAFETY, SECURITY and WELL-BEING construct

What elements of the system enable you to provide these answers?
behaviors, features

Do you have any suggestions to improve how the system addresses safety, security, and well-being?

33. Interview remarks

Texte long

PRIVACY and DATA GOVERNANCE
Refers to how much you believe the system protects your data, grants access to its data structure, and your vision on the appropriateness of the training data used.

The system has been trained with appropriate data

The system keeps collected information secure

The system informs me of the data it collects

The system provides access to its data structure

35. Remarks index

Texte long

Questions about the PRIVACY and DATA GOVERNANCE construct

What elements of the system enable you to provide these answers?

behaviors, features

Do you have any suggestions to improve how the system addresses privacy and data governance?

37. Interview remarks

Texte long

PAGE 14

38. Items_AUDI

HTML

AUDITABILITY

Refers to the extent to which you believe that the data, decisions, and algorithms of the system can be traced and verified for an inspection or external audit.

The decisions made by the system can be traced for an inspection procedure

The type of algorithm used by the system can be reviewed in an inspection procedure

39. Remarks index

Texte long

40. question_AUDI

HTML

Questions about the AUDITABILITY construct

What elements of the system enable you to provide these answers?

behaviors, features

Do you have any suggestions to improve the auditability of the system?

41. Interview remarks

Texte long

PAGE 15

42. items_EQU

HTML

EQUITY

Refers to how you think that the system accounts for inclusiveness (diversity in users, cultures, languages, disabilities), potential social impacts on jobs and skills, or environmental friendliness.

The system tries hard to be faire in dealings with others

The system accounts for diverse culture

The system accounts for diverse languages

The system accounts for many disabilities

The system does not induce the risk of de-skilling of human operators

The system is environmental-friendly

43. Remarks index

Texte long

44. question_EQU

HTML

Questions about the EQUITY construct

What elements of the system enable you to provide these answers?
behaviors, features

Do you have any suggestions to improve the equity of the system?

45. Interview remarks

Texte long

46. items_TW

HTML

TRUSTWORTHINESS

The system is trustworthy

47. question_TW

HTML

Questions about the TRUSTWORTHINESS construct

What elements of the system enable you to provide these answers?
behaviors, features

Would you modify one or more aspects of the system to make it (more) trustworthy?
Which aspect? Why?

48. Remarks

Texte long

49. item_ANT

HTML

ANTHROPOMORPHISM

I attributed humanlike characteristics to the system (e.g., intentions, emotions, free will, mind, or consciousness)

50. question_ANT

HTML

Questions about the ANTHROPOMORPHISM construct

What elements of the system enable you to provide these answers?
behaviors, features

Are you interested in interacting with a system with human characteristics?

51. Remarks

Texte long

52. items_T

HTML

TRUST

I trusted the system

I will trust the system again

53. question_T

HTML

Questions about the TRUST construct

Why?

54. Remarks

Texte long

55. items_WILL-USE

HTML

WILLINGNESS TO USE

I would interact with the system again

56. question_WILL-USE

HTML

Questions about the WILLINGNESS TO USE construct

Why?

57. Remarks

Texte long

58. conclusion

HTML

CONCLUSION

Anything to add regarding the system and the test?

59. Remarks

Texte long