



[PEER 2026 - City of Amsterdam use-case] AIA Index for participant [EN]

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This 44-item questionnaire is the second version of the AIA index: Acceptance of Artificial Intelligence. We developed this questionnaire as part of the European PEER project.

This questionnaire assesses whether users consider an AI assistant to be trustworthy, addressing the various constructs of trustworthiness:

- Technical functioning
- Comprehensibility
- Collaboration
- User experience
- Safety, security and well-being
- Privacy and data governance
- Auditability
- Equity

This questionnaire also includes control items to ensure that:

- These different constructs clearly measure trustworthiness
- Trustworthiness is a predictor of acceptance, by measuring the intention to use the AI assistant in the future and trust itself

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1. question20

HTML

Thank you for completing all the tasks!

We will now move on to the debriefing to collect 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.

2. question36

HTML

To continue, you have to complete a questionnaire, which contains about forty items that we will discuss as we go along. 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.

3. question8

Image

I think that this bakery uses good cake ingredients.

Strongly disagree

Disagree

Somewhat disagree

Neutral

Somewhat agree

Agree

Strongly agree

4. question11

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."

5. question9

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."

6. question10

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."

7. question1

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 just as important to us as your responses to the items.

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

8. question44

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.

9. The system performs its job well.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

10. The system works quickly.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

11. The system is correct all the time.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

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

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

13. The system would behave the same under similar conditions.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

14. question12

HTML

Please wait for the experimenter's approval before clicking the next button.

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15. question46

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.

16. The system is understandable.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

17. The system is easy to learn.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

18. The functioning of the system is made clear.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

19. The system provides information to explain its recommendations.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

20. The actions of the system can be traced by me.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

21. question13

HTML

Please wait for the experimenter's approval before clicking the next button.

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22. question3

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.

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

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

24. The system would do its best to help me when needed.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

25. The system takes into account the information I give it.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

26. The system responds to me when I share something with it.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

27. The system displays information to me on its own.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

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

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

29. The system is adapted to my level of expertise.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

Please wait for the experimenter's approval before clicking the next button.

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.

32. The system is predictable.

Likert

Strongly disagree

Disagree

Somewhat disagree

Neutral

Somewhat agree

Agree

Strongly agree

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

Likert

Strongly disagree

Disagree

Somewhat disagree

Neutral

Somewhat agree

Agree

Strongly agree

34. The system uses codes and terms that are familiar to me.

Likert

Strongly disagree

Disagree

Somewhat disagree

Neutral

Somewhat agree

Agree

Strongly agree

35. The system is useful.

Likert

Strongly disagree

Disagree

Somewhat disagree

Neutral

Somewhat agree

Agree

Strongly agree

36. Interacting with the system is satisfying.

Likert

Strongly disagree

Disagree

Somewhat disagree

Neutral

Somewhat agree

Agree

Strongly agree

Please wait for the experimenter's approval before clicking the next button.

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.

39. The system is concerned about my well-being.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

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

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

41. The system warns the users of potential risks on them.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

42. The system is not vulnerable to potential attacks.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

43. The system ensures potential errors are managed.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

44. question16

HTML

Please wait for the experimenter's approval before clicking the next button.

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45. question5

HTML

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.

46. The system has been trained with appropriate data.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

47. The system keeps collected information secure.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

48. The system informs me of the data it collects.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

49. The system provides access to its data structure.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

50. question17

[HTML](#)

Please wait for the experimenter's approval before clicking the next button.

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51. question6

[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.

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

[Likert](#)[Strongly disagree](#)[Disagree](#)[Somewhat disagree](#)[Neutral](#)[Somewhat agree](#)[Agree](#)[Strongly agree](#)

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

[Likert](#)[Strongly disagree](#)[Disagree](#)[Somewhat disagree](#)[Neutral](#)[Somewhat agree](#)[Agree](#)[Strongly agree](#)

54. question18

[HTML](#)

Please wait for the experimenter's approval before clicking the next button.

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55. question7

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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.

56. The system tries hard to be fair in dealings with others.

[Likert](#)[Strongly disagree](#)[Disagree](#)[Somewhat disagree](#)[Neutral](#)[Somewhat agree](#)[Agree](#)[Strongly agree](#)

57. The system accounts for diverse culture.

[Likert](#)[Strongly disagree](#)[Disagree](#)[Somewhat disagree](#)[Neutral](#)[Somewhat agree](#)[Agree](#)[Strongly agree](#)

58. The system accounts for diverse languages.

[Likert](#)[Strongly disagree](#)[Disagree](#)[Somewhat disagree](#)[Neutral](#)[Somewhat agree](#)[Agree](#)[Strongly agree](#)

59. The system accounts for many disabilities.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

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

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

61. The system is environmental-friendly.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

62. question19

HTML

Please wait for the experimenter's approval before clicking the next button.

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63. The system is trustworthy.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

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

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

65. I trusted the system.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

66. I will trust the system again.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

67. I would interact with the system again.

Likert

Strongly
disagree

Disagree

Somewhat
disagree

Neutral

Somewhat
agree

Agree

Strongly
agree

68. question21

HTML

Please wait for the experimenter's approval before clicking the next button.