



Trust in Automation (TiA)

Auteur : PEER project **Créé le :** 04/07/2024 **Mis à jour :** 18/12/2025 **Langue :** Anglais

This questionnaire of 19 items measures the user's trust in an automation system. It takes into account 6 dimensions :

- Reliability/Competence
- Understandability/Predictability
- Propensity to Trust
- Intention of Developers
- Familiarity
- Trust in Automation

Reference: Körber, M. (2019). Theoretical considerations and development of a questionnaire to measure trust in automation. In *Proceedings of the 20th Congress of the International Ergonomics Association (IEA 2018) Volume VI: Transport Ergonomics and Human Factors (TEHF), Aerospace Human Factors and Ergonomics 20* (pp. 13-30). Springer International Publishing.
https://link.springer.com/chapter/10.1007/978-3-319-96074-6_2

1. The system is capable of interpreting situations correctly.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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2. The system state was always clear to me.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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3. I already know similar systems.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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4. The developers are trustworthy.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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5. One should be careful with unfamiliar automated systems.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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6. The system works reliably.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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7. The system reacts unpredictably.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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8. The developers take my well-being seriously.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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9. I trust the system.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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10. A system malfunction is likely.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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11. I was able to understand why things happened.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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12. I rather trust a system than I mistrust it.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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13. The system is capable of taking over complicated tasks.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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14. I can rely on the system.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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15. The system might make sporadic errors.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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16. It's difficult to identify what the system will do next.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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17. I already used similar systems.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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18. Automated systems usually work well.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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19. I am confident about the system's capabilities.

Likert

Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree
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