



# XAI (eXplainable Artificial Intelligence) Trust Scale

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This scale of 8 question assess trust in automation.

This XAI Trust Scale asks users directly whether they are confident in the XAI system, whether the XAI system is predictable, reliable, efficient, and believable. Most of the items are adapted from the Cahour-Fourzy scale, which has been shown to be reliable. The XAI Trust Scale incorporates items from other scales.

You have to replace the notion [tool] with the tool that you want to evaluate.

**Reference:** Hoffman, R. R., Mueller, S. T., Klein, G., & Litman, J. (2023). Measures for explainable AI: Explanation goodness, user satisfaction, mental models, curiosity, trust, and human-AI performance. *Frontiers in Computer Science*, 5, 1096257. <https://www.frontiersin.org/journals/computer-science/articles/10.3389/fcomp.2023.1096257/full>

**1. I am confident in the [tool]. I feel that it works well**

Likert

I disagree strongly

I disagree somewhat

I'm neutral about it

I agree somewhat

I agree strongly

**2. The outputs of the [tool] are very predictable**

Likert

I disagree strongly

I disagree somewhat

I'm neutral about it

I agree somewhat

I agree strongly

**3. The tool is very reliable. I can count on it to be correct all the time**

Likert

I disagree strongly

I disagree somewhat

I'm neutral about it

I agree somewhat

I agree strongly

**4. I feel safe that when I rely on the [tool] I will get the right answers**

Likert

I disagree strongly

I disagree somewhat

I'm neutral about it

I agree somewhat

I agree strongly

**5. The [tool] is efficient in that it works very quickly**

Likert

I disagree strongly

I disagree somewhat

I'm neutral about it

I agree somewhat

I agree strongly

**6. I am wary of the [tool]**

Likert

I disagree strongly

I disagree somewhat

I'm neutral about it

I agree somewhat

I agree strongly

**7. The [tool] can perform the task better than a novice human user**

Likert

I disagree strongly

I disagree somewhat

I'm neutral about it

I agree somewhat

I agree strongly

## 8. I like using the system for decision making

Likert

I disagree  
strongly

I disagree  
somewhat

I'm neutral  
about it

I agree  
somewhat

I agree strongly