



Agent and system evaluation

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This questionnaire is a combination of 7 point Likert scales, open form questionnaires to collect qualitative and quantitative user feedback, and checklist for trust between people and automation from Jian et al. (2000).

[Jian, J. Y., Bisantz, A. M., & Drury, C. G. (2000). Foundations for an empirically determined scale of trust in automated systems. *International journal of cognitive ergonomics*, 4(1), 53-71 ; <https://citeseerx.ist.psu.edu/document?repid=rep1&type=pdf&doi=ed6a076ab7d43c27085d412108b98b93edbb1b00>].

It was developed to evaluate the trust in a virtual agent + a speech recognition system. It is coupled with Jian et al. (2000)' scale. This scale of 12 items measures the trust and distrust in automation.

In the first part of the questionnaire, you can replace the term [the virtual agent] by your own system.

Reference: Weitz, K., Schiller, D., Schlagowski, R., Huber, T., & André, E. (2021). "Let me explain!": exploring the potential of virtual agents in explainable AI interaction design. *Journal on Multimodal User Interfaces*, 15(2), 87-98. <https://link.springer.com/content/pdf/10.1007/s12193-020-00332-0.pdf>

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Please begin your evaluation of the [virtual agent]

1. I liked [the virtual agent]:

Matrice Likert

disagree fully agree

2. I would interact with [the virtual agent] again:

Matrice Likert

disagree fully agree

3. [The virtual agent] is trustworthy:

Matrice Likert

disagree fully agree

4. [The virtual agent]'s answers are understandable:

Matrice Likert

disagree fully agree

5. The information [the virtual agent] gave me helped me to understand the decisions of the system:

Matrice Likert

disagree fully agree

6. What did you particularly like about [the virtual agent]?

Texte

7. What did you find particularly bad about [the virtual agent]?

Texte

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In the following, we ask you to evaluate the speech recognition system.

8. The speech recognition is trustworthy:

Matrice Likert

disagree

fully agree

9. The speech recognition system is comprehensible:

Matrice Likert

disagree

fully agree

10. I would use the speech recognition system:

Matrice Likert

disagree

fully agree

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Below is a list of statement for evaluating trust between people and automation. There are several scales for you to rate intensity of your feeling of trust, or your impression of the speech recognition system. (not at all = 1 ; extremely = 7)

11. The system is deceptive.

Matrice Likert

1

7

12. The system behaves in an underhanded manner.

Matrice Likert

1

7

13. I am suspicious of the system's intent, action, or outputs.

Matrice Likert

1

7

14. I am wary of the system.

Matrice Likert

1

7

15. The system's actions will have a harmful or injurious outcome.

Matrice Likert

1

7

16. I am confident in the system.

Matrice Likert

1

7

17. The system provides security.

Matrice Likert

1

7

18. The system has integrity.

Matrice Likert

1

7

19. The system is dependable.

Matrice Likert

1

7

20. The system is reliable.

Matrice Likert

1

7

21. I can trust the system.

Matrice Likert

1

7

22. I am familiar with the system.

Matrice Likert

1

7