



## Trust perception scale-HRI [Long version]

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This scale, of 40 items, was developed to provide a means to **subjectively measure trust perceptions over time and across robotic domains.**

When the scale is used as a pre-interaction measure, the participants should first be shown a picture of the robot they will be interacting with or provided a description of the task prior to completing the pre-interaction scale. This accounts for any mental model effects of robots and allows for comparison specific to the robot at hand.

For post-interaction measurement, the scale should be administered directly following the interaction.

To create the overall trust score, 5 items must first be reverse coded (incompetent, unresponsive, malfunction, require frequent maintenance, have errors). All items are then summed and divided by the total number of items (40). This provides an overall percentage of trust score.

While use of the 40 items scale is recommended, a 14 items subscale can be used to provide rapid trust measurement specific to measuring changes in trust over time, or during assessment with multiple trials or time restrictions. This subscale is specific to functional capabilities of the robot, and therefore may not account for changes in trust due to the feature-based antecedents of the robot.

**Reference:** Schaefer, K. E. (2016). Measuring trust in human robot interactions: Development of the "trust perception scale-HRI". In *Robust intelligence and trust in autonomous systems* (pp. 191-218). Boston, MA: Springer US. [https://dlwqtxts1xzle7.cloudfront.net/114178129/978-1-4899-7668-020240505-1-agu5dz-libre.pdf?1714934405=&response-content-disposition=inline%3B+filename%3DRobust\\_Intelligence\\_and\\_Trust\\_in\\_Autonom.pdf&Expires=1720525011&Signature=GiwTFXyviwJvsGZKm2pg7HiR3BNPjcyV4ROsD7TmigLEFsXIXf8UppjDyCRJWrbgyAFgpogdMr21TAWd9JaketZojU5qsSh8qgpmCQdR19PUJb~1~ez4K82~5arEkL016b1QQUaaqk9Kk4A~j4qKbHg3fUST60QOKxwtzju1MQOscVJLX882NQmG03rhZ1jqAzb6VG4OnTjQL2hQP1\\_8nCluVO6w3bVUBc-45HPs43jLg\\_&Key-Pair-Id=APKAJLOHF5GGSLRBV4ZA#page=198](https://dlwqtxts1xzle7.cloudfront.net/114178129/978-1-4899-7668-020240505-1-agu5dz-libre.pdf?1714934405=&response-content-disposition=inline%3B+filename%3DRobust_Intelligence_and_Trust_in_Autonom.pdf&Expires=1720525011&Signature=GiwTFXyviwJvsGZKm2pg7HiR3BNPjcyV4ROsD7TmigLEFsXIXf8UppjDyCRJWrbgyAFgpogdMr21TAWd9JaketZojU5qsSh8qgpmCQdR19PUJb~1~ez4K82~5arEkL016b1QQUaaqk9Kk4A~j4qKbHg3fUST60QOKxwtzju1MQOscVJLX882NQmG03rhZ1jqAzb6VG4OnTjQL2hQP1_8nCluVO6w3bVUBc-45HPs43jLg_&Key-Pair-Id=APKAJLOHF5GGSLRBV4ZA#page=198)

### WHAT % OF THE TIME WILL THIS ROBOT BE ...

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

<b>1. Considered part of the team.</b>	Matrice Likert
0%	100%
<b>2. Responsible</b>	Matrice Likert
0%	100%
<b>3. Supportive</b>	Matrice Likert
0%	100%
<b>4. Incompetent</b>	Matrice Likert
0%	100%
<b>5. Dependable</b>	Matrice Likert
0%	100%
<b>6. Friendly</b>	Matrice Likert
0%	100%
<b>7. Reliable</b>	Matrice Likert
0%	100%
<b>8. Pleasant</b>	Matrice Likert
0%	100%
<b>9. Unresponsive</b>	Matrice Likert
0%	100%
<b>10. Autonomous</b>	Matrice Likert
0%	100%
<b>11. Predictable</b>	Matrice Likert
0%	100%

<b>12. Conscious</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>13. Lifelike</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>14. A good teammate</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>15. Led astray by unexpected changes in the environment</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>WHAT % OF THE TIME WILL THIS ROBOT ...</b>	
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	
<b>16. Act consistently</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>17. Protect people</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>18. Act as part of the team</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>19. Function successfully</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>20. Malfunction</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>21. Clearly communicate</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>22. Require frequent maintenance</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>23. Openly communicate</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>24. Have errors</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>25. Perform a task better than a novice human user</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>26. Know the difference between friend and foe</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>27. Provide feedback</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>28. Possess adequate decision-making capability</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>29. Warn people of potential risks in the environment</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>30. Meet the needs of the mission/task</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>31. Provide appropriate information</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>32. Communicate with people</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%
<b>33. Work best with a team</b>	Matrice Likert
0% <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	100%

<b>34. Keep classified information secure</b>	Matrice Likert
0%      ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○	100%
<b>35. Perform exactly as instructed</b>	Matrice Likert
0%      ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○	100%
<b>36. Make sensible decisions</b>	Matrice Likert
0%      ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○	100%
<b>37. Work in close proximity with people</b>	Matrice Likert
0%      ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○	100%
<b>38. Tell the truth</b>	Matrice Likert
0%      ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○	100%
<b>39. Perform many functions at one time</b>	Matrice Likert
0%      ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○	100%
<b>40. Follow directions</b>	Matrice Likert
0%      ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○	100%