



Users' perception of transparency in recommender systems

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This scale, of 13 items, is a measurement tool for assessing transparency in recommender systems. It covers :

- Input: what data does the system use?
- Output: why and how well does an item fit one's preferences?
- Functionality: how and why is an item recommended?
- Interaction: what needs to be changed for a different prediction?

Reference: Hellmann, M., Bocanegra, D. C. H., & Ziegler, J. (2022). *Development of an Instrument for Measuring Users' Perception of Transparency in Recommender Systems*. Universität Duisburg-Essen. https://duepublico2.uni-due.de/servlets/MCRFileNodeServlet/duepublico_derivate_00075641/CEUR_WS_3124_Paper17.pdf

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1. It was clear to me what kind of data the system uses to generate recommendations.

Matrice Likert

Strongly disagree Strongly agree

2. I understood what data was used by the system to infer my preferences.

Matrice Likert

Strongly disagree Strongly agree

3. I understood which item characteristics were considered to generate recommendations.

Matrice Likert

Strongly disagree Strongly agree

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4. I understood why the items were recommended to me.

Matrice Likert

Strongly disagree Strongly agree

5. I understood why the system determined that the recommended items would suit me.

Matrice Likert

Strongly disagree Strongly agree

6. I can tell how well the recommendations match my preferences.

Matrice Likert

Strongly disagree Strongly agree

7. The system provided information to understand why the items were recommended.

Matrice Likert

Strongly disagree Strongly agree

8. The system provided information about how the quality of the items was determined.

Matrice Likert

Strongly disagree Strongly agree

9. The system provided information about how my preferences were inferred.

Matrice Likert

Strongly disagree Strongly agree

10. The system provided information about how well the recommendations match my preferences.

Matrice Likert

Strongly disagree Strongly agree

11. I understood how the quality of the items was determined by the system.

Matrice Likert

Strongly disagree Strongly agree

12. I know what actions to perform in the system so that it generates better recommendations.

Matrice Likert

Strongly disagree Strongly agree

13. I know what needs to be changed in order to get better recommendations.

Matrice Likert

Strongly disagree Strongly agree