



# Different facets of trust

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This, 14 items, scale allows to evaluate different facets of trust, to understand how different factors about a **decision-making process**, and an AI model that supports that process, influences peoples' perceptions of the trustworthiness of that process.

The evaluation of trust focused on several dimensions:

- Overall trustworthiness: the process ought to be trusted
- Reliability: the process results in consistent outcomes
- Technical competence: AI is used appropriately and correctly
- Understandability\*\*: participants understood how the process works
- Personal attachment: participants liked the process

\*\* Due to poor reliability ( $\alpha = 0.11$ ), we recommend to exclude Understandability from analysis.

**Reference:** Ashoori, M., & Weisz, J. D. (2019). In AI we trust? Factors that influence trustworthiness of AI-infused decision-making processes. *arXiv preprint arXiv:1912.02675*.

<https://arxiv.org/pdf/1912.02675>

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## PAGE 1

**1. This decision making process is trustworthy.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**2. I would change one or more aspects of this decision-making process to make it trustworthy.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**3. This decision-making process will produce a fair outcome for the person affected by the decision.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**4. The decision maker needs more information about how the AI model was trained and tested in order to trust the process.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

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## PAGE 2

**5. This decision-making process would always make the same recommendation under the same conditions.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**6. The outcome of this decision will be consistent with other decisions made for other people.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**PAGE 3**

**7. The use of an AI model is appropriate in this scenario.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**8. This decision will be made based on reliable information.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**9. I trust that the technical implementation of the AI model is correct.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**PAGE 4**

**10. It is easy to understand what this decision-making process does.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**11. I understand how this decision-making process works.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**PAGE 5**

**12. I am confident in this decision-making process. I feel that it works well.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**13. I am wary of this decision-making process.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree

**14. I like this decision-making process.**

Likert

Strongly disagree

Disagree

Agree

Strongly agree