



AIDUA (Artificial Intelligence Device Use Acceptance)

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This, 34 items, scale aims to explain customers' willingness to accept AI device use in service encounters.

It take into account social influence, hedonic motivation, anthropomorphism, performance expectancy, effort expectancy, emotion, willingness to accept the use of AI devices, objection to the use of AI devices.

Reference: Gursoy, D., Chi, O. H., Lu, L., & Nunkoo, R. (2019). Consumers acceptance of artificially intelligent (AI) device use in service delivery. *International Journal of Information Management*, 49, 157-169. <https://doi.org/10.1016/j.ijinfomgt.2019.03.008>
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PAGE 1

1. Using AI devices reflects status symbol in my social networks (e.g., friends, family and co-workers). Matrice Likert

Strongly disagree Strongly agree

2. People who influence my behavior would want me to utilize AI devices. Matrice Likert

Strongly disagree Strongly agree

3. People in my social networks who would utilize AI devices have more prestige than those who don't. Matrice Likert

Strongly disagree Strongly agree

4. People whose opinions that I value would prefer that I utilize AI devices. Matrice Likert

Strongly disagree Strongly agree

5. People who are important to me would encourage me to utilize it. Matrice Likert

Strongly disagree Strongly agree

6. People in my social networks who would utilize artificially intelligent have a high profile. Matrice Likert

Strongly disagree Strongly agree

7. I have fun interacting with AI.

Matrice Likert

Strongly disagree Strongly agree

8. Interacting with AI devices is fun.

Matrice Likert

Strongly disagree Strongly agree

9. Interacting with AI devices is entertaining.

Matrice Likert

Strongly disagree Strongly agree

10. Interaction with AI is enjoyable.

Matrice Likert

Strongly disagree Strongly agree

11. The actual process of interacting would be pleasant.

Matrice Likert

Strongly disagree Strongly agree

12. AI devices have a mind of their own.

Matrice Likert

Strongly disagree Strongly agree

13. AI devices have consciousness.

Matrice Likert

Strongly disagree Strongly agree

14. AI devices have their own free will.

Matrice Likert

Strongly disagree Strongly agree

15. AI devices will experiences emotions.

Matrice Likert

Strongly disagree Strongly agree

16. AI devices are more accurate than human beings.

Matrice Likert

Strongly disagree Strongly agree

17. AI devices are more accurate with less human errors.

Matrice Likert

Strongly disagree Strongly agree

18. AI devices provides more consistent service than human beings.

Matrice Likert

Strongly disagree Strongly agree

19. Information provided by AI devices are more consistent.

Matrice Likert

Strongly disagree Strongly agree

PAGE 5

20. Using AI devices takes too much of time.

Matrice Likert

Strongly disagree

Strongly agree

21. Working with AI devices is so difficult to understand and use in services.

Matrice Likert

Strongly disagree

Strongly agree

22. It takes me too long to learn how to interact with AI devices.

Matrice Likert

Strongly disagree

Strongly agree

PAGE 6

I am

23.

Matrice Likert

bored

relaxed

24.

Matrice Likert

malancholic

contented

25.

Matrice Likert

despairing

hopeful

26.

Matrice Likert

unsatisfied

satisfied

27.

Matrice Likert

annoyed

pleased

PAGE 7

28. I am willing to receive AI device services.

Matrice Likert

Strongly disagree

Strongly agree

29. I will feel happy to interact with AI devices.

Matrice Likert

Strongly disagree

Strongly agree

30. I am likely to interact with AI devices.

Matrice Likert

Strongly disagree

Strongly agree

PAGE 8

31. The information is processed in a less humanized manner.

Matrice Likert

Strongly disagree

Strongly agree

32. I prefer human contact in service transactions .

Matrice Likert

Strongly disagree

Strongly agree

33. People need emotion exchange during service transactions.

Matrice Likert

Strongly disagree

Strongly agree

34. Interaction with AI devices lacks social contact.

Matrice Likert

Strongly disagree

Strongly agree