



Trust perception scale-HRI [Short version]

Auteur : PEER project **Créé le :** 09/07/2024 **Mis à jour :** 18/12/2025 **Langue :** Anglais

This scale, of 14 items, is the short version of the 40 items trust perception scale-HRI.

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. Trust score is calculated by first reverse coding the "have errors", "unresponsive", and "malfunction" items, and then summing the 14 item scores and dividing by 14.

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://d1wqtxts1xzle7.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=GiwTFXyviwvsGZKm2pg7HIR3BNPjcyV4ROsD7TmigLEFsXlXf8UppjDyCRjWrbqyAFgpogdMr21TAWd9JaketZoiu5qsSh8qgpmCQdR19PUJb~1~ez4K82~5arEkL016b1OQUaaqk9Kk4A~j4qKbHg3fUST60OOkxwtzju1MOOscVJLX882NOmG03rhZ1jqAzB6VG4OnTjQL2hOP1e8nCluVQ6w3bVUBc-45HPs43jLg__&Key-Pair-Id=APKAJLOHF5GGSLRBV4ZA#page=198

1. Function successfully	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%
2. Act consistently	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%
3. Reliable	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%
4. Predictable	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%
5. Dependable	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%
6. Follow directions	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%
7. Meet the needs of the mission	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%
8. Perform exactly as instructed	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%
9. Have errors	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%
10. Provide appropriate information	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%
11. Malfunction	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%
12. Communicate with people	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%
13. Provide feedback	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%
14. Unresponsive	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%