Page 01

Welcome to this study on **gender-aware language in chatbot interactions**.

PR06

We're conducting research on how the use of gender-specific versus gender-neutral language in chatbot communication influences user engagement.

Procedure

In this study, you'll briefly talk to the chatbot "StyleBot" that provides outfit suggestions based on a few details you provide.
Your task is simple: you'll choose a scenario, and StyleBot will suggest clothing options based on the context and your preferences.
After the chatbot conversation, you'll be asked to complete a brief follow-up survey about your engagement.

Duration

The entire process should only take about **5 minutes**.

Anonymity & Voluntary participation

Your responses are completely **anonymous** and will be used only for academic purposes as part of a university seminar project. The study does not collect any personally identifying data. Participation is **voluntary**, and you may stop at any time.

If you have any questions or concerns, please feel free to contact us at:

ahju.jang@stud.tu-darmstadt.de

We really appreciate your participation!

◯ I am at least 18 years old and consent to participate.

◯ I do not wish to participate.

PR06 Intro specific

1 = I am at least 18 years old and consent to participate.
2 = I do not wish to participate.
-9 = Not answered

Page 03

PR04

Please click here to begin the study.

After completing the communication, please return using the button provided. You may then close this window.

Page 04

FAPU

PO01 ▣

1. Post-survey

Please indicate how much you agree or disagree with the following statements about your chatbot experience.

strongly disagree	disagree	neutral	agree	strongly agree	don't know
0	1	2	3	4	

I lost myself in this chatbot-experience.

○　　○　　○　　○　　○　　│　　○

The time I spent using StyleBot just slipped away.

○　　○　　○　　○　　○　　│　　○

I was absorbed in this chatbot-experience.

○　　○　　○　　○　　○　　│　　○

I felt frustrated while using StyleBot.

○　　○　　○　　○　　○　　│　　○

I found StyleBot confusing to use.

○　　○　　○　　○　　○　　│　　○

Using StyleBot was taxing.

○　　○　　○　　○　　○　　│　　○

PO01_01 I lost myself in this chatbot-experience.

PO01_02 The time I spent using StyleBot just slipped away.

PO01_03 I was absorbed in this chatbot-experience.

PO01_04 I felt frustrated while using StyleBot.

PO01_05 I found StyleBot confusing to use.

PO01_06 Using StyleBot was taxing.

1 = strongly disagree [0]
2 = disagree [1]
3 = neutral [2]
4 = agree [3]
5 = strongly agree [4]
-1 = don't
know
-9 = Not answered

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PO02 ▣

Please indicate how much you agree or disagree with the following statements about your chatbot experience.

	strongly disagree	disagree	neutral	agree	strongly agree	don't know
StyleBot was attractive.	○	○	○	○	○	○
StyleBot was aesthetically appealing.	○	○	○	○	○	○
StyleBot appealed to my senses.	○	○	○	○	○	○
Using StyleBot was worthwhile.	○	○	○	○	○	○
My experience was rewarding.	○	○	○	○	○	○
I felt interested in this experience.	○	○	○	○	○	○

PO02_01 StyleBot was attractive.

PO02_02 StyleBot was aesthetically appealing.

PO02_03 StyleBot appealed to my senses.

PO02_04 Using StyleBot was worthwhile.

PO02_05 My experience was rewarding.

PO02_06 I felt interested in this experience.

1 = strongly disagree
2 = disagree
3 = neutral
4 = agree
5 = strongly agree
-1 = don't
know
-9 = Not answered

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PO03 ▣

Additional suggestions

Is there anything else you would like to share about your experience with StyleBot?
Feel free to share anything you found helpful, confusing, surprising, or unclear.

☐ Prefer not to answer

PO03 Free text

-1 = Prefer not to answer
-2 = other text response
-9 = Not answered

PO03s Free text (free text)

Free text

PO07

Demographic questions

Before we finish, we'd like to ask a few brief demographic questions.
Your answers will help us better understand our participants and interpret the study results. All responses are anonymous and optional.

PO04

2. Age

Please select your age group.

○ 18-24

○ 25-34

○ 35-44

○ 45+

○ Prefer not to say

PO04 Age

1 = 18-24
2 = 25-34
3 = 35-44
4 = 45+
-1 = Prefer not to say
-9 = Not answered

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3. Gender

Please select your gender.

◯ Male

◯ Female

◯ Other

◯ Prefer not to say

PO05 Gender

1 = Male
2 = Female
3 = Other
-1 = Prefer not to say
-9 = Not answered

4. Current occupation

Please select your current occupation or status.

○ Student / Trainee

○ Employed full- or part-time

○ Unemployed

○ Other

○ Prefer not to say

PO06 Current occupation

1 = Student / Trainee
2 = Employed full- or part-time
4 = Unemployed
5 = Other
-1 = Prefer not to say
-9 = Not answered

Thank you for participating in this study!

Your responses are anonymous and will be used only for academic purposes as part of a university seminar project.

If you have any questions, concerns, or would like to withdraw your data, please feel free to contact us at:

ahju.jang@stud.tu-darmstadt.de

Thank you again for your time and participation!

Your answers were submitted, you may close the browser window or tab now.

Anju Jang, Technical University of Darmstadt – 2025