A. Chatbot Performance Evaluation

Questions	Strongly Disagree	Disagree	Neutral	Neither A/D	Agree	Strongly Agree	Total	Weighed Mean
The questions are answered well by the chatbot.	0	0	3	0	55	43	101	4.4
The answers are relevant to the question	0	0	0	0	42	59	101	4.6
The chatbot's responses are clear and understandable.	0	0	3	0	55	43	101	4.5
The chatbot's responses help answer your questions.	0	0	0	0	38	57	101	4.5
The chatbot provided enough information.	0	0	6	4	44	47	101	4.4
The chatbot has a quick response time.	0	0	9	0	37	55	101	4.5
						Overall Weighted Mean		4.5

B. User Experience and Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighed Mean
How satisfied are you with the chatbot's answers?	0	0	13	42	46	101	4.3

	Very Unlikely	Unlikely	Neutral	Likely	Very Likely	Total	Weighed Mean
How likely are you to use this chatbot again?	0	0	13	42	46	101	4.3

	Very Difficult	Difficult	Neutral	Easy	Very Easy	Total	Weighed Mean
How easy was it to read and understand the chatbot's output?	0	0	6	33	62	101	4.6

	Not Confident	Slightly Confident	Somewhat Confident	Neither A/D	Confident	Very Confident	Total	Weighed Mean
How confident are you that the chatbot's answers are accurate?	0	0	21	3	43	34	101	4.1
						Overall Weighted Mean		4.3