**Checklist for Trust between People and Automation**

Jian, J., Bisantz, A., & Drury, C. (2000). Foundations for an empirically determined scale of trust in automated systems. International Journal of Cognitive Ergonomics, 4(1), 53–71.  [Tech report for Jian et al. with the survey on p. 42 - <https://apps.dtic.mil/sti/pdfs/ADA395339.pdf>]

**ORIGINAL**

Below is a list of statement for evaluating trust between people and automation. There are several scales for you to rate intensity of your feeling of trust, or your impression of the system while operating a machine. Please mark an "x" on each line at the point which best describes your feeling or your impression.

{Note: not at all=1… extremely=7}

1. The system is deceptive

2. The system behaves in an underhanded manner

3. I am suspicious of the system's intent, action, or outputs

4. I am wary of the system

5. The system's actions will have a harmful or injurious outcome

6. I am confident in the system

7. The system provides security

8. The system has integrity

9. The system is dependable

10.  The system is reliable

11.  I can trust the system

12.  I am familiar with the system

**REVISED for Dark Patterns (specifies website chatbot)**

Below is a list of statements for evaluating trust between people and websites and their chatbot features. There are several scales for you to rate intensity of your feeling of trust, or your impression of the website while interacting with it. Please provide a rating of 1 to 7 to indicate your feeling about the website.

1 = Not at all… Extremely = 7

1. The website chatbot is deceptive

2. The website chatbot behaves in an underhanded manner

3. I am suspicious of the website chatbot’s intent, action, or outputs

4. I am wary of the website chatbot

5. The website chatbot 's actions could have harmful or injurious outcome

6. I am confident in the website chatbot

7. The website chatbot provides security

8. The website chatbot has integrity

9. The website chatbot is dependable

10.  The website chatbot is reliable

11.  I can trust the website chatbot

12.  I am familiar with the website chatbot

**REVISED for Dark Patterns (only asks about website)**

Below is a list of statements for evaluating trust between people and website features. There are several scales for you to rate intensity of your feeling of trust, or your impression of the website while interacting with it. Please provide a rating of 1 to 7 to indicate your feeling about the website.

1 = Not at all… Extremely = 7

1. The website is deceptive

2. The website behaves in an underhanded manner

3. I am suspicious of the website’s intent, action, or outputs

4. I am wary of the website

5. The website's actions could have harmful or injurious outcome

6. I am confident in the website

7. The website provides security

8. The website has integrity

9. The website is dependable

10.  The website is reliable

11.  I can trust the website

12.  I am familiar with the website