

Coding guide

Category	Description	Example
Communication and Engagement	Statements about verbal and nonverbal interactions, including the quality and perception of conversational engagement, response timing, the perception of argumentation, and an evaluation of gestures and voice.	<i>"I am surprised at how robotic its voice sounds. I was expecting it to sound more human."</i> (P11)
Interaction Quality and Comfort Level	Participants' overall experience during the interaction, including comfort level, uncertainties, frustration due to technical issues, and perception of robot dominance.	<i>"That was the thing that bothered me the most, always this waiting. You cannot have a fluent conversation. If it had been different, I would have rated it more positively."</i> (P9)
Self Knowledge and Assertiveness	Potential effects of self-knowledge and assertiveness on robot persuasiveness.	<i>"But then I somehow thought that it was simply giving one argument. If I then said no or disagreed, it did not try to convince me again."</i> (P7)
Persuasion Effectiveness	Participant's perception of the robot's persuasiveness, including the use of persuasive strategies, acceptance, liking and trust.	<i>"Well, what can I say? It was confident in the way it spoke, but the content still did not convince me because I can figure that out on my own with common sense."</i> (P11)
Robot Appearance and Perception	Participant's perception of the robot's clothing, physical appearance, and alignment with behavioral expectations.	<i>"I have the feeling that the sympathy and the assessment of friendliness, including the tone of voice and everything, are more noticeable with a physical robot than with any other AI model."</i> (P1)
Real-Life Scenarios and Willingness to Use	Participants' willingness to interact with robots in real-world settings, including specific contexts where they might or might not find robotic assistance beneficial.	<i>"I also use ChatGPT in real life. However, if it were standing next to a person in a real-life scenario, for example, I would choose the person and not this robot."</i> (P9)
Important Robot Characteristics for Participants	Participant's desired behavioral robot traits and the importance of anthropomorphism.	<i>"Well, for example, I personally feel that the aspect of whether it comes across as human is not really that important to me."</i> (P1)
Technical Issues	Highlights technical interruptions, speech recognition problems, and other malfunctions impacting the experiential experience.	<i>"I noticed that the total amount exceeds 400 grams. Sorry, my mistake. Your distribution is correct."</i> (Pepper)