**Researcher:** Ron Lev Tabuchov

**Interviewer:** Kim, 18, University Student

**Information Quality**: Kim finds it frustrating when a chatbot provides incomplete or irrelevant information. They mention, "When I get nothing...it kind of annoys me." They recall a specific experience with ordering a book, where the chatbot couldn’t help locate the missing item: "I asked it, like, where’s my book? And it didn’t know either."

**Trust and Data Sharing**: Kim is hesitant to share personal information with chatbots, especially after almost being scammed, saying, "I don’t trust it enough to give, like, bank information." They only shared an order number with the chatbot in the past, noting that it wasn’t very helpful.

**Conversation Type**: Kim prefers human-like responses over robotic ones, explaining, "Definitely human...if I get robotic responses, even from people, I feel like they’re mad at me." They find typing freely more effective than selecting preset answers, as it allows them to express themselves better.

**Robotic vs. Human-like Responses**: Kim acknowledges that robotic responses can be useful for quick, simple information: "If you’re looking for specific information and it gives you bullet points, then it’s good." However, they prefer human-like interaction for more detailed or complex situations.

**Design and Interface**: Kim emphasizes simplicity and ease of use over appearance, stating, "I don’t think it would change a lot as long as it’s simple and easy to use." She express discomfort with human-like features in chatbots, such as profile pictures or names, saying, "That would freak me out...I want to know I’m talking to a robot and not a robot pretending to be human."