Table 5. User Survey during eight task-oriented dialogues in HRI Study (5-point Likert scales)

No.	Questions
Unproductive confusion experimental group	
1	Did you feel confused for the 1st conversation including Pepper's responses may make you confused?
2	Did you feel confused for the 2nd conversation including Pepper's responses may make you confused?
3	Did you feel confused for the 3rd conversation including Pepper's responses may make you confused?
4	Did you feel confused for the 4th conversation including Pepper's responses may make you confused?
5.1	Did you feel confused for the 5th conversation including Pepper's responses may make you confused?
5.2	Did you finally want to give up the 5th conversation?
6.1	Did you feel confused for the 6th conversation including Pepper's responses may make you confused?
6.2	Did you finally want to give up the 6th conversation?
7.1	Did you feel confused for the 7th conversation including Pepper's responses may make you confused?
7.2	Did you finally want to give up the 7th conversation?
8.1	Did you feel confused for the 8th conversation including Pepper's responses may make you confused?
8.2	Did you finally want to give up the 8th conversation?

Table 6. User Feedback after eight task-oriented dialogues in HRI Study (5-point Likert scales)

No.	Questions
1	Did you feel safe to interact with the Pepper robot?
2	Did you feel comfortable to interact with the Pepper robot?
3	Did you enjoy interacting to Pepper overall?
4	Were the Pepper robot behaviours naturally?
5	Was the conversation with Pepper fluent?
6	Was the conversation with Pepper easy to understand?
7	Was the conversation with Pepper boring?
8	Did you prefer face to face talking with Pepper if you can choose doing online conversation with you and Pepper?

Table 7. Your Thoughts About the Research (7-point Likert scales*) Rubin (2016)

No.	Questions
Please be honest and depend on your first thought.	
1	I knew what the researchers were investigating in this research.
2	I was not sure what the researchers were trying to demonstrate in this research.
3	I had a good idea about what the hypotheses were in this research.
4	I was unclear about exactly what the researchers were aiming to prove in this research.

1. Strongly Disagree 2. Disagree 3. Partially Disagree 4. Neutral
5. Partially Agree 6. Agree 7. Strongly Agree