

CONSENT FORM FOR RESEARCH PARTICIPATION

Measuring User Preference of Voice Gender in Hotel Virtual Concierge Interactions

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Institution: Vrije Universiteit Amsterdam

Course: Human-Computer Interaction

TA Supervisor: Elif Busra Sonmez

INVITATION TO PARTICIPATE

In this experiment, you are invited to participate in an examination of how different users interact with two virtual hotel concierge agents. Please read the information below carefully, before giving consent.

PURPOSE OF THE STUDY

This study examines how virtual agents of different genders interact with a user, and how this interaction affects the satisfaction level of the user and his preferences. Your participation will help with the improvement of the design of future agents for AI-powered hospitality services.

WHAT WILL HAPPEN DURING THE STUDY

With your participation you agree to do the following:

- Complete a short questionnaire about your background
- Interact with two gender versions of our virtual hotel concierge agent
- After each interaction, answer questionnaires about satisfaction levels
- When finished, provide final feedback about preferences

AUDIO AND VIDEO RECORDING

- Your interactions with the agent will be video recorded.
- Recordings may be used for future analysis
- Your face will be shown in recordings, but not shared publicly
- Recording will be stored temporarily, and afterwards will be deleted

VOLUNTARY PARTICIPATION

- Your participation is entirely voluntary
- You can quit your participation in the study at any time without penalty
- If any questions make you uncomfortable, you can always refuse them
- Under request, your recordings can be deleted

CONFIDENTIALITY AND DATA PROTECTION

- All participants personal information is kept confidential

- Your name will not be used in reports, as you will be assigned a participant number
- All shared data is private and stored securely
- Results can be published only in academic reports

RISKS AND BENEFITS

- No known risks associated with the study
- Your participation will contribute to research on human interaction with AI agent, with no individual benefits

CONSENT

I have read and agreed to the requirements and rules of the study.

I understand that:

- My participation is completely voluntary
- I can withdraw my participation at any time
- My interactions with the AI agent will be audio and video recorded
- My data will be kept fully confidential and deleted afterwards
- Results may be published with no direct identification of the participant

I agree to participate in this research study:

- ☒ Yes, I consent to participate
☐ No, I do not want to participate

I consent to audio and video recording:

- ☒ Yes, I consent to being recorded
☐ No, I do not consent being recorded

Name: **Anna Basiuk**
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Participant Number: _____

Signature: _____

Date: 26/05/2005

Researcher Name: Anastasia Ciubucova

Researcher Signature: _____