

QUESTIONNAIRE

Dear Sir/Madam

This survey has been carried out purely for academic purpose. Please answer each question honestly and to the best of your ability. Each and every second spent on answering this questionnaire and the information given by you is considered valuable and highly appreciated. The information provided by you will be kept confidential.

Part I:

1. **Gender:** [] Female [] Male
2. **Age:** _____ years
a. [] 16-20 b. [] 21-26
3. **Highest Education:**
a. [] Graduation b. [] Post Graduation c. [] Ph. D

Part-2

This section of the survey asks about **Chatbot usage intention**. Please use the following scale for these questions:

| Strongly Disagree (1) | Disagree (2) | Neither Agree nor Disagree (3) | Agree (4) | Strongly Agree (5) |
|------------------------------|---------------------|---------------------------------------|------------------|---------------------------|
|------------------------------|---------------------|---------------------------------------|------------------|---------------------------|

| Compatibility | Strongly Disagree <input type="checkbox"/> <input type="checkbox"/> Strongly Agree | | | | |
|--|--|---|---|---|---|
| Chatbot services are compatible with my values | 1 | 2 | 3 | 4 | 5 |
| Chatbot services are compatible with my current needs | 1 | 2 | 3 | 4 | 5 |
| Chatbot services are compatible with the way I like to purchase | 1 | 2 | 3 | 4 | 5 |
| Perceived ease of use | Strongly Disagree <input type="checkbox"/> <input type="checkbox"/> Strongly Agree | | | | |
| My interaction with chatbots would be clear and understandable | 1 | 2 | 3 | 4 | 5 |
| I would find chatbots easy to use | 1 | 2 | 3 | 4 | 5 |
| Learning to operate chatbots would be easy for me | 1 | 2 | 3 | 4 | 5 |
| Performance expectancy | Strongly Disagree <input type="checkbox"/> <input type="checkbox"/> Strongly Agree | | | | |
| I find chatbot services useful in the purchasing process | 1 | 2 | 3 | 4 | 5 |
| Using chatbot services enables me to accomplish the purchasing process quickly | 1 | 2 | 3 | 4 | 5 |
| Chatbot services increases my efficiency in the purchasing process | 1 | 2 | 3 | 4 | 5 |
| Social influence | Strongly Disagree <input type="checkbox"/> <input type="checkbox"/> Strongly Agree | | | | |
| My friends and family value the use of chatbots | 1 | 2 | 3 | 4 | 5 |

| | | | | | |
|---|--|---|---|---|---|
| The people that influence me use chatbots | 1 | 2 | 3 | 4 | 5 |
| The use of chatbots gives me professional status | 1 | 2 | 3 | 4 | 5 |
| Chatbot initial trust | 1 | 2 | 3 | 4 | 5 |
| Chatbots seem dependable | 1 | 2 | 3 | 4 | 5 |
| Chatbots seem secure | 1 | 2 | 3 | 4 | 5 |
| Chatbots were created to help the client | 1 | 2 | 3 | 4 | 5 |
| Chatbots seem trustworthy | 1 | 2 | 3 | 4 | 5 |
| Chatbot usage intention | Strongly Disagree <input type="checkbox"/> <input type="checkbox"/> Strongly Agree | | | | |
| I intend to use chatbot services the next time I do an online purchase | 1 | 2 | 3 | 4 | 5 |
| I will probably use chatbot services the next time I do an online purchase | 1 | 2 | 3 | 4 | 5 |
| I am decided to use chatbot services the next time I do an online purchase | 1 | 2 | 3 | 4 | 5 |
| Customer engagement | Strongly Disagree <input type="checkbox"/> <input type="checkbox"/> Strongly Agree | | | | |
| I encourage friends and relatives to do business with a seller that uses chatbots | 1 | 2 | 3 | 4 | 5 |
| I consider a seller that uses chatbots to be my first choice when buying products | 1 | 2 | 3 | 4 | 5 |
| I am likely to revisit the sellers that have chatbots | 1 | 2 | 3 | 4 | 5 |
| Loyalty | 1 | 2 | 3 | 4 | 5 |
| I encourage friends and relatives to use this chatbot | 1 | 2 | 3 | 4 | 5 |
| I say positive things to other people about the chatbot | 1 | 2 | 3 | 4 | 5 |
| I would recommend this chatbot to those who ask for my opinion | 1 | 2 | 3 | 4 | 5 |
| I envisage using a chatbot similar to the one used in the simulation on the website | 1 | 2 | 3 | 4 | 5 |
| In general, I will be most likely to use a chatbot if is offered by the company. | 1 | 2 | 3 | 4 | 5 |

Thank you for your participation