

Consent Form

Q1

 Skip to

End of Survey if I DO NOT CONSENT Is Selected

Consent form

Principal Researcher's name: Sandrine Toudjui
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Supervisor's name: Dr. Jason Plaks
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Invitation to participate: You are invited to participate in a pilot study. This form is intended to provide you with information about this study so that you may make an informed decision about whether you wish to participate. Your participation in this study is completely voluntary. However, you can withdraw from the project at any time and/or refuse to answer certain questions without providing any justification and with no penalty.

Purpose of the study: The purpose of this study is to get a better understanding of how humans behave and interact with artificial intelligence. Participation: If you agree to participate in this project, you will complete an online survey, which will take you about 25 minutes. Your participation will involve one or more of the following elements: (1) answering open-ended questions about artificial intelligence (AI) and (2) filling out questionnaires about socio-demographics.

Risks There are no anticipated risks beyond those of everyday conversation. The main benefit of this research is to understand how participants think about artificial intelligence. This research will be part of the principal investigator's PhD dissertation, and the findings will advance the field of human-AI interaction.

Confidentiality All information you provide in this study will remain confidential and will not be associated with your name. Anonymity is guaranteed as follows: no identifying information such as name, first name, student number, or details related to your background/culture will be kept with the data. The questionnaire will be completed entirely anonymously, and the data collected will be treated as confidential. The results of this study may be reported in conference presentations and journal articles, but only aggregate data will be reported. No individual participants will be identified.

All records involving any participant's identifying information will be kept separate from the experimental data. All data stored electronically, including files linking participant identifying information and their de-identified experimental data files, will be password protected in compliance with U of T data security standards. All data will be stored in a locked and secure laboratory and will be destroyed after it is no longer required (i.e., at least until after the retention time required post-publication by the publishing journals and/or the American Psychological Association - usually at least five years). Any publication of the data will not contain any references to the identities of individual participants. The Research Ethics Program may have confidential access to participants' data to help ensure that participant protection procedures are followed.

Compensation: Participation is voluntary and no financial compensation will be given at the end of this study.

If you have any questions about this study, you can contact the principal researcher Sandrine Toudjui (sandrine.toudjui@mail.utoronto.ca) or Dr. Jason Plaks (jason.plaks@utoronto.ca). For any information on the ethical aspects of the research, you can contact the University of Toronto Research Ethics Boards at ethics.review@utoronto.ca or 416-946-3273.

☐ I CONSENT

☐ I DO NOT CONSENT

Import from library

Add new question

Socio Demographics

Q2

How old are you?

Page Break

Q4

What is your gender?

Page Break

Q5

What is the highest level of education you have completed?

- ☐ Less than High School Diploma
- ☐ High School Diploma
- ☐ Some College or Associate degree
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Doctorate degree/PhD

Page Break

Q6

What is your annual household income?

- ☐ 0 - \$30,000
- ☐ \$30,001 - \$60,000
- ☐ \$60,001 - \$90,000
- ☐ \$90,001 - \$120,000
- ☐ \$120,001 - \$150,000
- ☐ \$150,001- \$180,000
- ☐ More than \$180,001
- ☒ I don't know

Import from library

Add new question

Definition

Q11

An AI assistant is a software application designed to simulate human conversation and can generate human-like responses.

Examples of popular AI assistants: Chat GPT, Microsoft Copilot, Google Gemini, GenAI, DeepSeek, Le Chat, Grok.

Import from library

Add new question

User's experience

Q8

Do you have a preferred AI assistant that you interact with?

- ☐ Yes
- ☐ No

Q34



Display this question

If Do you have a preferred AI assistant that you interact with? Yes Is Selected

Which one is it?

Page Break

Q9

How many times a week do you interact with an AI assistant?

Import from library

Add new question

Trust

Q46

Different people mean different things by the word trust.

Page Break

Q12

How do you define the word 'trust'?

Page Break

Q28

What does trust mean to you specifically when interacting with an AI assistant?

Page Break

Q54

Is there something that makes you skeptical of an AI assistant?

Yes

No

Q13

Display this question

If Is there something that makes you skeptical of an AI assistant? Yes Is Selected

What makes you skeptical of trusting an AI assistant?

Page Break

Q14

Has an AI assistant ever made you feel uncomfortable in the past?

Yes

No

Q15



▼ Display this question

If Has an AI assistant ever made you feel uncomfortable in the past? Yes Is Selected

Please, describe your uncomfortable experience with that AI assistant.

Q29

Has an AI assistant ever made you feel comfortable in the past?

- ☐ Yes
- ☐ No

Q32



▼ Display this question

If Has an AI assistant ever made you feel comfortable in the past? Yes Is Selected

Please, describe your comfortable experience with that AI assistant.

Import from library

Add new question

▼ Other's experience

Q16

Do you know anyone who uses an AI assistant?

- ☐ Yes
- ☐ No

Q17

▼ Display this question

If Do you know anyone who uses an AI assistant? Yes Is Selected

Have they shared with you their experience?

- ☐ Yes
- ☐ No

Q18

▼ Display this question

If Have they shared with you their experience? Yes Is Selected

In your opinion, do they trust AI assistants?

- ☐ Yes
- ☐ No

Q55



Display this question

If In your opinion, do they trust AI assistants? Yes Is Selected

Please explain why you believe they trust AI assistants.

Q56



Display this question

If In your opinion, do they trust AI assistants? No Is Selected

Please explain why you believe they don't trust AI assistants.

Page Break

Import from library

Add new question

Other's experience 2

Page Break

Q71

Do your friends, family, acquaintances, and peers use AI assistants?

- ☐ Yes
- ☐ No

Q72

Display this question

If Do your friends, family, acquaintances, and peers use AI assistants? No Is Selected

Does the lack of use of AI by your friends, family, acquaintances and peers influence your usage of AI assistants?

- ☐ Yes
- ☐ No

Q73



Display this question

If Does the lack of use of AI by your friends, family, acquaintances and peers influence your usage... Yes Is Selected

Please explain how your usage of AI assistants is influenced by the the lack of use of AI by your friends, family, acquaintances, and peers.

Q74

Display this question

If Do your friends, family, acquaintances, and peers use AI assistants? Yes Is Selected

Does the use of AI by your friends, family, acquaintances, peers influence your usage of AI assistants? Write your answer in the text box below.

- Yes
- No

Q75



Display this question

If Does the use of AI by your friends, family, acquaintances, peers influence your usage of AI assis... Yes Is Selected

Please explain how your usage of AI assistants is influenced by the use of AI by your friends, family, acquaintances, and peers.

Page Break

Q76

Do you know anyone who has a really strong negative reaction to using AI assistants?

- Yes
- No

Q77



Display this question

If Do you know anyone who has a really strong negative reaction to using AI assistants? Yes Is Selected

What are the arguments they give against the AI assistant?

Import from library

+ Add new question

Information from the Media or a Regulating Body

Q24

Have you ever heard anything negative about the use of AI assistants in the media or on social media?

- Yes
- No

Q25



Display this question

If Have you ever heard anything negative about the use of AI assistants in the media or on social me... Yes Is Selected

Explain how that information influenced how you feel about AI assistants.

Page Break

Q26

Have you ever heard anything positive about the use of AI assistants in the media or on Social Media?

- ☐ Yes
- ☐ No

Q27



Display this question

If Have you ever heard anything positive about the use of AI assistants in the media or on Social Me... Yes Is Selected

Explain how that information influenced how you feel about AI assistants.

Import from library

Add new question

Scaling methods /Magnitude Estimation

Q79



You will be presented with a list of assistants. Please assign a number of points to each one to represent how much you trust it. You can use any number, and the ratios should reflect the differences in your level of trust. For example, if you give Assistant A a 10 and Assistant B a 20, that means you trust B twice as much as A

	Points assigned
Human Assitant	50
AI assistant like ChatGPT	
AI assistant like Alexa	

Page Break

Q52



Considering the number you entered to reflect the level of trust toward an AI assistant like ChatGPT in the previous question, what would it take to increase it by one unit (+1)?

For example, if the number you assigned for trust in an AI assistant is 5, what would it take for you to increase to 6?

Page Break

Q80



You will be presented with a list of assistants. Please assign a number of points to each one to represent how much you trust it. You can use any number, and the ratios should reflect the differences in your level of trust. For example, if you give Assistant A a 10 and Assistant B a 20, that means you trust B twice as much as A

	Points assigned
AI agent that creates art	50
AI agent that provides legal advice	
Alagent that serves as a companion	
AI agent that serves as customer service chatbot	

Import from library

Add new question

Scaling methods/Repertory grids

Q38

You'll be shown groups of three agents at a time.

For each group, please identify a way in which two of the agents are similar to each other and different from the third in terms of how trustworthy they seem to you. Your response should be in your own words.

- 1) Choose two items that are similar in some meaningful way.
- 2) Explain how they are similar.
- 3) Then explain how the third item is different from the other two.

There are no right or wrong answers — we're interested in how you personally see the world.

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Q81

Example :

- A. Avocado toast
- B. Instant ramen
- C. Homemade stew

One can say: "Avocado toast and homemade stew are similar because they're both made from fresh ingredients and feel healthy. Instant ramen is different because it's more processed and high in sodium."

Another one can say, "Instant ramen and homemade stew are both warm, comforting meals you'd eat at home. Avocado toast is different because it's something I'd get at a café — it feels more trendy and expensive."

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Q58

Select two of these that you find similar in a meaningful way.

- ☐ A. Your closest friend
- ☐ B. AI assistant
- ☐ C. A Mentor

Q39



Based on your answer, in what meaningful way are the two items you selected as similar related to each other?

----- Page Break -----

Q61



Based on your answer, how is the third item meaningfully different from the other two?

----- Page Break -----

Q40

Select two of these that you find similar in a meaningful way.

- ☐ A. Government institutions
- ☐ B. AI assistant
- ☐ C. Your Partner

Q60



Based on your answer, in what meaningful way are the two items you selected as similar related to each other?

Page Break

Q62



Based on your answer, how is the third item meaningfully different from the other two?

Page Break

Q41

Which two of these are similar in a meaningful way?

- ☐ A. Your partner
- ☐ B. AI assistant
- ☐ C. Your Closest family member

Q63



Based on your answer, in what meaningful way are the two items you selected as similar related to each other in terms of trust?

Page Break

Q64



Based on your answer, how is the third item meaningfully different from the other two in terms of trust?

Import from library

+ Add new question

▼ Debriefing

Q82

Part I: General Information

Principal Researcher's name: Sandrine Toudjui
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Email: jason.plaks@utoronto.ca
Phone: 416-946-7010
Location: Online
This experiment is conducted in 1 session and is worth a total of 0.5 credit.

Debrief Form

Study Title: Public Perceptions about AI.
Research Team: Ph. D. Student Researcher Sandrine Toudjui, Dr. Jason Plaks
Institution: Department of Psychology, University of Toronto
Introduction: Thank you for participating in our online external study. The purpose of this debrief form is to provide you with information about the study you took part in and to ensure you fully understand your involvement. Study

Purpose: The goal of this study was to investigate what makes us trust AI assistants. We aimed to understand how people define trust in general and specifically when interacting with an AI assistant. Area of psychology: This experiment belongs to the Social and cognitive area of psychology

Background: Present research in the Motivation and Social Cognition Lab is investigating psychological variables that increase or decrease humans' trust in AI entities(Plaks et al., 2022). Even though several attempts have been made to systematically review studies on individual differences in trust, few studies have compared trust in human versus AI-agents in a qualitative way. Understanding what makes humans extend trust to AI assistants will shed light on how to effectively design them to foster meaningful and reliable human-machine interactions.

General description of the experiment: The questionnaire consists of 35 questions, including both closed-ended and open-ended formats. It comprises four questions on demographics, ten on the participant's personal experience with AI, twelve questions on perceptions of others' experiences with AI, and nine questions on the impact of media on the participant's own use of AI assistants. Hypothesis and variables: This study is exploratory in nature and does not involve a specific hypothesis, nor does it identify independent or dependent variables.

Deception and Its Rationale: This study did not involve any form of deception.

Implications for theory or for practice: The data collected will help us understand the relationship specific psychological attributes that AI agents might possess and people's propensity to trust those agents.

Compensation: Participants will receive 0.5 course credit upon completing the study. Participants will read this debriefing form after submitting the survey.

A reference to the current literature: Plaks, J. E., Bustos Rodriguez, L., & Ayad, R. (2022). Identifying psychological features of robots that encourage and discourage trust. Computers in Human Behavior, 134, 107301. <https://doi.org/10.1016/j.chb.2022.107301>

Your Rights: Participation in this study was entirely voluntary, and you have the right to withdraw your data from the study if you wish. If you have any concerns or questions about your participation, or if you would like to withdraw your data, please contact us at sandrine.toudjui@mail.utoronto.ca. Information about mental health Sometimes, participating in research studies can bring up unexpected emotions or stress. If you feel distressed or would like to talk to someone about your experience, here are some mental health resources you can reach out to: • University of Toronto Health & Wellness Centre (for students of UTSG campus) by calling (416) 978-8030 • U of T Telus Health Student Support (formerly U of T My SSP) 24/7 by calling 1-844-451-9700 • Multilingual Distress Line: Phone: 905-459-7777 • Toronto Distress Centres: 416 408-4357 or 408-HELP Thank you again for your participation and contribution to our research. Your involvement is greatly appreciated. I consent to the use of my data collected in this study: I DO NOT consent to the use of my data collected in this study: Date:

- ☐ I CONSENT TO THE USE OF MY DATA
- ☐ I DO NOT CONSENT TO THE USE OF MY DATA

Import from library

+ Add new question

Add Block

End of Survey

(Respondents will be redirected to [https://utsgpsych.sona-systems.com/webstudy_credit.aspx?experiment_id=601&credit_token=7c6c7539b51d4465922c9c4f14e52592&survey_code=\\${e://Field/Id}\)](https://utsgpsych.sona-systems.com/webstudy_credit.aspx?experiment_id=601&credit_token=7c6c7539b51d4465922c9c4f14e52592&survey_code=${e://Field/Id})))