

Artificial Social Agent Questionnaire (The Short Version)

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The *Artificial Social Agent Questionnaire* is an instrument for evaluating human interaction with an artificial social agent (ASA), resulting from multi-year efforts involving more than 100 Intelligent Virtual Agent (IVA) researchers worldwide at Open Source Framework work-group of Artificial Social Agent Evaluation Instrument (<https://osf.io/6duf7/>). This document presents the long version, the short version (of the ASA Questionnaire), which consists of 24 items.

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Note:

- [R] refers to reverse-scoring questionnaire item,
- [The agent] can be replaced with the ASA's name, and
- [.. / ..], e.g. [I am / The user is], means to use either one.

Rating Scale:

7-point rating scale [-3 .. +3]

- -3 label: disagree
- 0 label: neither agree nor disagree
- 3 label: agree

ID Item

| | | |
|----|-----|--|
| 1 | HLA | [The agent] has the appearance of a human |
| 2 | HLB | [The agent] has a human-like manner |
| 3 | NA | [The agent] seems natural from its outward appearance |
| 4 | NB | [The agent] reacts like a living organism |
| 5 | AAS | [The agent]'s appearance is appropriate |
| 6 | AU | [The agent] is easy to use |
| 7 | PF | [The agent] does its task well |
| 8 | AL | I like [the agent] |
| 9 | AS | [The agent] can easily mix socially |
| 10 | APP | [The agent] has a distinctive character |
| 11 | UAA | [I / The user] will use [the agent] again in the future |
| 12 | AE | [R] [The agent] is boring |
| 13 | UE | The interaction captured [my / the user's] attention |
| 14 | UT | [I / The user] can rely on [the agent] |
| 15 | UAL | [The agent] and [I / the user] have a strategic alliance |
| 16 | AA | [The agent] is attentive |
| 17 | AC | [R] [The agent]'s behavior does not make sense |
| 18 | AI | [R] [The agent] has no clue of what it is doing |
| 19 | AT | [I see / The user sees] the interaction with [the agent] as something positive |
| 20 | SP | [The agent] is a social entity |
| 21 | IIS | Others would encourage [me / the user] to use [the agent] |
| 22 | AEI | [R] [The agent] is emotionless |
| 23 | UEP | The emotions [I feel / the user feels] during the interaction are caused by [the agent] |
| 24 | UAI | [The agent]'s and [my / the user's] emotions change to what [we / they] do to each other |
