

Table 2: Comparison of Human and Robo Scores

	Human Condition			Robo Condition		
	Mean	SD	α	Mean	SD	α
Reputation	3.86	0.75	0.85	3.39	0.88	0.8
Information Quality	3.76	0.91	0.92	3.42	1.01	0.91
Service Quality	3.88	0.82	0.92	3.46	1.02	0.93
Attitude Toward AI	3.21	0.92	0.75	3.45	0.99	0.93

Note: Human $n = 44$; Robo $n = 36$; variables are composites of three items. α are internal consistency reliability scores. Overall scale reliability was 0.92 for the Human condition and 0.97 for the Robo condition.