AIPublicBenefits_ConsumerSurvey_ProlificPilot

Survey Flow

EmbeddedData
PROLIFIC_PIDValue will be set from Panel or URL.
STUDY_IDValue will be set from Panel or URL.
SESSION_IDValue will be set from Panel or URL.

Standard: Consent and Screening - Apr 8, 2026 (7 Questions)

Branch: New Branch
If
If Do you agree to participate in this research? No Is Selected

EndSurvey: Advanced

Standard: Demographics (10 Questions)
Standard: View - Apr 8, 2026 (3 Questions)
Standard: Use (2 Questions)

Branch: New Branch
If
If Have you ever used an AI chatbot? I have never used an AI chatbot but am familiar with what they are Is Selected
Or Have you ever used an AI chatbot? I have never used an AI chatbot and do not know what they are Is Selected

EndSurvey: Advanced

Standard: Usage Intensity - Apr 8, 2026 (4 Questions)
Standard: Primary Chatbot - Apr 8, 2026 (12 Questions)
Standard: Uses (7 Questions)
Standard: Personal use cases (32 Questions)
Standard: Effect - Apr 8, 2026 (5 Questions)
Standard: Survey Feedback - Apr 8, 2026 (1 Question)

EmbeddedData
gc = 1

EndSurvey: Advanced

Page Break

Start of Block: Consent and Screening - Apr 8, 2026

SURVEY DESCRIPTION **DESCRIPTION**: You are invited to participate in a pilot for a research study on AI chatbot use. You will be asked to answer questions about your use of AI chatbots and complete demographic scales. Participation in this research is voluntary, and you are free to withdraw your consent at any time. **TIME INVOLVEMENT AND PAYMENT:** Your participation will take approximately 10 minutes. You will receive $3 for your participation **PRIVACY AND CONFIDENTIALITY:** The risks associated with this study are minimal. None of your data will be used or published. **CONTACT INFORMATION:** If you have any questions, concerns or complaints about this research, its procedures, risks and benefits, contact Rishi Bommasani at Stanford University (nlprishi@stanford.edu).

CONSENT Do you agree to participate in this research?

- O Yes (1)
- O No (2)

Page Break

AGE How old are you?

- O 18 - 24 (1)
- O 25 - 34 (2)
- O 35 - 44 (3)
- O 45 - 54 (4)
- O 55 - 64 (5)
- O 65 - 74 (6)
- O 75 - 84 (7)
- O 85 or older (8)

STATE What state do you currently live in?

▼ Alabama (1) ... Other (52)

Page Break

PROLIFIC_ID Please provide your Prolific ID.

_____

Page Break

ATTENTION_CHECK We would like to get a sense of your general preferences. To demonstrate that you've read this much, just go ahead and select both red and green among the alternatives below, no matter what your favorite color is. Yes, ignore the question below and select both of those options. What is your favorite color?

- [ ] White (1)
- [ ] Black (2)
- [ ] Red (3)
- [ ] Pink (4)
- [ ] Blue (5)
- [ ] Green (6)

Page Break

ATTENTION_CHECK2 Which red circle is larger, the one on the left or the one on the right?

- O The left red circle is larger (1)
- O The right red circle is larger (2)
- O The red circles are the same size (3)

End of Block: Consent and Screening - Apr 8, 2026

Start of Block: Demographics

Demographics For the next set of questions, we will ask you for your demographic information.

Page Break

GENDER What is your gender?

- O Male (1)
- O Female (2)
- O Non-binary/third gender/other (3)
- O Prefer not to say (4)

Page Break

RACE Please check one or more categories below to indicate what race(s) you consider yourself to be.

- ☐ White (1)
- ☐ Black or African American (2)
- ☐ American Indian or Alaska Native (3)
- ☐ Asian (4)
- ☐ Native Hawaiian or Other Pacific Islander (5)
- ☐ Multi-racial (6)
- ☐ Other (7)

HISPANIC Are you Spanish, Hispanic, or Latino or none of these?

- ○ Spanish, Hispanic, or Latino (1)
- ○ None of these (2)

Page Break

NATIVE_ENGLISH Are you a native speaker of English?

- O Yes (1)
- O No (2)

HOUSEHOLD_LANGUAGE Do you speak other languages besides English in your household?

- O Yes (1)
- O No (2)

Page Break

PARTY_ID How would you describe your political affiliation?

- O Republican (1)
- O Democrat (2)
- O Independent (3)
- O Something else (4)

IDEOLOGY How would you describe your political tendencies?

- O Very conservative (1)
- O Somewhat conservative (2)
- O Slightly conservative (3)
- O Moderate; middle of the road (4)
- O Slightly liberal (5)
- O Somewhat liberal (6)
- O Very liberal (7)

Page Break

EDUCATION What is the highest level of school you have completed or the highest degree you have received?

- O Less than high school degree (1)
- O High school graduate (high school diploma or equivalent including GED) (2)
- O Some college but no degree (3)
- O Associate degree in college (2-year) (4)
- O Bachelor's degree in college (4-year) (5)
- O Master's degree (6)
- O Doctoral degree (7)
- O Professional degree (JD, MD) (8)

HOUSEHOLD_INCOME What is your total yearly family/household income?

- O Less than $10,000 (1)
- O $10,000 to $14,999 (2)
- O $15,000 to $24,999 (3)
- O $25,000 to $49,999 (4)
- O $50,000 to $99,999 (5)
- O $100,000 to $149,999 (6)
- O $150,000 to $199,999 (7)
- O $200,000 or more (8)
- O Prefer not to respond (9)

End of Block: Demographics

Start of Block: View - Apr 8, 2026

VIEWS For the next set of questions, we will ask you about your views about AI chatbot use.

Page Break

CURRENT_NET All things considered, is your usage of AI chatbots currently more positive or negative for you?

- O Strongly positive (1)
- O Somewhat positive (2)
- O Neutral or unsure (3)
- O Somewhat negative (4)
- O Strongly negative (5)

FUTURE_NET Thinking about the next 3 years, do you believe AI chatbots will be more positive or negative for you?

- O Strongly positive (1)
- O Somewhat positive (2)
- O Neutral or unsure (3)
- O Somewhat negative (4)
- O Strongly negative (5)

End of Block: View - Apr 8, 2026

Start of Block: Use

AWARENESS_CHATBOTS Which of the following artificial intelligence (AI) chatbots have you heard of? Choose all that apply. (If you have not heard of any, do not select any.)

- [ ] ChatGPT (by OpenAI) (1)
- [ ] Claude (by Anthropic) (2)
- [ ] Gemini (by Google) (3)
- [ ] Meta AI (by Meta) (4)
- [ ] Grok (by xAI/SpaceX) (5)

Page Break

EVER_USED_CHATBOT Have you ever used an AI chatbot?

- O I currently use an AI chatbot (1)
- O I have used an AI chatbot but not in the last 90 days (2)
- O I have never used an AI chatbot but am familiar with what they are (3)
- O I have never used an AI chatbot and do not know what they are (5)

End of Block: Use

Start of Block: Usage Intensity - Apr 8, 2026

TRIAL_CHATBOTS Which AI chatbots have you tried? Choose all that apply.

- ☐ ChatGPT (by OpenAI). This can include ChatGPT or Codex used via ChatGPT.com, OpenAI Codex or other OpenAI apps. (1)
- ☐ Claude (by Anthropic). This can include Claude used via Claude.AI website, Claude Code or other Anthropic apps. (2)
- ☐ Gemini (by Google). This can include Gemini used via gemini.google.com or via integration into Google services. (3)
- ☐ Meta AI (by Meta). This can include Meta AI used via Meta.AI website, Facebook, Instagram, or WhatsApp. (4)
- ☐ Grok (by xAI/SpaceX). This can include Grok used via the X chat interface. (5)

Page Break

USE_DURATION How long have you been using AI chatbots?

- O Less than 3 months (1)
- O 3–6 months (2)
- O 6–12 months (3)
- O 1–2 years (4)
- O More than 2 years (5)

USE_FREQUENCY How often do you use AI chatbots?

- O Multiple times a day (1)
- O About once a day (2)
- O A few times a week (3)
- O About once a week (4)
- O A few times a month (5)
- O Less than once a month (6)

USE_TIME_WEEK How much do you use AI chatbots in a typical week?

- O Less than 15 minutes (1)
- O 15–30 minutes (2)
- O 30 minutes to 1 hour (3)
- O 1–3 hours (4)
- O 3–5 hours (5)
- O 5-10 hours (6)
- O 10-20 hours (7)
- O More than 20 hours (8)

End of Block: Usage Intensity - Apr 8, 2026

Start of Block: Primary Chatbot - Apr 8, 2026

USED_PAST_MONTH Which AI chatbots have you used in the past month? (Select all that apply)

- [ ] ChatGPT (by OpenAI). This can include ChatGPT or Codex used via ChatGPT.com, OpenAI Codex or other OpenAI apps. (1)
- [ ] Claude (by Anthropic). This can include Claude used via Claude.AI website, Claude Code or other Anthropic apps. (2)
- [ ] Gemini (by Google). This can include Gemini used via gemini.google.com or via integration into Google services. (3)
- [ ] Meta AI (by Meta). This can include Meta AI used via Meta.AI website, Facebook, Instagram, or WhatsApp. (4)
- [ ] Grok (by xAI/SpaceX). This can include Grok used via the X chat interface. (5)
- [ ] Other (6)

Page Break

Display this question:

If Which AI chatbots have you used in the past month? (Select all that apply) = Other

USED_PAST_MONTH_OTHER If you selected “Other” above, please specify.

_____

Page Break

PAID_USE Do you currently pay for each of these AI chatbots?If you access the chatbot via an institutional subscription but are not sure if it is paid for, assume it is and select the associated option.

	Yes (1)	No, my employer pays (2)	No, my friend/family member pays (3)	No, an entity besides my employer/friends/family pays (4)	No, I use a free tier (5)	N/A, I do not use this chatbot (6)
ChatGPT (by OpenAI) (1)	O	O	O	O	O	O
Claude (by Anthropic) (2)	O	O	O	O	O	O
Gemini (by Google) (3)	O	O	O	O	O	O
Meta AI (by Meta) (4)	O	O	O	O	O	O
Grok (by xAI/Space X) (5)	O	O	O	O	O	O

Page Break

MOST_USED_CHATBOT Which chatbot do you use the most?

- O ChatGPT (by OpenAI) (1)
- O Claude (by Anthropic) (2)
- O Gemini (by Google) (3)
- O Meta AI (by Meta) (4)
- O Grok (by xAI/SpaceX) (5)
- O Other (6)

Page Break

Display this question:

If Which chatbot do you use the most? = Other

MOST_USED_CHATBOT_OTHER If you selected “Other” above, please specify.

_____

Page Break

PRICE_MOST_USED_CHATBOT How much do you personally pay for the AI chatbot you use the most?

- O $0 per month (1)
- O $1 - 10 per month (2)
- O $10 - 30 per month (3)
- O $30 - 50 per month (4)
- O $50 - 150 per month (5)
- O $150 - 500 per month (6)
- O More than $500 per month (7)

Page Break

SINGLE_CHATBOT_DOMINANT Do you regularly use another chatbot besides your most-used chatbot?

- O Yes (1)
- O No (2)

Page Break

Display this question:

If Do you regularly use another chatbot besides your most-used chatbot? = No

SINGLE_CHATBOT_REASON Why do you prefer your most-used AI chatbot to other AI chatbots? (Select all that apply)

- ☐ It is cheaper for me (1)
- ☐ It supports uses that other chatbots I have tried cannot address (2)
- ☐ It is more accurate or trustworthy (3)
- ☐ It better understands emotions (4)
- ☐ It is the one I feel most familiar with and most comfortable using (10)
- ☐ It responds with a style I prefer (5)
- ☐ I trust its developer to protect my data (6)
- ☐ I like the reputation of its developer (7)
- ☐ It is the one I am constrained to use at work due to employer requirements (11)
- ☐ I don't have any specific reasons. (8)
- ☐ Other (9)

Page Break

Display this question:

If Why do you prefer your most-used AI chatbot to other AI chatbots? (Select all that apply) = Other

SINGLE_CHATBOT_REASON_OTHER If you selected “Other” above, please specify.

_____

Page Break

Display this question:

If Do you regularly use another chatbot besides your most-used chatbot? = Yes

TOP_TWO_CHATBOTS Which two AI chatbots do you use the most?

- [ ] ChatGPT (by OpenAI) (1)
- [ ] Claude (by Anthropic) (2)
- [ ] Gemini (by Google) (3)
- [ ] Meta AI (by Meta) (4)
- [ ] Grok (by xAI/SpaceX) (5)
- [ ] Other (6)

Page Break

Display this question:

If Do you regularly use another chatbot besides your most-used chatbot? = Yes

MULTIPLE_CHATBOT_REASON What are the main reasons you use both of these AI chatbots instead of just one? (Select all that apply.)

- ☐ I use different chatbots for different tasks, depending on what the chatbot is good at. (1)
- ☐ One chatbot is for work use, and the other is for personal use. (2)
- ☐ I switch between chatbots when I hit usage limits. (3)
- ☐ I switch between chatbots when I'm not fully satisfied with a response. (4)
- ☐ I use one chatbot to verify the accuracy of the other's responses. (5)
- ☐ I don't have any specific reasons for using two chatbots instead of one. (6)
- ☐ Other (7)

Page Break

Display this question:

If What are the main reasons you use both of these AI chatbots instead of just one? (Select all that... = Other

MULTIPLE_CHATBOT_REASON_OTHER If you selected “Other” above, please specify.

_____

End of Block: Primary Chatbot - Apr 8, 2026

Start of Block: Uses

WORK_PERSONAL_INTRO In the following section, some questions will ask about how you use chatbots for your job (not counting looking for a job). Others will ask about how you use chatbots outside your job, which refers to tasks that are unrelated to doing your job. Please pay careful attention to this distinction. For questions that refer to “your most-used AI chatbot,” please answer with that chatbot in mind.

Page Break

WORK_USE_MOST_USED Do you use your most-used chatbot for your work?

- O Yes, frequently (1)
- O Yes, occasionally (2)
- O No (3)
- O N/A, I am not working. (4)

Page Break

OCCUPATION Select the category for your job

▼ Advertising/Marketing/PR/Sales Managers (1) ... Other (99)

Page Break

Display this question:

If Select the category for your job = Other

OCCUPATION_OTHER If you selected “Other” above, please specify.

_____

Page Break

Display this question:

If Do you use your most-used chatbot for your work? = Yes, frequently

Or Do you use your most-used chatbot for your work? = Yes, occasionally

WORK_MOST_IMPORTANT_HELP What is the most important thing your most-used chatbot helps you with in your work?

_____

_____

_____

_____

_____

Page Break

PERSONAL_USE_MOST_USED Do you use your most-used chatbot outside your job? Outside your job means for using the chatbot to perform tasks that are not related to doing things that are required for your job.

- O Yes, frequently (1)
- O Yes, occasionally (2)
- O No (3)

Page Break

Display this question:

If Do you use your most-used chatbot outside your job? Outside your job means for using the chatbot... = Yes, frequently

Or Do you use your most-used chatbot outside your job? Outside your job means for using the chatbot... = Yes, occasionally

PERSONAL_MOST_IMPORTANT_HELP In your own words, what is the most important thing your most-used chatbot helps you with outside your job?

_____

_____

_____

_____

_____

End of Block: Uses

Start of Block: Personal use cases

PERSONAL_USE_CASES What do you use your most-used chatbot for outside your job? (Select all that apply)

- [ ] Schoolwork, studying, or self-directed learning (1)
- [ ] Physical health (2)
- [ ] Interpersonal relationships or communication (3)
- [ ] Emotional and mental health (4)
- [ ] Shopping, product research, or trip planning (5)
- [ ] Personal finances, budgeting, or taxes (6)
- [ ] Government, legal, insurance, or other administrative tasks (7)
- [ ] Personal projects or hobbies (8)
- [ ] Household activities such as chores, meal preparation or child/elderly care (9)
- [ ] Job search (10)
- [ ] Other (11)
- [ ] None of the above (12)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Other

PERSONAL_USE_OTHER If you selected “Other” above, please specify.

_____

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Schoolwork, studying, or self-directed learning

PERSONAL_SCHOOLWORK_USEFULNESS For schoolwork, studying, or self-directed learning, how useful is your most-used chatbot?

- O Not useful (1)
- O Slightly useful (2)
- O Moderately useful (3)
- O Very useful (4)
- O Extremely useful (5)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Schoolwork, studying, or self-directed learning

PERSONAL_SCHOOLWORK_SUBSTITUTES Since you started using your most-used chatbot for schoolwork, studying, or self-directed learning, which do you do less?

- ☐ Hiring a professional (1)
- ☐ Asking for unpaid help (in person or online) (2)
- ☐ Paying for a product, app, or service (3)
- ☐ Using free resources (such as online tutorials or books) (4)
- ☐ Doing it entirely on my own without help or tools (5)
- ☐ I did not do this activity without chatbots (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Schoolwork, studying, or self-directed learning

PERSONAL_SCHOOLWORK_COMPARATIVE How does your most-used chatbot compare to alternatives for schoolwork, studying, or self-directed learning?

- O Much more useful (1)
- O Slightly more useful (2)
- O Similarly useful (3)
- O Slightly less useful (4)
- O Much less useful (5)
- O There is no alternative (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Physical health

PERSONAL_PHYSICAL_HEALTH_USEFULNESS For physical health, how useful is your most-used chatbot?

- O Not useful (1)
- O Slightly useful (2)
- O Moderately useful (3)
- O Very useful (4)
- O Extremely useful (5)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Physical health

PERSONAL_PHYSICAL_HEALTH_SUBSTITUTES Since you started using your most-used chatbot for physical health, which do you do less?

- ☐ Hiring a professional (1)
- ☐ Asking for unpaid help (in person or online) (2)
- ☐ Paying for a product, app, or service (3)
- ☐ Using free resources (such as online tutorials or books) (4)
- ☐ Doing it entirely on my own without help or tools (5)
- ☐ I did not do this activity without chatbots (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Physical health

PERSONAL_PHYSICAL_HEALTH_COMPARATIVE How does your most-used chatbot compare to alternatives for physical health?

- O Much more useful (1)
- O Slightly more useful (2)
- O Similarly useful (3)
- O Slightly less useful (4)
- O Much less useful (5)
- O There is no alternative (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Interpersonal relationships or communication

PERSONAL_RELATIONSHIPS_COMMUNICATION_USEFULNESS For interpersonal relationships or communication, how useful is your most-used chatbot?

- O Not useful (1)
- O Slightly useful (2)
- O Moderately useful (3)
- O Very useful (4)
- O Extremely useful (5)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Interpersonal relationships or communication

PERSONAL_RELATIONSHIPS_COMMUNICATION_SUBSTITUTES Since you started using your most-used chatbot for interpersonal relationships or communication, which do you do less?

- ☐ Hiring a professional (1)
- ☐ Asking for unpaid help (in person or online) (2)
- ☐ Paying for a product, app, or service (3)
- ☐ Using free resources (such as online tutorials or books) (4)
- ☐ Doing it entirely on my own without help or tools (5)
- ☐ I did not do this activity without chatbots (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Interpersonal relationships or communication

PERSONAL_RELATIONSHIPS_COMMUNICATION_COMPARATIVE How does your most-used chatbot compare to alternatives for interpersonal relationships or communication?

- O Much more useful (1)
- O Slightly more useful (2)
- O Similarly useful (3)
- O Slightly less useful (4)
- O Much less useful (5)
- O There is no alternative (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Emotional and mental health

PERSONAL_EMOTIONAL_MENTAL_HEALTH_USEFULNESS For emotional and mental health, how useful is your most-used chatbot?

- O Not useful (1)
- O Slightly useful (2)
- O Moderately useful (3)
- O Very useful (4)
- O Extremely useful (5)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Emotional and mental health

PERSONAL_EMOTIONAL_MENTAL_HEALTH_SUBSTITUTES Since you started using your most-used chatbot for emotional and mental health, which do you do less?

- ☐ Hiring a professional (1)
- ☐ Asking for unpaid help (in person or online) (2)
- ☐ Paying for a product, app, or service (3)
- ☐ Using free resources (such as online tutorials or books) (4)
- ☐ Doing it entirely on my own without help or tools (5)
- ☐ I did not do this activity without chatbots (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Emotional and mental health

PERSONAL_EMOTIONAL_MENTAL_HEALTH_COMPARATIVE How does your most-used chatbot compare to alternatives for emotional and mental health?

- O Much more useful (1)
- O Slightly more useful (2)
- O Similarly useful (3)
- O Slightly less useful (4)
- O Much less useful (5)
- O There is no alternative (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Shopping, product research, or trip planning

PERSONAL_SHOPPING_TRIP_PLANNING_USEFULNESS For shopping, product research, or trip planning, how useful is your most-used chatbot?

- O Not useful (1)
- O Slightly useful (2)
- O Moderately useful (3)
- O Very useful (4)
- O Extremely useful (5)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Shopping, product research, or trip planning

PERSONAL_SHOPPING_TRIP_PLANNING_SUBSTITUTES Since you started using your most-used chatbot for shopping, product research, or trip planning, which do you do less?

- ☐ Hiring a professional (1)
- ☐ Asking for unpaid help (in person or online) (2)
- ☐ Paying for a product, app, or service (3)
- ☐ Using free resources (such as online tutorials or books) (4)
- ☐ Doing it entirely on my own without help or tools (5)
- ☐ I did not do this activity without chatbots (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Shopping, product research, or trip planning

PERSONAL_SHOPPING_TRIP_PLANNING_COMPARATIVE How does your most-used chatbot compare to alternatives for shopping, product research, or trip planning?

- O Much more useful (1)
- O Slightly more useful (2)
- O Similarly useful (3)
- O Slightly less useful (4)
- O Much less useful (5)
- O There is no alternative (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Personal finances, budgeting, or taxes

PERSONAL_FINANCES_USEFULNESS For personal finances, budgeting, or taxes, how useful is your most-used chatbot?

- O Not useful (1)
- O Slightly useful (2)
- O Moderately useful (3)
- O Very useful (4)
- O Extremely useful (5)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Personal finances, budgeting, or taxes

PERSONAL_FINANCES_SUBSTITUTES Since you started using your most-used chatbot for personal finances, budgeting, or taxes, which do you do less?

- ☐ Hiring a professional (1)
- ☐ Asking for unpaid help (in person or online) (2)
- ☐ Paying for a product, app, or service (3)
- ☐ Using free resources (such as online tutorials or books) (4)
- ☐ Doing it entirely on my own without help or tools (5)
- ☐ I did not do this activity without chatbots (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Personal finances, budgeting, or taxes

PERSONAL_FINANCES_COMPARATIVE How does your most-used chatbot compare to alternatives for personal finances, budgeting, or taxes?

- O Much more useful (1)
- O Slightly more useful (2)
- O Similarly useful (3)
- O Slightly less useful (4)
- O Much less useful (5)
- O There is no alternative (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Government, legal, insurance, or other administrative tasks

PERSONAL_ADMINISTRATIVE_USEFULNESS For government, legal, insurance, or other administrative tasks, how useful is your most-used chatbot?

- O Not useful (1)
- O Slightly useful (2)
- O Moderately useful (3)
- O Very useful (4)
- O Extremely useful (5)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Government, legal, insurance, or other administrative tasks

PERSONAL_ADMINISTRATIVE_SUBSTITUTES Since you started using your most-used chatbot for government, legal, insurance, or other administrative tasks, which do you do less?

- ☐ Hiring a professional (1)
- ☐ Asking for unpaid help (in person or online) (2)
- ☐ Paying for a product, app, or service (3)
- ☐ Using free resources (such as online tutorials or books) (4)
- ☐ Doing it entirely on my own without help or tools (5)
- ☐ I did not do this activity without chatbots (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Government, legal, insurance, or other administrative tasks

PERSONAL_ADMINISTRATIVE_COMPARATIVE How does your most-used chatbot compare to alternatives for government, legal, insurance, or other administrative tasks?

- O Much more useful (1)
- O Slightly more useful (2)
- O Similarly useful (3)
- O Slightly less useful (4)
- O Much less useful (5)
- O There is no alternative (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Personal projects or hobbies

PERSONAL_HOBBIES_USEFULNESS For personal projects or hobbies, how useful is your most-used chatbot?

- O Not useful (1)
- O Slightly useful (2)
- O Moderately useful (3)
- O Very useful (4)
- O Extremely useful (5)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Personal projects or hobbies

PERSONAL_HOBBIES_SUBSTITUTES Since you started using your most-used chatbot for personal projects or hobbies, which do you do less?

- ☐ Hiring a professional (1)
- ☐ Asking for unpaid help (in person or online) (2)
- ☐ Paying for a product, app, or service (3)
- ☐ Using free resources (such as online tutorials or books) (4)
- ☐ Doing it entirely on my own without help or tools (5)
- ☐ I did not do this activity without chatbots (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Personal projects or hobbies

PERSONAL_HOBBIES_COMPARATIVE How does your most-used chatbot compare to alternatives for personal projects or hobbies?

- O Much more useful (1)
- O Slightly more useful (2)
- O Similarly useful (3)
- O Slightly less useful (4)
- O Much less useful (5)
- O There is no alternative (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Household activities such as chores, meal preparation or child/elderly care

PERSONAL_HOUSEHOLD_USEFULNESS For household activities, how useful is your most-used chatbot?

- O Not useful (1)
- O Slightly useful (2)
- O Moderately useful (3)
- O Very useful (4)
- O Extremely useful (5)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Household activities such as chores, meal preparation or child/elderly care

PERSONAL_HOUSEHOLD_SUBSTITUTES Since you started using your most-used chatbot for household activities, which do you do less?

- ☐ Hiring a professional (1)
- ☐ Asking for unpaid help (in person or online) (2)
- ☐ Paying for a product, app, or service (3)
- ☐ Using free resources (such as online tutorials or books) (4)
- ☐ Doing it entirely on my own without help or tools (5)
- ☐ I did not do this activity without chatbots (6)

Page Break

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If What do you use your most-used chatbot for outside your job? (Select all that apply) = Household activities such as chores, meal preparation or child/elderly care

PERSONAL_HOUSEHOLD_COMPARATIVE How does your most-used chatbot compare to alternatives for household activities?

- O Much more useful (1)
- O Slightly more useful (2)
- O Similarly useful (3)
- O Slightly less useful (4)
- O Much less useful (5)
- O There is no alternative (6)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Job search

PERSONAL_JOB_SEARCH_USEFULNESS For job search, how useful is your most-used chatbot?

- O Not useful (1)
- O Slightly useful (2)
- O Moderately useful (3)
- O Very useful (4)
- O Extremely useful (5)

Page Break

Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Job search

PERSONAL_JOB_SEARCH_SUBSTITUTES Since you started using your most-used chatbot for job search, which do you do less?

- ☐ Hiring a professional (1)
- ☐ Asking for unpaid help (in person or online) (2)
- ☐ Paying for a product, app, or service (3)
- ☐ Using free resources (such as online tutorials or books) (4)
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Display this question:

If What do you use your most-used chatbot for outside your job? (Select all that apply) = Job search

PERSONAL_JOB_SEARCH_COMPARATIVE How does your most-used chatbot compare to alternatives for job search?

- O Much more useful (1)
- O Slightly more useful (2)
- O Similarly useful (3)
- O Slightly less useful (4)
- O Much less useful (5)
- O There is no alternative (6)

End of Block: Personal use cases

Start of Block: Effect - Apr 8, 2026

EFFECTS For the next set of questions, we will ask you about the effects of chatbot use on yourself.

Page Break

POSITIVE_EFFECTS_SELECT_ALL Has using your most-used chatbot had any of the following effects on you? (Select all that apply)

- [ ] Made me more curious or willing to explore new topics (1)
- [ ] Gave me confidence to attempt things I wouldn't have tried before (2)
- [ ] Helped me feel less isolated or more supported (3)
- [ ] Improved my ability to communicate or express my ideas (4)
- [ ] Helped me feel more in control of my life or decisions (5)
- [ ] Saved me time (6)
- [ ] Saved me money (7)
- [ ] Reduced my anxiety or stress about a problem (8)
- [ ] None of these (9)

CONCRETE_BENEFIT Describe the most important benefit you have experienced from using your most-used chatbot.

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Page Break

NEGATIVE_EFFECTS_SELECT_ALL Have you experienced any of the following as a result of using your most-used chatbot? (Select all that apply)

- [ ] Received incorrect information (1)
- [ ] Made a decision I regretted based on its advice (2)
- [ ] Felt less capable to perform certain tasks I previously performed (3)
- [ ] Felt like I was losing skills I previously had (4)
- [ ] Spent more time than I intended using it (5)
- [ ] Felt uncomfortable about what it might do with my data (6)
- [ ] Found its responses biased, offensive, or culturally tone-deaf (7)
- [ ] Felt emotionally dependent on it (8)
- [ ] Felt it pushed me toward a product, service, or point of view (9)
- [ ] Felt worse about myself after interacting with it (10)
- [ ] Experienced negative stigma from others for using a chatbot (12)
- [ ] None of these (11)

CONCRETE_HARM Describe the most important harm you have experienced from using your most-used chatbot.

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End of Block: Effect - Apr 8, 2026

Start of Block: Survey Feedback - Apr 8, 2026

SURVEY_COMMENTS Do you have any comments on the survey? Please let us know about any problems you had or aspects of the survey that were confusing.

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End of Block: Survey Feedback - Apr 8, 2026