

Table S2. Used questionnaires for the failure justification task.

Factors	No. of items	Scale	Items	Source
Attitude towards the use	3	Likert scale	<p>I think it's a good idea to use the robot.</p> <p>The robot would make my life more interesting.</p> <p>It's good to make use of the robot.</p>	Heerink et al. (2009)
Failure forgiveness	4	Likert scale	<p>I forgive the robot for the incident.</p> <p>Even though the incident annoyed me, I have good will for the robot.</p> <p>Despite the incident, I want to have a positive relationship with the robot.</p> <p>Although the incident aggravated me, I am putting the negative feeling aside so I could continue the relationship with the robot.</p>	Hur & Jang (2019)
Reliability	4	Likert scale	<p>I could depend on this robot to work correctly every time.</p> <p>The robot seems reliable.</p> <p>I could trust this robot to work whenever I might need it.</p> <p>If I did the same task with the robot again, it would be equally as helpful.</p>	Kid (2003)
Likeability	5	Semantic differential	<p>Dislike/Like</p> <p>Unfriendly/Friendly</p> <p>Unkind/Kind</p> <p>Unpleasant/Pleasant</p> <p>Awful/Nice</p>	Bartneck et al. (2009)