

The UX Trust Calculation Formula

To find your overall score, we calculated the average score of all 5 dimensions. Each dimension is scored from 1.0 to 5.0 based on user survey responses:

$$\text{Total} = (D_1 + D_2 + D_3 + D_4 + D_5) / 5$$

The 5 Trust Dimensions (1–5 Survey Scale)

1. Data Privacy (D1)

- Design Solution: In-line Privacy Alerts
- Survey Metric: *"I feel confident that my personal data and sensitive records are completely secure when using these alerts."*

2. Contextual Accuracy (D2)

- Design Solution: Engagement Style Settings
- Survey Metric: *"The AI correctly interpreted the tone, casual lingo, and context of our channel conversations without distorting facts."*

3. System Transparency (D3)

- Design Solution: Explanatory Report
- Survey Metric: *"The explanations provided clearly demystified why the AI took action or how it arrived at its output."*

4. User Autonomy (D4)

- Design Solution: Workflow
- Survey Metric: *"I felt in complete control of the system and could easily override or contest any automated action the AI made."*

5. Anti-Surveillance (D5)

- Design Solution: Bias Moderation Guardrails
- Survey Metric: *"I felt safe communicating naturally without fearing that the AI was passively profiling or tracking me punitively."*