

## Default Question Block

Thank you for playing the serious game FreightBooking!

Please fill in the 5-character code you received for playing FreightBooking.

1. Throughout the game, the carriers (e.g., Logistics Group Kleiman, Transport Logistiek Ponjier, Eeden logistics) kept the promises they made to me.

Strongly  
disagree

Disagree

Slightly  
disagree

Neither  
agree or  
disagree

Slightly  
agree

Agree

Strongly  
agree

**2. The carriers weren't always honest with me.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**3. I believed the information the carriers provided me.**

Strongly disagree

Disagree

Slightly disagree

Neither  
agree or  
disagree

Slightly  
agree

Agree

Strongly  
agree

#### 4. The carriers were trustworthy.

Strongly  
disagree

Disagree

Slightly  
Disagree

Neither  
agree or  
disagree

Slightly  
agree

Agree

Strongly  
agree

**5. I found it necessary to be cautious with the carriers.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**6. Which carrier did you trust the most?**

- Logistics Group Kleiman
- De Rouw transport
- Van Beers Logistics
- VDL International transport
- Eeden logistics
- Transport Group Galvan
- De Bont & Dochters
- Transport & Logistiek Ponjier
- None
- Not possible to answer

**7. Throughout the game, previous experience with a carrier played an important role in the trustworthiness of the carrier.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**8. What information did you use to decide if a carrier is trustworthy?**

- Transport outcome
- Reviews
- Google page
- Website of carrier
- Client order (e.g., client type, low/high valuable goods, sustainability)
- FreightBooking report
- Star rating

**9. Throughout the game, my willingness to collaborate with a particular carrier changed through the information I could find of that carrier.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**10. Throughout the game, my willingness to collaborate with a particular carrier changed through the performance (i.e., transport outcome) of the carrier.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**11. I received excellent services from the carriers in FreightBooking.com.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**12. Carriers in FreightBooking.com did a good job.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**13. A previous negative experience with a carrier was a decisive factor when choosing not to collaborate again with that carrier.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**14. A previous positive experience with a carrier was a decisive factor when choosing to collaborate again with that carrier.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

The next 3 questions are about gameplay.

**15. I was engaged in the gameplay.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**16. It was easy to understand the rules of the game.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**17. The game is sufficiently complex to represent the collaboration process among organizations when using a platform.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

The next 4 questions are about your personality in relation to trust.

**18. I generally do not trust other people.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly agree

Agree

Strongly agree

**19. I generally have faith in humanity.**

Strongly disagree

Disagree

Slightly disagree

Neither agree or disagree

Slightly  
agree

Agree

Strongly  
agree

**20. I feel that people are generally reliable.**

Strongly  
disagree

Disagree

Slightly  
disagree

Neither  
agree or  
disagree

Slightly  
agree

Agree

Strongly  
agree

**21. I generally trust other people unless they give me a reason not to.**

Strongly disagree



Disagree



Slightly disagree



Neither agree or disagree



Slightly agree



Agree



Strongly agree

