

## 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 statements 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

