

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

