

Table S1. Script for the failure justification task.

Failure Justification	
Technical	<p>Hello, my name is Kali/Ali and I am the new robot on the station for 5 days. My task is to bring support and relief to your everyday care. One example is the use as calling system. Requests are recorded and forwarded to you or carried out independently. Three days ago, the following errors happened during task execution: A patient had asked for sausage/bacon, so route navigation to the kitchen was started. Since my system was still incompletely calibrated for localization in the station, the route back to the patient could not be calculated. Full calibration was not completed for 96 hours. The current localization status is finalized, and a complete map of the station is saved. The order sausage/bacon was also incorrect because the speech recognition system had categorized the word as thirst/pastry. As a consequence, a bottle of water/a piece of pie was taken from the kitchen. My speech processing system is still error prone with some words. Software updates continue to improve my system.</p> <p>Good day, I am Kali/Ali the new robot and for one week in the facility. I try to support and relieve you in your daily work. For example, you can use me as calling system. Thereby I take requests and execute them independently or forward them to you. Recently, the following mishaps unfortunately happened to me: A patient had asked me for a piece of sausage/bacon, so I went to the kitchen. However, since I have such a hard time remembering directions, I got lost on the way back to the patient. It took me a few more days to find my way around the facility. In the meantime, I already know my way around. By the way, I didn't have any sausage/bacon with me then either, but a bottle of water/a piece of pie. Instead of sausage/bacon, I heard thirst/pastry. Due to the many new impressions at the beginning, I was mentally distracted and had probably misunderstood. However, I'm always trying to improve</p>
Human-like	

Note. Original script was recorded in German. The German words sausage & thirst (Wurst & Durst) and bacon & pastry (Speck & Gebäck) rhyme. The words separated by slash (/) represent the two versions of the scripts to avoid hearing the same story twice. The versions were balanced across the participants.