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**Trust and the Issue of Complacency: The Perspective of Human-Automation Interaction**

Trust represents one of the major factors influencing use, disuse and misuse of automation, and therefore performance in the real world. An automatic system that is not trusted will not be used. Excessive trust in automation can lead to “complacency” and failure to monitor and control the process. I will present different models of trust in automation, as well as methods of trust assessment.