

# Social Robots, Employment Negotiations, and Candidates' Trust

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## ABSTRACT,

*Nowadays the notion of social robots is becoming more known to the world and researchers along with developers are attempting to find proper means of utilizing them to assist humans in fields such as employment contract negotiations. However, in negotiations trust between the parties is of great significance. Humans do not always trust one another from the get-go, but when a robot takes place of another human in a discussion concerns and discomfort might arise which might jeopardize one's trust. That is especially true on occasions where social robots make decisions instead of humans during meetings that are important for new hires. This study presents the responses of a sample of 9 students who were interviewed with an aim to identify various factors that can affect one's trust in a social robot. An experimental vignette with a hypothetical scenario was presented to participants to provide a more realistic experience and obtain more significant results. Results showcased a variety of views and opinions about the social robots and using the model, not only provided insights into the factors that form the perceived trustworthiness in such agents but also participants identified the importance of anthropomorphic features of the robot. The findings of this study underline the complexity of the topic of social robots and their active usage and assistance in human lives, as well as stress the need to delve deeper into this matter and explore it to gain further insights.*

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## Keywords

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# 1. INTRODUCTION

Trust is a crucial component of any successful enterprise. Keefer and Vlaicu (2024) believe that high-trust workers are more likely to cooperate and share valuable information with their peers as well as be more supportive of technological advancements. Trust influences performance development and helps decrease opportunistic behaviors, while also adding to the effectiveness of company cooperation (Burke et al., 2007). Soomar (2020) also states that trust plays a crucial role in evaluating organizational performance and culture and can provide companies with a competitive edge. Research indicates that firms with a high degree of trust have higher employee morale, more productive workers, and lower employee turnover (Soomar, 2020). Therefore, given the importance of trust in business environment, this thesis will focus on trust in a stage of the recruitment process, specifically the job negotiation stage.

Many real-world discussions provide a chance for long-term connections rather than one-time transactions. Failure to build trust during these talks jeopardizes the execution of the agreed agreement and future collaboration (Yao et al., 2016). But what if a social robot is introduced in a traditional employment negotiation process to substitute the human negotiator of the enterprise? Technological advancements are creating more opportunities for enterprises to operate more efficiently, and the usage of social robots might prove to be quite beneficial. This leads to the following research question:

***How will the presence of social robots, representing the organization, influence the candidates' trust during the employment negotiations?***

Social robots have made significant strides in mimicking human behavior, but they are not yet perfect. According to Seifert et al (2022), they are developed to exhibit intelligent, emotional, and independent conduct to create connections with people, such as in the context of senior care. The rising inclination of social robots to emulate human features, as well as the increased human desire to anthropomorphize technological systems, has resulted in new types of human-machine interactions. This can lead to inaccurate, reinforced, and puzzling notions about reciprocity. Additionally, according to Bonarini (2020), communication is merely one of the features of an interactive robot and, like all the others, will need to be benchmarked to enable social robots to reach a viable market. On top of that, Ulhøi and Nørskov (2022) state that the main management outlets have remarkably little to say about robotic technologies, despite high market expectations and growing interest in multidisciplinary and robotics-related sources.

Given the differences between humans and social robots, it is crucial to research how human-to-robot interactions and the possibility of meeting a fully autonomous social robot in a physical shell imitating a human will influence candidates' choice related to their job offer during the interview process (Ulhøi & Nørskov, 2022). In a scenario where a social robot is present during the meeting, candidates' behaviors, and reactions might vary depending on the robot's facial design and looks, the voice used, tone of language, and especially facial expressions. The results of this paper can very well become a part of the bigger picture that can facilitate the smooth introduction of social robots into the workplace which might allow thousands of companies to not only save time and money but also eliminate various mistakes and biases that humans can make during hiring procedures.

The structure of the report first covers what AI and social robots are and how they can assist corporations during employment negotiations. Following that, the concept of trust, its underlying elements based on a model used, and its significance during the negotiations are discussed. In the later section, the details of the data collection, analysis, and structuring are covered. This is done via transcribing audio recordings of interviews, later coding them for simplification of the analysis and structuring data into simple terms and concepts. Finally, after the results can be easily interpreted, a discussion of findings takes place followed by the implications, limitations of the research as well as recommendations for future studies, and conclusions.

## 2. LITERATURE REVIEW

### 2.1 From AI to Social Robots

#### 2.1.1 What is AI?

The leap from artificial intelligence (AI) to social robots marks a significant technological advancement. AI can be considered as a set of technologies that allow a system to observe, comprehend, react to, and learn (Bowen & Morosan, 2018), as well as enable automation and permit machines to display mechanical, analytical, intuitive, and empathic intelligence (Huang & Rust, 2018).

#### 2.1.2 AI in Business

Apart from its usual uses, AI is being consistently utilized by numerous enterprises all over the world. In the business world, it refers to the application of AI techniques such as machine learning, natural language processing, and computer vision to improve business processes, increase staff productivity, and produce commercial value (IBM, 2024). AI adoption and developments are crucial for developing ground-breaking goods, as well as simplifying processes and improving companies' performance as a whole. (Hammer, 2001; Ng et al., 2022).

When it comes down to the recruitment process, Rathore (2023) states that corporations have an excellent opportunity to save money by automating the recruiting process and providing hiring managers with the most comprehensive decision-making analysis imaginable. The use of AI enables HR managers to perform their jobs with less effort and paperwork. HR directors face a difficult task since attracting exceptional people and matching them with available roles is critical to the success of any firm. Recruiting according to the latest market developments adds value to the organization, while the application of AI improves efficiency and performance. On the other hand, according to the study by Fraij and Vallyai (2021), even though AI was initially planned to overcome human mistakes, the fact is that an algorithm is only as good as the data on which it was trained. If AI uses the data it scans to make human-like judgments, it will continue to stress the previous qualities and/or biases and replicate biased conclusions. If given biased data, AI will provide biased results (Gold, 2023).

### 2.2 What is a Social Robot

A social robot is an AI system that is designed to interact with humans and other robots (Laskowski & Tucci, 2023). They are created using artificial intelligence and are frequently outfitted with sensors, cameras, microphones, and other technologies to respond to touch, auditory, and visual signals in the same way as people do. Hegel et al (2009) stated that social robots were designed specifically for HRI (human-robot interaction) to facilitate a human-like relationship, unlike service robots. Advances in AI and computer vision have enabled social robots

to read our facial expressions and recognize if we're annoyed, concerned, joyful, or excited (Biba, 2023). Powered by AI, social robots have the potential to change a variety of fields, including healthcare and education (Kalotra, 2023). Biba (2023) points out another function social robots serve and that is working and assisting in warehouses and factories to deliver items and serve as research and development platforms, letting scientists observe how people interact with robots and make even more improvements in the field.

### **2.3 Whom to Assign for Employment Negotiations: Human or Social Robot?**

Given the above statements and instances of social robots' functions and the areas in which they can prove helpful, it might be interesting to see how they would perform during the negotiation process and how much of a difference there will be between two humans and a human and a robot discussing the terms and conditions of the job contract.

According to Baarslag et al. (2017), negotiations, including those in the workplace, or the acts of making common decisions, are universal in modern society. They occur whenever actors interact and persuade one another to reach a mutually beneficial agreement. Negotiation occurs in practically all social and corporate settings. What's more, when it comes to job negotiations, communication plays a vital role. It is essential for successfully conveying goals and creating expectations during negotiations. Articulating concepts precisely while preserving mutual comprehension allows negotiators to prevent misinterpretations of each other's intentions while also making objective alignment easier. Clear discourse enables people to establish common ground, address problems immediately, and move toward mutually acceptable solutions without risking misinterpretation or miscommunication (Umair, 2023). By going further, one can observe the creation of human connection in the potential workplace which refers to the connections and interactions among future coworkers, supervisors, and employees. It is all about building a feeling of community and cultivating a pleasant work environment in which everyone feels respected and encouraged. When employees feel linked to their coworkers, they are more likely to be motivated and engaged at work. This can result in enhanced productivity, work satisfaction, and general well-being (Clack, 2021).

Apart from traditional work negotiation, there is also a rise in automated negotiation. Based on the study by Baarslag et al. (2017), automated negotiating research offers benefits such as improved bargains, reduced time, expenses, stress, and cognitive strain for users. Furthermore, such negotiation may become necessary in situations when human bargaining is inefficient and costly (Baarslag et al., 2017). However, establishing some sort of connection or relationship with a robot can be tricky. Aspects like humans viewing robots differently than other technical equipment and robots being more mobile and flexible than other computer technologies making their reflexes and interactions unique need to be taken into account in a variety of ways. It is feasible to argue that both human-computer interaction and human-robot interaction investigate the social knowledge of robots that follow people (Tunç, 2019). Not only the above elements need to be taken into account, but also for the negotiation agent, such as a social robot, to effectively represent a user in a dynamic environment, it must balance autonomy, self-reliance, and freedom with interdependence in joint activities. Continued progress will be necessary before robots can construct

even basic agreements like tailored energy or mobile phone contract renewals (Baarslag et al., 2017).

Although social robots must be able to perform many functions that are done by people in interactions like negotiation of terms of employment, human-robot interactions can still encourage humans to form deep emotional ties with robots. There is an idea that if robots look to be humans, people will treat them as such. These emotional embracements foster human-robot participation in the group. The engagement of robots in the company and their participation as team members changes the notions that were valid until today about human groupings (You & Robert, 2018). Furthermore, Tunç (2019) highlights that some robots, particularly human-looking robots rather than machine-like robots, perform better when interacting with humans. In this instance, people rely on them and assign responsibilities in terms of exercising authority.

### **2.4 Trusting a Social Robot during the Negotiation Process**

#### *2.4.1 Trust and its Importance during Job Negotiation*

Trust can be defined differently based on the given context, yet in all instances of trust there are three basic factors included: 1) A trustor, who is performing the trusting and is susceptible to damage from another person. 2) the trustee, who is being trusted, and who is capable of damaging or harming the trustor; and 3) a setting in which the trustee's actions might cause harm or advantage to the trustor (Kaplan et al., 2020). Mayer et al.'s (1995) integrative model of organizational trust proposed that trust occurs as a consequence of the trustor's overall propensity to trust and the amount to which the trustor views the trustee to be trustworthy. Meanwhile, trustworthiness consists of perceived ability, benevolence, and integrity. The set of skills, talents, and traits that allow someone to have an impact on a certain subject is referred to as ability. Benevolence is characterized as the notion that the trustee has an incentive to do good for the trustor and is concerned about the latter's interests and feelings (Mayer et al., 1995, H ddinghaus et al., 2021). Lastly, the notion that the "trustee adheres to a set of principles that the trustor finds acceptable" is described by Mayer et al., (1995) as integrity (p. 719). Thus, given the above statements, it can be implied that potential employees are playing the role of the trustor, the organization or its representatives are trustees, and the setting is the interview location where the trustor is being questioned by the trustee regarding his or her skills and abilities that are used to grade and assess the candidates.

In a more professional environment, Savolainen and Lopez-Fresno (2018) state that trust is regarded as a necessary basis for integrated negotiations, in which strategy and information exchange are crucial. Negotiation methods have developed throughout time in the political, social, economic, and notably corporate arenas as the economy has become more global and linked. People are changing jobs and vocations at a higher rate than ever before. This raises the amount of employment packages they must negotiate. Moreover, constructing such negotiations depends on trust among the groups involved, which affects the process of information and knowledge exchange during negotiation meetings (Savolainen and Lopez-Fresno, 2018). Trust forms a foundation for collaboration and cooperation in and between organizations. However, replacing a human in the three-factor equation by Kaplan et al. (2020) with a social robot that will now be acting as a trustee and an interviewer in the employment negotiation process can affect both the trustor and the context, putting the organization either in a tough position or an advantageous one if viewed from a side of efficiency.

### 2.4.2 Trust in Organization and its Social Robot

It was already discussed that trust is a significant factor especially when it comes to employees and employers. It is also a fundamental hurdle to efficient and effective cooperation between a human and a machine (Taylor & Reising 1995; Lee & See 2004). Trust practices are critical when trustors contemplate delegating work to trustees and receiving decision-making assistance (Bonaccio & Dalal, 2006). In such instances, Mayer et al. (1995) state that trustors place a high value on job completion or work output. As a result, depending on trustees' work outputs has risks since trustees may not meet the trustors' expectations. This applies to both interpersonal trust processes and trust in automation (J. D. Lee & See, 2004).

From the viewpoint of corporate identity, trust reflects the social bond around which various organizational behaviors form, such as commitment, collaboration geared towards achieving results, and staff engagement through an approach that involves every member of the organization, significantly impacting interpersonal relationships, expectations, standards, guidelines, identity, roles, reputation, and, more generally, how personnel view the organization. (Puusa & Tolvanen, 2006). In other words, identification is formed by trusting connections that are enabled by individuals to share a common code and hence respect, identify, and adopt the interests, choices, and requirements of others, as well as the organization's principles and expectations (Gara & La Porte, 2020).

Nowadays, most businesses offering automated selection solutions, increased interest in the validity of automated solutions, and studies with HR managers who have made use of automated solutions all point to AI-based selection becoming more popular (Langer et al., 2022). Thus, introducing a social robot into an employment discussion where it will take the place of a human mediator is just the next step in utilizing AI capabilities. However, such action might complicate things when it comes to trusting a robot employed by an organization.

The evolution of robotics from relatively simple tools to fully autonomous entities (static automation, flexible automation, intelligent adaptive automation, Hou et al. 2014) influences the trust relationship between a human and a machine. (Yagoda, 2011). For basic tools, trust is nearly entirely determined by their performance. As robots enhance their intelligence, autonomy, and capacity for decision-making, the factors impacting the trust relationship become more intricate (Hou et al., 2021). Sheridan (2019b) claims that when machines evolve into highly self-sufficient systems (i.e., IAS) that employ greater AI, the trust connection will become increasingly similar to human-to-human trust. Siau and Wang (2018) point out that the performance, technique, and aim of AI are unique and more sophisticated than previous technologies. Hence, the factors that impact human confidence in AI are also more complex. Hou et al. (2021) believe the link between humans and AI agents should be based on human-human interaction characteristics to depict the human-autonomy partnership's evolving and complicated character. McNeese et al. (2019) researched the relationship between trust and human team performance, supporting this claim.

## 2.5 Theoretical Framework

To cover crucial fields related to trust for this study, a theoretical model proposed by Höddinghaus et al. (2021) was selected. This model was chosen as it has been already used for similar concepts where the focus was on the automation of leadership. The difference with the study by Höddinghaus et al. (2021) is that in this scenario setting, the situation is that candidates are facing solely social robots during their negotiations. Additionally, given

that this robot will be taking on a leadership function and be the one conducting the interviews, this model can be used in this report. Moreover, their work stems from the integrative model of organizational trust that was developed by Mayers et al. (1995) and factors mentioned before (benevolence, integrity, and ability) are part of the proposed model. Additionally, the proposed model of Höddinghaus et al. (2021) addresses the topic of trust in automation which is related to and can play a crucial role in the purpose of this paper. Therefore, being closely intertwined, it is considered to be a suitable choice of the theoretical framework that can be adjusted for the current study. The report will utilize the components of the Höddinghaus et al.'s (2021) proposed model which will be used in identifying various items that can affect candidates' trust in social robots.

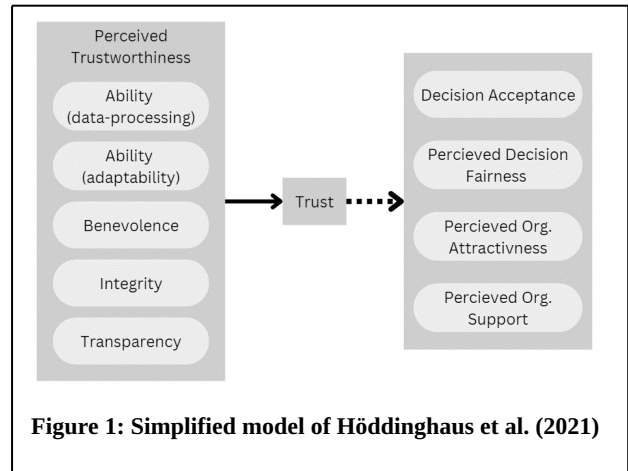


Figure 1: Simplified model of Höddinghaus et al. (2021)

The factors that are taken from the model are ability (data processing & adaptability), benevolence, integrity, and transparency. The authors that came up with this model used Mayers et al.'s (1995) definitions for these terms and added another element transparency (Breuer et al., 2019) which they used to derive conclusions for their study.

Ability	“The set of skills, competencies, and characteristics that enable someone to exert influence in a particular domain.” (Höddinghaus et al., 2021, p.2)
Benevolence	“The belief that the trustee will want to do good to the trustor and cares about its interests and feelings.” (Höddinghaus et al., 2021, p.2) Important to keep in mind that empathy is a crucial factor in benevolence (Bhattacharjee, 2002).
Integrity:	An idea that the “trustee adheres to a set of principles that the trustor finds acceptable” (Mayer et al., 1995, p. 719).
Transparency	Actions and traits that create understanding between trustor and trustee as well as contributing to the traceability of something like a decision (Breuer et al., 2019).

Table 1: Elements of Perceived Trustworthiness (model by Höddinghaus et al. (2021))

## 3. RESEARCH DESIGN

### 3.1 Research Method

This study will follow a qualitative method of data collection through the use of semi-structured interviews during which a vignette will be employed enabling the ‘trust’ in organizations and their social robots to become the center of focus (Nørskov et al., 2020).

A vignette can be described as a detailed portrayal of a person, object, or scenario that combines specific features (Atzm ller & Steiner 2010, p. 128.) The experimental vignette method (EVM) can be used in many forms such as written, images, videos, and other media (Aguinis & Bradley, 2014). EVM is commonly used in business studies, such as ethical decision-making investigations involving accountants and students (Smith and Rogers, 2000). Although this vignette style has enhanced realism and immersion (Burt et al., 2016; Davies et al., 2016), this type of EVM is still a work in progress, as noted by Hillen et al. (2013). Regardless of EVM's limitations, it is a useful tool that would be deployed to assist in conducting a qualitative study with the use of interviews.

Based on the study by Alsaawi (2014), interviews are the most commonly used technique for gathering data in qualitative research. There are several types of interviews but for the convenience of this study, semi-structured interviews will be used for a better chance of obtaining meaningful results and conclusions. This kind is a hybrid of the two forms (unstructured and structured interviews) in which the questions have been prepared before the interview, but the interviewer allows the interviewee to expand on and explain specific aspects using open-ended questions. This category is excellent for researchers who have a general understanding of their topic and want to ask inquiries. However, they prefer not to employ a structured framework, which may limit the depth and diversity of their replies (Bryman, 2008). Therefore, it has been proposed that these open-ended questions be piloted beforehand (D myei, 2007) and follow the research design that was employed by H ddinghaus et al. (2021) in their report.

### 3.2 Sampling

For this research 9 students at the University of Twente were interviewed and, after consenting to the conditions, their responses were recorded for better analysis. Students at the university were selected as a sample as they can be considered either currently working or employed in the future. Another reason is that these students are GenZ consumers, also known as the first "digital natives", who were born into a world where digital technology was already part of everyday life (Ameen et al., 2023). Therefore, it is believed that they are more likely to adopt new technologies and possibly be less critical given the situation with the social robots being on the other side of negotiations.

### 3.3 Data Collection

For the collection of valuable data through semi-structured interviews with participants as the primary source of information, a set of questions preceded by a vignette was prepared. The vignette consisted of a short paragraph describing a scenario in which respondents should imagine themselves followed by an image of a robot, Furhat (Furhat Robotics, 2023), that is located at the University of Twente. The scenario was created by following the example of H ddinghaus et al. (2021) who also utilized the scenario in their study. In short, the scenario depicted a setting in which a participant should imagine oneself as a candidate who has at last found a suitable job and is now meeting a social robot Furhat who will be conducting negotiation talks regarding the finalization of the employment contract and details.

The interview questions were based on a model by H ddinghaus et al. (2021) to ensure the validity of the interviews. The

questions were asked based on the following elements: Ability (Data-processing & Adaptability), Benevolence (Empathy), Integrity, Transparency, Organizational Attractiveness, and Organizational Support. The first 4 elements of the model were used to reveal how much importance participants place on each of the factors and how in the end it will affect their level of trust in social robots. The latter 2 elements related to Organizational Attractiveness and Support were included in the interview to identify how the companies employing such social robots in the negotiation stage would be perceived by respondents. Aside from these components of the model, several additional questions were made to determine how familiar students in the sample are with the notion of social robots and how comfortable they are encountering one. Additionally, all interviewees were asked almost 2 identical questions whether they would trust the decisions made by the robot and whether they would be willing to accept the finalized job contract.

As mentioned, prior to starting the interviews, respondents were asked to sign the form of consent after which the discussion would be recorded and later analyzed. Then, they were presented with a short vignette scenario followed by an image of a robot Furhat (Furhat Robotics, 2023). The recordings' audio was transcribed to text online via a special website for transcribing audio and video files so that they can later be used and referred to in the report. Although unlikely that participants had not had any interaction with any type of AI, it is still crucial to point out that an interaction with the social robot can lead to different outcomes and responses.

### 3.4 Data Analysis

As the interviews were conducted and the recordings transformed to transcripts, the recordings were played additionally a few more times to ensure that the transcribed audio indeed matched the participants' statements and none of the important details were left out. The responses were gathered, transcribed, and later any significant or unusual details were coded. For coding the special software, Atlas.ti, that is suited when working with qualitative data was used. The transcripts followed several rounds of coding that were generated from Theoretical framework and literature resulting in deductive coding. Meanwhile, the data structuring method followed was developed by Magnani and Gioia (2023) for more ease and simplicity when it came to understanding and interpretation. After careful analysis and rounds of coding, the data was exported into Excel where it was structured such that the associations between the minor examples, the more general first-order concepts, the second-order themes, and the aggregate dimensions were clearly seen. The short version of the structured data can be found in Appendix B.

Apart from the topics of interest that were derived from H ddinghaus et al.'s (2021) model, quite a few outside elements were identified and recorded as they were believed to be crucial details that appeared from interviews. They will be mentioned and presented later in the report as well as their connections to the main topic of this research - trust in social robots.

## 4. RESULTS

The following section discusses the results obtained from the interviews. First, the results for elements that fall under the concept of 'Perceived Trustworthiness' will be presented,

followed by the two points related to how candidates view the organization employing the social robot, and finishing with the outcome of the general question of trusting a robot.

The aim of conducting interviews with a sample consisting of students was to identify the specific details and opinions regarding the presence of a social robot and how it might affect the trust of candidates in a company that is employing these robots during employment negotiations. The results were discussed in categories and sub-categories where necessary. The statements made by particular interview participants will have an abbreviation IP and the number of interviewees following their respective statements.

In the table below the overview of the participants can be found. It demonstrates their nationality and gender. Another important point is that participants' age ranges from 20-26 years old.

IP #	Nationality	Gender
IP1	Moldova	Female
IP2	India	Female
IP3	Moldova	Female
IP4	Russia	Female
IP5	India	Female
IP6	India	Male
IP7	India	Male
IP8	Russia	Female
IP9	Latvia	Male

**Table 2: Demographics**

## 4.1 Ability

To start with, from the gathered and analyzed data, it was discovered that each of the participants had their own unique view regarding what a social robot like Furhat is capable of in a negotiation setting. Overall, it can be said that participants don't have high hopes for what a social robot can do when it comes to adapting to a candidate during the discussion or properly processing and analyzing one's data.

### 4.1.1 Ability: Adaptability

During the interviews, respondents shared their opinions on to what extent a social robot can adapt during the negotiation process (IP2, IP3, IP6, IP9). For example, IP 2 mentioned the limitations of social robots to adapt on the go. Such robots can't answer questions that are deemed to be unusual in a negotiation setting. Moreover, IP 2 also pointed out stated that "*People have more space, more knowledge, they can think outside of the box and so on, so they can try to provide at least more answers*". IP 3 voiced an opinion that if a robot can actually adapt pretty well and quickly during the employment contract talks and match the candidate's preferences as in managing to compromise where possible, then it is possible to trust such a robot more. IP6 made a connection between the development of an AI and the software of a robot, basically highlighting the fact that the quality of the software and AI used to operate the robot will greatly affect its ability to adapt to new responses. Meanwhile, IP9 expressed that such robots should be flexible and adjust to the changes during the discussion.

### 4.1.2 Ability: Data-Processing

For processing and analyzing the candidates' data, limitations as well as advantages of a robot were voiced by participants. Participants mentioned that a social robot is unable to sense soft skills/candidate's characteristics (IP3), can't completely consider the emotions of the candidate (IP8), might not accurately analyze soft skills (IP9), and can analyze candidates' data provided priorly better, but still prone to mistakes and programmed to have limited data (IP7). At the same time, it was suggested that a robot can analyze and understand only what's given and machine-readable and give appropriate guidance/response up to a certain extent (IP1, IP4, IP8). On the other hand, there were also positive expectations from a robot. Participants believe that a social robot is capable of being objective, can properly analyze specific candidate-related data, and memorize and record the whole negotiation discussion. (IP2, IP3, IP5). One participant (IP6) voiced an optimistic forecast saying, "*As time passes, more research is done, so robot will become better in the future and process data better.*"

## 4.2 Benevolence

### 4.2.1 Empathy

It was found that apart from empathy, which H ddinghaus et al. (2021) considered to be a significant factor in benevolence, responses also revealed the importance of human emotion and connection that is present during negotiations between humans.

Out of 9 participants, 7 have clearly voiced their opinion regarding a social robot's ability to demonstrate empathy towards the candidate. Although the majority of respondents believe that such a robot lacks proper features of empathizing with the candidates (IP1, IP2, IP3, IP8), some have stated that social robots can have some empathy limited to their depths of programming (IP5, IP7). For instance, IP5 made an intriguing remark by saying "*He can pretend like, oh, I understand how you feel, but how he acts after it is in the end going to be catered to the company's goals.*" As for the human aspect, respondents pointed out that there is a lack of human connection during a negotiation with a social robot (IP1, IP5, IP8) as well as the absence of emotions, emotional reactions, and/or expressions (IP1, IP2, IP3, IP5, IP7, IP8). Only IP9 and IP6 have expressed that a robot can empathize, connect emotionally, and "lead a normal conversation".

### 4.2.2 Anthropomorphism

Aside from empathy of the social robot, interviewees also talked about the appearance of the robot Furhat. Overall, some have commented on the friendly and human-like appearance of the robot Furhat based on the image provided. Out of 9 students, only IP2 and IP5 haven't shared this opinion. IP5 went even further and stated that Furhat "*does look human but is clearly fake.*"

## 4.3 Integrity

When it comes to fairness, there could be contradicting opinions from the same participants since several questions addressed this point during the interview. For now, the results will be listed and later in the next section, they will be discussed further.

Some students stated that they wouldn't feel treated fairly by the robot during negotiations (IP1, IP3, IP8). In addition, when answering the same or similar question in an interview, it was voiced that a social robot can't always be fair (IP3, IP4, IP8, IP9). Lastly, when answering a different question that targeted the theme of fairness, respondents talked about how in certain

situations or matters a social robot can be seen as fair (IP1, IP2, IP3, IP5, IP6, IP7). To give an example, IP2 believes that the robot *“is not biased to me as a person. he doesn't assess my appearance or nationality, I guess, and my voice or anything else. He is not distracted by these factors.”*

#### 4.4 Transparency

Another factor influencing candidates' trust in a social robot is transparency. Students who were interviewed shared that Furhat might have limited transparency or not be transparent enough to become a suitable substitute for an actual human during a discussion about a job contract (IP1, IP2, IP8). Some interviewees described using examples of their choice that a robot can be transparent in the sense that it can be more objective in its reasoning and back up its statements with facts or other supporting data (IP3, IP4, IP5). Moreover, interestingly, other participants expressed that they would view such a robot as trustworthy if it were transparent enough in their eyes (IP5, IP6, IP7, IP9). By that, they meant that if candidates are aware of how the processing and analysis of their data is conducted, based on what metrics candidates are being assessed, and their overall understanding of how a robot operates, then they would consider it transparent.

#### 4.5 Org. Attractiveness & Support

Although the robot is the one that candidates should be able to trust given robots' sufficient levels of ability, benevolence, fairness, and transparency, an organization that stands behind the robot and employs it in its negotiation stage also plays a role. The overall image of the company and how it acts to support and treat its employees fairly is crucial for newcomers. It can set the whole tone and atmosphere of the employment negotiation.

It was stated that meeting a robot without further contact with a human would make one feel disregarded (IP4), whereas IP5 shared that *“they shouldn't use it, because companies have an image, an essence, which I think people can capture better than robots.”* In short, IP5 believes that humans are better at representing the company. Furthermore, respondents expressed that they feel more at ease if a human was present during or after the negotiation (IP1, IP4), while others viewed a company employing a robot as interesting and exciting but that wouldn't affect their decision (IP8, IP9). Lastly, respondents did mention that they would see such organizations as innovative, fascinating, progressive, sparking interest, and overall have a positive opinion in candidates' eyes (IP1, IP2, IP3, IP5, IP6, IP7).

#### 4.6 Reactions & Robot vs Human

During interviews, respondents shared their initial reactions when encountering a social robot, their thoughts on whether such a robot would perform better than a human, their preferred choice between a robot and a human, and whether they would trust a robot given their previous responses. The following initial reactions were recorded: confusion (IP8, IP9), nervousness/stress (IP1, IP2, IP9), scared/fear (IP1, IP3, IP4, IP8, IP9), uncomfortable (IP3), surprise (IP2, IP4, IP6, IP7, IP9), and an expectation to see a human in a negotiation room and not a robot (IP2, IP3, IP4, IP7, IP8). As can be seen, many negative responses were recorded, whereas only a few had been that of a surprise with a somewhat positive view about the robot.

Moreover, a similar situation can be observed when it comes to whom/what the candidates would prefer to discuss the

employment details. All participants mentioned at some point during the interview that they would prefer having the negotiations to be with a human rather than a robot. Although, when nearing the end of the interview, in response to the final question – from whom candidates are willing to finalize and accept the job offer – few have stated that they have no preference as long as they are being treated fairly and assessed based on their skills and abilities (IP3, IP5, IP9).

#### 4.7 Would One Trust a Social Robot?

Lastly, coming down to the crucial part while also including everything that was stated before in this section; how many students would actually trust a social robot like Furhat and converse with it during the negotiations for a job? When asked a simple question of whether one would place one's trust in a robot, almost half of respondents stated that they wouldn't trust a robot (IP1, IP3, IP4, IP8). Later a question was presented that provided participants with a more favorable setting. They were told that a robot would match their preferences, be it an ability to adapt and process data well, possess empathy and keep in mind the interests of candidates, be fair when making decisions, be transparent and clear when making statements, and other more specific requests made. After this was asked, IP4, IP5, and IP6 decided to put trust in a robot. When asked the last question that involved remembering everything that students said and keeping it in mind to make a final decision of whether to trust a robot and negotiate with it to reach an agreement for an employment contract, 8 participants agreed to trust a robot but only on a condition that it will match each respondent's preferences. On the other hand, IP8 still doesn't trust robots that much and would prefer to converse with a human even if a robot possessed those capabilities that were mentioned before.

## 5. DISCUSSION

### 5.1 Interpretation of Results

In this section, the results of this research are interpreted and explained so that it becomes clearer whether there is an effect on candidates' trust when they encounter a social robot that represents the company during negotiations. This section will also compare the results of this research to that of H ddinghaus et al. (2021) to see the differences between participants' responses and the insights gained. In addition, it is necessary to mention that in contrast to the H ddinghaus et al. (2021) report where the focus of the text was on AI and the participants of the study were employees with a degree, this study is concentrated on social robots and the respondents who are students and may still be inexperienced in negotiations. Needless to mention, the results differ because AI is perceived differently than a social robot with its design. This can be observed in the responses as participants share their expectations of what a social robot can do in their opinion, whereas with an AI or an automated agent used by H ddinghaus et al. (2021), the expectations can be said to be more grounded since there is no physical body that may affect study members' view. The physical body of a robot is another area where this study differs from H ddinghaus et al. (2021). This paper highlights the features of the robot that make it look more human in the eyes of the candidates, adding another element that needs to be addressed in future studies.

As was mentioned before, several various opinions were recorded regarding what qualities and features a social robot like Furhat should possess for it to be trusted by the candidates who

would have to go through the employment negotiations with such a robot. The collected data demonstrates that participants have slightly different priorities when it comes to the robot's capabilities and the majority would be willing to trust it given that a social robot would match their preferences. Furthermore, apart from factors that help in understanding one's decision to trust a robot or not, there were also comments regarding the anthropomorphic aspects of Furhat. Additionally, participants shared their views on whom they would actually prefer given the question and topic of interest. As was stated in the previous section, during interviews everyone said at least once that they would prefer a human to a robot. Gaudiello et al. (2016) attribute such behavior to participants' tendency to see social robots as untrustworthy when it comes to making decisions unless such decisions are on a more functional side of things and require high-precision technical abilities to distinguish specific perceptual features given the circumstances.

Below each of the elements from the model used and further results will be discussed in detail. First, the components that make up the 'Perceived Trustworthiness' from the model will be explained, followed by the 2 points related to the opinion on the company (H ddinghaus et al., 2021).

### 5.1.1 Ability

H ddinghaus et al. (2021) identified 'ability' to be one of the components that are required to have trust in automation. The authors further divided this into two points: the ability to adapt and the ability to process data. Social robot, falling under the idea of automation and algorithms, requires these two factors to gain trust from the candidates when conversing about employment details.

From interviews, it was found that participants value the ability of Furhat to adapt as the conversation progresses during the negotiation. Ahmad et al. (2017) emphasized the importance of implementing Adaptive Social Robots (ASRs) which are crucial in Human-Robot Interactions (HRI). According to their report, ASRs are capable of the following: understanding and showing emotions, interacting through high-level dialogue, learning/adapting according to user feedback, establishing social connections, reacting to different social situations, and having varying social features and roles (Ahmad et al., 2017).

Given these adaptation capabilities, it is possible to ease at least some candidates' concerns regarding social robots' ability to adapt on the go. Although IP2 mentioned that humans have an edge over robots when it comes to adapting during talks as "*they have more space, more knowledge, and can think outside of the box*", given enough time to research and improve this functional ability of ASR might allow robots to adapt almost as good as humans would.

When it came to Furhat's ability to process and analyze data, some responses highlighted the benefits that a robot could have over a human. For instance, it was mentioned that a robot can store data about candidates in its database, be more rational and objective when analyzing candidates' data, and can process machine-readable data better as long as it avoids mistakes or biases that might occur from the data it was trained on. The previous statement falls in line with the AI that was the focus of H ddinghaus et al. (2021) in their study. Additionally, the aspect of reading and properly analyzing the emotions, expressions, and face mimicry was expressed to be absent or limited such that

candidates might be misunderstood by a robot. However, similarly to the adaptability, accurate data processing can be improved in the future as was mentioned by IP6.

Overall, when looking at the results from the paper by H ddinghaus et al. (2021), it can be claimed that the results are quite similar since in their findings authors also concluded that an AI (automated leadership agent) is inferior to a human when it comes to adaptability factor. On top of that, the findings for data processing capability can be said to be similar to but not exactly the same as that of H ddinghaus et al. (2021) where no differences were found between human and automated leadership agents. The findings in this study do somewhat suggest that a social robot can be more objective but lacks the ability to properly analyze humans' face mimicry.

### 5.1.2 Benevolence

The topic of benevolence and/or empathy, although had gained considerable attention is still limited, yet it plays a significant role in affecting one's experience in HRI (Yang & Xie, 2024). The results from interviews support this opinion. As stated previously, the majority (7/9) of participants have voiced that a robot either can't empathize or can but only to a certain extent which might not be enough for satisfactory experience in such HRI. The remaining ones believe otherwise. This once again supports the findings made by H ddinghaus et al. (2021); a human is seen as more benevolent and empathetic compared to a social robot.

In addition, the anthropomorphic design and gender of the robot can also have an impact on emotional connection in HRIs (Yang & Xie, 2024). This can help change the mind of those who expressed that a robot lacks emotions and has no connection with a human. Moreover, variables such as the type of emotions the robot expresses to humans, the robot's features, and the robot's activities, affect how emotional connection works in HRI (Yang & Xie, 2024). On top of that, Nomura et al. (2005) discovered that people are less likely to be swayed by the robot's emotions and less inclined to communicate emotionally with it when they have a bad opinion of the robot's looks. Fortunately, from the interviews, mostly positive opinions were given about Furhat's appearance and design. Therefore, it is possible that given the right design, making a robot look more human, adjusting its gender to match candidates' tastes, and having it properly express its emotions and empathy can help candidates feel more at ease and comfortable with a robot in negotiation meetings.

### 5.1.3 Integrity

This factor might be even more difficult to consider and integrate into a social robot. Integrity is based on trust between two parties and whether the principles of a trustee match that of a trustor which will in turn make it possible for the trustor to believe the decisions and statements made by the trustee (Mayer et al., 1995, p. 719). To identify the extent of a robot's integrity in this interview, the topic of integrity was addressed via the concept of fairness. In general, it was found that algorithmic decisions were perceived as less fair and trustworthy and evoked more negative emotions than human decisions (Lee, 2018). Based on this, it can also be related to social robots since, as established before, they operate based on certain algorithms that make up the AI that runs them.

To identify whether participants felt or observed integrity in Furhat, they were asked to share whether they found such a robot

to be competent and fair during negotiations. As was stated before, respondents have shared their opinions on this matter based on what can be assumed to be their personal beliefs, principles, and priorities. Additionally, it was mentioned that a social robot can be fair when it comes to being objective and conducting assessments based on the skills of a candidate while excluding factors like appearance, voice, and gender of an applicant. Going back to Mayer's et al. (1995) definition of integrity, in case students interviewed have their principles met and considered by Furhat and they deem the robot as fair and competent in performing its job of negotiating and finalizing contract details, then the point of integrity can very well be present in this social robot.

In comparison with H ddinghaus et al. (2021) study, where an automated leadership agent scored higher on 'integrity', respondents here shared that a social robot can be fairer and have more integrity when it comes to technical questions, be more objective in assessing candidates, and provide better explanations to programmed questions, but lacks or is limited to its programming when it comes to off-topic questions. Thus, based on such results it can't be stated for certain whether a human, who may be biased in its assessment and decision-making, would have more integrity, or a social robot who might as well be biased in its assessment due to the biases that may occur in its trained data during programming stage.

#### 5.1.4 Transparency

The last point that is crucial for perceived trustworthiness is the extent to which a social robot is transparent in regard to candidates. Transparency gives users of technologies an understanding of what will be happening with their data (Felzmann et al., 2019). Interviewees' responses did touch on this point as well. As was already stated, participants would like to know how a social robot, Furhat, would decide on certain matters such as salary, vacation days, benefits, etc. It is important for them to know how this robot will process and analyze their data, make assessments, and make decisions and compromises wherever possible. This greatly contributes to one's trust in a robot. What's more, from interviews, it was found that a social robot can do a better job at explaining the reasons behind its decisions and be more honest when doing so since it uses logic, whereas humans might attempt to not clearly state the reasons behind their decisions or statements made during the discussion. However, this point is difficult to account for since it varies from situation to situation, and it is hardly possible to keep in mind the randomness of in what direction the conversation might develop. Crucially, a lack of transparency may influence how candidates would view individuals in charge of the company they are being hired to. On the contrary, if candidates are aware of how a social robot will make its decisions and provide logical and fair explanations, then it could be said that a social robot is transparent enough to be trusted. This conclusion supports the findings of H ddinghaus et al. (2021) where they discovered that an automatic leadership agent was more transparent than a human. The slight differences in results could be attributed to the way a social robot is perceived in comparison to AI. Respondents might expect more transparency from a social robot in comparison to an automatic leadership agent.

#### 5.1.5 Org. Attractiveness & Support

Switching focus to how the robot in question would affect the image of the company employing robots like Furhat in the eyes

of the candidates. Continuing the previous point, without enough transparency that potential employees can carefully observe and study, their opinion of the organization they are being hired to might change in a negative direction. This might damage the image of the company if the negotiation fails or ends up in an unsatisfactory agreement for the candidate. One of the participants (IP4) mentioned that since a robot is being employed by a company, it is likely that it will do its best to finalize the agreement with such conditions that benefit the company and in case there is no room for compromise, a negative image of the company might be formed by that interviewee. Also, the thought of seeing a company use social robots in their workplace sparked interest in the eyes of the respondents. As they said, the use of a robot demonstrates the innovativeness of the organization and in some cases where the firm is working on developing and building social robots, it can serve as a means of advertising their new product.

Putting the image and attractiveness of the company aside, the feeling of experiencing organizational support from the same company when encountering a social robot in a negotiation meeting received different commentary. There were quite a number of instances when participants chose to go with a human instead of a robot and in a few of them the reasons were that humans can do a better job at capturing the image and presenting the culture of the company. Without a human, a candidate would feel neglected and unsupported.

#### 5.1.6 Reactions & Robot vs Human

Responses from the interviews depicted that the design of the robot plays a substantial role when encountering one in a given setting. According to Duffy (2003), the ability of a social robot, such as Furhat, to participate in meaningful social interactions with humans necessitates the use of certain anthropomorphic or human-like, characteristics, either in behavior, shape, or both. However, it is not that simple. It is necessary to not overdo the design as well as the software of the robot as it may potentially defeat the purpose of using them to aid humans in various fields if they become very human-like (Foner, 1993). Building on the number of negative and somewhat neutral reactions students expressed when seeing the image of Furhat might mean that the design of this specific robot is not good enough to make the candidates feel at ease when interacting with a social robot.

However, there can be some sort of contradiction to it since, as discussed in the previous section, respondents also mentioned the friendly and human-like appearance of Furhat. Thus, it could be derived that the design that Furhat currently has is close enough for humans to comfortably interact with it.

#### 5.1.7 Would One Trust a Social Robot?

Sweeney (2022), in her report, states that there exists proof to show that when social robots become more and more integrated into our daily lives, we do, in fact, establish the types of connections that are consistent with attitudes of trust toward them. It's fair to say that trust is a necessary condition for the jobs that social robots are supposed to do. Hence, it could be assumed that given enough time and environment to spend interacting with social robots, one may develop more trust towards them. Robots must meet requirements related to language usage, freedom, and social interactions to be considered worthy of receiving trust, as opposed to mere reliability. Apart from that, given the responses and the similarities they have with the results

of research by H ddinghaus et al. (2021), factors ‘*transparency*’ and ‘*benevolence*’ seem to be the two areas where humans have a greater edge and hence have a higher effect on candidates’ trust. Whereas ‘*ability*’ and ‘*integrity*’ are influential on trust in a robot, there is some space for arguments. ‘*Ability*’ can in particular cases be better in a robot, for example, when it has to process machine-readable data while a human can do a better job when a discussion might involve something indirectly related to the negotiation topic. As for ‘*integrity*’, even humans can be biased and unfair in their decisions, and since robots are a product of human work, they most likely will have moments where they too will make unfair decisions. Therefore, it can be derived that at the moment it is better to focus on making a robot transparent and benevolent and make further improvements in those areas to raise robots’ trustworthiness. Not only that but also the theory of “Uncanny Valley” (Mori, 1970) plays a role here since developing lifelike social robots that are extremely close to humans in appearance can lead to people feeling negative emotions or uneasiness towards them.

When it comes to actually negotiating with a social robot, it can be done but their boundaries to openly discuss various or even specific topics are limited to their programming. Regardless, it can be said that a simple negotiation with a robot can take place. However, for a robot that is employed by a company, there is a chance that it will follow the wishes of its employers or creators and possibly have the same biases unless there is an independent company that produces such a robot and is trusted by the public.

## 6. Theoretical implications

The purpose of this study was to identify how potential employees, who are students and might be one step away from starting their official job, would feel about placing their trust in a social robot, representing an organization they are being hired to, during employment negotiations. Through the use of the H ddinghaus et al. (2021) model, an understanding was reached about the factors that form the basis of trust and that influence a company’s image and reputation. The discoveries that were made in this research highlight the subjectivity of humans and how their opinions and previously established beliefs can affect their perceived trustworthiness in a social robot, contributing to theoretical knowledge about the use of social robots in the business environment.

In addition to that, this report also serves as a practical example of how the theoretical model by H ddinghaus et al. (2021), which focuses on people trusting algorithms in business settings, can be similarly used to identify how people can trust social robots in similar situations. By using this model as a practical example, this paper provides additional data related to the topic of trust in social robots, as well as encourages researchers who are willing to expand this topic and bring new knowledge and information to use H ddinghaus’s et al. (2021) theoretical model in the future.

This paper could also be considered an extension of the study by H ddinghaus et al. (2021) since it explored a different path and focused on a specific type of AI which is social robots and how they can affect the trust of future employees. Since the research design in this report revolved around negotiations with solely a social robot, it is possible to conduct a similar study but with the presence of a human given that even in the results participants mentioned that the presence of a human is preferable.

As was already stated, participants would like to know how a social robot, Furhat, would decide on certain matters such as salary, vacation days, benefits, etc. They need to know how this robot will process and analyze their data, make assessments, and make decisions and compromises wherever possible.

## 7. Practical Implications

Besides theory, this study offers further contributions to the practical side of things. Although this research focused on social robots representing the organization and understanding the reasons behind one’s decision to accept and trust such robots, this paper can be used for other robots that don’t necessarily operate in employment negotiation. Additionally, since the sample size consisted of students – freshly graduated young future workers – it is advised to conduct similar research with more experienced employees as they might point out or prioritize different aspects of a social robot that were mentioned before in the report.

The findings of this report also reveal another factor outside of the model used: the anthropomorphism in the social robot. This factor can be addressed for HR managers and/or robot designers as it can play a crucial role in future creations of social robots to appear more trustworthy in the eyes of candidates. What’s more, it might prove helpful and provide more detailed insights if the social robot used in future research would have a better design, look more human, have a gender and/or voice that candidates prefer, and properly express its emotions and empathy. Apart from that, ensuring that a robot can be viewed as transparent in its judgement, fair in its decision-making, capable of processing better not only given to it data but also keep in mind the human expressions would play a vital role in earning candidates’ trust and easing their concerns. Taking into account such features can facilitate a better and smoother negotiation in HRI.

## 8. Limitations and Recommendations

Despite the significance of the findings gained through this research, the study has several limitations that may have had an impact on the outcome of the study. The sample size of 9 people was fully made up of students at the same university which is hardly a representation of the whole population. The sample consisted of mostly female respondents and the majority had the same culture and background, whereas none of the interviewees were Dutch, which could have affected the results. On top of that, it must be brought to attention that since the sample consisted of GenZ, the results of the study would hardly be considered a representation of other generations’ opinions about trusting and negotiating with a social robot during the hiring process. Another limitation can be the absence of a random selection of participants for the study. The students were selected based on the prior connections or relationships between the researcher and interviewees.

The recommendations for future research are to address the factor of anthropomorphism that was mentioned above as it can be the unaccounted factor that is significant in achieving trustworthiness in social robots. That is due to the number of reactions that followed when respondents saw the image of a social robot Furhat. Perhaps using a better image of a social robot or a newer version with a more friendly-looking design would be better and could yield different and more positive results. Another area to cover is to have a larger and more diverse sample size, both in terms of age generation and nationality/culture, to get more generalized and valid results. Additionally, informing

participants about the extent of the social robot's potentiality to accurately analyze and assess their data and make decisions might yield different results, especially if they are told that a robot would consider solely their skills and experience. Also, conducting a comparison test between a human and a social robot just like Hedinghaus et al. (2021) might bring forth more clarity.

## **9. Conclusion**

Although the field of robotics is growing, the current literature lacks substantial data and knowledge to properly understand where to draw a line when it comes to placing a trust in a robot and requesting a human presence and supervision or even solely conversing with another human altogether. The goal of this study was to identify how the presence of a social robot might impact future employees' trust and opinion in regard to organizations that are represented by such autonomous agents. This report used semi-structured interviews as a means of primary data collection where the recorded audios were transcribed, and crucial details and responses were highlighted via qualitative software mentioned beforehand. The findings of this paper illustrate and prove that if utilized to represent corporations during job negotiations, social robots would appear untrustworthy when met by potential candidates. However, due to technological advancements, the industry of AI and robotics is rapidly growing. The many trials and errors that are being made along the way can be considered as a guide to perfecting these robots. Therefore, given enough time, possibility rises that soon the HRI can reach such a level where social robots might be perceived by people as more trustworthy.

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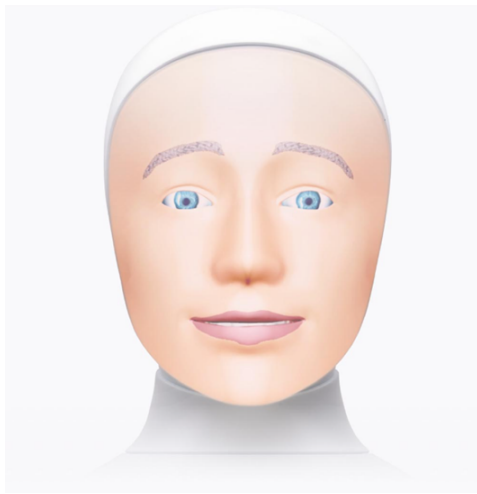
## APPENDIX

### Appendix A: Vignette & Interview

#### *Instructions and Scenario*

Below will be presented the application scenario. Take your time and read it carefully. Try imagining that you are in the situation that is described. Place yourself in such scenario and make the best attempt to picture such situation. Also see the picture of the robot to have a better image.

You finally found a job that is to your liking. After successfully passing through almost all job application stages you find yourself in the final stage of job negotiations with a prestigious company. As you enter the negotiation room, instead of finding a human representative from the company, you see a social robot seated across from you. The robot is designed to represent the organization and conduct the negotiation process in which it can go over your CV and details you submitted in the past. Based on that data about you, the robot, although limited to, will be discussing with you your salary and wages. Its appearance is humanoid, with expressive facial features and a polite attitude. The robot introduces itself as the official representative of the company and begins the job negotiation, asking about your expectations, qualifications, and desired terms of employment.



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#### *Interview Questions*

#	Questions	Purpose of the Question/Addressed Concept
1	How familiar are you with the notion of social robots? What is your general impression of them?	Social robots: To identify the extent to which the respondent is aware of the topic
2	Can you describe your initial reaction upon encountering the social robot in the negotiation room? What is/are the reason(s) for that?	First expectations/feelings when encountering social robot
3	What things do you believe the robots are capable of? What about during negotiations, do you think that a robot can be competent during negotiations? If yes/no why? Do you think that a robot can process all of your info and data better than a human?	Ability: To understand whether robot's adaptability can raise candidates' trust in it
4	Do you think that a robot can be empathetic, or consider to your interests and needs? Why do you think so?	Benevolence: To understand how robots ability to care about feelings of a candidate can affect trust in a robot.
5	Do you think that a robot can be fair toward you?	Integrity: To see if robot being fair raises one's trust in it
6	What do you think about the robot's appearance?	Anthropomorphism: To see how anthropomorphic features affect respondents' opinion on trusting the robot
7	Would you place more trust in a robot who properly analyses and processes data related to you? Why?	Ability: To see how candidate's trust will change if a robot can correctly process data
8	Do you think that a robot can give you clear explanations? Why? Then comparison with a human	Transparency: To identify if showcasing of robot reasoning behind its decisions can make candidates to trust in it more

9	Would you view a robot that matches your preferences as fair enough to trust it? (Yes/no, why?)	Integrity: To see whether candidates can see social robot as fair when making a decision, if it matches candidates' expectations of the robot
10	How do you perceive the organization's decision to use a social robot in the employment negotiation process?	Org. Attractiveness: To understand how one views the company's decision to employ a social robot
11	Does seeing a robot instead of a human in such settings make you feel supported or treated justly by the organization?	Org. Support: To understand whether one feels supported when encountering a robot for negotiations
12	Does the presence of social robot in a company you are being hired to make the organization's image more interesting/attractive to you?	Org. Attractiveness: To identify how one feels about a company employing a social robot
13	Would you be willing to accept a job offer from such a robot, or you would still prefer a human instead of a robot? Why?	Trust: To see whether one can actually place trust in a robot and accept the offer

## Appendix B: Data Structuring

