

## Interactions with non-humans: A research project

Soon, in the not-so-distant future, many of us will be interacting with non-human agents when we need service. Such interactions are indeed already happening; many of us have been stunned by the abilities of ChatGPT, many of us have been disappointed by the performance of virtual agents on firms' websites, and some of us have had a chance to experience embodied service robots in restaurants, hotels, and grocery stores. Many are worried about this development; many wonder what would happen to human jobs and, eventually, what it would mean to be a human in the age of AI-powered non-human agents. This project is based on the idea that we should carefully – and already now – assess the effects of characteristics and behaviors of non-human service providers on us humans.

So far, the project has comprised both (a) surveys to users of existing non-human agents and (b) experiments in which behaviors of service robots and virtual agents are manipulated. A typical experiment in this project uses videos of human-to-robot interactions as stimuli, participants are randomly allocated to different versions of such videos, and their reactions are measured with questionnaire items.



### *Journal publications*

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