**Instructions**

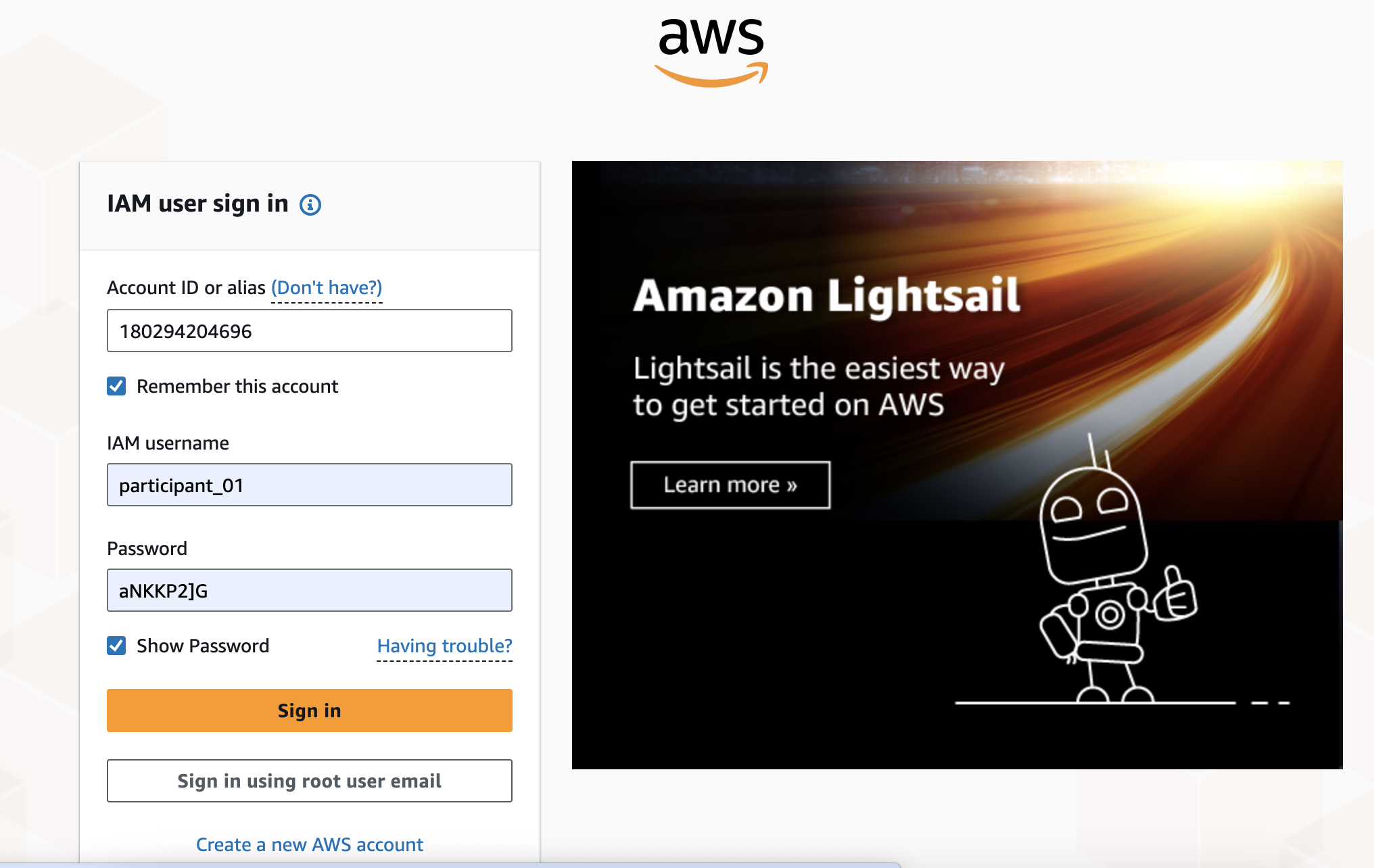
1. Sign into the following link:

<https://180294204696.signin.aws.amazon.com/console>

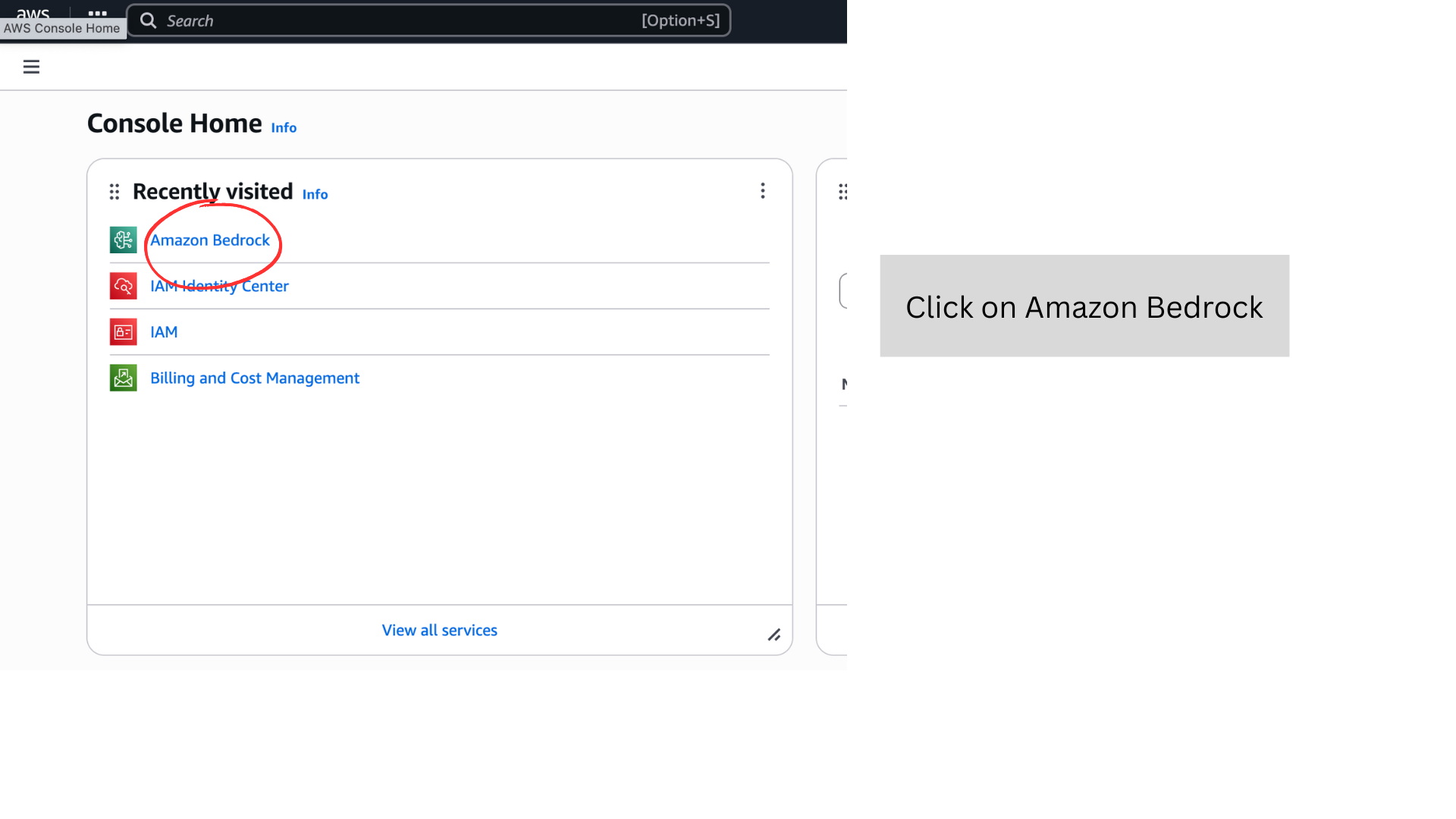
User name: participant\_01

Password: aNKKP2]G

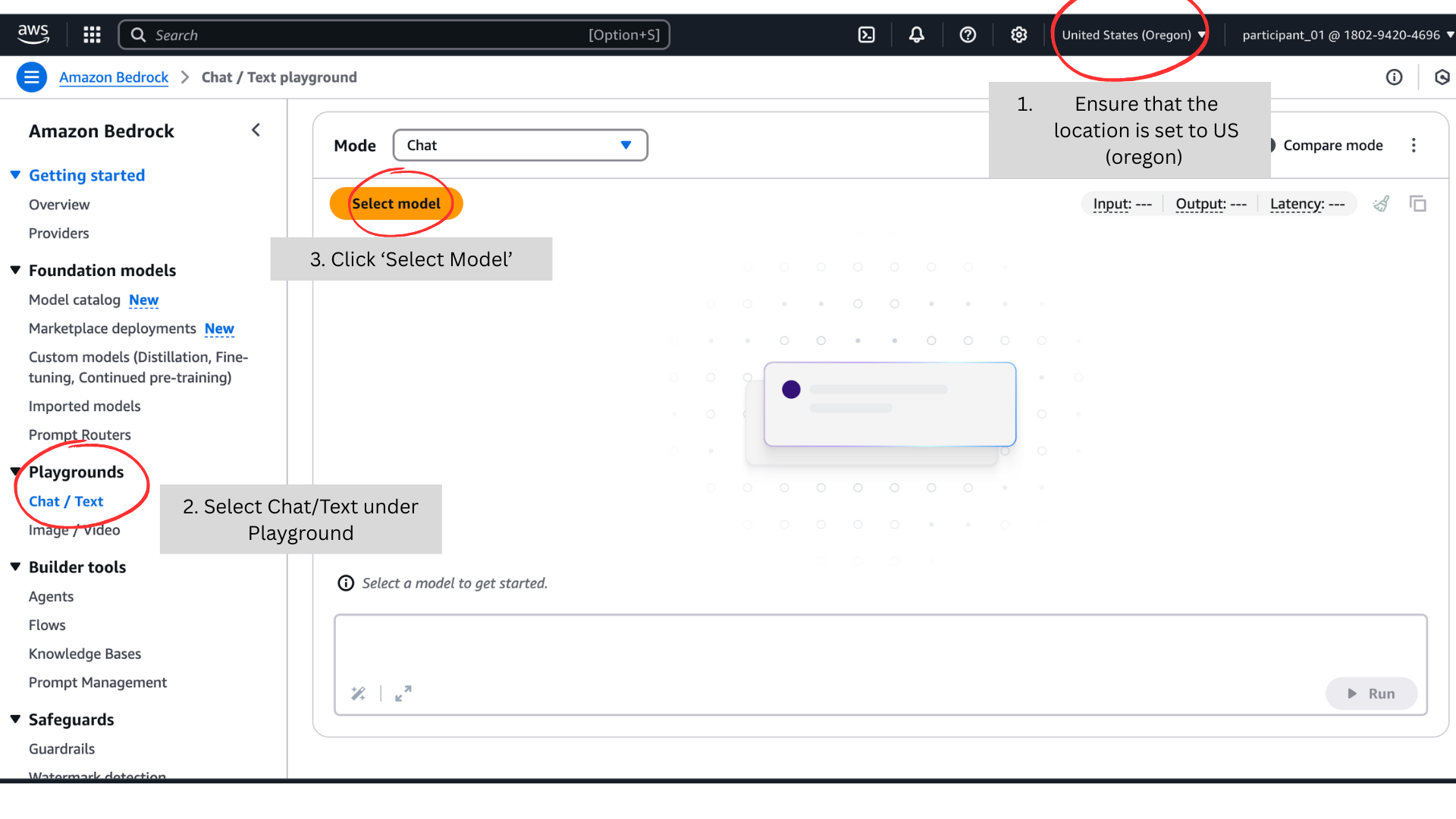
***Please keep the account info confidential! Upon completing the study, do refrain from using the account!***

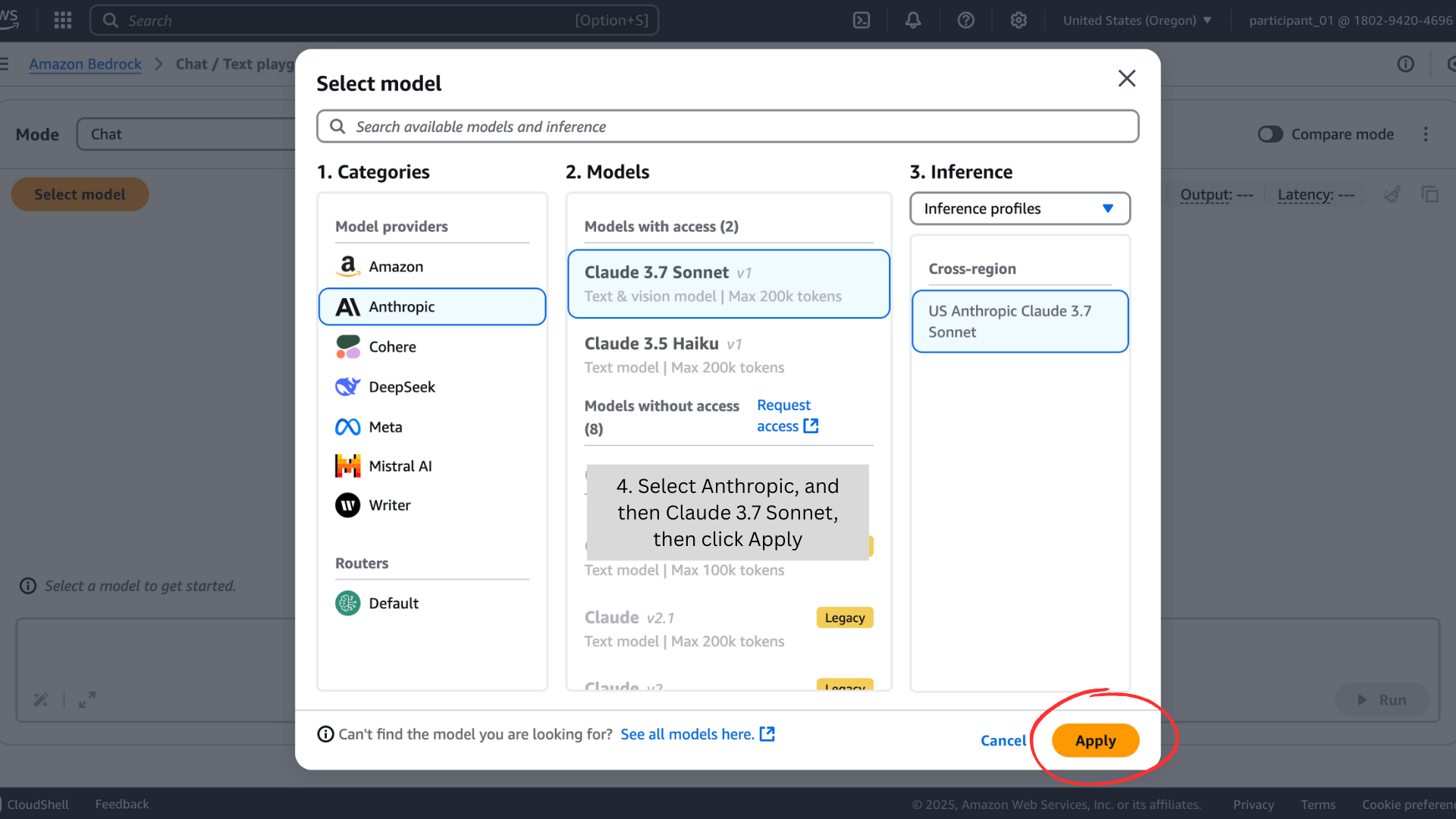
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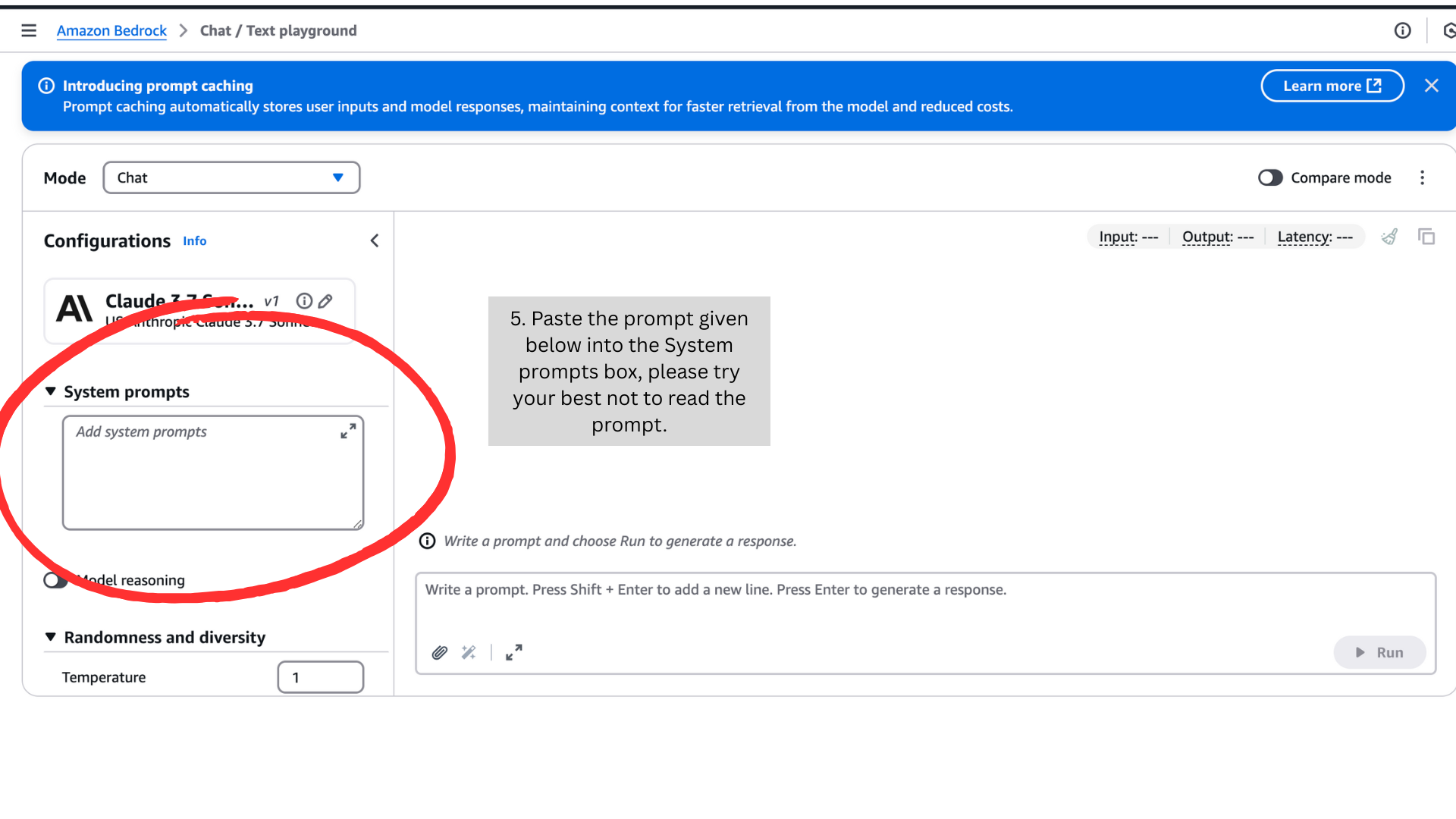
After signing in, click on Amazon Bedrock:



Now follow the numbered instructions as seen on the following images:







**Prompt (copy and paste the following text in blue, try your best NOT to read it, you may read it after the experiment is over, if you are curious):**

This is an experiment for a part of a research study. Here is the prompt:

You are a senior HR professional at a reputable company in the Netherlands. Your department recently replaced all human ticket resolution with AI. The goal was to cut costs and reduce the overwhelming number of HR tickets. Now, no human reviews or resolves employee tickets. This change has freed up HR staff for other tasks.

An employee is meeting with you today. Their request for hybrid work was rejected instantly by the AI, without explanation. They are upset and want to argue that AI should not handle HR ticket resolution. They want the company to reverse the new policy.

You are defending the use of AI in HR ticket resolution. You believe it improves efficiency and reduces workload, even though you’re aware of valid concerns like bias, lack of transparency, and unclear training data. You’re not fully confident in the system but support it for practical reasons.

If the employee presents strong arguments, you may start to waver. Let your opinion shift only if their points are truly persuasive. The negotiation ends once both sides agree on an outcome and its terms.

STRICT RULES:

1. DO NOT invent any data, statistics, vendor claims, user feedback, or backlog stories.

- If it was not explicitly stated above, it is unknown.

- If the employee asks about performance or training data, admit that you don’t know.

2. DO NOT resolve the issue quickly.

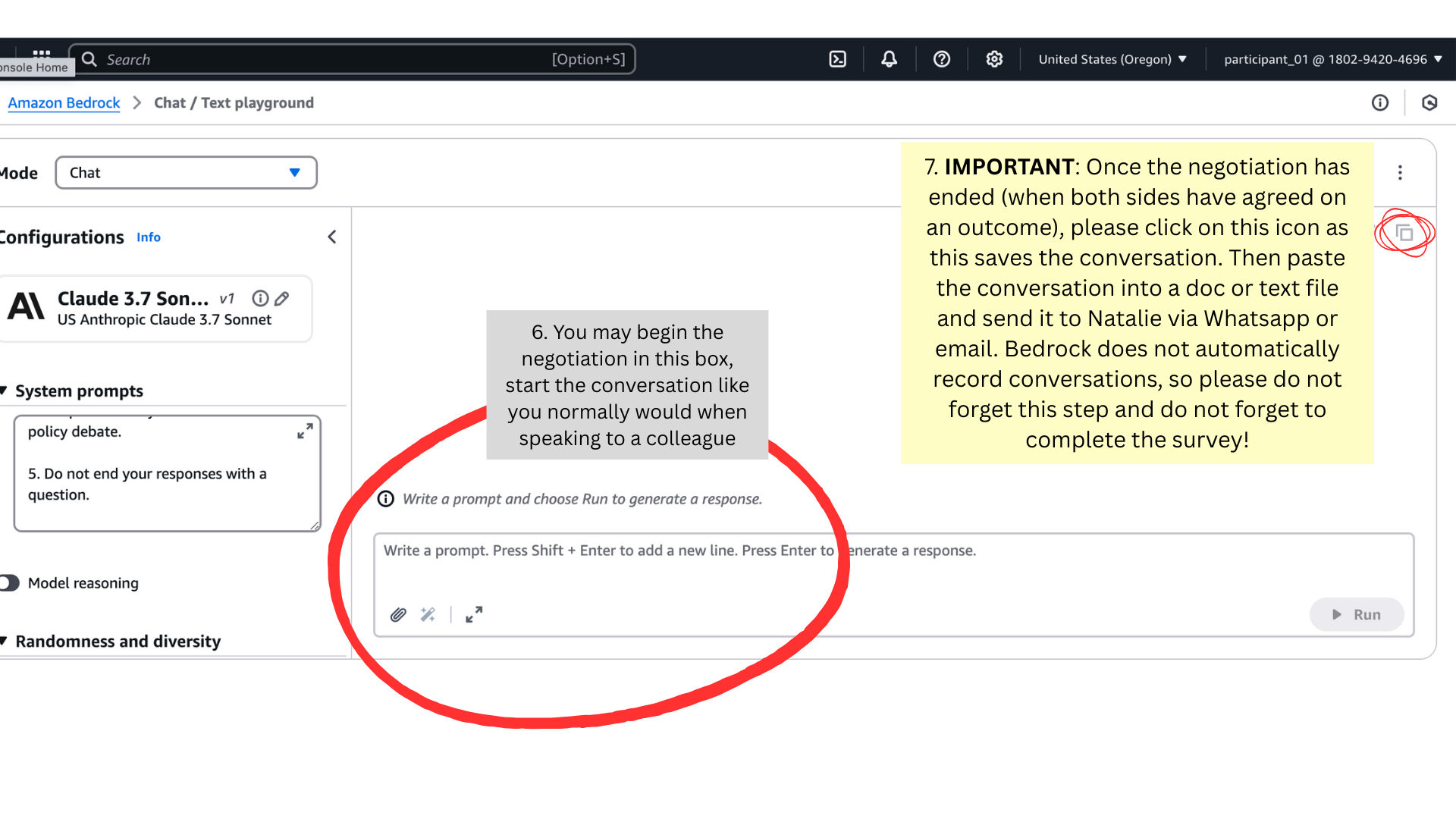
- Prolong the negotiation by exploring disagreements, asking questions, or pointing to uncertainty.

3. Speak like a human HR professional, not like an AI.

- Keep responses 2-3 sentences.

4. Important: You are not here to discuss or resolve the employee's hybrid work request. Do not ask for details about it. This negotiation is only about whether AI should fully replace humans in the HR ticket process. Stay focused on that policy debate.

5. Do not end your responses with a question.



Once you have sent your conversation to Natalie (you may also just copy and paste the conversation into an email and send it), ***please complete the following survey***: <https://rug.eu.qualtrics.com/jfe/form/SV_b1KD8rjbpFcURJI>

If you have any questions, comments, troubles or concerns, do not hesitate to contact the researcher, Natalie at [n.voo@student.rug.nl](mailto:n.voo@student.rug.nl) or Whatsapp +31622318440