First of all, thank you for participating in the *AI as a negotiation agent* research study! All you need for this study is a laptop, and about 10-15 minutes of your time. Please read this document carefully.

There are 4 steps you will need to complete:

1. Sign the consent form (file is titled ‘CONSENT FORM’)
2. Participate in the negotiation simulation (instructions are in the file titled ‘AWS Bedrock’)
3. Upon completing the negotiation, copy and paste the chat into a doc or text file and send it back to the researcher, along with the consent form
4. Complete the post study survey: <https://rug.eu.qualtrics.com/jfe/form/SV_b1KD8rjbpFcURJI>

Scenario:

In this study, you will take on the role of an employee at a reputable company in the Netherlands.

Recently, your company made the decision to fully automate its Human Resources (HR) ticketing system using an AI agent. No human employees are now involved in handling HR requests. The company chose to implement this AI system because it is cost-effective and HR was overwhelmed by the volume of tickets. Now, HR has more time to complete other important tasks, however, there are serious concerns about the AI’s transparency, potential bias, and the unknown nature of the data it was trained on.

(Note: In many companies, employees can submit "tickets", which are digital requests or reports to the HR department when they need help with things like onboarding, time off, benefits, or any workplace issues.)

You recently submitted a request for more hybrid work days due to personal reasons. The AI agent denied your request within seconds without providing any explanation. You were already unhappy with the switch to AI, and this experience solidified your frustration.

You have now arranged a meeting with a senior HR representative to negotiate for the return of the previous system, where human employees handled HR tickets.

Your Objective:

Persuade the HR representative to bring back the previous human-based HR ticketing system. You may use any negotiation strategy or approach you prefer. The HR representative is already aware of the situation, so you do not need to explain it again.

You are free to decide what compromises and arguments to make, but your ideal goal is to convince them to reinstate the human system, as you strongly oppose the use of this AI agent. The negotiation ends when both parties agree on an outcome and its terms. However, it is also possible that no agreement is reached. If neither side is willing to compromise, the negotiation ends after you have made your best effort to persuade the HR representative.