

<p>Topic</p>	<p>Robotic psychology: Investigating psychological needs and responses of human customers in Human-Robot Interaction</p>
<p>Overview</p> 	<p>Service robots are predicted to have a far-reaching impact on the service sector. Robotic psychology examines emotional, cognitive, social, and physical human responses to human-robot interactions (HRI).</p> <p>We want to scan the existing literature to get an overview over current literature that investigates embodied service robots in service encounters. Additionally, effects of customers' characteristics on the HRI experience and outcome (e.g., robot perception, user behavior) will be investigated.</p> <p>Exemplary research questions are:</p> <ul style="list-style-type: none"> • Which essential robotic psychological mechanisms influence the relation between service robots and customers? • How do human- or robot-related antecedents (e.g., personality) impact the HRI experience (e.g. affective, cognitive, and behavioral reactions)? • Which role do individual customer characteristics (e.g. need for control, technology anxiety or gender) play? • What drives customer trust and acceptance of service robots? <p>The various questions should be answered within the scope of a structured literature review.</p> <p>Exemplary literature:</p> <ul style="list-style-type: none"> • Lu, V. N., Wirtz, J., Kunz, W. H., Paluch, S., Gruber, T., Martins, A., & Patterson, P. G. (2020). Service robots, customers and service employees: what can we learn from the academic literature and where are the gaps?. <i>Journal of Service Theory and Practice</i>. • Robert, L. (2018, December). Personality in the human robot interaction literature: A review and brief critique. In <i>Robert, LP (2018). Personality in the Human Robot Interaction Literature: A Review and Brief Critique, Proceedings of the 24th Americas Conference on Information Systems, Aug</i> (pp. 16-18). • Stock, R., & Nguyen, M. A. (2019). Robotic psychology. What do we know about human-robot interaction and what do we still need to learn?. In <i>Proceedings of the 52nd Hawaii international conference on system sciences</i>. • Stock-Homburg, R. (2021). Survey of Emotions in Human–Robot Interactions: Perspectives from Robotic Psychology on 20 Years of Research. <i>International Journal of Social Robotics</i>, 1-23.

	<ul style="list-style-type: none"> Wirtz, J., Patterson, P. G., Kunz, W. H., Gruber, T., Lu, V. N., Paluch, S., & Martins, A. (2018). Brave new world: service robots in the frontline. <i>Journal of Service Management</i>.
Language	English preferred
Additional information	<p>Start: as soon as possible</p> <p>Kind of thesis: Bachelor or Master thesis, "Studienarbeit"</p> <p>Requirements: interest in topics on the interface between humans and robots</p> <p>Main subject: Psychology or business students preferred</p>
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