HKUST BUSINESS SCHOOL 香港科大商學院 WORLD CLASS IN ASIA | Management

How Perceived Lack of Benevolence Harms Trust of Algorithmic Management

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Perceived benevolence of algorithmic managers is significantly lower than that of human managers, which harms trust in algorithmic management. These effects are robust when controlling for perceived ability and integrity.

We disentangle the effects of abusive management and algorithmic management and find that algorithmic and human managers are equally distrusted in abusive work environments, but in supportive work environments, algorithmic managers are seen as lower in benevolence and trusted less than human managers.

STUDY 3