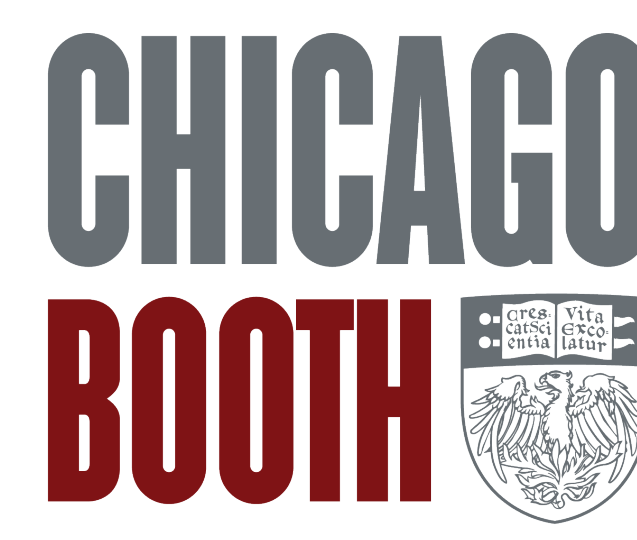


U.S.-China differences in intuitions about critical feedback



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People often overestimate the costs of giving feedback and underestimate its value. This results in feedback avoidance.

But past research is limited to WEIRD societies. Do people in China think about feedback differently?



VS



Harmony Hypothesis

Compared to people in the U.S., people in China will care more about social harmony and be more sensitive to the costs.

Responsibilism Hypothesis

Compared to people in the U.S., people in China will focus on upholding their duties to others and be more sensitive to the benefits.

STUDY 1

People (N=384) named a friend with a shortcoming.

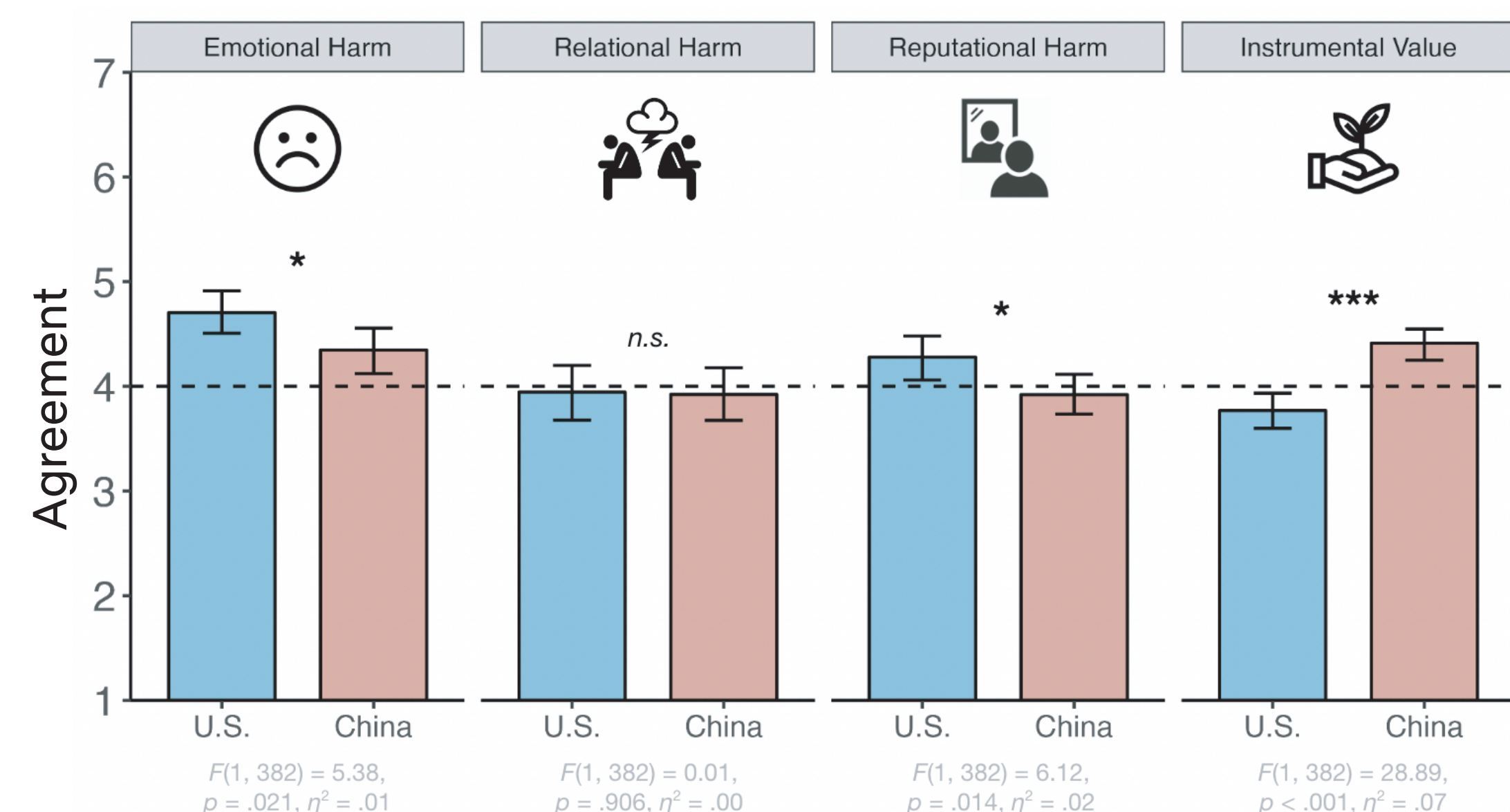
We asked people to imagine sharing this belief with their friend and to predict the consequences. People then reported their willingness to share this feedback with their friend.



- Competence** (56.1%)
"My friend does not proofread her work well."
- Sociability** (27.8%)
"My friend has a short temper"
- Morality** (7.1%)
"DM does not tell the truth."
- Other** (10.6%)
"My friend eats snack food in the evenings"



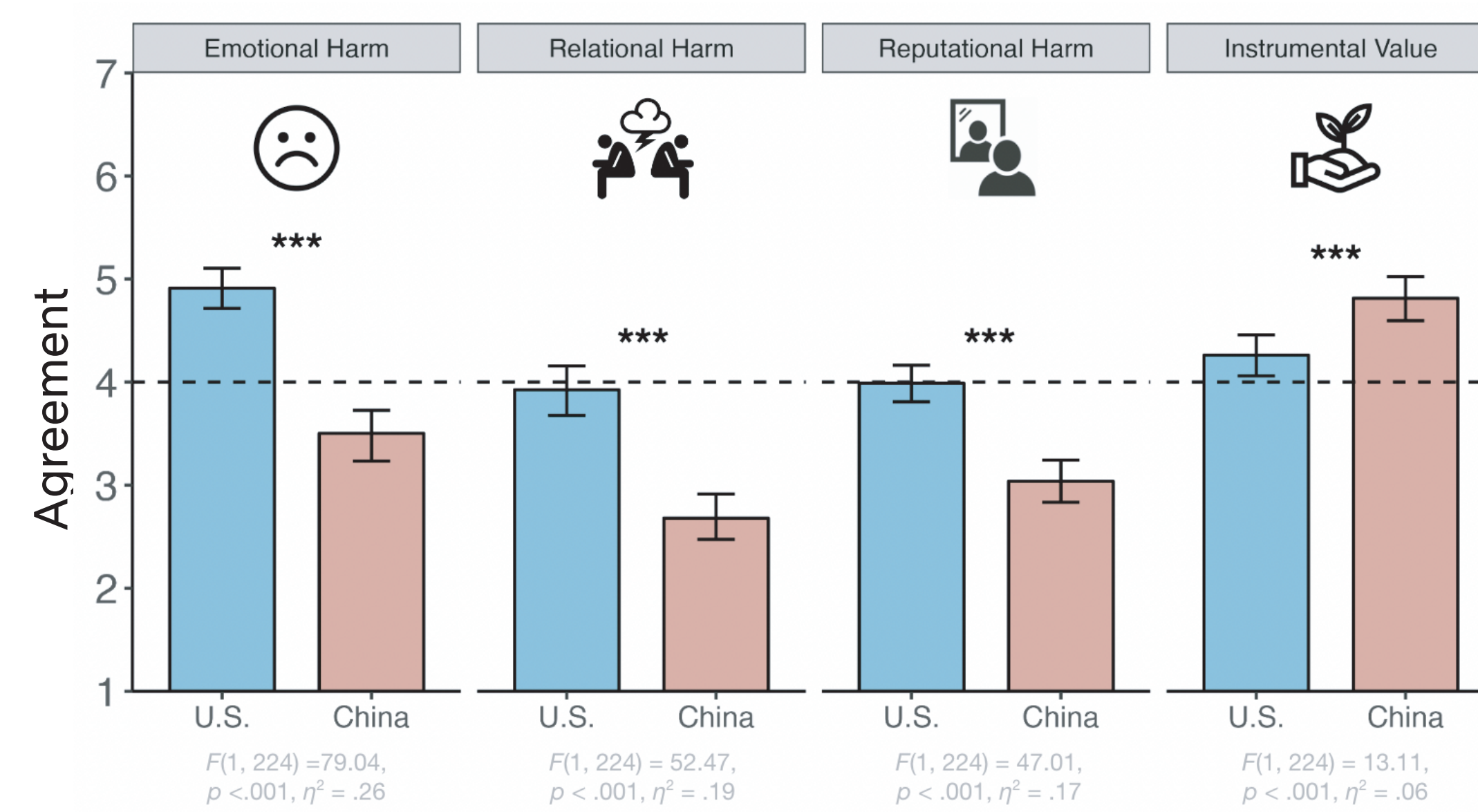
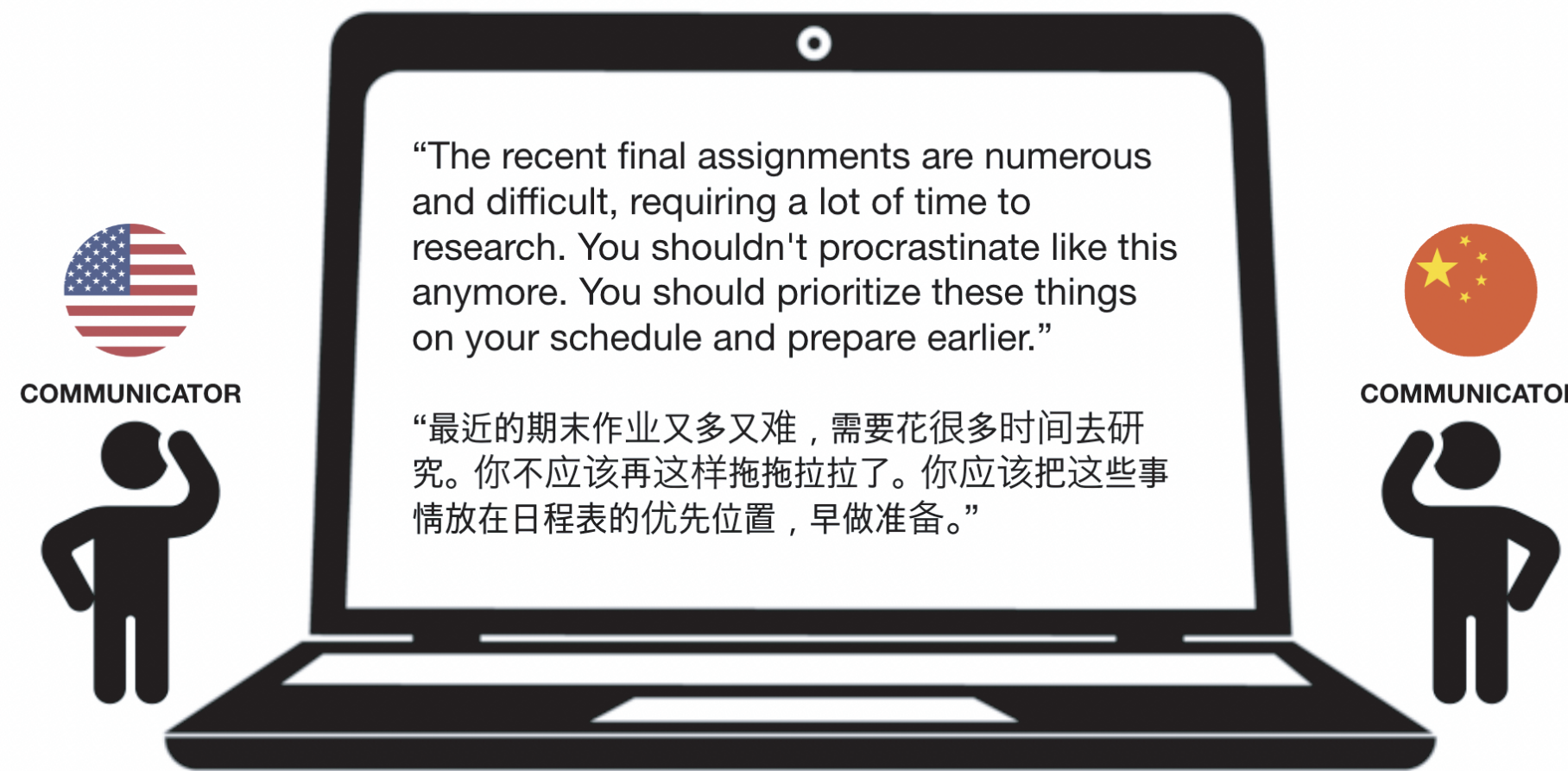
- Competence** (45.2%)
"My friend's logic ability needs to be improved."
- Sociability** (41.4%)
"She is afraid of socializing"
- Morality** (9.1%)
"Not much integrity, a hypocrite"
- Other** (7.5%)
"They never brush their teeth"



STUDY 2

People (N=226) imagined giving the same feedback.

We used feedback pairings that were previously written by real participants and were matched in terms of perceived harshness and valence. We translated everything accordingly.



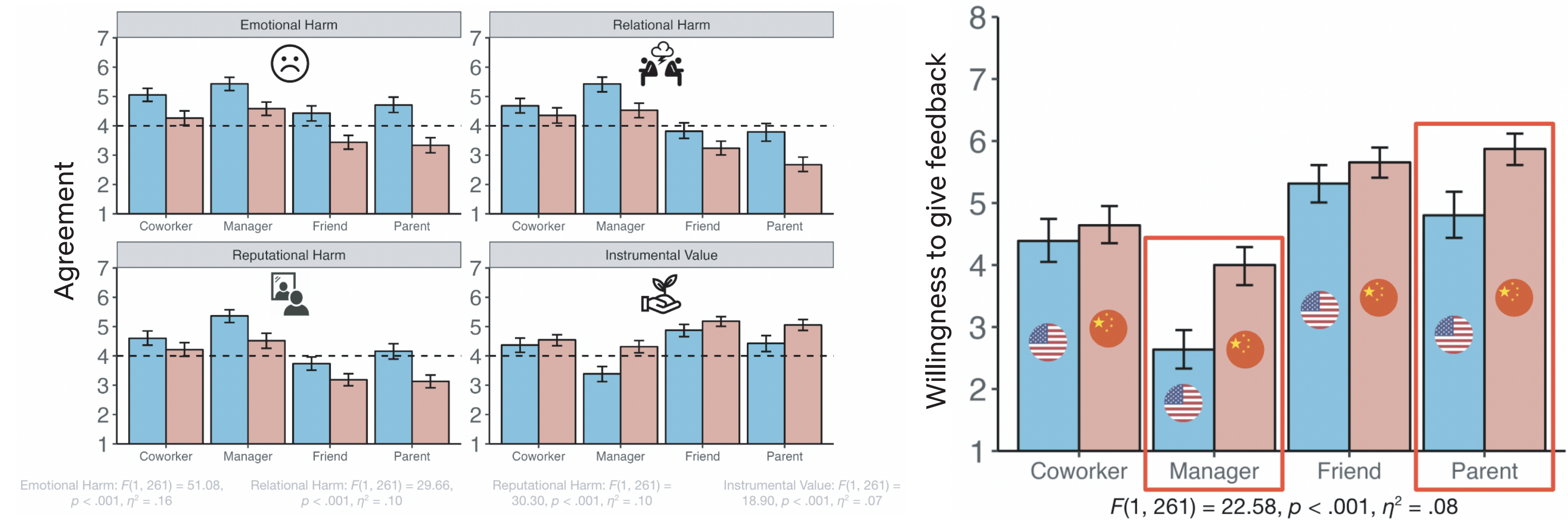
DID YOU KNOW?

We found that people in China expect feedback to cause less harm and more value than people in the U.S.

STUDY 3

People (N=263) imagined giving feedback across relationships varying in hierarchical divides and professionalism.

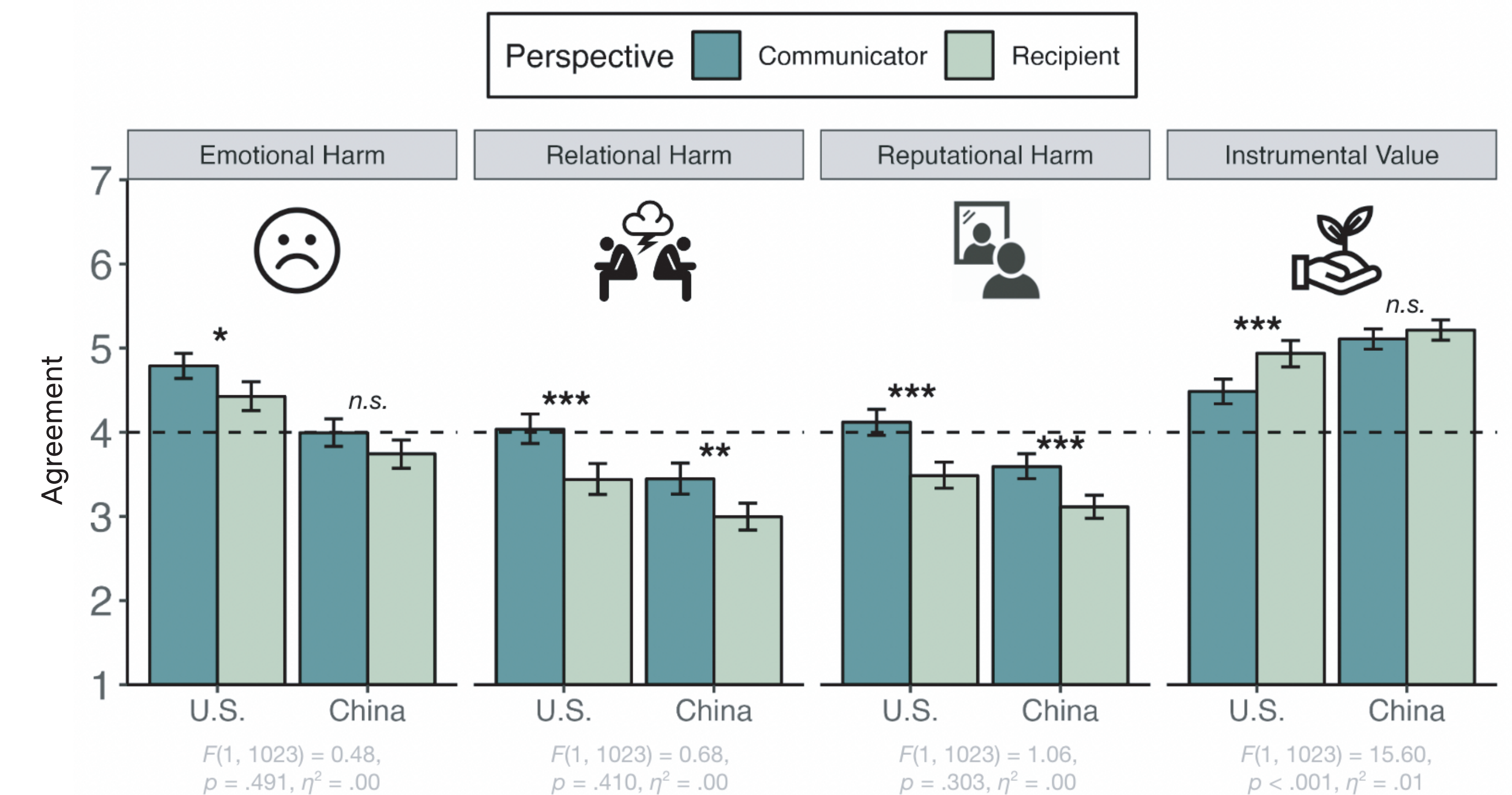
People imagined four recipients who varied on two dimensions: (1) **feedback direction** (lateral: coworker, friend vs. upward: manager, parent) and (2) **context** (professional: coworker, manager vs. personal: friend, parent).



STUDY 4

This time, people (N=1027) imagined giving and receiving feedback. Do recipients share the same intuitions?

We randomly assigned people to imagine either giving feedback or receiving feedback about a work-related shortcoming. We wanted to see if communicators were miscalibrated in both countries.



SO WHAT?

Our findings highlight how feeling responsible may prompt more positive beliefs about feedback.