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could help both academic and practitioners address the issues faced by current working virtual organizations, by providing insights on how to effectively organize people collaborating from a distance through “best practices” that can be found in games.

An ethnographic study will be conducted within an Italian gaming community. We will focus on a video game of the *Call of Duty* series, a First-Person Shooter (FPS) game which requires players to enact organizational efforts in order to reach the in-game objectives (e.g., defeat the enemy team). The study will use i) semi-structured interviews and participant observation conducted in the game

environment played by the amateurs, ii-iii) observation of gaming sessions, analysis of online content and semi-structured interviews with reference to streamers and Esports professional.

We expect that organizational forms might result to be more formal and goal-oriented if players perceive their activity as a sort of “work”. We also expect to identify which elements can support the organization of virtual teams when an external, profit-related motivation is absent, and how these differ from those that support teams externally motivated. This comparison may reveal novel strategies to keep a virtual team engaged and focused on the objectives in the long term in absence of profit-related motivators, as well as their drawbacks in comparison to situations in which people earn a salary. The analysis of stream players may reveal which leadership skills are enacted to engage and retain a huge community of followers in an online environment. Since we expect that streamers are rewarded by social gratification when playing (Blight, 2016), this research might also inspire the design of innovative strategies for employees’ social rewarding in the organizational context. Preliminary results are expected for December 2021 and could be presented at the conference.

Limitations of this work lies in the likely difficulties of generalizing the results to a wider population being targeted to the Italian context. However qualitative research aims to provide rich insights rather than generalizable results.

- **“Proto-organizations” in human-AI teams: exploring organizational abilities in a collaborative-competitive video game.**
Arianna Boldi & Amon Rapp

In the last ten years, Artificial Intelligence (AI) has become pervasive in the context of work, being employed to support workers in a variety of high-complex tasks (Topol, 2019; Hayashi & Wakabayashi, 2017). Technology now autonomously and proactively helps humans, so that consensus is growing on considering artificial agents as subjects (Cai et al., 2019; Wang et al., 2019), or partners endowed with skills and competencies (Abbass, 2019), rather than as mere tools.

With the emergence of hybrid work teams composed of human and artificial agents, research started exploring how people collaborate with AI teammates and how such collaboration could be improved. Humans and AIs may exhibit complementary strengths and abilities (Dubey et al., 2020), but people may also treat differently humans and AI teammates (Zhang et al., 2021), hold biases against AI partners (Ashktorab et al., 2020), or have unrealistic expectations about their competences and performances (Dubey et al., 2020). However, research is still far from having a complete understanding of how this collaboration is enacted in “real-world contexts”, where people have situated objectives that need to be achieved, and how organizational aspects that are well known in “fully human” environments may be transformed by the presence of artificial teammates.

To fill this gap, we will explore the organizational abilities, strategies, and behaviours that people need to put into action for collaborating with AIs, by conducting an ethnographic research in a multiplayer video game, where humans and artificial players collaborate in teams to achieve specific goals. Virtual worlds can be a valid source for the study of organizational behaviours (e.g., Rapp, 2020a, 2020b) and offer an ideal and accessible environment where to conduct detailed observation of organizational dynamics involving artificial and human agents: in there, players may experience work-like dynamics, being requested to reach specific objectives under time and resource constraints; moreover, they can be observed in different situations (i.e., interacting with AI or human agents) while maintaining constant certain conditions (e.g., the game environment, objectives).

We will study a popular First-Person Shooter game of the series Call of Duty (COD) as a virtual environment where players have the possibility to join a team of AIs/humans teammates. The ethnography will entail semi-structured interviews and participant observation. Interview participants will be recruited with reference to two target groups: Human-AI teams, represented by

people (either with previous or no experience with the game) playing in teams composed of one human and multiple AI team members; Human-human teams, represented by players exclusively playing with other humans (either friends or strangers).

Our main research questions are: What cooperative behaviours (e.g., delegation, trust, role mobility) do human players exhibit when playing with AI and human teammates? What organizational skills (e.g., intersubjective thinking, situational awareness, predictive abilities) do they need? How is the overall performance of the team affected by teammates in these two conditions? We expect that participants will behave differently in human-ai teams, since here negotiation and leadership distribution are not possible; whereas teams formed exclusively by humans could rely on, e.g., verbal communication and shared organizational tactics. In human-AI teams, humans might take the whole burden of organizing the game action. For instance, they might give more attention to information cues provided by the AIs or adapt to their physical disposition within the game map. These organizational forms may be seen as “proto-organizations” that could be inspiring for understanding other forms of human-AI collaboration in “serious environments” (e.g., in organizations where workers have to collaborate with AIs). Preliminary results will be available in December 2021 (after the conduction of a first set of interviews) and be presented at the conference.

A Grounded Theory approach will drive our analysis, which is intended to be mostly explorative, given the fact that studies addressing this topic are still scarce. Limitations may be represented by the impossibility of manipulating the game environment and that generalizability of the results could be limited to Italian players. Despite that, we believe that this study would contribute to WOP community by revealing problems and challenges that workers face when collaborating with AI agents (e.g., stress, new skills to develop). With the increasing employment of hybrid teams in organizations, there will be the need to understand their impact on both individual's well-being and organizational performance, in order to give practical and theoretical insights to design working contexts where human-AI collaboration is possible to both scholars and practitioners.

- **Daily work stress and unhealthy snacking: The moderating role of trait mindfulness.**
Dārta Vasiļjeva; Annika Nübold; Ute R. Hülshager & Chantal Nederkoorn

Unhealthy snacking is considered one of the main contributors to the current obesity pandemic with nearly a third of the world's population being obese nowadays (World Health Organization, 2020). Shedding light onto the factors that may contribute to snacking and weight gain is therefore crucial both from a theoretical and practical perspective. Clinical studies have persistently reported stress as one of the most important factors for changes in eating behavior (Hill et al., 2018; Scott & Johnstone, 2012) and first empirical evidence suggests that work stress, in comparison to other types of stress, has particularly strong effects on food choice (O'Connor et al., 2008). Nevertheless, although some studies on the impact of work stress on snacking emerged in the past years, they mainly focused on rather coarse and distal indicators of work stress (e.g., work hours; Jones et al., 2007; Wardle et al., 2000) and rather chronic, between-person differences (Clohessy et al., 2019), providing little insights into when and why work demands affect snacking.

Yet, since snacking takes place on an intrapersonal level and naturally fluctuates from day to day, the overall goal of our study is to adopt a within-person perspective in studying the fundamental mechanisms linking work demands to snacking behavior. Drawing on COR theory (Hobfoll, 1989), we suggest two pathways that may explain how work stress relates to unhealthy snacking: self-regulation and affect regulation. When faced with stressful situations at work, individuals may attempt to distract themselves and regulate their negative experiences by turning to unhealthy snacks because they believe that it will alleviate the stressful experience and make them feel better (Berset et al., 2011; Ulrich-Lai et al., 2015). In turn, an important personality trait that may act as a buffer between negative work experiences and unhealthy snacking is mindfulness, as individuals with high trait mindfulness are able to experience negative encounters without impulsively reacting to them (Alberts et al., 2012).

To test our hypotheses, we collected diary data across two workweeks (10 working days). The final sample included 120 employees who responded to three daily surveys measuring their experiences at work and in the evening after work. Results did not show a significant linear