

No matter how cute today's robots look, no matter how much their virtual faces smile, they will never return your love. The stories of people mourning robots like Jibo, an intelligent domestic worker who announced his own "death" when his servers were to be shut down, are heartwarming. But they also show a way, according to the Associated Press (2019), for marketers to take advantage of people's emotions by programming robots to look more emotionally savvy than they really are. That's the public discussion, but how does the research related to this look like?

Emotional reactions to robots do not only move the surface of the human affective system. They show themselves in the subjective, reportable experience as well as on the motor expressive level. Humans react emotionally to and interact emotionally with robots. This is especially the case when the machines show expressive behavior and somewhat less so when they actually look more like a machine. Even as film recipients, people feel empathy and negative feelings when a social robot is tortured, this is also evident in facial human behaviour.

In this book three elaborated studies are described, which were clearly, stringently and precisely planned. Above all, the robotics aspects were extensively worked on, but immense effort was also put into the human behavioural and experiential side. All studies are comprehensively derived from theory and empiricism and go deeper into the details than many previous human-robot interaction studies (HRI). This work convinces by the conclusiveness of its arguments. At the same time, it remains critical of its own approach. One reads a work on an outstanding level. Successful conclusions and explanations as well as inspiring considerations can be found above all in the summaries and discussions. First and foremost, the work advocates a multi-level or multi-method approach to HRI research - especially when it comes to socio-emotional aspects. The reader can expect a solidly researched, elaborately planned and competently executed work offering new scientific insights into HRI.

Prof. Dr. Frank Schwab

*Universität Würzburg, November 2019*