	Year	Authors	Article Title	Publication Name	Method ology*	Key Findings	Keywords
ROBOT-CUSTOMER RELATIONSHIP	2018	Tung V.W.S.,	Exploring	Int. J. of	QL; R	Influence of robotic	Embodiment,
	2018	Ukpabi, DC; Karjaluoto, H; Olaleye, SA; Mogaji, E	Dual Perspectives on the Role of Artificially Intelligent Robotic Virtual Agents in the Tourism, Travel and Hospitality Industries	Research Advancements in National and Global Business Theory and Practice	C	Artificially Intelligent Robotic Virtual Agents (AIRVA) evaluates challenges facing its adoption and makes critical recommendations to practitioners and academics on how to enhance its adoption in the hospitality industry	Tourism, Chatbots, Touchpoints, Robots, Artificial, Intelligence, Customer, Experience, Recommendations, Privacy, Tourism, Hospitality, Recommendation systems, Travel
	2018	Yu C.-E.	Humanlike robot and human staff in service: Age and gender differences in perceiving smiling behaviors	7th Int. Conference on Industrial Technology and Management	QL; E	Male and female customers in differing age groups had different perceptions toward the overall service quality, specifically the reliability and assurance, and overall visiting intentions, given by either the robot or human staff.	Service robots, Industries, Customer satisfaction, Head, Robot sensing systems, Atmospheric measurements
	2018	Ivanov S., Webster C.	Conceptual framework of the use of robots, artificial intelligence and service automation in travel, tourism, and hospitality companies	Robots, Artificial Intelligence and Service Automation in Travel, Tourism and Hospitality	C	While there is a creeping incursion of the use of robots, artificial intelligence and service automation into travel, tourism, and hospitality companies, there are significant concerns that the companies industry has to consider in regard to automating companies' services.	Robots, Artificial intelligence, Service automation, Self-service technology, Travel, tourism, Hospitality, Conceptual framework

2020	Christou P., Simillidou A., Stylianou M.C.	Tourists' perceptions regarding the use of anthropomorphic robots in tourism and hospitality	Int. J. of Contemporary Hospitality Management	QL; I	Tourists favor the use of anthropomorphic robots over any other type of robot.	Anthropomorphism, Humanlike robots, Androids, Tourist perceptions, Technology
2020	Fuentes-Moraleda L., Díaz-Pérez P., Orea-Giner A., Muñoz- Mazón A., Villacé-Molinero T.	Interaction between hotel service robots and humans: A hotel-specific service robot acceptance model (sRAM)	Tourism Management Perspectives	QL; R	The principal dimensions and variables involved in Human-Robot interaction and the feelings robots inspire in different types of travellers. Guests most often comment on the functional dimension. Robots' functions determine this experience and influence the interaction between robots and hotel guests.	Service robots, Human-robot interaction, Hotels, Service robot acceptance model, Content analysis
2020	Kervenoael R., Hasan R., Schwob A., Goh E.	Leveraging human-robot interaction in hospitality services: Incorporating the role of perceived value, empathy, and information sharing into visitors' intentions to use social robots	Tourism Management	QL; I	Visitors' intentions to use social robots stem from the effects of technology acceptance variables, service quality dimensions leading to perceived value, and two further dimensions from human robot interaction: empathy and information sharing.	Social robots, Intention to use robots, Human-robot interaction, Hospitality services, Artificial intelligence

2020	Ho, H.T.; Tojib, D ve Trasenko, Y	Human staff vs. Service robot vs. Fellow customer: Does it matter who helps your customer following a service failure incident?	Int. J. of Hospitality Management	QT; S	Customers evaluate their service experience less favourably when receiving service recovery from fellow customers rather than firms (human staff and service robots)	Customer-to-customer interaction, Firm-to-customer interaction, Role congruity, Instrumental recovery, Informational recovery, Service robot
2020	Ivanov, S.	The impact of automation on tourism and hospitality jobs	Information Technology and Tourism	C	The impacts of automation technologies on tourism and hospitality jobs by delving into the mechanisms through which automation eliminates, transforms, and creates job positions in the industry.	Automation, Tourism jobs, Hospitality jobs, Employee skills
2020	Simon O., Neuhofer B., Egger R.	Human-robot interaction: Conceptualising trust in frontline teams through LEGO® Serious Play®	Tourism Management Perspectives	QL; I	Reveals three dominant factors of trust and their sub-dimensions necessary for successful future human-robot interaction in frontline teams in tourism, hospitality and the wider service sector.	Robotics, Human-robot interaction, Collaboration, Co-creation, Hospitality, Trust, LEGO serious play
2020	Park S.	Multifaceted trust in tourism service robots.	Annals of Tourism Research	QL; I; QT, S	A higher-order formative construct of trust in service robots with the highest importance for a performance construct. The antecedents of the multifaceted trust in tourism service robots are then identified.	Artificial intelligence, Autonomous robots, Service robots, Trust and service encounters

2020	Zeng Z., Chen P.-J., Lew A.A.	From high-touch to high-tech: COVID-19 drives robotics adoption	Tourism Geographies	C	Humanoid robots, autonomous vehicles, drones and other intelligent robots are used in many different ways to reduce human contact and the potential spread of the Covid-19 virus, including delivering materials, disinfecting and sterilizing public spaces, detecting or measuring body temperature, providing safety or security, and comforting and entertaining patients	Robotics, Covid-19 pandemic, Artificial intelligence, Human-robot interaction, Drones, High-tech, High-touch
2020	Zhong L., Sun S., Law R., Zhang X.	Impact of robot hotel service on consumers' purchase intention: a control experiment	Asia Pacific J. of Tourism Research	QL; E	The purchase intention of the group who watched a video about robot hotel service was significantly higher than those who watched traditional hotel service video.	Traditional hotel service, Robot hotel service, Purchase intention, Control experiment, Consumer
2020	Wan, L.C., Chan, E.K., Luo, X.	ROBOTS COME to RESCUE: How to reduce perceived risk of infectious disease in Covid19-stricken consumers?	Annals of Tourism Research	QT; S	During Covid-19, people are more willing to visit a hotel/restaurant with robots. People think that robots in hotels/restaurants can lower interpersonal interaction. Reducing interpersonal interaction can lower perceived viral transmission. Chinese are more likely to visit hotels/restaurants with robots than Americans.	Covid-19, Robot, Tourism and hospitality, Culture, Tourism recovery, Physical distancing

2021	Abou-Shouk M., Gad H.E., Abdelhakim A.	Exploring customers' attitudes to the adoption of robots in tourism and hospitality	J. of Hospitality and Tourism Technology	QT; S	Hotel customers have more positive attitudes to service robots than their peers in travel agencies.	Robots, Egypt, Hotels, Customer attitudes, Adoption, Travel agencies
2021	Belanche D., Casaló L.V., Flavián C.	Frontline robots in tourism and hospitality: service enhancement or cost reduction?	Electronic Markets	QT; S	Attributions mediate the relationships between affinity toward the robot and customer behavioral intentions to use and recommend service robots.	Service robots, Human-likeness, Affinity, Customer attributions, Customer behavioral intentions, Hospitality industry
2021	Çakar K., Aykol Ş.	Understanding travellers' reactions to robotic services: a multiple case study approach of robotic hotels	J. of Hospitality and Tourism Technology	QL; R	Robotic services significantly improve the quality of service offered to travellers, while positively affecting travellers' intention to revisit robotic hotels within the context of customer engagement behaviours.	Robotic services, Service robots, Customer engagement, Customer behaviour
2021	Lee, Y; Lee, S; Kim, D	Exploring hotel guests' perceptions of using robot assistants	Tourism Management Perspectives	QL; E	Six factors, including three functional aspects (i.e., facilitating conditions, performance expectancy, and innovativeness) and three emotional aspects (i.e., social presence, hedonic motivation, and perceived importance).	Hotel robots, Hotel robot assistant, Technology acceptance, User clustering, Robot service

2021	Akdim K., Belanche D., Flavián M.	Attitudes toward service robots: analyses of explicit and implicit attitudes based on anthropomorphism and construal level theory	Int. J. of Contemporary Hospitality Management	QL; I; QT; S	Customers express both positive and negative attitudes toward service robots. The realistic robots lead to both explicit and implicit negative attitudes, suggesting that customers tend to reject these robots in frontline service settings. Robots with lower human-likeness levels generate relatively more positive attitudes and are accepted to nearly the same extent as human employees in hospitality and tourism contexts.	Robot, Artificial intelligence, Explicit attitudes, Implicit attitudes, Human-likeness, Construal level theory
2021	Hou Y., Zhang K., Li G.	Service robots or human staff: How social crowding shapes tourist preferences	Tourism Management	QL; I; QT, S	A destination which is more (vs. less) crowded generally motivates tourists to favor robot-provided services rather than those from human staff	Service robots, Crowding, Over-tourism, Social withdrawal tendency, Experiment
2021	Hu Y., Min H., Su N.	How Sincere is an Apology? Recovery Satisfaction in A Robot Service Failure Context	J. of Hospitality and Tourism Research	QT; S	People perceive service recovery provided by a human to be more sincere than that provided by a service robot, thereby leading to higher levels of satisfaction	Service failure, Service automation, Service robots, Sincerity, Service recovery satisfaction
2021	Choi Y., Oh M., Choi M., Kim S.	Exploring the influence of culture on tourist experiences with robots in service delivery environment	Current Issues in Tourism	QL; R	Hotel guests' interaction with robots is one of the main experiential components in robot-staffed hotels.	Robot, Artificial intelligence, Semantic network analysis, Online reviews, R-tourism, Human-robot interaction

2021	Huang D., Chen Q., Huang J., Kong S., Li Z.	Customer-robot interactions: Understanding customer experience with service robot	Int. J. of Hospitality Management	QL; R	Four categories of customer experience: (1) sensory experience (verbal language, physical appearance, kinesics, and paralanguage), (2) cognitive experience (utility, cuteness, autonomy, coolness, interactivity, and courtesy), (3) affective experience (enjoyment, novelty, negative emotion, and satisfaction), and (4) conative experience (approach/resistance)	Service robot, Customer experience, Satisfaction, Acceptance, Artificial intelligence, Cognitive-affective-conative model
2021	Kim S.S., Kim J., Badu-Baiden F., Giroux M., Choi Y.	Preference for robot service or human service in hotels? Impacts of the COVID-19 pandemic	Int. J. of Hospitality Management	QL; E	Consumers had a more positive attitude toward robot-staffed (vs. human-staffed) hotels when COVID-19 was salient.	COVID-19, Artificial intelligence (AI), Robots, Robotics, Tourism, Threat
2021	Xiong X., Wong I.A., Yang F.X.	Are we behaviorally immune to COVID-19 through robots?	Annals of Tourism Research	QL; E	The service provider's effect on hotel selection evaluation through the mediation of sense of control and the moderation of pandemic ris	Robot, Behavioral immune system, Hotel evaluation, COVID

2021	Zhang Y.	A big-data analysis of public perceptions of service robots amid COVID-19	Advances in Hospitality and Tourism Research	QL; E	While there are supporters and opponents toward robotic services during the pandemic, the overall public sentiment is neutral, and confirm that the health factor and a series of social-cultural factors encompassing the employment concern, political influence, and cultural norm should be involved as more significant variables for COVID Tourism research.	COVID-19, Service robot, Public perception, Hospitality and tourism industry
2021	Wan, LC; Chan, EK; Luo, XY	ROBOTS COME to RESCUE: How to reduce perceived risk of infectious disease in Covid19-stricken consumers?	Annals of Tourism Research	QT; S	When a pandemic dominates people's awareness, service robots could signal low interpersonal contacts, reduce perceived risk of virus transmission, which in turn increase visit intention.	Covid19, Robot, Tourism and hospitality, Culture, Tourism recovery, Physical distancing
2021	Perić M., Vitezić V.	Tourism Getting Back to Life after COVID-19: Can Artificial Intelligence Help?	Societies	QT; S	More rigorous cleaning techniques, additional disinfection, and hand sanitizer stations are the most important safety-related protective measures when staying at the accommodation facility.	Tourism, COVID-19, Protective measures, Artificial intelligence, Robots

2021	Fusté-Forné, F., Ivanov, S.	Robots in service experiences: negotiating food tourism in pandemic futures	J. of Tourism Futures	R; SD	The role of service robots in food encounters in hospitality and tourism as agents that contribute to safe and innovative experiences.	Community resilience, Restaurant industry, Safety, Service robot
2021	Meidute-Kavaliauskiene I., Çiğdem Ş., Yıldız B., Davidavicius S.	The effect of perceptions on service robot usage intention: A survey study in the service sector	Sustainability	QT; S	The perception of advantage and the perceived value affect the intention to use service robots positively and significantly. The perception of disadvantage affects the intention to use service robots negatively and significantly.	Service robots, Innovation, Artificial intelligence, Tourism, Hospitality, Sustainability
2021	Li, Y., Wang, C.	Effect of customer's perception on service robot acceptance.	Int. J. of Consumer Studies	QT; S	Anthropomorphism, autonomy, and ability are positively related to perceived usefulness, while autonomy, ability, and role clarity are positively related to perceived ease of use.	Ability, Anthropomorphism, Autonomy, Customer acceptance, Role clarity, Service encounter, Service robot, Technology acceptance model
2022	Kim, T., Jo, H., Yhee, Y., Koo, C.	Robots, artificial intelligence, and service automation (RAISA) in hospitality: sentiment analysis of YouTube streaming data	Electronic Markets	C	The sentiment of the content of video narration and physical interaction influence potential customer attitudes toward Robot, AI, and Service Automation services in hospitality.	Robot, Artifcial intelligence, Sentiment analysis, YouTube, Streaming data, Hospitality

	Year	Authors	Title	Journal	Method	Findings	Keywords
	2022	Fan, A; Lu, Z; Mao, ZX	To talk or to touch: Unravelling consumer responses to two types of hotel in-room technology	Int. J. of Hospitality Management	QL; E	Using AI-powered voice assistant (vs. touch panel) leads to a lower level of satisfaction due to a deficiency in perceived control, especially among consumers with independent self-construal tendency.	AI-powered voice assistant, Touch panel, Service innovation, In-room technology, Self-construal, Perceived control
	2022	Liu X.S., Yi X.S., Wan L.C.	Friendly or competent? The effects of perception of robot appearance and service context on usage intention	Annals of Tourism Research	QL; E	Customers/tourists are more willing to use a service robot perceived as warm in hedonic service contexts, whereas they are more willing to use a service robot perceived as competent in utilitarian service contexts.	Stereotype content model, Service robots, Intention to use robots, Trust
ROBOT-EMPLOYEE RELATIONSHIP	2018	McClure, P.K.	"You're Fired," Says the Robot: The Rise of Automation in the Workplace, Technophobes, and Fears of Unemployment	Social Science Computer Review	QT; S	Technophobes are also more likely than nontechnophobes to report having anxiety-related mental health issues and to fear unemployment and financial insecurity.	Artificial intelligence, Robotics, Technology, Unemployment, Sociology of emotions, Fear, Mental health, Technophobia, Culture
	2019	Zhang, P.	Automation, wage inequality and implications of a robot tax	Int. Review of Economics & Finance	C	If the elasticity of substitution between labor and capital in the robot-producing sector is not too small (resp. is sufficiently small), then the capital reallocation effect cannot (resp. can) counteract the displacement effect and thus the wage gap will be expanded (resp. will be narrowed down).	Automation, Wage inequality, Robot taxation, General equilibrium approach

2019	Li, J. Bonn, M.A. Ye, B.H.	Hotel employee's artificial intelligence and robotics awareness and its impact on turnover intention: The moderating roles of perceived organizational support and competitive psychological climate	Tourism Management	QT; S	AI and robotics awareness was found to be significantly associated with employee turnover intention.	AI awareness, Perceived organizational support, Competitive psychological climate, Turnover intentions, Hotel employees
2020	Lee, W.J., Kwag, S., Dae Ko, Y.	Optimal capacity and operation design of a robot logistics system for the hotel industry	Tourism Management	QT; M	A mathematical modelbased optimization technique is used to decide the number of robots with the concept of minimizing total investment cost and to derive the optimal job assigning with the purpose of maximizing total covered jobs.	Logistics robots, Capacity planning, Job assigning algorithm, Operations research Artificial intelligence

| 2020 | Melián-González, S.,Bulchand-Gidumal, J. | Employment in tourism: The jaws of the snake in the hotel industry | Tourism Management | QT; C; SD | The latest advances have generated systems (through self-service technologies, online and mobile applications, and robots) that are capable of replacing human tasks in service environments. The question is whether these trends are already taking place in the tourism industry. Using data from hotels in Spain, France, Germany, and Europe as a whole, this research demonstrates that in the past 10 years, there has been a decrease in the intensity of the human labor required | Automation, Employment, Human resources, Information and communication technologies |
| 2020 | Zeng Z., Chen P.-J., Lew A.A. | From high-touch to high-tech: COVID-19 drives robotics adoption | Tourism Geographies | C | Humanoid robots, autonomous vehicles, drones and other intelligent robots are used in many different ways to reduce human contact and the potential spread of the Covid-19 virus, including delivering materials, disinfecting and sterilizing public spaces, detecting or measuring body temperature, providing safety or security, and comforting and entertaining patients | Robotics, Covid-19 pandemic, Artificial intelligence, Human-robot interaction, Drones, High-tech, High-touch |

2020	Oželienė, D., Jakštienė, D., Baltrūnaitė, D., Voišnis, J.	Demand For Hospitality Employees in The Context of Technological Advancement and Generational Change: The Case of Lithuania	Tourism & Hospitality Industry	QT; S	Robots, artificial intelligence or other innovative technologies are coming into the hospitality industry and the hospitality employees will be the ones most affected by this trend. In order to attract employees of Generation Z hospitality companies need to change attitudes towards the employees and working conditions.	Demand for hospitality employees, Labor shortage, Employees of Generation Z, Technological innovation, Working conditions, Management solutions
2020	Ivanov, S.	The impact of automation on tourism and hospitality jobs	Information Technology and Tourism	C	The impacts of automation technologies on tourism and hospitality jobs by delving into the mechanisms through which automation eliminates, transforms, and creates job positions in the industry.	Automation, Tourism jobs, Hospitality jobs, Employee skills
2021	Mingotto, E., Montaguti, F., Tamma, M.	Challenges in re-designing operations and jobs to embody AI and robotics in services. Findings from a case in the hospitality industry	Electronic Markets,	C	Technology can act as an augmentation force and that frontline employees FLEs' role can evolve mainly into that of enabler - of the customers and of technology -, innovator and coordinator, while customers may take above all the role of enabler of the technology.	AI, Service robots, Service management, Operations, Hospitality, Jobs

2021	Seyitoğlu, F., Ivanov, S.	Service robots as a tool for physical distancing in tourism	Current Issues in Tourism	C; SD	Service robots create a technological shield between tourists and employees that increases the physical and emotional distance between them.	Service robots, Social robots, Physical distancing, Social connectedness Physically and socially distant service, COVID-19
2021	Vatan, A., Doğan, S.	What do hotel employees think about service robots? A qualitative study in Turkey	Tourism Management Perspectives	QL; I	The word "robot" evoked negative emotions for hotel employees. While the hotel employees think that service robots may provide different benefits and advantages for employees and businesses, they also believe that service robots may create some problems during communication with the customers.	Robot, Service robot, Non-human, Hotel, Hotel employees
2022	Qiu, H., Li, M., Bai, B., Wang, N., Li, Y.	The impact of AI-enabled service attributes on service hospitableness: the role of employee physical and psychological workload	Int. J. of Contemporary Hospitality Management	QT; S	Anthropomorphic, functional and information attributes of AI technology have been found to enable Frontline Employees FLEs physically, mentally and emotionally, which further lead to increased service hospitableness.	Positive emotion, Mental fatigue, AI-enabled service attributes, Physical fatigue, Psychological job demand, Service hospitableness

	Year	Authors	Title	Source	Method	Findings	Keywords
	2022	Parvez, M.O., Arasli, H., Ozturen, A., Lodhi, R.N., Ongsakul, V.	Antecedents of human-robot collaboration: theoretical extension of the technology acceptance model	J. of Hospitality and Tourism Technology	QT; S	Robots' perceived usefulness and ease of use positively influence employees' behavioral intentions to use robots. In addition, the advantages and disadvantages of robots have a positive impact on robot awareness.	Hospitality, Service robots, Strategic HRM, Human–robots collaboration, Robot adoption
ROBOT-FIRM RELATIONSHIP	2017	Ivanov, S.H., Webster, C., Berezina, K.	Adoption of robots and service automation by tourism and hospitality companies	Revista Turismo Desenvolvimento	C	The challenges that companies will face when adopting a service automation and robots to serve tourists.	Robots, Service automation, Technology adoption, Tourism, Hospitality
	2019	Zhang Y., Qi S.	User experience study: The service expectation of hotel guests to the utilization of AI-based service robot in full-service hotels	Int. Conference on Human-Computer Interaction	QT; S	Tangibles and responsiveness expectation significantly and positively contributed to increases in general user expectation to robotic hotels.	User experience, AI robotic hotel, Service quality management, Hospitality
	2019	Lukanova, G., Ilieva, G.	Robots, artificial intelligence, and service automation in hotels	Robots, artificial intelligence, and service automation in travel, tourism, and hospitality	C	The application of Robots, AI and Service Automation in hotel companies is examined in connection with the impact that technology has on guest experience during each of the five stages of the guest cycle: prearrival, arrival, stay, departure, and assessment.	Robots, Artifcial intelligence, Service automation

2019	Ivanov, S., Webster, C.	Perceived appropriateness and intention to use service robots in tourism	In Information and communication technologies in tourism	QT; S	Many different dimensions of robot application influence how willing potential customers are to use robots in a hospitality setting, while the best indicator of willingness to use a robot in a hospitality setting is a person's general attitude towards robots.	Service robots, Tourism, Perceived appropriateness, Intention to use, Robonomics
2020	Ivanov, S., Webster, C.	Robots in tourism: A research agenda for tourism economics	Tourism Economics	C	Critically evaluates the current research on the economic aspects of service robots in tourism and the implications of robots for tourism economics as a field of research in three domains: tourism supply, tourism demand and destination management.	Competitiveness, Production factors, Productivity, Robots, Willingness to pay
2020	Choi, Y. Oh, M. Choi, M., Kim, S	Service robots in hotels: understanding the service quality perceptions of human-robot interaction	J. of Hospitality Marketing and Management	QL; I	Human staff services are perceived higher than the services of service robots in terms of interaction quality and physical service environment.	Service robots, Artifcial intelligence, Service quality, Human-robot interaction

2020	Lau, A.	New technologies used in COVID-19 for business survival: Insights from the Hotel Sector in China	Information Technology and Tourism	QL; I	To investigate what new technologies are used to mitigate the impact of the pandemic. Live-stream promotion and live-stream conference are introduced to primarily improve information quality, while 5G technology and Wi-Fi 6 are installed to enhance the system quality.	COVID-19, New Technologies, Hotel, Information System
2020	Ivanov, S., Seyitoğlu, F., Markova, M.	Hotel managers' perceptions towards the use of robots: a mixed-methods approach	Information Technology & Tourism	QL; I	Respondents feel that repetitive, dirty, dull, and dangerous tasks in hotels would be more appropriate for robots, while hotel managers would rather use employees for tasks that require social skills and emotional intelligence.	Robots, Supply-side perspective, Managers' perceptions, Automation of tasks, Impacts of service robots, Hotel industry, Bulgaria
2020	Pillai, R., Sivathanu, B.	Adoption of AI-based chatbots for hospitality and tourism	Int. J. of Contemporary Hospitality Management	QL; I; QT; S	The predictors of chatbot adoption intention (AIN) are perceived ease of use, perceived usefulness, perceived trust (PTR), perceived intelligence (PNT) and anthropomorphism (ANM). Technological anxiety (TXN) does not influence the chatbot AIN.	AI-based chatbots, Anthropomorphism, Mixed method, Perceived trust, Perceived intelligence, PLS-SEM, Technology adoptation model

2020	Xu, S., Stienmetz, J., Ashton, M.	How will service robots redefine leadership in hotel management? A Delphi approach	Int. J. of Contemporary Hospitality Management	QL; I	While service robots are anticipated to increase efficiency and productivity of hotel activities, they may also pose challenges such as high costs, skill deficits and significant changes to the organizational structure and culture of hotels.	Hotel management, Human resource management, Leadership, Service robots
2020	Qiu, H. Li, M. Shu, B., Bai, B.	Enhancing hospitality experience with service robots: the mediating role of rapport building	J. of Hospitality Marketing and Management	QL; E; QT; S	Robots' being perceived as humanlike or intelligent positively affects customer-robot rapport building and the hospitality experience.	Service robot attributes, Hospitality, Experience, Rapport building
2021	Kim S.S., Kim J., Badu-Baiden F., Giroux M., Choi Y.	Preference for robot service or human service in hotels? Impacts of the COVID-19 pandemic	Int. J. of Hospitality Management	QL; E	Consumers had a more positive attitude toward robot-staffed (vs. human-staffed) hotels when COVID-19 was salient.	COVID-19, Artificial intelligence (AI), Robots, Robotics, Tourism, Threat
2021	Nam, K., Dutt, C.S., Chathoth, P., Daghfous, A., Khan, M. S.	The adoption of artificial intelligence and robotics in the hotel industry: prospects and challenges	Electronic Markets	QL; I	Factors that influence the adoption of AI and robotics in hotels.	Artificial intelligence, Robotics, Hotel, Hospitality, Dubai, Smart technology, Smart tourism
2021	Xiong X., Wong I.A., Yang F.X.	Are we behaviorally immune to COVID-19 through robots?	Annals of Tourism Research	QL; E	The service provider's effect on hotel selection evaluation through the mediation of sense of control and the moderation of pandemic risk	Robot, Behavioral immune system, Hotel evaluation, COVID

* C: Conceptual; E: Experimental; I: Interviews; R: Review of comments, literature, or news; M: Modeling; QL: Qualitative; QT: Quantitative; S: Survey; SD: Secondary Data.

1. Robot-customer relationship

Figure 1   Percentile distribution of methodological choices involved in articles categorized as robot-customer relationship (C: Conceptual; E: Experimental; I: Interviews; R: Review of comments, literature, or news; M: Modeling; QL: Qualitative; QT: Quantitative; S: Survey; SD: Secondary Data)

Figure 2   Annual distribution of articles categorized as robot-customer relationship

Figure 3   Word cloud analysis of keywords included in the articles categorized as robot-customer relationship

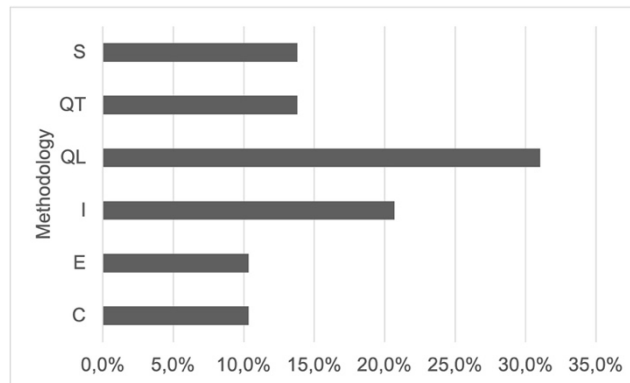## 2. Robot-employee relationship

Figure 4   Percentile distribution of methodological choices involved in articles categorized as robot-employee relationship (C: Conceptual; E: Experimental; I: Interviews; R: Review of comments, literature, or news; M: Modeling; QL: Qualitative; QT: Quantitative; S: Survey; SD: Secondary Data)

Figure 5   Annual distribution of articles categorized as robot-employee relationship

Figure 6   Word cloud analysis of keywords included in the articles categorized as robot-employee relationship

3. Robot-firm relationship

Figure 7   Percentile distribution of methodological choices involved in articles categorized as robot-firm relationship (C: Conceptual; E: Experimental; I: Interviews; R: Review of comments, literature, or news; M: Modeling; QL: Qualitative; QT: Quantitative; S: Survey; SD: Secondary Data)
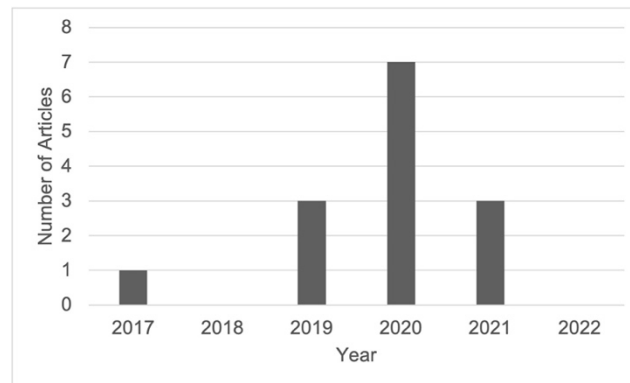

Figure 8   Annual distribution of articles categorized as robot-firm relationship
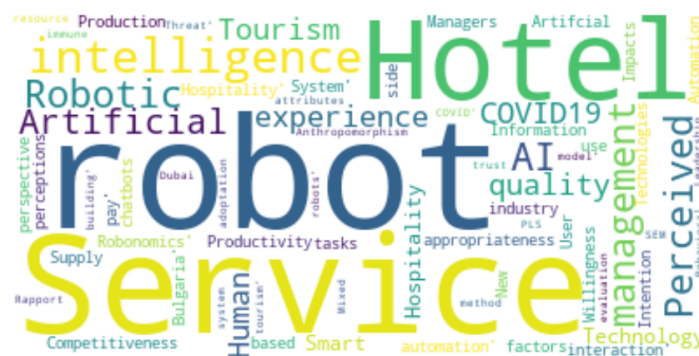

Figure 9   Word cloud analysis of keywords included in the articles categorized as robot-firm relationship