

Humanoid Robots in Business Management: the Future Workforce Perspective – Insights from a Generation Z Survey

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Abstract

The use of humanoid robots enters in business management, transforming roles from customer service to decision-making. This paper examines how these robots are reshaping workplaces, enhancing efficiency, and altering human-machine collaboration. However, their integration raises significant challenges, especially in terms of ethics of AI, including privacy concerns, potential job displacement, and the current limitations of AI in autonomous decision-making and emotional intelligence. Despite these issues, humanoid robots offer substantial benefits by automating routine tasks, improving safety, and boosting productivity. Case studies highlight successful implementations, demonstrating competitive advantages. In addition, this paper presents a survey conducted among Generation Z, who represents the workforce of the future, to gauge their attitudes towards working with humanoid CEOs. As businesses adapt, the strategic integration of humanoid robots could shape the future of work.

Keywords: AI Ethics, AI Management, automation, decision-making, human-robot interaction