

# A Systematic Review of Factors Influencing the Acceptance Of Artificial Intelligence Devices

**Luis Salazar**

*Postgraduate program of the Faculty of Systems Engineering and Informatics,  
Universidad Nacional Mayor de San Marcos (UNMSM), Perú.*

lsalazarma@unmsm.edu.pe

**Luis Rivera**

*Postgraduate program of the Faculty of Systems Engineering and Informatics,  
Universidad Nacional Mayor de San Marcos (UNMSM), Perú.  
Mathematical Sciences Laboratory (LCMAT),  
State University of Norte Fluminense (UENF), Brazil*

rivera@uenf.br

**Corresponding Author:**

**Copyright** © 2025 Luis Salazar and Luis Rivera. This is an open access article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

## Abstract

This paper proposes a systematic review of the empirical research investigating why artificial intelligence (AI) devices are accepted or rejected. The aim is to discover and examine pivotal determinants related to AI acceptance, to resolve contradictions within the literature and to detect potential research areas that are unexplored, thus promising a holistic understanding of how humans interact with AI technology. The review highlights significant gaps in the literature with regard to how expectations, contextual factors and emotions are associated with AI acceptance. Effort expectancy, social influence, and anxiety are commonly investigated; however, the findings are conflicting. Hedonic motivation and trust are found to be significant antecedents for acceptance, but their mediating effects with other emotional and contextual factors are still less researched. Differences in methodology, in population, and in the AI applications evaluated, may have contributed to conflicting results. Such findings imply that AI acceptance is multidimensional in nature and cannot be comprehended by isolated constructs. Future research needs to focus more on integrated models that incorporate the interplay of expectations, affective responses and situational factors, taking into account cultural and organizational contexts. Working on these dimensions will facilitate the development of AI systems that better serve human needs and ideals. This review adds an important dimension to the literature on AI adoption, drawing together fragmented and, at times, contradictory evidence, highlighting areas in which much remains to be known and setting the agenda for future research.

**Keywords:** Acceptance of AI, Human-computer interaction, AI devices, Emotions and AI, Contextual factors and AI

## 1. INTRODUCTION

Artificial intelligence (AI) is among the most transformative and disruptive technologies of our time, and it does so by ramping innovation and reshaping how industries work. Its impact is based on its ability to automate, refine data analysis, improve decision making, and customize user experience [1–3].

They can recognise trends, spot deviations, translate data into natural language and make personal recommendations. It finds applications in healthcare, finance, e-commerce, marketing, education, robotics, and the internet of things [4].

But the implementation of AI in organizations is not without serious challenges. While leaders are forced to respond to increasing pressures to use these technologies successfully, barriers related to complexity of process and resistance to change of users emerge [5, 6]. Furthermore, their integration also has an impact not only on the organizational processes but also on the individuals, creating considerable ramifications for both the service producers and consumers [7].

AI, in the context of university education, is shaking the processes of teaching and investigation, position itself as a main tool for the education of the new professionals [8–11]. Yet, there are practical barriers that hinder its use in the university context, such as inertia and still poorly defined predictors of university student attitudes towards actual use [12–14].

AI is altering diagnosis, treatment planning, along with patient care outcomes, and doing so on a much larger scale than humans are capable of in real time [15]. However, even in this field, knowledge of the perceptions and needs related to these systems is limited, complicating efforts to pave the way for the adoption of AI within healthcare [16]. In addition, little is known about the factors related to health care professionals' willingness to use AI-assisted diagnosis and treatment systems [17].

AI is making manufacturing more productive, efficient and environmentally friendly. Datasets performed real-time analysis, optimization of processes and ensure the quality is going to be a key part of this transformation. But the organizational acceptance of such technologies is determined by certain factors where employee willingness and employee attitude towards AI plays a significant role [18, 19].

In this regard, we think that it is important to know the elements affecting acceptance or rejection for using AI devices in various sectors. Through a systematic review of the sources related to the topic, this study aims to identify the factors affecting artificial intelligence as an emerging technology. To this end, the remainder of the paper reports the theoretical foundation, review methods of the study, analysis findings of the researchable issues results, then discussion and conclusion.

## 2. PRELIMINARY CONCEPTS

AI techniques are being used in a variety of areas of human activity with all sorts of outcomes, from success and acceptance to shortcomings and rejection, distrust and fear from users. Many of these

impacts stem from different elements of its deployment: the complexity of the software, human technology interaction means, user-centric cognitive aspects, trust level [20].

## 2.1 AI Techniques

AI — is branch of computer science that deals with the creation of intelligent machines that work and react like humans. Seek to have learning, reasoning, problem solving, perception, and language understanding [21]. Taking together, there is a wealth of literature discussing many of the important sub-fields of AI, like computer vision, natural language processing, machine learning, deep learning, sentiment analysis, speech recognition, and robotics [20, 22].

### 2.1.1 AI devices

AI devices are made to copy cognitive functions like learning and problem-solving and are very often powered by machine learning. They also have specific tasks based on human intelligence skills such as speech recognition, cross-language translation, visual perception, and decision making [23]. While originally not a social agent, AI was created to assist humans in performing tasks, it now plays roles as a companion [24].

Based on their core functionality, AI devices can be divided into two broad categories: social-oriented and task-oriented [25]. Certain devices are meant for social interaction, and these are referred to as social oriented while task-oriented devices refer to the devices who can perform task efficiently but not in human-like conversation [24, 26].

### 2.1.2 Willingness to accept the use of AI devices

Willingness to accept the use of AI devices means the willingness of the user to use it for a purpose [27]. Similarly, the more positive the emotional experience with AI, the higher the willingness to use it; negative emotions tend to influence acceptance negatively. The need to address these emotional reactions is critical for greater acceptance of AI [28, 29]. The readiness to use AI devices differs across various application contexts (such as medicine, transportation, psychology, and education), covering another layer of contextual factors that characterizes the acceptance of AI systems [30].

### 2.1.3 Objection to the use of AI devices

The objection to the use of AI devices comes as a response to a low willingness of users to adopt the use of AI devices. These emotions are far from viable and most certainly include frustration, fear, uncertainty, anxiety, and worry, when it comes to making decisions regarding the use of AI devices. Hence Such emotions can result in rejecting this technology and oppose technological change [27, 31–33].

## **2.2 Impact of AI**

AI is shaping the development of human society and that's an extraordinary impact. Often it is in many, if not all, contexts, such as the economic, political, cultural, educational and medical and other sectors, and it is improving and in a significant way transforming. To many users and organizations, it is an efficient solution that enhances processes and makes them smarter, more efficient and often more autonomous [34].

## **2.3 Human-Technology Interaction**

Human-technology interaction (HTI) is inherently connected to human-computer interaction, which is built upon research into the interactions between these two. Its main goal is to design systems that are practical, usable, and that will fulfill the user's needs and wants. The HTI perspective stresses the need to acclimatize technology to human features in terms of physical, psychological, group, organizational, and political domains, with the addition of ethical dimensions as a means of dealing with the challenges of designing a technology that supports human activities and advances the enhancement of quality of life [35].

## **2.4 Cognitive Aspects**

Based on the literature, cognitive components of users are the mental processes and traits involved with perception, comprehension, learning, memory, and problem solving and how they relate to system, product, or technology-interactions [36, 37].

## **3. METHOD**

The limitations that users face when using AI-based platforms, as mentioned in the introduction, such as resistance to change and uncertainty, as well as related perceptions and needs, and factors such as employees' willingness and attitude towards AI, underline the need for further research to understand and structure the key elements, with the aim of finding ways to overcome these limitations. In this context, we pose three research questions to guide the analysis of the included studies:

- RQ1: What are the expectations that affect acceptance or objection of the use of AI devices?
- RQ2: What contextual factors influence acceptance or objection to the use of AI devices?
- RQ3: Which emotions enable people to accept or reject the use of AI devices?

This research was conducted as a systematic literature review (SLR). The process was initialized by identifying articles from a previous systematic mapping of the literature. Secondly quality criteria were identified to sort and reduce the studies included in the review. Based on the standards for

systematic review reporting, the PRISMA statement, we adhered to the corresponding recommendations to ensure sufficient documentation of the whole process [38]. The Scopus and Web of Science databases were also selected due to their high academic reputation and publication quality, multidisciplinary coverage, and rigorous selection and indexing processes. These databases have been previously selected in systematic reviews and provide access to highly cited, peer-reviewed literature.

To identify pertinent sources that can answer the research questions, search terms for “artificial intelligence” and “acceptance” or “rejection” were set (see TABLE 1).

Table 1: Search terms

Term	Synonym
Artificial intelligence	“artificial intelligence” OR “ai” OR “machine learning” OR “deep learning” OR “robotics” OR “system intelligent” OR “intelligent device” OR “Smart devices”.
Acceptance	“acceptance” OR “adoption” OR “integration” OR “utilization”.
Rejection	“objection” OR “rejection” OR “resistance” OR “opposition” OR “disapproval”.

**Note:** Quotation marks were placed around terms consisting of two or more words to ensure that the results showed the exact phrases, avoiding articles that only included the words individually.

**Source:** Authors.

The exclusion criteria applied were: (a) studies not related to the use of AI devices; (b) documents from book chapters, reports, series or complete books, as well as documents in press; (c) non-accessible languages; (d) theoretical studies or studies without empirical data; and (e) articles in which the use of AI devices is not mentioned.

A total of 153 articles were selected for analysis in the systematic review (See FIGURE 1). The criteria used for quality assessment in this SLR included:

- Was a clear and specific research question formulated?
- Were the methods used to identify relevant studies clearly specified?
- Was a thorough review of the available literature conducted?
- Was bias minimized during the study selection process?
- Was control performed to avoid duplicity in the selection and extraction of data?
- Were the characteristics of the studies included in the analysis detailed?
- Was the scientific quality of the selected studies assessed and recorded?
- Were the methods used adequate to integrate the findings of the studies analyzed?
- Was the scientific quality of the studies considered when deriving conclusions?
- Was the possibility of publication bias examined?

- Were conflicts of interest explicitly disclosed?
- Are the conclusions supported by the data presented in the study?

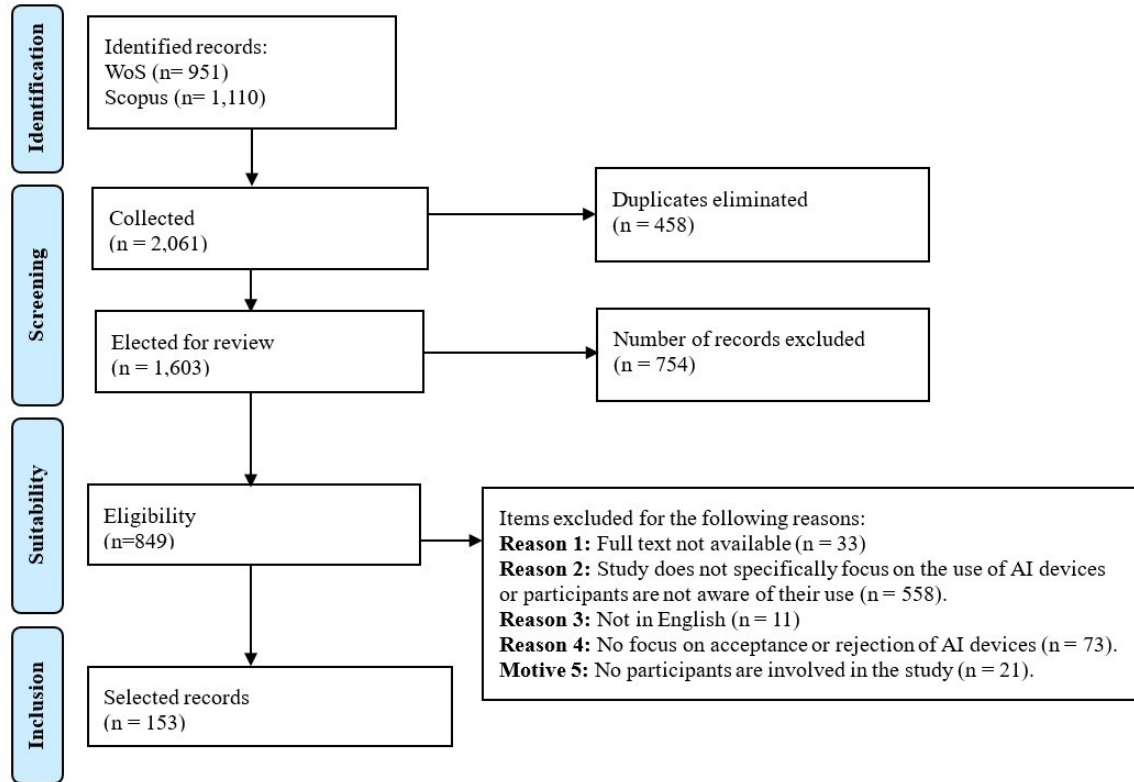


Figure 1: PRISMA flowchart

## 4. RESULTS

Below the results from the systematic review are described structured after the research questions formulated. The results summarize the most pertinent topics of the included studies. It focuses on delivering coherent and justified specific answers to enable a firmer basis for debate and resulting implications. The section below presents a more detailed discussion of the key findings in relation to each research question.

### **RQ1: Expectations influencing acceptance or objection to the use of AI devices.**

Performance and effort expectations influence the acceptance of AI-driven technologies and play a key condition in contributing to the intention adoption to use these tools [39].

Many studies identified these dimensions and discussed how they relate to various contexts and populations. Cheng et al. [17], found a positive correlation between health professionals' intention to use artificial intelligence for medical diagnosis and treatment and effort expectancy and performance

expectancy. This result is consistent with evidence by Hameed et al. [40], who found that these same expectations have a positive effect on healthcare staff behavioral intentions to implement AI into the provision of medical care. But not every study demonstrates a uniform effect. For example, Bisht et al. [41], noticed the positive effect of performance expectancy on employees’ behavior and intention towards information system usage but termed effort expectancy as not significant regarding these areas. However, outside of that discipline, the performance expectancy continues to have predictive relationship as well, such as in business services and operations. Nawaz et al. [42], and Norzelan et al. [43], likewise reaffirmed this expectation as a vital element for the intention to adopt AI. However, Norzelan et al. [43], similarly found that effort expectancy was not significantly related to the uptake of these technologies, further indicating that its effect may depend on context. Similarly, Affandi et al. [44], found perceived performance expectations positively influences on intention to revisit usage of AI-powered assistants. In a complementary manner, Sharma et al. [45], discovered that the anticipated level of both effort and performance is positively related to the adoption of AI-based autonomous decision-making systems. TABLE 2, synthesizes expectations and attitudes regarding AI adoption in two areas of human activity.

Table 2: Area vs. Expectation and attitude regarding AI.

Area	Expectation	Attitude/Intention	Reference
Health	Performance/Effort	Adoption of AI	Cheng et al. [17]
		AI usage behavior	Hameed et al. [40].
Corporate	Performance	Adoption of AI	Bisht et al. [41]; Nawaz et al. [42]; Norzelan et al. [43]; Affandi et al. [44]; Sharma et al. [45].
	Effort	Indifferent	Bisht et al. [41]; Norzelan et al. [43]; Sharma et al. [45].

**Source:** Authors

In addition, Alzyoud et al. [46], explored the contribution of both performance and effort expectations as factors that work as strong predictors of perceived trust and overall willingness to use AI, further highlighting the important role played by these factors in technology adoption.

In conclusion, performance expectations stand out also as a significant and relatively stable influence on the adoption of AI-based technologies, while the effect of effort expectations follows a more fluid and context-specific pattern. Our results emphasize the importance of differentiated approaches that consider the idiosyncrasies of each sector and the interaction of these factors with other contextual variables [43, 47].

**RQ2: Contextual factors influencing acceptance or objection to the use of AI devices.**

In TABLE 3, it discusses several contextual factors and how it affects the perception of AI-based devices are discussed. Social influence, anthropomorphism, perceived ease of use, perceived self-efficacy, perceived risk, perceived value, and hedonic motivation have been identified as prominent drivers of adoption of technologies in different personal, professional, and educational contexts [48–50].

Table 3: Contextual factors influencing adoption or objection to AI devices.

Contextual factors	Sources	Freq.
Social influence	Chen & Lee [51]; Cheng et al. [17]; Sharma et al. [45]; Norzellan et al. [43]; Viteziã & Periã [52]; Kandoth & Shekhar [53]; Changalima et al. [54]; Wong et al. [55]; Alzyoud et al. [46]; Acosta-Enriquez et al. [56]	10
Hedonic motivation	Cruz-Cárdenas et al. [57]; Hartelina et al. [58]; Hwang & Moon [59]; Elmashhara et al. [60]; Acosta-Enriquez et al. [61]; Jo [62]; Chi et al. [63]; Wong et al. [55]; Gursoy et al. [27]; Wang & Yin [64]	10
Perceived self-efficacy	Rahman et al. [65]; Sola et al. [66]; An & Ma [67]; Falebita & Kok [68]; Rodríguez-Ruiz et al. [69]; Morales-García et al. [70]; Hong [71]; Bai [72]; Mohamed Eldakar et al. [73]	9
Anthropomorphism	Alsaad [74]; Sah [75]; Wong et al. [55]; Chi et al. [63]; Gursoy et al. [27]	5
Perceived ease of use	Al-Momani & Ramayah [76]; Aldraiweesh & Alturki [77]; Na et al. [78]; Falebita & Kok [68]; Wang et al. [79]; Almeida et al. [80]; Kumar & Lohan [81]; Gößwein & Liebherr [82]	8
Perceived value	Osei & Rasoolimanesh [83]; Sattu et al. [84]; Akdim & Casaló [85]; Testa et al. [86]; Rather [87]	5
Perceived risk	Zhang et al. [88]; Alzaabi & Shuhaiber [89]; Kolar et al. [90]; Krieger et al. [91]; Li [92]; Roy et al. [93]	6

**Source:** Authors

Social influence is placed in the front and center in the literature on the predisposition of individuals to adopt AI technologies, owing to the direct and indirect impact social influence carries on both perceived use and intention to use [51]. It carries over into areas such as personal, educational and professional life, and its impact has been found to be significant and persistent in a number of research works. For example, Cheng et al. [17], Showed that social influence mediates the relationship between performance and effort expectations with the intention of clinicians to integrate AI tools into their working process. Sharma et al. [45], also found that social influence positively influenced the intention of using autonomous decision-making system. Norzellan et al. [43], found out that social influence did not directly influence AI acceptance and thus their influence might be varying in different contextual setting. Furthermore, while effort expectancies were influenced by social pressure, performance expectancies were not [52]. Kandoth & Shekhar [53], and Changalima et al. [54], and Acosta-Enriquez et al. [56], reveal that social influence has a significant positive effect on intention toward the adoption of AI-based technologies, e.g., job application systems and ChatGPT. Finally, Wong et al. [55], proved that social influence strongly (positively) influences performance expectation, but significantly (negatively) influences perceived effort, which supports its dual role for AI acceptance [46].

Anthropomorphism — attributing human characteristics to an AI device — also shapes users’ interpretations and sense-making of AI devices. Such a factor can facilitate the reinforcement of social connectedness, performance expectations and positive feelings and attitudes toward the AI devices [74, 75].

Previous studies e.g. Alsaad [74], find that anthropomorphism could have led to an increase in performance expectancy and positive referential affect towards AI devices as anthropomorphism provides higher social presence whilst interaction with AI. Similarly, Wong et al. [55], this anthropomorphism is associated with a higher performance expectancy and a lower effort expectancy that would continue to drive adoption. Chi et al. [63], and Gursoy et al. [27], state that anthropomorphism have a significant and positive impact on expectation about performance and effort believed which becomes a vital component in the acceptance of AI based technologies.

Perceived ease of use is held to be a determinant of the acceptance of AI-powered technologies [76]. Many empirical studies have therefore investigated its influence on a wide range of AI acceptance determinants. For instance, this perception directly affects the perception of usefulness, which indirectly conditions the attitude toward the use of these technologies, according to Aldraiweesh and Alturki [77]. Conversely, Na et al. [78], found there to be a positive relationship between perceived ease of use and technological satisfaction in their adoption of AI-based solutions. Similarly, Falebita and Kok [68], found that this variable is a strong predictor in creating positive attitudes towards the adoption of intelligent tooling. Within the scope of e-commerce Wang et al. [79], and found a positive influence of perceived ease of use on attitudes towards the use of AI. Similarly, Almeida et al. [80], demonstrated that this perception is an essential mediating element in the relation between the mindset of HR practitioners regarding the adoption of AI technologies. In agreement with this conclusion Kumar and Lohan [81], found that the perceived ease of use had an impact on the attitude towards using individual AI tools specifically ChatGPT. However, it is worth remarking on that this trend is not agreed upon by all studies. Others, like Gößwein and Liebherr [82], did not find a significant impact of perceived ease of use on intention to use AI in work contexts and suggest that the use context should be considered a moderating variable here.

Another important factor affecting the acceptance of AI devices is hedonic motivation, defined as the pleasure and enjoyment obtained through the usage of a particular technology [57, 58]. This dimension has been highlighted as a major determinant of intention to use AI based technologies, as it is strongly connected with positive emotional experience during use [59–61]. Studies indicate that hedonic motivation is associated with perceived ease of use and with the pleasure derived from using technologies such as AI based personal assistants [62]. Chi et al. [63], also demonstrated that it is a factor for tourists in using AI devices. Wong et al. [55], showed that Hedonic motivation was positively related to performance expectations and, at the same time, decreased users' perceived effort. Similarly, Gursoy et al. [27], found to positively influence performance expectations and perceived effort of these technologies, further strengthening its position as one key driver of AI acceptance. Similarly, Wang & Yin [64], found that hedonic motivation had a positive effect on generative AI usage.

Perceived self-efficacy: It is defined as users' belief on their ability to use technologies [65]. Additionally, this factor is also associated with the AI positive attitude and tendency to adopt AI in different contexts [66]. Based on what An & Ma [67], as well as Bai [72], opine, technological self-efficacy of university students has a significant effect on their academic performance through AI technologies. Rodriguez-Ruiz et al. [69], found a positive relation between perceived self-efficacy and use of AI in day-to-day problem-solving and Morales-Garcia et al. [70], emphasized its relevance in AI technologies adoption in academia. Moreover, Hong [71], and Mohamed Eldakar et al. [73], highlighted the positive effect of self-efficacy on perceived ease and usefulness of AI underscores its significance in technology acceptance.

Technological readiness also appeared to be an important factor impacting the acceptance of AI, for those who expressed a high technology readiness would perceive less risk related to the AI adoption and eventually its willingness to accept the new technology. Such readiness functions as a moderating variable that diminishes perception of risk, as well as indirectly and directly behavioral intention [30, 94]. Thus, previous experience, trust and familiarity with technologies impact risk perception from AI [91]. Kolar et al. [90], found that female users perceive a higher risk associated with AI based technologies, which make them less willing to use them and lowers their self-evaluation of their technological skills. In the same way, Alzaabi & Shuhaiber [89], found that perceived risk is a barrier towards innovating AI technologies. Also, the perception of risk and approval or rejection of AI devices is mediated by geographical and social context. In this regard, Zhang et al. [88], found perceived risks related to privacy and security weakened trust in AI among trainee teachers in rural environments but the same was not true for urban teachers; this indicates how geographic and social settings can influence risk perceptions and willingness to adopt these technologies. Likewise, perceived risk can serve as a significant obstacle to the acceptance of AI-powered technologies. For example, designers are less likely to use AI tools when they have the perception that its use has a potential high level of risk [92]. Similarly, Roy et al. [93], reported that when medical professionals perceive AI technologies as a risk, their willingness to use them in clinical practice would decrease.

Another important factor that drives AI acceptance is perceived value. As Osei & Rasoolimanesh [83], pointed out, this factor plays a dominant role in determining the willingness to adopt advanced technologies. Perceived value has been recognized as an important factor in the adoption of AI-based technologies, in particular work contexts such as human resources [84]. Likewise, Akdim & Casaló [85], highlighted a positive relationship between perceived value and the use of AI-based virtual assistants, highlighting their relevance in everyday technological interactions. In specialized applications, such as natural language processing models, Testa et al. [86], and Rather [87], confirmed a significant association between perceived value and intention to use these technologies.

TABLE 3, shows that, among the sources analyzed, the most studied factors are social influence and hedonic motivation, followed by perceived self-efficacy, perceived ease of use, perceived risk, anthropomorphism and perceived value.

In summary, these factors do not operate in isolation but interact in ways that are complex — imparting conditions for acceptance and use of AI-powered devices at various levels and contexts. Similarly, both individual and contextual variables must be taken into consideration when assessing the dynamics surrounding technological adoption [95].

### **RQ3: Emotions influencing acceptance or objection to the use of AI devices.**

Using AI devices includes interaction lines from user to technologies, which can lead to a wide spectrum of emotion. Components including anxiety, stress and trust influence the perception and acceptance of these tools [96, 97].

The rise of AI-related anxiety has garnered growing attention as this technology develops at a rapid pace and infiltrates many sectors. Current literature has suggested adverse effects of anxiety toward adoption of AI, but its understanding remains incomplete [98]. Anxiety is a significant factor in the acceptance of these technologies, according to multiple studies. Such as Cho & Seo [99], Rodriguez [100], Cengiz & Peker [101], and Wen et al. [102], anxiety had a negative correlation toward AI acceptance. More specifically Iyer & Bright [103], and Chen et al. [104], note that this anxiety

hampers the adoption of big data and AI. Furthermore, Kaya et al. [105], and Schiavo et al. [106], noted that negative attitudes toward AI are related to anxiety about its setup and learning. However, Zhang et al. [107], stated that the perceived ease of use had no negative relationship with the anxiety toward AI, indicating that the effect of anxiety might be conditional on context variables.

AI tools can facilitate tasks and alleviate workload, possibly alleviating stress; yet they can also bring forth new demands and pressures, especially without proper training or assistance [108]. Loureiro et al. [109], confirmed that the imposition of AI at workplace can induce stress and impact human well-being, whereas Jeong et al. [110], identified an increase in job stress levels as these technologies were adopted.

A crucial emotion in the adoption of AI is trust in these technologies, since low trust may lead to misuse, abuse or non-use [111, 112]. Hameed et al. [40], through their study acknowledged that trust positively influences behavioral intention of health professionals for the use of AI in healthcare. Kim et al. [113], demonstrated that aspects such as social influence and expectations of performance and efforts strengthen trust, which, in turn, is a significant driver of the intention to accept AI. However, Tran et al. [114], indicated that confidence was not positively related to the behavioral intention to use these types of technologies, indicating that the effect of confidence varies in relation to context. TABLE 4, summarizes emotions and their impact on AI adoption.

Table 4: Impact of emotions on acceptance or objection to AI.

<b>Excitement</b>	<b>Impact on AI</b>	<b>Reference</b>
Anxiety	Negative	Cho & Seo [99]; Rodriguez [100]; Wen et al. [102]; Iyer & Bright [103]; Chen et al. [104]; Kaya et al. [105]; Schiavo et al. [106]; Cengiz & Peker [101]
	Does not exist	Zhang et al. [107]
Stress	Negative	Loureiro et al. [109]; Jeong et al. [110]
Trust	Positive	Hameed et al. [40]; Kim et al. [113]
	Does not exist	Tran et al. [114]

**Source:** Authors

The combined influences of anxiety, stress and trust on AI acceptance are highly context-dependent, which suggests the necessity of holistic approaches that factor in the most relevant variables and their respective interplay within individual situations. This is to ensure that different models of AI are going to be well integrated into various settings, maximizing the positive influence of AI [115, 116].

## 5. DISCUSSION

These findings highlight inconsistencies and much evidence gap in the literature related to factors influencing acceptance or rejecting of AI devices. Expectations, contextual factors and emotions are some of the essential components proposed in these processes; however, the findings would not always be homogeneous, evidencing the necessity to study these topics in depth for a more comprehensive comprehension. We find contradictory evidence with respect to expectation in the

studies we reviewed concerning the desirability of effort expectancy to the acceptance of AI in the work environment. For instance, studies, such as Cheng et al. [17], and Hameed et al. [40], contribute to a negative effect, while Bisht et al. [41], and Norzelan et al. [43], report that there is no evidence of such a relationship. Considerable differences in the findings may be explained by diverse methodologies used, variances in study population characteristics or in the specific AI devices tested, which makes the context of comparative studies and methodologies relevant for research. In some studies, social influence is one of these relevant contextual factors that exert a positive effect on acceptance of AI devices. However, Norzelan et al. [43], found no evidence of such a relationship, implying that its impact may depend on mediating factors, such as cultural norms, level of familiarity with the technology or the specific dynamics of the analyzed organizations. Emotions are, on the other hand, an important aspect of AI acceptance. Anxiety is repeatedly cited within the literature as a detriment, although Zhang et al. [107], found no evidence for this effect. Likewise, although confidence is often presented in a favorable light, Tran et al. [114], could not confirm that association. This gap indicates the need for a more comprehensive analysis of emotions considering how emotions relate to one another as well with other variables such as expectations and contexts of use. Artificial Intelligent (AI) devices have been one of the most prosperous inventions of modern human beings, which raised some questions about the factors affect the acceptance of AI devices. In this review we find that social influence and hedonic motivation are crucial elements in AI devices acceptance process. It suggests that there's more at play than just technical and functional dynamics, and that human relationships and the perceived gains from a personal enjoyment and gratification perspective shape the adoption of these tech. But even as progress has been made, significant limitations nonetheless persist. These studies mostly focus on particular AI devices, which limit the generalizability of the findings. In addition, while their analysis included emotions (e.g., anxiety, stress, trust), other psychological or emotional processes that could be a key factor leading to AI acceptance have not been studied extensively or in depth. Future work should immediately explore the systematic interaction between expectations, context, and emotion in various AI usage scenarios. Future studies should adopt designs that enable the multidimensional analysis of these interactions, considering both functional differences in AI and cultural and organizational contexts. Not only will this facilitate a better overall comprehension of acceptance structures, but it will also enable building more acceptable artificial intelligence devices specifically for humans.

## 6. LIMITATIONS

One limitation to consider is that the review focused exclusively on articles available in the Scopus and Web of Science databases, excluding other specialised sources such as IEEE Xplore or ACM Digital Library. While this choice allowed us to maintain a focus on high-quality research, it is possible that some relevant studies on the acceptance of artificial intelligence technologies may not have been considered.

On the other hand, an important methodological limitation is that this study did not include a quantitative meta-analysis. This is because the main objective was to develop a qualitative systematic review aimed at identifying, classifying, and analysing the factors that influence the acceptance or rejection of artificial intelligence devices. The great heterogeneity observed among the included

studies in terms of theoretical frameworks, populations, application contexts, and types of artificial intelligence technologies prevents the valid calculation of comparable effect sizes.

## 7. CONCLUSION AND FUTURE WORK

The systematic review has established that acceptance and objection to AI devices is mediated by expectations, contextual factors and emotions. That the differences noted between the studies reviewed is indicative of the complexity of these processes and that more research is warranted to aid to understand them fully. While constructs including effort and social influence and anxiety have received thorough attention, their impact on AI acceptance is not homogeneous, indicating the potential role of mediators and moderators which has not been fully addressed. Moreover, while hedonic motivation and trust emerge as central components, their connection to other emotions and to particular use contexts is lacking. This analysis emphasizes the need for comprehensive, multidimensional approaches in future studies that not only assess these factors in isolation, but also their interactions and how they differ across types of AI and applications in which they are deployed. Also, it is important to explore other emotional and psychological processes that may exert a strong influence on the adoption of these technologies. To summarize, this paper not only categorizes the existing insights but also maps a plan for their progress, which will help to understand the mechanics of AI devices acceptance and promote their appropriate deployment in the different environment.

## References

- [1] Goi V, Proskurnina N, Kovalenko M, Mamonov K, Haidenko S. Prospects and Challenges of the Impact of Artificial Intelligence and Machine Learning on Social and Economic Progress. *Pak.J.Life.Soc.Sci.* 2024;22.
- [2] Gurjar K, Jangra A, Baber H, Islam M, Sheikh SA. An Analytical Review on the Impact of Artificial Intelligence on the Business Industry: Applications Trends and Challenges. *IEEE Eng Manag Rev.* 2024;52:84-102.
- [3] Rashid AB, Kausik MA. AI Revolutionizing Industries Worldwide: A Comprehensive Overview of Its Diverse Applications. *Hybrid Adv.* 2024;7:100277.
- [4] Rafee SM, Prasad M, Kumar MS, Easwaran B. 2 AI Technologies Tools and Industrial Use Cases. In: De Gruyter eBooks. 2023:21-52.
- [5] Frank DA, Chrysochou P, Mitkidis P, Otterbring T, Ariely D. Navigating Uncertainty: Exploring Consumer Acceptance of Artificial Intelligence Under Self-Threats and High-Stakes Decisions. *Technol Soc.* Dec. 2024;79:102732.
- [6] Tursunbayeva A, Chalutz-Ben Gal HC. Adoption of Artificial Intelligence: A Top Framework-Based Checklist for Digital Leaders. *Bus Horiz.* 2024;67:357-368.
- [7] Prasad Babu PP, Vasumathi A. Contemporary Issues in Applying AI Applications: Challenges and Opportunities. *Multidiscip Rev.* 2023;6:e2023010.

- [8] Farina A, Stevenson CN. Ethical navigations: Adaptable frameworks for responsible AI use in higher education. In *Exploring the ethical implications of generative AI*. IGI Global. 2024:63-87.
- [9] González J. Campos. J.L. – nández, and C.A. – Pérez. Educación Superior E Inteligencia Artificial: Desafíos Para la Universidad Del Siglo XXI. *Aloma: Revista de Psicología, Ciències de l'Educació i de l'Esport*. 2024;42:79–90.
- [10] Helmiatin N, Hidayat A, Kahar MR. Investigating the Adoption of AI in Higher Education: A Study of Public Universities in Indonesia. *Cogent Educ*. 2024;11: 2380175.
- [11] Makarenko O, Borysenko O, Horokhivska T, Kozub V, Yaremenko D. Embracing Artificial Intelligence in Education: Shaping the Learning Path for Future Professionals. *Multidiscip Sci J*. 2024;6:e2024ss0720.
- [12] Raja S, Jebadurai DJ, Ivan L, Mykola RV, Ruslan K, et al. Impact of Artificial Intelligence in Students Learning Life. *Stud Syst Decis Control*. 2024;516:3-17.
- [13] Sova R, Tudor C, Tartavulea CV, Dieaconescu RI. Artificial Intelligence Tool Adoption in Higher Education: A Structural Equation Modeling Approach to Understanding Impact Factors Among Economics Students. *Electronics*. 2024;13:3632.
- [14] Tang X, Yuan Z, Qu S. Factors Influencing University Students Behavioural Intention to Use Generative Artificial Intelligence for Educational Purposes Based on a Revised UTAUT2 Model. *J Comput Assist Learn*. 2025;41:e13105.
- [15] Shang Z, Chauhan V, Devi K, Patil S. Artificial Intelligence the Digital Surgeon: Unravelling Its Emerging Footprint in Healthcare—The Narrative Review. *J Multidiscip Healthc*. Aug. 2024;17:4011-4022.
- [16] Chew HS, Achananuparp P. Perceptions and Needs of Artificial Intelligence in Health Care to Increase Adoption: Scoping Review. *J Med Internet Res*. Jan. 2022;24:e32939.
- [17] Cheng M, Li X, Xu J. Promoting Healthcare Workers Adoption Intention of Artificial-Intelligence-Assisted Diagnosis and Treatment: The Chain Mediation of Social Influence and Human–Computer Trust. *Int J Environ Res Public Health*. 2022;19:13311.
- [18] Fousiani K, Michelakis G, Minnigh PA, De Jonge KM. Competitive Organizational Climate and Artificial Intelligence (AI) Acceptance: The Moderating Role of Leaders Power Construal. *Front Psychol*. 2024;15:1359164.
- [19] Nzama ML, Epizitone GA, Moyane SP, Nkomo N, Mthalande PP. The Influence of Artificial Intelligence on the Manufacturing Industry in South Africa. *S Afr J Econ Manag Sci*. 2024;27.
- [20] Hulsen T. Explainable Artificial Intelligence (Xai): Concepts and Challenges in Healthcare. *AI*. 2023;4:652-666.
- [21] Lexcellent C. *Artificial Intelligence Versus Human Intelligence*. Cham: Springer International Publishing. 2019.
- [22] Nalini C, Dharani B, Baskar T, Shanthakumari R Abraham A, et al. Review on Sentiment Analysis Using Supervised Machine Learning Techniques. In *International Conference on Intelligent Systems Design and Applications*. 2022:166-177.

- [23] Menaga D, Saravanan S. Application of Artificial Intelligence in the Perspective of Data Mining. In: Elsevier eBooks. Amsterdam: Elsevier. 2021:133-154.
- [24] Kim J, Merrill K, Collins C. AI as a Friend or Assistant: The Mediating Role of Perceived Usefulness in Social AI vs. functional AI. *Telemat Inform.* 2021;64:101694.
- [25] van Doorn J, Mende M, Noble SM, Hulland J, Ostrom AL, et al. Domo Arigato Mr. Roboto: Emergence of Automated Social Presence in Organizational Frontlines and Customers Service Experiences. *J Serv Res.* Nov. 2017;20:43-58.
- [26] Singh S, Beniwal H. A Survey on Near-Human Conversational Agents. *J King Saud Univ Comput Inf Sci.* 2022;34:8852-8866.
- [27] Gursoy D, Chi OH, Lu L, Nunkoo R. Consumers Acceptance of Artificially Intelligent (AI) Device Use in Service Delivery. *Int J Inf Manag.* 2019;49:157-169.
- [28] Renz S, Kalimeris J, Hofreiter S, Spörrle M. Me Myself and AI: How Gender Personality and Emotions Determine Willingness to Use Strong AI for Self-Improvement. *Technol Forecasting Soc Change.* 2024;209:123760.
- [29] Wang L, Li W. The Impact of AI Usage on University Students Willingness for Autonomous Learning. *Behav Sci (Basel).* 2024;14:956.
- [30] Schwesig R, Brich I, Buder J, Huff M, Said N. Using Artificial Intelligence (AI)? Risk and Opportunity Perception of AI Predict Peoples Willingness to Use AI. *J Risk Res.* 2023;26:1053-1084.
- [31] Chen S, Granitz N. Adoption Rejection or Convergence: Consumer Attitudes Toward Book Digitization. *J Bus Res.* Aug. 2012;65:1219-1225.
- [32] Park EH, Werder K, Cao L, Ramesh B. Why Do Family Members Reject AI in Health Care? Competing Effects of Emotions. *J Manag Inf Syst.* Jul. 2022;39:765-792.
- [33] Rucker DD, Petty RE. Emotion Specificity and Consumer Behavior: Anger Sadness and Preference for Activity. *Motiv Emot.* Mar. 2004;28:3-21.
- [34] Yu S, Carroll F Montasari R, editor. Applications for Artificial Intelligence and Digital Forensics in National Security. Cham: Springer Nature Switzerland. 2023:15-37/152.
- [35] Mithun AM, Abu Bakar Z, Yafooz WM. Revised Theoretical Approach of Activity Theory for Human Computer Interaction Design. *Adv Intell Syst Comput.* 2019:803-815.
- [36] Rao A, Kumar S, Acharyulu GV. Cognitive Behavior: Different Human-Computer Interaction Types. Wiley. 2021:1-22/400.
- [37] Borders J, Klein G, Besuijen R. Mental Model Matrix: Implications for System Design and Training. *J Cogn Eng Decis Mak.* Jan. 2024;18:75-98.
- [38] Page MJ, McKenzie JE, Bossuyt PM, Boutron I, Hoffmann TC, et al. The Prisma 2020 Statement: An Updated Guideline for Reporting Systematic Reviews. *Br Med J.* 2021;372.
- [39] Xu S, Chen P, Zhang G. Exploring Chinese University Educators Acceptance and Intention to Use AI Tools: An Application of the UTAUT2 Model. *Sage Open.* 2024;14.

- [40] Hameed BZ, Naik N, Ibrahim S, Tatkar NS, Shah MJ, et al. Breaking Barriers: Unveiling Factors Influencing the Adoption of Artificial Intelligence by Healthcare Providers. *Big Data Cogn Comput.* 2023;7:105.
- [41] Bisht S, Sengupta S, Bisht MK. Adoption of Artificial Intelligence in Business Operations of Technology Firms. *lecture notes in networks and systems.* 2024:631-638.
- [42] Nawaz N, Arunachalam H, Pathi BK, Gajenderan V. The Adoption of Artificial Intelligence in Human Resources Management Practices. *Int J Inf Manag Data Insights.* 2024;4:100208.
- [43] Norzelan NA, Mohamed IS, Mohamad M. Technology Acceptance of Artificial Intelligence (AI) Among Heads of Finance and Accounting Units in the Shared Service Industry. *Technol Forecasting Soc Change.* 2024;198:123022.
- [44] Affandi S, Ishaq MI, Raza A, Talpur Q, Ahmad R. AI Assistant Is My New Best Friend! Role of Emotional Disclosure Performance Expectations and Intention to Reuse. *J Retailing Con Serv.* 2025;82:104087.
- [45] Sharma S, Islam N, Singh G, Dhir A. Why Do Retail Customers Adopt Artificial Intelligence (AI) Based Autonomous Decision-Making Systems? *IEEE Trans Eng Manag.* 2022:1-16.
- [46] Alzyoud M, Al-Shanableh N, Alomar S, As'adAlnaser AM, Mustafad A, et al. Artificial Intelligence in Jordanian Education: Assessing Acceptance via Perceived Cybersecurity Novelty Value and Perceived Trust. *Int J Data Netw Sci.* 2024;8:823-834.
- [47] Nagy AS, Tumiwa JR, Arie FV, Erdey L. An Exploratory Study of Artificial Intelligence Adoption in Higher Education. *Cogent Educ.* 2024;11.
- [48] Boubker O. From Chatting to Self-Educating: Can AI Tools Boost Student Learning Outcomes? *Expert Syst Appl.* Mar. 2024;238:121820.
- [49] Graf-Vlachy L, Buhtz K, König A. Social Influence in Technology Adoption: Taking Stock and Moving Forward. *Manag Rev Q.* Jan. 2018;68:37-76.
- [50] Jain R, Garg N, Khera SN. Adoption of Ai-Enabled Tools in Social Development Organizations in India: An Extension of UTAUT Model. *Front Psychol.* 2022;13:893691.
- [51] Chen CH, Lee WI. Exploring Nurses Behavioural Intention to Adopt AI Technology: The Perspectives of Social Influence Perceived Job Stress and Human–Machine Trust. *J Adv Nurs.* 2025;81:3739-3752.
- [52] Vitezić V, Perić M. The Role of Digital Skills in the Acceptance of Artificial Intelligence. *J Bus Ind Mark.* Feb. 2024;39:1546-1566.
- [53] S. Kandoth and S. Kushe Shekhar. Social Influence and Intention to Use AI: The Role of Personal Innovativeness and Perceived Trust Using the Parallel Mediation Model. *Forum Scientiae Oeconomia* 2022;10:131-150.
- [54] Changalima IA, Amani D, Ismail IJ. Social Influence and Information Quality on Generative AI Use Among Business Students. *Int J Manag Educ.* Sep. 2024;22:101063.
- [55] Wong IA, Zhang T, Lin Z, Peng Q. Hotel AI Service: Are Employees Still Needed? *J Hosp Tourism Manag.* 2023;55:416-424.

- [56] Acosta-Enriquez BG, Guzmán Valle ML, Arbulú Ballesteros M, Arbulú Castillo JC, Arbulu Perez Vargas CG, et al. What Is the Influence of Psychosocial Factors on Artificial Intelligence Appropriation in College Students? *BMC Psychol.* 2025;13:7.
- [57] Cruz-Cárdenas J, Zabelina E, Deyneka O, Ramos-Galarza C. Hedonic and Utilitarian Motivations in Predicting the Buy Intention of Technological Products: A Study in Developing and Emerging Countries. *lecture notes in networks and systems.* 2021:878-884.
- [58] Hartelina H, Batu RL, Hidayanti A. What Can Hedonic Motivation Do on Decisions to Use Online Learning Services? *Int J Data Netw Sci.* 2021:121-126.
- [59] Hwang YH, Moon YJ. Statistical Analysis of Impact Factors Affecting Strategies of the Virtual Reality Service Systems and Intervening Effects of Performance Expectancy. 2018;96:7435-7445.
- [60] Elmashhara MG, De Cicco R, Costa S, Hammerschmidt M, Evelyn M. How Gamifying AI Shapes Customer Motivation Engagement and Purchase Behavior. *Psychol Mark.* 2023;41.
- [61] Acosta-Enriquez BG, Ramos Farroñan EV, Villena Zapata LI, Mogollon Garcia FS, Rabanal-León HC, et al. Acceptance of Artificial Intelligence in University Contexts: A Conceptual Analysis Based on UTAUT2 Theory. *Heliyon.* 2024;10:e38315.
- [62] Jo H. Hi Bixby: Determinants of Goal-Congruent Usage and Goal-Congruent Outcome in the Artificial Intelligence Personal Assistant Context. *J Inf Sci.* 2023:01655515231161554.
- [63] Chi OH, Gursoy D, Chi CG. Tourists Attitudes Toward the Use of Artificially Intelligent (AI) Devices in Tourism Service Delivery: Moderating Role of Service Value Seeking. *J Travel Res.* 2022;61:170-185.
- [64] Wang C, Yin H. How Do Chinese Undergraduates Harness the Potential of Appraisal and Emotions in Generative Ai-Powered Learning? A Multigroup Analysis Based on Appraisal Theory. *Comput Educ.* 2025;228:105250.
- [65] Rahman MS, Ko M, Warren J, Carpenter D. Healthcare Technology Self-Efficacy (Htse) and Its Influence on Individual Attitude: An Empirical Study. *Comput Hum Behav.* 2016;58:12-24.
- [66] Sola D, Borioli GS, Quaglia R. Predicting Gps Engagement With Artificial Intelligence. *Br J Health Care Manag.* Mar. 2018;24:134-140.
- [67] An D, Ma C. A Model of Factors Influencing Learning Outcomes Based on Artificial Intelligence: Perspectives of Chinese University Students. *D and C Ma.* 2023;11:405-415.
- [68] Falebita OS, Kok PJ. Artificial Intelligence Tools Usage: A Structural Equation Modeling of Undergraduates Technological Readiness Self-Efficacy and Attitudes. *J STEM Educ Res.* 2025;8:257-282.
- [69] Rodríguez-Ruiz J, Marín-López I, Espejo-Siles R. Is Artificial Intelligence Use Related to Self-Control Self-Esteem and Self-Efficacy Among University Students? *Educ Inf Technol.* 2025;30:2507-2524.
- [70] Morales-García WC, Sairitupa-Sanchez LZ, Morales-García SB, Morales-García M. Adaptation and Psychometric Properties of a Brief Version of the General Self-Efficacy Scale for Use With Artificial Intelligence (GSE-6AI) Among University Students. *Front Educ.* 2024;9.

- [71] Hong JW. I Was Born to Love AI: The Influence of Social Status on AI Self-Efficacy and Intentions to Use AI. *Int J Commun.* 2022;16:20.
- [72] Bai L. Research on Influencing Factors and Mechanisms of College Students Use of Artificial Intelligence Tools Based on Sor and Rational Behavior Models. *Curr Psychol.* Jan. 2025;44:1099-1112.
- [73] Mohamed Eldakar MA, Khafaga Shehata AM, Abdelrahman Ammar AS. What Motivates Academics in Egypt Toward Generative AI Tools? An integrated model of TAM SCT UTAUT2 perceived ethics and academic integrity. *Inf Dev.* 2025: 02666669251314859.
- [74] Alsaad A. The Dual Effect of Anthropomorphism on Customers Decisions to Use Artificial Intelligence Devices in Hotel Services. *Journal of Hospitality Marketing & Management.* Jun. 2023;32:1048-1076.
- [75] Sah YJ. Anthropomorphism in Human-Centered AI: Determinants and Consequences of Applying Human Knowledge to AI Agents. In: Elsevier eBooks. Amsterdam: Elsevier. 2022:103-116.
- [76] Al-Momani AM, Ramayah T. Adoption of Artificial Intelligence in Education: A Systematic Literature Review. *Stud Comp Intell.* 2024:117-135.
- [77] Aldraiweesh AA, Alturki U. The Influence of Social Support Theory on AI Acceptance: Examining Educational Support and Perceived Usefulness Using SEM Analysis. *IEEE Access.* 2025;13:18366-18385.
- [78] Na S, Heo S, Choi W, Han S, Kim C. Firm Size and Artificial Intelligence (AI)-Based Technology Adoption: The Role of Corporate Size in South Korean Construction Companies. *Buildings.* 2023;13:1066.
- [79] Wang C, Ahmad SF, Bani Ahmad Ayassrah AY, Awwad EM, Irshad M, et al. An Empirical Evaluation of Technology Acceptance Model for Artificial Intelligence in E-commerce. *Heliyon.* 2023;9:e18349.
- [80] Almeida F, Junça Silva A, Lopes SL, Braz I. Understanding Recruiters Acceptance of Artificial Intelligence: Insights From the Technology Acceptance Model. *Appl Sci.* 2025;15:746.
- [81] Kumar P, Lohan A. Evaluating ChatGPT Adoption Through the Lens of the Technology Acceptance Model: Perspectives From Higher Education. *Int J Technol Learn Innov Dev.* 2024;15:370-383.
- [82] Gößwein E, Liebherr M. Embracing Change in the Modern Working Environment: Exploring the Role of Trust Experimentation and Adaptability in the Acceptance of New Technologies. *Sage Open.* 2025;15.
- [83] Osei BA, Rasoolimanesh SM. Does Value Matter? Predicting hotel employees intentions towards the adoption of Technologies 4.0. *Technol Anal Strateg Manag.* 2024:1-17.
- [84] Sattu R, Das S, Jena LK. Should I Adopt AI During Talent Acquisition? Evidence From HR Professionals of Indian It Organisations. *J Organ Eff.* 2024;11:1005-1022.
- [85] Akdim K, Casaló LV. Perceived Value of Ai-Based Recommendations Service: The Case of Voice Assistants. *Serv Bus.* 2023;17:81-112.

- [86] Testa M, Della Volpe MD, D'Amato A, Apuzzo A. Does Gender Impact the Relationship Between Perceived Value and Intentions of Use of Natural Processing Models? *Transform Gov People Process Policy*. 2024.
- [87] Rather RA. Does Consumers Reveal Engagement Behaviours in Artificial Intelligence (AI)-Based Technologies? The dynamics of perceived value and self-congruence. *Int J Hosp Manag*. 2025;126:103989.
- [88] Zhang C, Hu M, Wu W, Kamran F, Wang X. Unpacking Perceived Risks and AI Trust Influences Pre-service Teachers AI Acceptance: A Structural Equation Modeling-Based Multi-Group Analysis. *Educ Inf Technol*. 2025;30:2645-2672.
- [89] Alzaabi M, Shuhaiber A. The Role of the AI Availability and Perceived Risks on AI Adoption and Organizational Values. *AHFE international*. 2022;22.
- [90] Kolar N, Milfelner B, Pisnik A. Factors for Customers AI Use Readiness in Physical Retail Stores: The Interplay of Consumer Attitudes and Gender Differences. *Information*. 2024;15:346.
- [91] Krieger JB, Boudier F, Wibrat M, Almeida RJ. A Systematic Literature Review on Risk Perception of Artificial Narrow Intelligence. *J Risk Res*. 2024:1-19.
- [92] Li W. A Study on Factors Influencing Designers Behavioral Intention in Using Ai-Generated Content for Assisted Design: Perceived Anxiety Perceived Risk And UTAUT. *Int J Hum Comput Interact*. 2024:1-14. 2025;41:1064-1077.
- [93] Roy P, Ramaprasad BS, Chakraborty M, Prabhu N, Rao S. Customer Acceptance of Use of Artificial Intelligence in Hospitality Services: An Indian Hospitality Sector Perspective. *Glob Bus Rev*. 2024;25:832-851.
- [94] Zhu YQ, Chen HG, Wang KH. Consumers Acceptance of High-Tech Products: The Case of RFID Credit Cards in Taiwan. *IJTMKT*. 2014;9:143-162.
- [95] Ismatullaev UV, Kim SH. Review of the Factors Affecting Acceptance of Ai-Infused Systems. human factors. *J Hum Factors Ergon Soc*. 2022;66.
- [96] Afroogh S, Akbari A, Malone E, Kargar M, Alambeigi H. Trust in AI: Progress Challenges and Future Directions. *Humanit Soc Sci Commun*. 2024;11.
- [97] Irgang L, Sestino A, Barth H, Holmén M. Healthcare Workers Adoption of and Satisfaction With Artificial Intelligence: The Counterintuitive Role of Paradoxical Tensions and Paradoxical Mindset. *Technol Forecasting Soc Change*. 2025;212:123967.
- [98] Li J, Huang JS. Dimensions of Artificial Intelligence Anxiety Based on the Integrated Fear Acquisition Theory. *Technol Soc*. 2020;63:101410.
- [99] Cho KA, Seo YH. Dual Mediating Effects of Anxiety to Use and Acceptance Attitude of Artificial Intelligence Technology on the Relationship Between Nursing Students Perception of and Intention to Use Them: A Descriptive Study. *BMC Nurs*. 2024;23:1-8.
- [100] Rodríguez CG. Anxiety in the Face of Artificial Intelligence. Between Pragmatic Fears and Uncanny Terrors / Ansiedad Ante la Inteligencia Artificial. Entre Temores Pragmáticos Y Terrores Ominosos. *Studies in Psychology: Estudios de Psicología*. 2024;45:123-144.

- [101] Cengiz S, Peker A. Generative Artificial Intelligence Acceptance and Artificial Intelligence Anxiety Among University Students: The Sequential Mediating Role of Attitudes Toward Artificial Intelligence and Literacy. *Curr Psychol*. 2025:1-10.
- [102] Wen F, Li Y, Zhou Y, An X, Zou Q. A Study on the Relationship Between AI Anxiety and AI Behavioral Intention of Secondary School Students Learning English as a Foreign Language. *J Educ Technol Dev Exch*. 2024;17:130-154.
- [103] Iyer P, Bright LF. Navigating a Paradigm Shift: Technology and User Acceptance of Big Data and Artificial Intelligence Among Advertising and Marketing Practitioners. *J Bus Res*. 2024;180:114699.
- [104] Chen D, Liu W, Liu X. What Drives College Students to Use AI for L2 Learning? Modeling the Roles of Self-Efficacy Anxiety and Attitude Based on an Extended Technology Acceptance Model. *Acta Psychol*. 2024;249:104442.
- [105] Kaya F, Aydin F, Schepman A, Rodway P, Yetişensoy O, et al. The Roles of Personality Traits AI Anxiety and Demographic Factors in Attitudes Toward Artificial Intelligence. *Int J Hum Comput Interact*. 2024;40:497-514.
- [106] Schiavo G, Businaro S, Zancanaro M. Comprehension Apprehension and Acceptance: Understanding the Influence of Literacy and Anxiety on Acceptance of Artificial Intelligence. *Technol Soc (Print)*. 2024;77:102537.
- [107] Zhang C, Schießl J, Plöbl L, Hofmann F, Gläser Zikuda M. Acceptance of Artificial Intelligence Among Pre-service Teachers: A Multigroup Analysis. *Int J Educ Technol Higher Educ*. 2023;20:49.
- [108] Alnawafleh KA. The Impact of AI on Nursing Workload and Stress Levels in Critical Care Settings. *Pak.j.life.soc.sci*. 2024;22:8529-8542.
- [109] Loureiro SM, Bilro RG, Neto D. Working With AI: Can Stress Bring Happiness? *Serv Bus*. 2023;17:233-255.
- [110] Jeong J, Kim BJ, Lee J. Navigating AI Transitions: How Coaching Leadership Buffers Against Job Stress and Protects Employee Physical Health. *Front Public Health*. 2024;12:1343932.
- [111] Lahusen C, Maggetti M, Slavkovik M. Trust Trustworthiness and AI Governance. *Sci Rep*. Sep. 2024;14:20752.
- [112] Omrani N, Riviuccio G, Fiore U, Schiavone F, Agreda SG. To Trust or Not to Trust? An Assessment of Trust in Ai-Based Systems: Concerns Ethics and Contexts. *Technol Forecasting Soc Change*. 2022;181:121763.
- [113] Kim YJ, Choi JH, Fotso GM. Medical Professionals Adoption of Ai-Based Medical Devices: Utaut Model With Trust Mediation. *J Open Innov Technol Mark Complexity*. Mar. 2024;10:100220.
- [114] Tran AQ, Nguyen LH, Nguyen HS, Nguyen CT, Vu LG, et al. Determinants of Intention to Use Artificial Intelligence-Based Diagnosis Support System Among Prospective Physicians. *Front Public Health*. 2021;9:755644.

- [115] Alkhalifah JM, Bedaiwi AM, Shaikh N, Seddiq W, Meo SA. Existential Anxiety About Artificial Intelligence (AI)- Is It the End of Humanity Era or a New Chapter in the Human Revolution: Questionnaire-Based Observational Study. *Front Psychiatry*. 2024;15:1368122.
- [116] Duong CD, Ngo TV, Khuc TA, Tran NM, Nguyen TP. Unraveling the Dark Side of ChatGPT: A Moderated Mediation Model of Technology Anxiety and Technostress. *Information technology & people* Nhat Minh Tran and T. Phuong. 2025;38:2015-2040.