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The influence of constituents' emotions on bargaining behavior in representative negotiation

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Abstract

The objective of this study is to reveal how representatives in negotiation are affected by emotional feedback of their constituency. The hypotheses predicted that representatives would not change their negotiation behavior after receiving happy emotional feedback from their constituency, and a more competitive reaction to angry emotional feedback, to which pro-social and pro-self representatives were expected to differ in extent. To test these hypotheses, the social value orientations, and the in-group or external position of representatives were taken into account, and participants were tested in a mixed factorial experimental design. It was examined how representatives reacted to either happy or angry reactions of their constituency on a proposed offer to their counterpart, by measuring the subsequent adjustments they made to the definitive offer. It was found that pro-social representatives increased their bid, whereas pro-selfs did not. This implies a more advantageous bid for the in-group, but also results in a more competitive offer towards the buyer. Furthermore, both pro-socials and pro-selfs showed a negative adjustment in their offer after receiving negative feedback of the constituency, contrary to the prediction. Whereas pro-selfs proposed a more competitive offer on the first hand, this difference disappeared after the negative emotional feedback. It was concluded that happy emotional feedback is contagious to pro-socials since they are more sensitive to in-group emotions, and that future research is needed to examine the reasons what the reason is for both SVO representative groups to react with a negative adjustment to angry emotions expressed by the constituency.

*The influence of constituents' emotions on bargaining behavior in representative
negotiation*

Imagine you want to sell your car. You want it to go for at least 500 euros so you put it up for sale for 600 euros. Now a buyer offers you 400 euros. What do you do? This will likely be dependent on your character, but also on whether you think this person is nice, what you need the money for, whether it is your car or that of your partner, whether or not you know the buyer and how well, what the nature of your relationship is, and so on. There are a lot of factors that contribute to the way you will react. Due to all these different factors weighing in when formulating a reaction, the behaviors shown during these bargaining efforts have been found rather hard to predict. This has led to a substantive body of research investigating behavior in negotiation contexts.

Generally, negotiation has been defined in two fashions. Either in a fashion of conflict, as “the process by which two or more parties attempt to resolve a perceived divergence of interest in order to avoid [or resolve] social conflict” (Gelfand & Realo, 1999, p. 722; Lawler & Ford, 1995), or as a means to achieve an objective, which is perceived as something that cannot be achieved without interaction with another actor (Faratin, Sierra & Jennings, 1997). The second definition does not emphasize on the goal of avoidance of social conflict, but rather on the fulfillment of personal interests or needs, like the example given about the car seller, to which a social conflict is not inseparably linked. Another distinction that has been made with regard to the definition of negotiation, is interpersonal versus inter-group negotiation. Dyadic or multi single agent negotiation has been defined as a means for agents to “communicate and compromise to reach mutually beneficial agreements” (Kraus, Wilkenfeld & Zlotkin, 1995, p. 297), whereas inter-group negotiation comprises “groups of people who are attempting to reach

agreement (...), who often rely on individual agents to represent their interests, and to conduct transactions that affect the group's welfare" (Gelfand & Realo, 1999, p. 722).

Early negotiation research has mainly focused on the moves and countermoves, aspirations and goals during negotiation (Thompson, Neale & Sinaceur, 2004; Pavitt & Kemp, 2009). From there, research has started to focus more on the cognitive aspects of negotiation, explaining different kinds of biases influencing negotiator's behaviors, emphasizing on a difference between the rational expectations and the irrational behavioral responses shown during negotiation. Examples of explanations for this irrationality are cognitive biases that "presumably result from information-processing heuristics, such as framing, anchoring and overconfidence" (Thompson, Neale & Sinaceur, 2004, p. 8), social perception biases which rely on the same principle but are focused on "social objects, events and people" (p. 16), motivational biases which arise from "the activation of particular needs and goals" (p. 22), and emotional biases which "deal with misperceptions of one's or others' affect" (p. 27). These biases all lead to detours from what would rationally be prescribed as the 'right' thing to do according to economic principles, and hence form the starting point for a lot of studies.

To provide a more systematic insight in what these divergences look like and how they come about, a lot of research has been conducted on the influences of for example power (e.g. Boles, Croson & Murnighan, 2000; De Dreu, 1995; Kim, Pinkley & Fragale, 2005), differences between genders (Agarwal, 1997; Bowles, Babcock & McGinn, 2005), emotions (Allred, Mallozzi, Matsui & Raia, 1997; De Dreu & Manstead, 2004), trust (Butler, 1999), self-interest (Curhan, Elfenbein & Xu, 2006; LeVeck & Hughes, 2014; Meyer, 1992), and cultural differences (e.g. Gelfand & Brett, 2004; Gelfand & Dyer, 2000; Oetzel & Ting-Toomey, 2003). These studies were however mostly conducted in a dyadic negotiation setting and hence fail to account for the fact that most negotiations are held in a multi-group setting, rather than between

two or more individual agents. In this study therefore, an emphasis is placed on inter-group negotiation, during which the interest of the group is represented by a representative.

The role of social value orientations in inter-group negotiation

In intergroup negotiations, the major difference with interpersonal negotiations is that the negotiators are not only influenced by their counterparts, but also by their constituencies' pressures (Aaldering & De Dreu, 2012; Aaldering, 2014; Gelfand & Realo, 1999). Earlier research has shown how group features like prototypicality, attractiveness and accountability (Van Kleef & Steinel et al., 2007), trust, group status and detached constituencies (Druckman, 2015) influence representatives' decision making. Recently, inter-group negotiation research has mainly focused on the role of social value orientations (SVOs). SVOs represent "individual differences in how people evaluate outcomes for themselves and others in interdependent situations" (Van Dijk, De Cremer & Handgraaf, 2004, p. 698) and "is a stable dispositional trait associated with different forms of social behavior" (Aaldering, 2014, p. 44). People with a pro-social trait are more likely to behave cooperatively and attain outcomes of higher joint value (Thompson, Neale & Sinaceur, 2004, p. 25), whereas individualists or pro-selfs "seek to maximize their own outcome, regardless of the other's outcome" (Van Dijk et al., 2004, p. 698). In a group, pro-social individuals tend to self-sacrifice to benefit their own group if necessary, whereas pro-selfs do not (De Dreu, 2010; Aaldering, Greer, Van Kleef & De Dreu, 2013).

In the light of this distinction, Steinel et al. (2009) looked at how group composition with regard to social value orientations of group members influences the decision making of the representative. They showed that hawkish (competitive) minorities tend to influence the representative's decision making more than a majority of dovish (cooperative) constituents, resulting in more competitive behavior shown by the representative. This results in lower joint value outcomes compared to when representatives negotiate amongst constituencies that

comprise a low-status minority of hawks and a majority of doves, or merely doves (Aaldering & De Dreu, 2012).

The role of emotions in intergroup-negotiation

Since “emotion is potentially central to understanding how individuals think about, and respond to bargaining situations” (Van Kleef, De Dreu and Manstead, 2004) however, it would also be valuable to know how representative bargaining behavior is steered by the emotions expressed by their in-group. It has been found for example, that when negotiators feel anger or ‘negative affect’, they increase the use of competitive strategies and decrease concession making. Happiness or ‘positive affect’ on the other hand has been shown to increase concession making and cooperation (Van Kleef, De Dreu & Manstead, 2004). Van Kleef, De Dreu and Manstead (2004) also describe how negative emotions displayed by others serve as “a call for mental or behavioral adjustment, whereas positive emotions serve as a cue to stay the course” (p.511). In general, negotiators concede more to angry opponents compared to happy opponents, and even concede less to a happy opponent opposed to a “neutral” one. This often results in the obtainment of higher outcomes through the expression of anger than the expression of happiness during negotiation (Van Kleef et al, 2007). Van Kleef, De Dreu and Manstead (2004) showed that this is caused by the bargainer’s belief that angry opponents have higher limits than happy ones.

The Emotions as Social Information (EASI) model (Van Kleef, 2009) explains how this perceivment and interpretation of emotions of others occurs. The model describes that emotional information is processed through either emotional contagion (affective route) or through tracking (inferential route). Through the inferential route, information about feelings, attitudes, behavioral intentions and relational orientation are inferred from others’ emotional expression. This information leads to an affective reaction which in its turn leads to behavior.

Using the inferential route when facing a happy opponent for example, would lead him/her to think that the other person is satisfied with the offer, and act conform that inference. On the other hand, when emotional contagion (the affective, direct route) is driving behavior, people mirror the emotion of the other and thus directly feel and express the same emotion, without first inferring others' intentions. These two emotional information processing routes could thus lead to different reactions as a result of the same emotional behavior displayed by another.

Aaldering (2014) had yet another approach and studied how representatives differ in sensitivity to in-group emotion signals based on their SVO. She argues that representatives rely on their own social value orientation when assessing others' reactions, which is explained by a structural assumed similarity bias: people expect others to think and feel the same way they do (Aaldering, 2014). She proposes that pro-socials are therefore more sensitive to the emotional reactions of the constituency than pro-selfs, and subsequently adjust their behavior more often to the constituency's opinion. Aaldering (2014) also shows in her experiment that the negotiation behavior of representatives is mediated by constituent's emotions, and that the extent to which the representative is influenced is dependent on the SVO of the representative. The way their actions are influenced by these emotions however, has so far remained unknown.

The concept of group identification is closely related to and also helps explain these findings about social value orientation in this context. The group identification level of a person namely depends upon "the psychological orientation of the self, such that individuals define themselves in terms of their group membership" (Fisher & Wakefield, 1998). The degree of ingroup identification affects the amount of affective commitment and solidarity, which is "associated with a sense of belonging, psychological attachment to the ingroup and coordination with other group members" (Leach, et al., 2008). The affective commitment of a representative is thus indeed dependent on social orientation according to this theory. The extent

to which one identifies with a group is, amongst other things, affected by ‘mere categorization’, as is shown by the minimal group paradigm. This paradigm describes how people allocate more resources to the in-group compared to out-group members when people are merely categorized into a group by giving them a test and pretending to categorize them based on their outcome (Hertel & Kerr, 2001).

Goal of this research

Although the above presented insights provide some indications of the influence of constituencies’ emotions on representatives’ negotiation decisions and how these ‘pressures’ are affected by social value orientations of both the constituency and the representative, they altogether do not provide a concrete indication for the prediction or assessment of this action-reaction relationship. Insight in the influence of constituencies through emotions on the bargaining behavior of representatives however, would provide valuable information for anticipation on behavior in negotiation practice since it does not only provide insight in the influence of non-observable traits like SVO, but also observable behaviors like emotional expressions. A theoretical contribution would moreover be made by showing how an emotion-based perspective offers both an explanation for previously found irregularities in (group) negotiation behavior, and new insights about the dynamics of group negotiation for future research.

The goal of this research is therefore to examine how representatives are influenced by their constituency during inter-group negotiations. More specifically, this study has the aim to examine how representatives with pro-social and pro-self value orientations adjust their behaviors as a response to emotional expressions of the constituency, and how these responses differ. To this end, this study will look at the way representatives adjust their initial offer after happy or angry feedback from their constituency. Furthermore, the study will account for the

possible differences between internally and externally appointed representatives, by looking at how the reactions of representatives differ when their interests are directly aligned with, or not directly aligned with those of the constituency.

Hypotheses

Based on the above presented literature, the following results are anticipated. First, the participant (representative) is expected to adjust an offer he/she proposes to the constituency, to a definitive offer when receiving angry emotional feedback from the constituency on the proposal. When he or she receives happy emotional feedback from the constituency about the proposal, it is expected that the offer is not adjusted after the proposal towards the definitive offer. Both forecasts are regardless of whether the representative has a pro-social or pro-self social value orientation or his/her representative role (Hypothesis 1). This is predicted since positive affect would serve as a cue to stay the course, whereas angry emotional feedback would serve as a cue for requested behavioral adjustment.

When facing an angry constituency, pro-socials and pro-selfs are expected to adjust the proposed offer differently (Hypothesis 2). Pro-socials are expected to place a more competitive (higher) second offer as an attempt to satisfy the in-group after the negative feedback, since angry emotional expressions in general should lead one to believe the other has high limits and the offer was too low. Pro-selfs are expected not to adjust their proposed offer after negative feedback of the constituency, since they are assumed to be less sensitive to the emotional reaction of the constituency (Hypothesis 2a). Furthermore, both pro-social and pro-self external representatives are expected to adjust their offer less than ingroup representatives with the same SVO, since their interests are not directly aligned with that of the constituency, and they are categorized as an external rather than in-group party (Hypothesis 2b).

These expectancies were tested in a 2 (representative's role) x 2 (emotional reaction of constituency) mixed (SVO) design. Participants took part in a negotiation process as a representative of a group, were tested for their SVO and were asked about their motivation for adjustments of their offer and their commitment to complete the task well.

Method

To examine how representatives with pro-social and pro-self value orientations adjust their behaviors as a response to emotional expressions of the constituency, how these responses differ, and how the reactions of representatives differ when their interests are directly aligned with, or not directly aligned with those of the constituency, an inter-group negotiation experiment was designed. An experimental form of research was chosen since this allows to draw causal conclusions, and to examine what the effect is of an intervention or evaluation of an intervening occurrence (Mertens, 2014), like the emotions of a constituency. The specifics of the experiment conducted in this study will be described below.

Participants

Data of 107 participants was selected for analysis from the dataset¹. These participants between 15 and 86 years old ($M = 25.60$, $SD = 11.22$) and 80 of them were male. 73 participants worked or studied in the social field, 44 in the field of law and 18 in the field of economics. All participants were Caucasians and were recruited via social media or a university system in which participants can search for participation options for scientific studies called SONA. All

¹ In total 235 people completed the experiment, of whom 18 were excluded because these participants could not be assigned to a SVO category. There were no other outliers detected, which means that eventually there were 217 usable cases for analysis. A part of the cases was however conducted for a different research with the purpose of distinguishing between person directed from decision directed feedback. The participants who received personal feedback were excluded from the current research and will hence not be discussed any further.

were notified beforehand that the reward would encompass a chance of winning one of the gift cards worth € 20 of choice, allotted among every 20 participants.

Design

All participants were randomly assigned to the four experimental conditions existing within the 2x2x2 mixed factorial, the three independent variables were the representative's role (member of the group vs. independent representative), emotional state of represented group (happy vs. angry) and SVO (pro-social vs. pro-self), which was measured at the beginning of the experiment and added as a post-hoc factor. The dependent variable(s) of the design comprised the offer proposal that the participant presented to his/her constituency, the definitive offer the participant made to the opponent after feedback from the constituency and the last offer the participant made after the counteroffer of the opponent.

Procedure and Negotiation Task

Simultaneously with the recruitment, the research was conducted online using Qualtrics, which took about 10 minutes average per person. In the experiment, first the informed consent was displayed which stated that participation was voluntary and that participants could stop at any moment they'd wish to. It stated that the research results are processed anonymously and that the goal of this research was to look at their negotiation skills². This was done to avoid suspicion about the real goal of the research and to prevent socially desirable behavior as much as possible.

After consenting, the participants filled in a questionnaire about demographic information (gender, age, country of birth, economic status and education) and completed the

² They were asked to agree with these terms before continuing to the research program. If they'd choose not to agree, they were directly sent to the last page which thanks them for their time, and they were not able to complete the task.

decomposed game (Van Lange & Kuhlman, 1994) to determine their SVO. Subsequently, participants were randomly assigned to one of four (2 x 2) manipulated conditions: either the external or internal representative condition combined with the happy or angry constituency condition. Accordingly, the participants were instructed about the bargaining process.

The scenario for both representative groups was that the group that was represented writes summaries of college courses and distributes those among students through an agent. Every year the price paid by the agent for a bundle of summaries had to be renegotiated. The minimum price for the bundles equaled the costs per bundle of € 200 and the maximum amount offered by the agent would be € 600, because a competing institution delivers same quality summaries for that price.

The task of the participant was to negotiate about this selling price with the agent. In this negotiation, all representatives first proposed an offer to their constituency, after which the constituency sent an emotional response. Depending on the experimental condition, the response of the constituency was either happy or angry. The participant then got the choice to either adjust the offer by lowering or increasing it, or to leave it the same. After the definitive offer, the participant received a counter offer from the agent, after which he/she got to do a last counter offer. Subsequently, the bargaining process ended abruptly and participants were briefed about the fact that there was no need to finish the negotiation since all the data necessary for the experiment was collected. A flow chart of the task is shown in Figure 1.

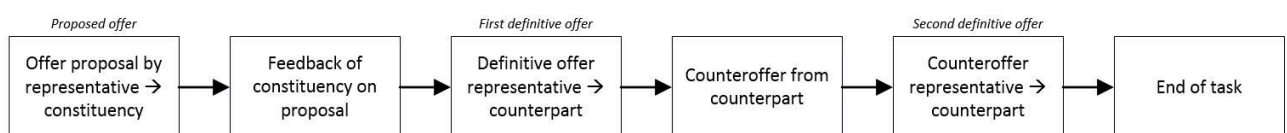


Figure 1. Flow chart visualization of the negotiation task procedure.

After this briefing, participants were asked to fill in another questionnaire, asking about the motivation behind the adjustments made to the offer, about the expected goal of this research

(suspicion check) and degree of commitment, which comprised questions like “I was committed to the task”, or “I thought the assignment was easy”. In addition, manipulation checks for the representative role through group identification and perceived self-interest measures, and perceived authenticity of the constituency were performed to check whether the manipulations had the expected effect.

Last, at the end of their participation, participants were debriefed about the actual goal of the research, the fact that the happy and angry reactions of their represented group were not real-time but pre-programmed by the researchers, and the fact that the € 20 gift card rewards would be distributed completely independent of one’s performance. The research’s full content is enclosed in Appendix A.

Manipulations and independent variables

The first manipulation was that of the role of the representative. The internal representatives (ingroup) were told that they were chosen to be a representative of their group based on their test results of the decomposed game. They were told that their chance to win a gift card would depend on their constituency’s satisfaction about the result of the negotiation. This manipulation was designed to strengthen the feeling of the representative that his/her self-interest was aligned with the interest of the group, and the identification with the constituency to simulate a real internal representative’s involvement. The other half of the participants was told to be an external representative (outgroup), bargaining on the behalf of a yet existing three-person group. They did not receive any additional information about the winning chance concerning the gift card, since the self-interest of an external representative is assumed not to be influenced by the group’s interest and therefore not by the constituency’s satisfaction in real representative negotiation situations.

Second, the emotional feedback of the group was manipulated for the second independent variable. The representative received a happy versus an angry response of the constituency to the proposed offer. These were manipulated by a pre-programmed chat conversation in which all the members of the constituency either all say to be happy or angry about the proposed offer. See Table 1 for the programmed reactions. These reactions were thus all aimed at the offer (not at the negotiator), but did not contain a reason for the expressed emotion, nor indicate a ‘direction’ to which the constituency members wish the representative to adjust the offer. The reactions of the ‘people’ in the constituency appeared after each other in the same screen with a delay of three seconds to strengthen the idea that the constituency’s reactions was real. This manipulation was expected to affect bargaining behavior of the negotiator through affection or interference with the emotions of the constituency.

Table 1. The happy and angry responses of the constituency on the proposed offer in chronological order.

Experimental condition	Reactions
Happy	“I have seen what you intend to offer the other group, I am happy with this offer.”
	“I like the offer, it’s going well so far.”
	“I have seen your offer, I am content with it.”
Angry	“I have seen what you intend to offer the other group. I am very angry about this offer.”
	“This offer really gets on my nerves.”
	“I have seen your offer, it pisses me off.”

A decomposed game developed by Van Lange and Kuhlman (1994) was used to measure the *social value orientation (SVO)* of participants: to categorize participants as being either pro-social or pro-self. The of SVO of the participants served as a condition that was part of the 2 x 2 x 2 design and was treated as a post hoc factor in the analyses, and serves as an independent variable since SVO is a stable trait rather than a state influenced by the conditions created in the experiment.

Dependent variables

The main dependent variable was the negotiation behavior of the participant (hereafter also: representative). The offers made by the representative were used as a measure for his/her negotiation behavior. The first (proposed) offer made by the participant, the adjustment of the offer made by the representative after the first emotional feedback of the constituency, and the offer made after a counter offer from the counterpart were used for analyses. This last counter offer was included to see whether there would be a latency effect of the perceived emotional reaction of the constituency on the negotiation behavior of the representative.

The manipulation for representative condition was checked using the concept of group identification. Group identification was assessed using a questionnaire of 14 items based on the Collective Self-Esteem Scale developed by Luthanen and Crocker (1992). For this research the questionnaire was slightly modified and translated to Dutch, and had a Cronbach's alpha of .94 ($M = 2.89$, $SD = .08$). The full list of the original untranslated items is shown in Table 2 and the full translated list can be found in the research overview in Appendix A.

Furthermore, there were two self-developed questions about *perceived self-interest* (Cronbach's Alpha = .55), and four for *perceived emotional feedback* (Cronbach's alpha = .97) featuring statements like "Personally, I benefitted from an offer that is as high as possible", and "The reaction of the constituency to my proposed offer was positive" respectively. The motivation behind the adjustments made to the offer was checked by six statements like "The satisfaction of the constituency was important for my decision". Lastly, degree of commitment was measured using a self-developed scale of 2 statements: "The task was easy to me" and "I put effort into performing this task". All manipulation check constructs were measured using a 5-point Likert scale (1 = "Strongly disagree" to 5 = "Strongly agree"), since a 5-point scale produces less noise as compared to a 7-point scale and the group identification questionnaire

was already developed as a 5-point scale. These scales were translated to Dutch and can also be found in the full research shown in Appendix A.

Table 2. Collective self-esteem scale (Luthanen & Crocker, 1992)

Dimension	Statement
Membership	I would like to continue working with this group
	I do not enjoy participating in this group ^a
Private	I often regret that I belong to this group ^a
	In general, I'm glad to be a member of the group I belong to
	Overall, I often feel that the group of which I am a member are not worthwhile ^a
	I feel good about the group I belong to
Public	I think the group I belong to doesn't have much to be proud of ^a
	I would rather belong to the other group ^a
	I would rather not say that I belong to this group ^a
	The group I belong to is a good representation of the kind of person I am
Identity	I feel good about the group I belong to
	I'm able to identify myself with the other members of the group I belong to
	I am the same as the other members of the group I belong to
	I feel little respect for the group I belong to ^a

a. Item was reversed for scoring

Last, to see whether the participants perceived and interpreted the emotional feedback as it was meant, a check was performed with the variables “the constituency was generally satisfied” (1 = “Strongly disagree” and 5 = “Strongly agree”) and “... unsatisfied” (same scale³).

³ Reversed for analysis.

Additionally, gender differences and other demographic features were controlled for using questionnaires beforehand, and the (aware chosen) motives of the negotiator, commitment, suspicion and perceived authenticity of the constituency afterwards.

Results

In this section, the results of the analyses performed on the data that resulted from the above described experiment will be discussed, and the findings will be mirrored against the hypotheses formulated at the beginning of the study. It was assumed that the proposed offer would not be adjusted after happy emotional feedback from the constituency, but would be adjusted after negative emotional feedback, regardless of the representative's SVO (Hypothesis 1). Furthermore, it was predicted that both pro-socials and pro-selfs would place a more competitive offer when facing an angry constituency (Hypothesis 2), but that pro-selfs would do so to a lesser extent than pro-socials (Hypothesis 2a), and that both pro-self and pro-social external representatives would adjust their offer to a lesser extent than in-group representatives.

Treatment of the data and descriptive statistics

For the analyses, only the cases without missing values and within the right conditions were selected from the database. The means and standard deviations of the offers made by all included participants is shown in Table 2, which also shows that all offers correlated significant at the .001 level.

Table 3. Means, SDs and inter-correlations of the offers made during each stage of the negotiation process

Measure	Mean	SD	1.	2.	3.
1. Proposed offer	475,86	95,39		,70*	,66*
2. First definitive offer	457,90	95,37			,86*
3. Second definitive offer	409,66	94,85			

* Correlation is significant at the 0.01 level (2-tailed)

Manipulation checks

To check whether the manipulation for emotional feedback of the constituency was successful, a 2 (constituency emotion: happy vs angry) x 2 (role: ingroup vs external representative) MANOVA was performed with the satisfaction scales as dependent factors and the emotional feedback condition as the independent factor. The results showed that participants in the happy condition experienced the reaction of the constituency as significantly more satisfied ($M = 3.54$, $SD = .51$) than participants in the angry condition ($M = 1.41$, $SD = .62$); $F(1, 215) = 765.93$, $p < .001$). This indicates that the emotional feedback manipulation was successful.

A second check was performed to see whether participants were influenced by the different instructions for representative role. A 1 (means variable for group identification) x 2 (representative role) ANOVA, showed that the expected difference between internal and external representatives for group identification did not exist ($F < 1$), which means that the manipulation for the representative roles was unsuccessful. These findings were confirmed by a 3 (offers: proposed offer, first definitive offer, second definitive offer) x 2 (representative role) x 2 (emotional feedback) x 2 (SVO) Repeated Measures ANOVA. The effect of representative conditions on the offers made by the representatives was found insignificant in this test ($F < 1$). The means for the different conditions of representatives are therefore not specified in Table 3 and results for representative conditions will therefore not be discussed in the rest of this article's section, and hence Hypothesis 2b is discarded.

Hypothesis testing

To test the hypotheses that representatives would not significantly adjust their proposed offer after positive emotional feedback but would significantly adjust their proposal after negative emotional feedback, and that pro-social representatives would show a larger response

than pro-selfs, a 3 (offers) x 2 (representative role) x 2 (emotional feedback) x 2 (SVO) Repeated Measures ANOVA was performed. The repeated measurements factor was found significant ($F(2, 208) = 124.63, p < .001, \eta^2 = .55$), which means that there was a significant difference between some or all offers. The results further revealed a significant main effect of emotion, $F(2, 208) = 16.10, p < .001, \eta^2 = .13$, and a significant interaction effect of emotion and SVO with the amounts offered, $F(2, 208) = .3.16, p = .04, \eta^2 = .03$, which practically means that there was an effect of one or more dependent variables (SVO, emotional feedback, representative condition) on the independent variable (the offers). The main effect of SVO on amounts offered was found marginally significant ($F(2, 208) = 2.93, p = .06, \eta^2 = .03$), which shows that for one or more differences between offers, the effect is significantly related to the SVO participants have. All other tested effects were found non-significant. This confirms the previous discard of Hypothesis 2b.

Subsequently, post hoc analyses were performed to assess the details of the found effects of the above described Repeated Measures ANOVA, since this data was still too general to draw conclusions from that confirm the hypotheses. A regular post-hoc analysis however could not be queried because the amount of manipulations used in the analysis is too small, namely two (emotional feedback: happy vs angry) instead of more than two. Therefore, to test the hypothesis that positive constituency feedback does not lead to adjustment, but angry emotional feedback does, the post hoc results were obtained by splitting the file for the different emotional feedback conditions. To this end, difference scores between the offers proposed/made were used to analyze the modification of the offer after hearing the feedback of the constituency. These were then tested using a 2 (difference scores: proposed offer vs first definitive offer, and

first definitive offer vs second definitive offer) x 2 (SVO) x 2 (representative role) x 2 (emotional feedback) ANOVA with the proposed offer added as a covariate⁴.

Figure 2 shows that representatives significantly lower their proposed offer ($M = 474.22$, $SD = 91.55$) before placing the definitive first offer ($M = 430.55$, $SD = 83.86$) after receiving an angry response from the constituency ($F(1, 105) = 58.28$, $p < .01$, $\eta^2 = .36$), which indicates that there was a negative effect of the negative feedback on the adjustment of the offer, as was predicted by Hypothesis 2a. A second 1 (difference score between first and second definitive offer) x 2 (SVO) x 2 (representative role) x 2 (emotional feedback) ANOVA with the first definitive offer as a covariate, to test whether there was a continuation effect of the emotional response of the constituency. There was a significant negative difference found between the first definitive offer ($M = 430.55$, $SD = 83.86$) and the second definitive offer ($M = 381.57$, $SD = 82.78$; $F(1, 105) = 17.63$, $p < .01$, $\eta^2 = .14$) for representatives with an angry constituency, meaning that these representatives lowered their offer when making it definitive as a result of the negative emotional feedback of their constituency.

The results for representatives with a happy constituency are also shown in Figure 2. The analysis shows that they did not adjust the proposed offer significantly to the definitive offer ($F(1, 108) = 2.54$, $p = \text{n.s.}$). They did however significantly negatively adjust the first definitive offer ($M = 484.49$, $SD = 98.66$) to the second definitive offer ($M = 436.97$, $SD = 98.16$; $F(1, 108) = 5.13$, $p < .05$, $\eta^2 = .05$), which could be interpreted as a negative effect of the emotional feedback given after the proposal round. Although these findings support the first hypothesis that the proposed offer is generally only adjusted after negative emotional feedback

⁴Since participants that propose a low offer have less room to make concessions when making the first definitive offer, an participants that propose a high offer have less room to offer something more competitive, there must be controlled for the modification of the intended offer. Therefore, the proposed offer is added as a covariate.

from the constituency, and not after happy feedback, a solid conclusion regarding a continuation effect of emotion between the two definitive offers cannot be stated. Whereas the representatives of an angry constituency seem to continue their adjustments almost linearly, which could be an indicator for a continuation effect, representatives of a happy constituency follow a very similar negative trend between the two definitive offers, after a (although insignificant) positive adjustment between the proposed and first definitive offer. The tendency to lower the offer in the second ‘real’ offering round is therefore more likely to be a result of the counter offer made by the counterpart, rather than a continuation effect of the emotional feedback received.

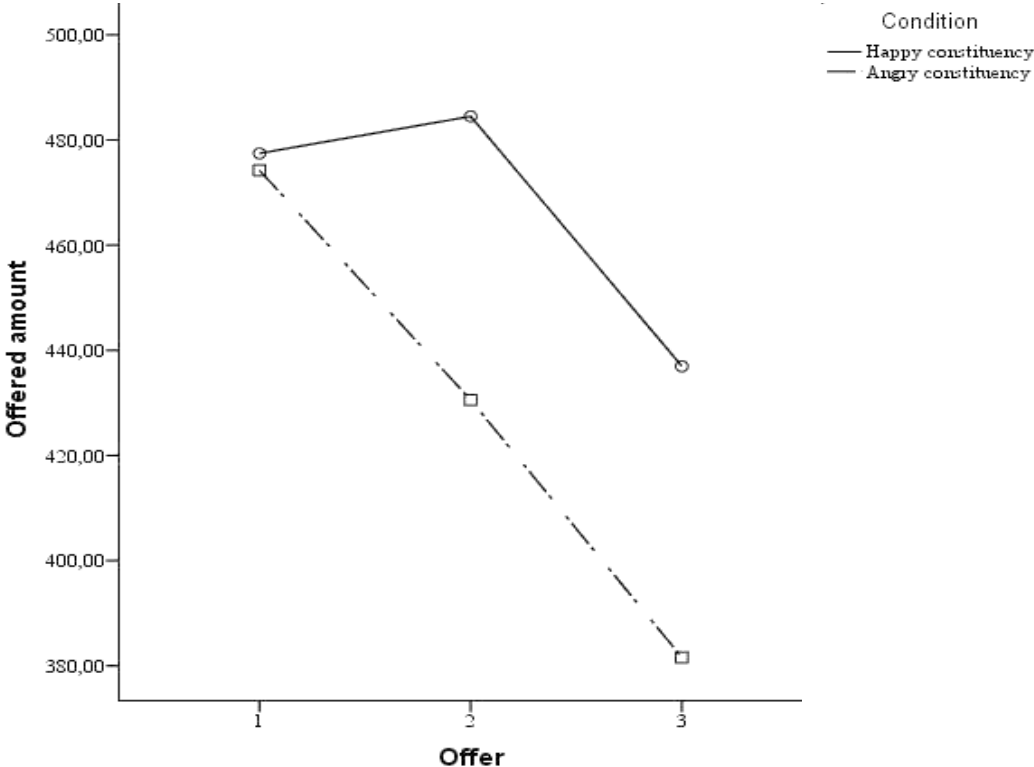


Figure 2. The main effects of emotional feedback given by the constituency on offers made

To not only look separately at, but also compare representatives’ reactions when facing a happy versus an angry constituency, a 3 (three offers) x 2 (emotional condition) Repeated Measures ANOVA was performed. This showed that representatives in the happy constituency condition did not make significantly higher offers in the offer proposal phase where emotional

feedback was not yet manipulated ($F < 1$). After receiving happy emotional feedback however, they made significantly higher (more competitive) offers after the constituency's feedback ($M = 484.49$, $SD = 98.66$) compared to participants with an angry constituency ($M = 430.55$, $SD = 83.86$; $F(1, 209) = 14.18$, $p < .01$, $\eta^2 = .06$). This means that, although the difference between the proposed and the definitive offer might not have been large enough for a significant result, in the end representatives with a happy constituency did make significant higher offers than the ones with an angry constituency. The second definitive offer of representatives of a happy constituency was also significantly higher ($M = 436.97$, $SD = 98.16$) than that of representatives with an angry constituency ($M = 381.57$, $SD = 82.78$; $F(1, 209) = 15.38$, $p < .01$, $\eta^2 = .07$). This is also visible in Figure 2, and shows that although representatives with a happy constituency did not change their offer significantly, they did, in contrast to representatives of an angry constituency, make a significantly more competitive offer after the feedback compared to representatives of an angry constituency. Or, as one could also state, representatives facing an angry constituency adjusted their offer to a significantly lower definitive offer than representatives facing a happy constituency.

To test Hypothesis 2a, which assumed that pro-socials and pro-selfs would both place a more competitive bid after negative feedback but that the extent to which they alter the offer would differ, a 1 (difference score of the proposed and first definitive offers) x 2 (SVO) x 2 (representative role) x 2 (emotional feedback) ANOVA with the proposed offer as covariate showed that pro-socials in the angry condition adjusted their proposed offer ($M = 457.40$, $SD = 93.42$) negatively to their definitive offer ($M = 424.48$, $SD = 87.03$; $F(1, 56) = 28.64$, $p < .01$, $\eta^2 = .34$), whereas they made a positive adjustment from the first definitive offer ($M = 494.14$, $SD = 86.02$) to their second, counteroffer ($M = 437.73$, $SD = 80.26$) when facing a happy constituency, $F(1, 37) = 5.47$, $p < .05$, $\eta^2 = .13$. These results partially gainsay the expectations

of Hypothesis 1, since there was a positive effect of happy emotional feedback among pro-socials. They also counter Hypothesis 2a partially, since pro-socials adjusted their offer proposal negatively after angry feedback, instead of positively or more competitive as was predicted.

Pro-selfs also negatively adjusted their proposed offer ($M = 456.54, SD = 89.80$) to their definitive offer ($M = 466.79, SD = 83.84$) after receiving angry feedback, $F(1, 47) = 26.33, p < .01, \eta^2 = .36$. In the happy feedback condition however, pro-self representatives did not adjust their offer significantly ($F < 1$). These findings contradict the hypothesis that representatives would place a more competitive offer after negative feedback, and contrarily shows that representatives of both SVO's placed less competitive offers as a reaction to these emotions. These results are displayed in Figures 3 and 4.

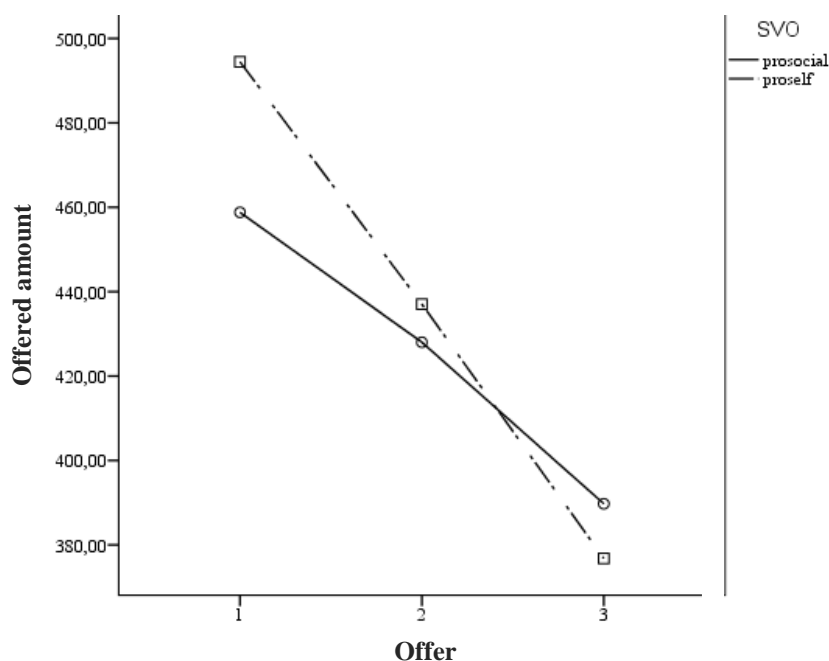


Figure 3. Differences for SVO groups in offered amount of money in angry constituency condition

Moreover, an ANOVA for every offer round with social value orientation as the independent variable was performed to explore the main effect for SVO. It showed that during the first round pro-selfs proposed a significantly more competitive offer ($M = 491.05, SD =$ 22

96.12) than did pro-socials ($M = 457.05$, $SD = 91.51$; $F(1, 209) = 6.48$, $p < .01$, $\eta^2 = .03$). This difference between social value orientation groups disappeared during the first ($F(1, 209) = 2.00$, $p = \text{n.s.}$) and second definitive offer ($F < 1$). This does indicate that pro-social representatives adjusted their offers more competitive relative to pro-selfs, which provides support for the idea that pro-social representatives react more competitively to negative emotional feedback compared to pro-selfs.

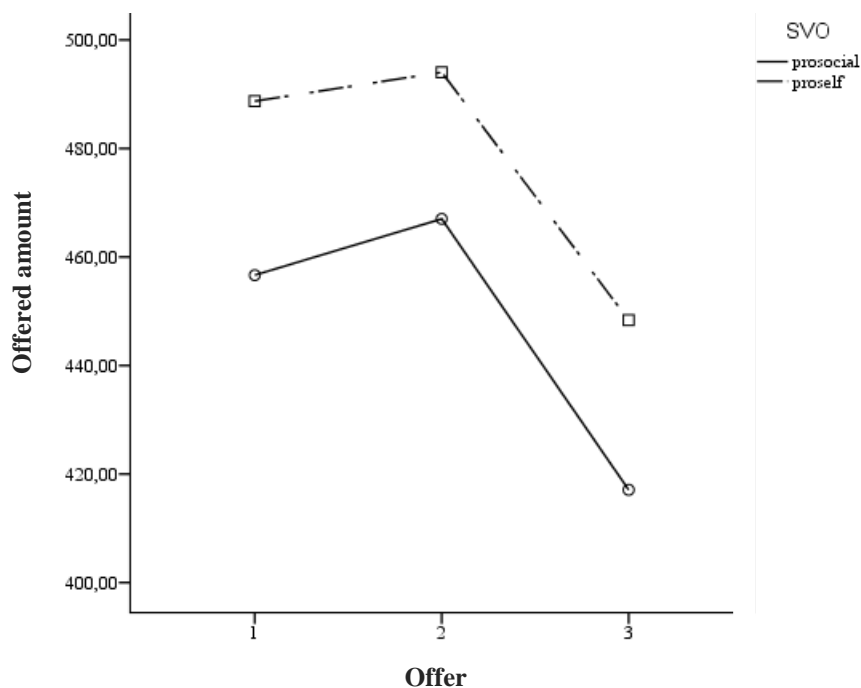


Figure 4. Differences for SVO groups in offered amount of money in happy constituency condition

The same ANOVA was performed for the difference score of the two definitive offers with the first definitive offer as covariate. This showed that pro-socials adjusted their second offer ($M = 424.48$, $SD = 87.03$) negatively to a third offer ($M = 385.95$, $SD = 87.15$; $F(1, 56) = 7.45$, $p < .01$, $\eta^2 = .12$) when having received angry feedback. They however did not adjust their offer in the third round significantly in the happy constituency condition ($F < 1$). Pro-selfs similarly adjusted their second offer ($M = 437.73$, $SD = 80.26$) negatively to a third offer ($M = 376.41$, $SD = 77.88$), and they did adjust their third offer ($M = 447.99$, $SD = 103.24$)

negatively compared to their second offer ($M = 494.23$, $SD = 105.22$; $F(1, 69) = 4.74$, $p = .03$, $\eta^2 = .06$). This indicates that there is an overall trend for negative adjustment from the first to the second definitive offer, after receiving a counter offer from the counterpart.

It also indicates that there is likely not a continuation effect of the emotional feedback received, since the trends would then be similar to those found between offers 1 and 2, rather than a general negative trend. An overview of all values is provided in Table 4, to give an overview of how the values related to each other.

Table 4. Means and standard deviations of offers 1, 2 and 3 for every condition

	Angry constituency		Happy constituency	
	Pro-social M (SD)	Pro-self M (SD)	Pro-social M (SD)	Pro-self M (SD)
Proposed offer	457.40 (93.42)	494.14 (86.02)	456.54 (89.80)	488.93 (103.07)
1st definitive offer	424.48 (87.03)	437.73 (80.26)	466.79 (83.84)	494.23 (105.22)
2 nd definitive offer	385.95 (87.15)	376.41 (77.88)	416.92 (85.83)	447.99 (103.24)

Last, although this does not directly contribute to the hypotheses but is valuable to report, is a post hoc test for the significant main effect for SVO. This showed that pro-social representatives generally negatively adjusted their first offer ($M = 457.05$, $SD = 91.51$) after feedback to their second offer ($M = 441.49$, $SD = 87.83$; $F(1,95) = 28.65$, $p < .01$, $\eta^2 = .23$). Pro-selfs also significantly lowered their first offer ($M = 491.06$, $SD = 96.13$) towards their second offer ($M = 471.16$, $SD = 99.44$; $F(1,118) = 12.10$, $p < .01$, $\eta^2 = .09$), and showed as previously discussed that pro-self representatives offered significantly higher in the first ($F(1, 216) = 7.01$, $p < .01$), and during in the second ($F(1, 216) = 5.29$, $p = .02$), but not the third ($F(1, 216) = 2.49$, $p = \text{n.s.}$) offering rounds. Pro-socials also lowered the last definitive offer ($M = 398.40$, $SD = 87.51$) relative to the first definitive offer and pro-selfs showed a similar adjustment

towards the last definitive offer ($M = 418.76$, $SD = 99.82$; $F(1,118) = 7.88$, $p < .01$, $\eta^2 = .06$). This confirms the knowledge that pro-selfs tend to make more competitive offers in general.

Discussion

Negotiation often takes place in group settings where representatives bargain on their groups' behalf. Whereas representative negotiation has been a central topic in many studies, there has so far been no attention for how emotional feedback of constituencies is perceived and acted upon by representatives, and thereby modify the bargain's outcome. This research has therefore looked at how emotional feedback given by a constituency influences the bargaining behavior of representatives during negotiation. It integrated existing literature to formulate two main hypotheses. The first was that representatives would show a response in bargaining behavior to negative but not to positive emotional feedback of the constituency. This hypothesis was based on the knowledge that positive affect serves as a cue to stay the course, whereas negative affect is a cue for adjustment of behavior.

Furthermore, it was expected that both pro-social and pro-self representatives would place a more competitive offer after an angry emotional expression of the constituency, because the constituency would be perceived to have higher limits than represented by the proposed offer. This hypothesis followed from the knowledge that people that display angry emotions are perceived to have higher limits. A second point that was considered during the formulation of this hypothesis is that pro-social representatives tend to serve the in-group's interests, whereas pro-selfs tend to represent their own interests. Since the own and group interests were aligned apart from the representative manipulation in which both SVO groups were homogeneously represented, pro-socials and pro-selfs were expected to react similarly. Pro-selfs were however expected to be less affected by the constituency's emotional feedback than pro-social ones, and thus to adjust their offer to a lesser extent. Moreover, based on the social identity theory and

the fact that their interests differed from that of the group, external representatives were expected to be less engaged with the constituency and hence adjust their offer less than in-group representatives.

During a 2 (representative role) x2 (emotional feedback of constituency; happy vs. angry) x2 (SVO) mixed factorial design experiment, Hypothesis 1 was partially confirmed, since participants that faced a happy constituency after they proposed an offer generally did not significantly adjust their offer but representatives with an angry constituency did. Whereas this effect was the same for pro-self representatives however, it did not hold with regard to pro-social representatives, who heightened their offer significantly after receiving positive emotional feedback from their constituency. A possible explanation for this might be provided by the EASI model of Van Kleef (2009) combined with the findings of Aaldering (2014) that pro-socials are more sensitive to constituency emotions than pro-selfs. One could argue that that pro-social representatives were affected by the positive emotion of the constituency through the inferential route, which means that they interpreted the happy emotional feedback as an encouragement to place a more competitive offer. More likely however, seems to be the explanation that pro-social representatives processed the emotional information via the affective route, hereby copying the happy feeling expressed by the constituency and consequently reacting with euphoria resulting in a more dared, higher offer. When adding this to the notion of Aaldering (2014) that pro-socials are more sensitive to others' emotions, the fact that solely pro-socials made more competitive offers after happy feedback would be explained.

Hypothesis 2 on the other hand, was not confirmed but rather proven contrary, since both pro-social and pro-self representatives made significantly less instead of more competitive offers after they were given negative emotional feedback by their constituency. Whereas they

were expected to interpret the angry reaction of the constituency as an expression of higher limits, other explanations might be more relevant. A first possible explanation could be, that the representatives already placed bids so close to the highest possible offer, since 51.6% placed an initial offer of 500 or higher, 32.7% proposed an offer of 550 or higher, and 17.5% proposed an offer of 600. This might have caused that angry emotional feedback could not be interpreted differently than that the offer was too high instead of too low, and thus that the alteration of behavior automatically resulted in a lowering of the offer. The constituency also did not give a reason (direction) for their emotion, which left room for this ambiguity.

An alternative explanation would be that also in this case Van Kleef's (2009) model provides an answer for these findings, namely that the affective route was more dominant than the inferential route, leading representatives to feel angry instead of making the inference that one wants them to make a higher offer. This might have led to 'punishing' behavior or detachment of the in-group and thereby expressing carelessness by lowering the offer. This is rather speculative however, and needs to be further researched. Why this reaction is the same for pro-social and pro-self representatives also remains unexplained. Both could have different reasons, or the same reasons for lowering their offers.

The hypothesis that pro-social representatives would be more sensitive to and hence act more intense on emotional feedback than pro-self representatives, was not proven in this sense. The negative emotional reaction of the constituency seems to have overridden the results expected based on SVO, since the differences in offers between pro-socials and pro-selfs did not increase but instead decreased to such a degree that they did not differ significantly from each other anymore. What did become visible however, is that pro-socials acted differently from pro-selfs by acting more conform group interests by lowering the offer less than pro-self representatives did. This does not however explain why both representative groups decided to

lower their offer, and also does not provide a clear picture about or explanation for the differences found between the way pro-social and pro-self representatives are influenced by emotions expressed by the constituency.

Fourthly, the manipulation for representative condition where representatives were either said to be dependent on the outcome and part of the in-group, versus independent on the outcome and an external party, turned out not to be effective. Whereas the prediction was built on the expectation that mere categorization would lead to a stronger feeling of belonging with the in-group for in-group representatives, the identification of external representatives was equally high. This either indicates a relatively low group identification of in-group representatives or a relatively high group identification of external representatives. Since the average overall identification score was 3.38 on a scale of 1 (low) to 5 (high) where 3 is neutral, indicates that the first assumption is most likely. This means that the identification of in-group representatives was likely not well enough enhanced. Looking at the manipulation, the problem might have been that the research was not conducted among true groups but rather consisted of pre-programmed reactions, but also that there was no connection because people did not see or know any features of their group members and that the task might have been too fuzzy which led to confusion. These suspicions were confirmed by the reactions of the respondents when asked if they had remarks at the end of the research. One of the participants stated “It was not clear to me what group I represented in this research. Had this been clear to me, I might have made different offers”, and another stated “The problem is that there is no true group bonding. Furthermore, the reactions of the constituency were weird. After their first feedback there is therefore no connection with the constituency anymore” and some gave the feedback that they felt the group’s reactions were pre-programmed and that this influenced their reactions: “It was clear that there were no true group members and that the reactions were not real.” Mere

categorization as performed in this research therefore seems insufficient, and the task too ambiguous. The recommendation for future research therefore, is to either create a group that people can relate to by providing features of members, or conduct the experiment in a real-life setting. Apart from the examination of the differences between in-group and external representatives, this may also provide more reliable results for the research overall. Considering the task explanations, the language used might have been too complex for some of the participants and the tasks too fuzzy, which is something that is recommended to be minded in general since this also influences the results in a way that is not desirable.

Last, the third offer round was added to test for a continuation effect of the emotional feedback of the constituency. Although almost all third offers were significantly adjusted negatively compared to the second offers, an ANOVA for the difference scores with emotion as the independent factor and the first definitive offer as a covariate, showed that there was no significant effect of emotion on the adjustment made between the first and second definitive offers ($F(1,214) = 2.19, p = n.s.$). The significant differences between the two definitive offers are therefore likely caused by the counter offer made by the counterpart.’

Limitations

One limitation of the current research may furthermore be the experimental design in which participants reacted to pre-programmed reactions instead of interacting with real peers. Some participants acknowledged that they knew the reactions were pre-programmed and that they might have reacted differently knowing that there was a real constituency. The fact that the participants did not meet their group members in person might also have caused insufficient identification with the group and hence may not have given representable reactions. Future research is therefore recommended to use a real life experimental design for the improvement of both the obtained results and the generalizability of this study’s findings.

Another limitation of the study was that some participants found the task and/or its explanation too hard to understand. Although the amount of people that have provided this feedback was not substantial enough to doubt the results of this research, future research is recommended to provide a simple as possible design which does not require too much explanation.

Finally, this research was limited to the context of object negotiation rather than conflict solving negotiation. This means that the results of this research are possibly not generalizable to a conflict negotiation context. Future research focused on conflict negotiation is therefore advised to take into account the differences in meaning and context when considering to use this article's findings for that purpose.

Contributions and recommendations for future research

Despite these limitations, this study provides a valuable contribution to the research on (representative) bargaining situations by showing new insights into how emotional feedback shapes bargaining representatives' behaviors and how these interact with representatives' SVOs. It was shown that negative emotions displayed by a constituency as a reaction to a proposed bid to an opponent lead to a lower and thus more disadvantageous and less competitive offer to the opponent party with both pro-social and pro-self representatives. Positive emotional displays on the other hand, were shown to lead to an adjustment of the proposal to a higher and hence more advantageous, more competitive offer. This research therewith serves as a steppingstone for future research by showing that choices are not merely influenced by stable traits and the actions of the counterpart, but also by the influences exerted by the constituency, and how. With regard to why representatives react on emotions of the constituency the way they do however, further research is recommended to focus on the reasons why representatives react on emotional feedback in these ways.

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Inleiding en informed consent

Welkom bij ons onderzoek!

Wat leuk dat u mee wilt doen. Dit is een studie van vier studenten aan de Universiteit Leiden. Het onderzoek richt zich op de manier waarop mensen onderhandelen, informatie verwerken en beslissingen maken. Het onderzoek bestaat uit meerdere onderdelen; voor elke opdracht zal deze worden uitgelegd. Wij vragen u niet te lang na te denken bij het maken van de opdrachten en af te gaan op uw eerste ingeving. Over de resultaten en implicaties kunt u na het onderzoek informatie opvragen. Dit kan door middel van het sturen van een e-mail naar het mailadres dat later op deze pagina vermeld staat.

Voor u betekent deelname kans op één van de waardebonnen naar keuze van € 20,- die onder iedere 20 deelnemers worden verloot. Deze loting vindt plaats aan het eind van dit onderzoek. Na afloop van het onderzoek kunt u uw e-mailadres achterlaten om mee te dingen naar 1 van de waardebonnen. Verdere informatie omtrent de loterij is aan het eind van het onderzoek beschikbaar.

Het onderzoek wordt volledig online uitgevoerd en zal voor u ongeveer 15 minuten in beslag nemen. Uw deelname is uiteraard vrijwillig en u bent dus vrij om op ieder moment te stoppen als u dat wenst. De vragenlijst is niet goed op een smartphone in te vullen. Wij verzoeken u om die reden om een pc of tablet te gebruiken.

Er dient een groep participanten samengesteld te worden die deelnemen aan het onderzoek. Dit kan tot gevolg hebben dat er soms korte wachttijden zullen zijn. Wij vragen hiervoor uw begrip en geduld.

Uw gegevens zullen geanonimiseerd en vertrouwelijk worden verwerkt, en worden niet verstrekt aan

derden. In het belang van de uitkomsten van dit onderzoek vragen wij u om niet met anderen te spreken over de inhoud van dit onderzoek.

Dit onderzoek wordt begeleid door Dr. Wolfgang Steinel (WSteinel@FSW.leidenuniv.nl), verbonden aan de Universiteit Leiden. Voor vragen of opmerkingen kunt u contact opnemen met hem.

Alvast hartelijk dank voor uw tijd en deelname!

Met vriendelijke groet,

David, Jakob, Marinke en Claire

Ja, ik stem toe met deelname

Nee, ik stem niet toe met deelname

Lotingbon

Welke bon van € 20,- zou je willen ontvangen als je wint?

Demografische gegevens

Voordat we beginnen aan het experiment, willen we graag een paar dingen weten.

Wat is je leeftijd?

Jaar

Wat is je geslacht?

Man

Vrouw

Transgender

Anders namelijk:

Hoe zou je je etniciteit omschrijven?

Autochtoon Nederlands

Turks

Marokkaans

Surinaams

Antilliaans

Iranees

Irakees

Afghaans

Anders, namelijk...

In welk vakgebied ben je werkzaam of student?

Sociale wetenschappen

Rechtsgeleerdheid

Geesteswetenschappen

Techniek

Economie

Taal

Medische

 Ander namelijk:

SVO meting uitleg

Lees de volgende instructies aandachtig:

In deze taak vragen we je om je voor te stellen dat je random bent gekoppeld aan een ander persoon, aan wie wij simpel gezegd zullen refereren als 'de ander'. Deze persoon is iemand die je niet kent en waarvan je weet dat je hem nooit meer zal ontmoeten. Jij en 'de ander' zullen keuzes maken door te klikken op een van de drie onderstaande kolommen. Jouw keuze zal punten opleveren voor jezelf en

voor 'de ander'. Eveneens, de keuzes van 'de ander' leveren punten op voor hem/haar en voor jou. Elke punt heeft waarde: hoe meer punten je ontvangt, hoe beter voor jou. En hoe meer punten 'de ander' ontvangt, hoe beter voor hem/haar.

Dit is een kort voorbeeld hoe de taak werkt:

Jij krijgt:	500	500	550
De ander krijgt:	100	500	300
	A	B	C

In dit voorbeeld, als jij A kiest dan krijg je 500 punten en de ander 100 punten; als je B kiest krijg je 500 punten en de ander 500; als je C kiest krijg jij 550 punten en de ander 300.

Dus, zoals je ziet beïnvloedt de keuze die je maakt zowel het aantal punten dat jij krijgt, als het aantal punten de ander krijgt. Voordat je begint met keuzen maken, hou er rekening mee dat er geen goede of foute antwoorden zijn - kies de optie die je, om welke reden dan ook, de voorkeur geeft. Hou er ook rekening mee dat de punten waarde hebben: hoe meer je er verzamelt, hoe beter voor jou. Eveneens, vanuit het perspectief van 'de ander', hoe meer punten hij/zij verzamelt, hoe beter voor hem/haar.

Heb je de uitleg begrepen?

Ja

Nee

SVO Meting

Voor elke van de 9 keuze situatie, selecteer de kolom **jouw grootste voorkeur heeft**:

Jij krijgt:	480	540	480
de ander krijgt:	80	280	480
Jij krijgt:	560	500	500
de ander krijgt:	300	500	100
Jij krijgt:	520	520	580
de ander krijgt:	520	120	320
Jij krijgt:	500	560	490
de ander krijgt:	100	300	490
Jij krijgt:	560	500	490
de ander krijgt:	300	500	90
Jij krijgt:	500	500	570
de ander krijgt:	500	100	300
Jij krijgt:	510	560	510
de ander krijgt:	510	300	110
Jij krijgt:	550	500	500
de ander krijgt:	300	100	500
Jij krijgt:	480	490	540
de ander krijgt:	100	490	300

Ingroup

Bedankt voor het invullen, naar aanleiding van je resultaten ben je in de volgende test onderdeel van

een groep van vier deelnemers.

Wij zullen je linken aan drie anderen die ook op dit moment online zijn: dit kan even duren.

Zodra u gekoppeld bent aan jouw groepsgenoten, zal er een vertegenwoordiger worden gekozen op basis van de test die u hiervoor heeft gedaan.

Waiting for Players

Even geduld alstublieft terwijl wij je matchen aan andere deelnemers...



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Done Waiting

Dank voor je geduld, wij hebben nu voldoende deelnemers. Klik op de pijltjes om door te gaan

Pre scenario - Ingroup

Je bent verkozen tot de **vertegenwoordiger van je groep** op basis van je eerdere testgegevens.

Je zult een onderhandeling van een aantal rondes gaan voeren **namens je groep**.

Scenario - ingroup

Scenario

Een vereniging maakt samenvattingen voor verschillende cursussen en deelt deze samenvatting met studenten via een tussenpersoon. Dit initiatief is al enkele jaren gaande en wordt erg gewaardeerd onder alle studenten.

Om de vereniging draaiende te houden is het van belang om jaarlijks opnieuw te onderhandelen met de tussenpersoon over de prijs van de samenvattingen. In de volgende onderhandeling wordt de verkoopprijs van de bundels met samenvattingen voor het nieuwe kwartaal onderhandeld.

De vereniging moeten de samenvatting voor minimaal €200 verkopen aan de tussenpersoon, omdat dit de kostprijs is. De maximum prijs die ze kunnen vragen om zelf geld te verdienen is €600, omdat de tussenpersoon anders verlies lijdt.

Het is jouw taak om de samenvattingen voor de vereniging te verkopen aan de tussenpersoon, en daarbij te onderhandelen over de prijs.

LET OP: Jouw kans om een prijs te winnen in de loterij hangt af van de tevredenheid van jouw groepsleden na afloop van het experiment. Een goede uitkomst van de onderhandeling is dus ook in je eigen belang!

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After scenario

Je doet eerst een voorstel van een bod aan de groep. De groepsleden laten weten wat ze van jouw bod vinden. De feedback van de groepsleden bestaat uit vooraf geselecteerde berichten. Zij kiezen dus uit een set van voorgeprogrammeerde reacties.

Vervolgens doe je een definitief eerste bod aan de tegenstander.

Dan doet de tegenstander een bod, en daarna gaat de onderhandeling door zonder feedback van groepsleden.

Let op! Na dit scherm begint de onderhandeling.

Offer to group

Al het voorgaande in acht genomen, welk bod stel je voor aan de groep?

Vul hieronder een bedrag in tussen de €600 (de maximale vraagprijs) en €200 (de kostprijs).

€

Waiting for Feedback

Wachten op feedback van de groepsleden 1, 2 & 3.

Even geduld alstublieft...



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Emotional Feedback - Happy Bod 1

Wachten op feedback van de groepsleden 2 & 3...

Groepslid 1: "Ik heb gezien wat je intentie was om de andere groep te bieden, ik ben blij met dit bod."

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Emotional Feedback - Happy Bod 2

Wachten op feedback van de groepslid 3...

Groepslid 1: "Ik heb gezien wat je intentie was om de andere groep te bieden, ik ben blij met dit bod."

Groepslid 2: "Het bod bevalt me, het gaat goed tot nu toe."

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Emotional Feedback - Happy Bod 3

Groepslid 1: "Ik heb gezien wat je intentie was om de andere groep te bieden, ik ben blij met dit bod."

Groepslid 2: "Het bod bevalt me, het gaat goed tot nu toe."

Groepslid 3: "Ik heb je bod gezien, ik ben er tevreden mee."

Alle groepsleden hebben nu feedback gegeven, klik op de pijltjes om door te gaan.

Final first offer

Nu je feedback hebt gekregen doe je een definitief bod dat naar jouw tegenstander wordt verstuurd.

Vul hieronder een bedrag in tussen de €600 (de maximale vraagprijs) en €200 (de kostprijs).

€

Waiting for Opponent

Je tegenstander doet nu een bod.

Even geduld alstublieft...



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Offer opponent

Het bod van degene met wie je onderhandelt over de prijs is:

€220,-

Final second offer

Je kunt nu een tegenbod doen.

Vul hieronder een bedrag in tussen de €600 (de maximale vraagprijs) en €200 (de kostprijs).

€

Identification Questionnaire

Dit was het einde van de onderhandeling, er zijn voldoende gegevens verzameld dus de onderhandeling wordt niet afgerond.

We zouden je willen vragen nog 3 korte vragenlijsten in te vullen.

De onderstaande vragenlijst **gaat over de groep waarvoor jij onderhandelde** in de voorgaande opdracht.

Vul deze aandachtig in alstublieft.

	Sterk oneens	Oneens	Neutraal	Eens	Sterk eens
Ik betreur vaak dat ik bij mijn groep hoor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Over het algemeen
ben ik blij dat ik bij
mijn groep hoor

Ik voel vaak dat de
groep waar ik deel
van ben, mijn moeite
niet waard is.

Ik voel me goed over
de groep waar ik bij
hoor

Ik denk dat mijn groep
weinig heeft om trots
op te zijn

Sterk
oneens

Oneens

Neutraal

Eens

Sterk eens

Ik voel me goed over
mijn groep

Ik heb weinig respect
voor mijn groep

Ik zou liever niet
zeggen dat ik bij deze
groep hoor

Ik kan me
identificeren met
andere groepsleden

Ik ben net als de
andere leden van mijn

groep

	Sterk oneens	Oneens	Neutraal	Eens	Sterk eens
Mijn groep is een goede representatie van wie ik ben	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik zou graag door gaan met samenwerken met mijn groep	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik vind het niet leuk om deel te zijn van mijn groep	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik zou liever bij de andere groep horen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Manipulationcheck EmotionalFeedback &Self-interest

De reactie van de achterban op mijn voorgenomen bod was:

	Sterk Oneens	Oneens	Neutraal	Eens	Sterk Eens
Negatief	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Positief	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gericht op mijn bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gericht op mij als persoon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Over het algemeen was de achterban:

	Sterk Oneens	Oneens	Neutraal	Eens	Sterk Eens
Tevreden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ontevreden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ik had persoonlijk baat bij:

	Sterk Oneens	Oneens	Neutraal	Eens	Sterk Eens
Een zo hoog mogelijk bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De hoogte van het bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Motivation - Ingroup - 1e bod

Nu volgt de laatste vragenlijst, deze heeft betrekking op de redenen van de gemaakte boden.

Mijn eerste bod (na feedback van mijn groep) is, ten opzichte van mijn voorgenomen bod:

Gedaald

Gelijk gebleven

Gestegen

De reden hiervan was:

Geef aan per stelling of deze reden niet of wel belangrijk was voor jouw gemaakt keuze.

	Sterk Oneens	Oneens	Neutraal	Eens	Sterk Eens
Mijn groep was tevreden over mijn bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik wilde mijn groep tevreden houden door een meer competitief bod te doen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik wilde mijn groep					

tevreden houden door
een minder
competitief bod te
doen

Ik was het oneens
met mijn groep en
deed een meer
competitief bod

Ik was het oneens
met mijn groep en
deed een minder
competitief bod

Ik heb de reactie van
mijn groep niet
meegenomen in mijn
afweging en deed wat
mij zelf het beste leek

Motivation - Ingroup - 2e bod

Mijn tweede bod is, ten opzichte van mijn eerste bod:

Gedaald

Gelijk gebleven

Gestegen

De reden hier van was:

Geef aan per stelling of deze reden niet of wel belangrijk was voor jouw gemaakt keuze.

	Sterk Oneens	Oneens	Neutraal	Eens	Sterk Eens
Mijn groep was tevreden over mijn eerdere bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik wilde mijn groep tevreden houden door een meer competitief bod te doen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik wilde mijn groep tevreden houden door een minder competitief bod te doen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik was het oneens met mijn groep en deed een meer competitief bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik was het oneens met mijn groep en deed een minder competitief bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Sterk Oneens	Oneens	Neutraal	Eens	Sterk Eens

Ik heb de reactie van mijn groep niet meegenomen in mijn afweging en deed wat mij zelf het beste leek

Het tegenbod gaf ruimte voor een stijging van mijn bod

Het tegenbod vereiste een daling van mijn bod

Ik heb mij niets aangetrokken van het tegenbod en deed wat mij zelf het beste leek

Motivation Questionnaire

Voordat we naar de laatste vragenlijst gaan, willen we je vragen aan te geven hoe je motivatie was op onderstaande schaal.

Sterk Oneens Oneens Neutraal Eens Sterk Eens

Ik vond de opdracht

makkelijk.

Ik heb me ingezet tijdens de opdracht.

Beschrijf kort wat jij denkt dat het doel van dit onderzoek was.

Maximaal 100 tekens

Debriefing & Endscreen

Dit is het einde van het onderzoek.

Beste deelnemer,

We hebben u in dit onderzoek gevraagd om een groep te vertegenwoordigen in een onderhandelingssituatie. Wij hebben de achterban feedback laten geven nadat u een bod had

voorgesteld, en u daarna gevraagd twee definitieve biedingen te doen. U heeft de onderhandelingstaak succesvol volbracht.

Het doel van dit onderzoek is om te kijken hoe het onderhandelingsgedrag van groepsvertegenwoordigers verandert als reactie op de emoties die worden geuit door hun achterban. Deze 'reactie' werd gemeten aan de hand van de aanpassing van het bod na het voorstel dat u deed aan de achterban ten opzichte van de twee biedingen die u vervolgens deed aan de tegenpartij. We hebben dus gekeken hoe u uw gedragsintentie aanpast aan de emotie die de groep over uw intentie uit. Wij voorspellen dat uw sociale waarde oriëntatie (voorkeur geven aan de groep of aan uzelf), de waarde die u hechtte aan uw groepslidmaatschap, het feit dat u wel of geen groepslid bent en het soort emotie dat de achterban uitte, invloed heeft gehad op uw onderhandelingsgedrag. Op basis van deze drie variabelen hebben wij condities gemaakt, en bent u in één van deze condities ingedeeld.

Om het onderzoek zo reëel mogelijk te laten lijken en te zorgen dat u overtuigd zou zijn dat het zou gaan om echte emotionele reacties van anderen, zijn er een paar aspecten geweest in het onderzoek die niet op waarheid waren gebaseerd. Allereerst was er geen echte achterban: de emotionele reacties van de groep zijn vooraf geprogrammeerd om zeker te zijn dat alle participanten dezelfde reactie zouden ontvangen. U bent dus ook niet geselecteerd als vertegenwoordiger op basis van de door u eerder gemaakte onderhandelingstest, in tegenstelling tot wat een deel van u wel te horen heeft gekregen. Deze test heeft u gedaan om te kijken wat uw sociale waarde oriëntatie is.

Daarnaast is een deel van u verteld dat de winkans voor de prijs ter waarde van €20 zou toenemen, afhankelijk van de tevredenheid van uw groep. Dit hebben wij gedaan om te kijken wat de invloed is van eigenbelang op het onderhandelingsgedrag van vertegenwoordigers. In werkelijkheid is dit niet het geval: alle vier de prijzen zullen met gelijke kansen voor iedereen worden verloot.

Mocht u nog vragen of klachten hebben over het onderzoek, dan kunt u te allen tijde contact opnemen met Dr. Wolfgang Steinel per e-mail: WSteinel@FSW.leidenuniv.nl.

We bedanken u ontzettend voor uw tijd en deelname!

Voor het deelnemen aan de loting (klik hier voor de [Algemene spelvoorwaarden](#)) kunt u onderstaand uw email-adres invullen:

Mocht u op- of aanmerkingen hebben over dit onderzoek, dan kunt u dit hieronder aangeven.

LET OP! Vergeet niet op de pijlen te drukken om je email en gegevens te registreren.

Emotional Feedback - Anger Bod 1

Wachten op feedback van de groepsleden 2 & 3...

Groepslied 1: "Ik heb gezien wat je intentie was om de andere groep te bieden, ik ben erg boos over dit bod."

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Emotional Feedback - Anger Bod 2

Wachten op feedback van groepslied 3...

Groepslied 1: "Ik heb gezien wat je intentie was om de andere groep te bieden, ik ben erg boos over dit bod."

Groepslied 2: "Dit bod werkt echt op mijn zenuwen."

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Emotional Feedback - Anger Bod 3

Groepslid 1: "Ik heb gezien wat je intentie was om de andere groep te bieden, ik ben erg boos over dit bod."

Groepslid 2: "Dit bod werkt echt op mijn zenuwen."

Groepslid 3: "Ik heb je bod gezien, het maakt me pissig."

Alle groepsleden hebben nu feedback gegeven, klik op de pijltjes om door te gaan.

Emotional Feedback - Anger Persoon 1

Wachten op feedback van de groepsleden 2 & 3...

Groepslid 1: "Ik heb gezien wat je intentie was om de andere groep te bieden, je maakt me erg boos."

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Emotional Feedback - Anger Persoon 2

Wachten op feedback van groepslid 3...

Groepslid 1: "Ik heb gezien wat je intentie was om de andere groep te bieden, je maakt me erg boos."

Groepslid 2: "Je werkt echt op mijn zenuwen."

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Emotional Feedback - Anger Persoon 3

Groepslid 1: "Ik heb gezien wat je intentie was om de andere groep te bieden, je maakt me erg boos."

Groepslid 2: "Je werkt echt op mijn zenuwen."

Groepslid 3: "Je hebt het niet goed gedaan, je maakt me pissig."

Alle groepsleden hebben nu feedback gegeven, klik op de pijltjes om door te gaan.

outgroup

Bedankt voor het invullen, naar aanleiding van je resultaten ben je in de volgende test **de vertegenwoordiger** van een groep van drie personen.

Wij zullen je linken aan een groep die op dit moment online is: dit kan even duren.

Pre-Scenario Outgroup

Op basis van je eerder testgegevens is bepaald dat je een onderhandeling van een aantal rondes zult gaan voeren voor **een groep die je vertegenwoordigt**.

scenario - outgroup

Scenario

Een vereniging maakt samenvattingen voor verschillende cursussen en deelt deze samenvatting met studenten via een tussenpersoon. Dit initiatief is al enkele jaren gaande en wordt erg gewaardeerd onder alle studenten.

Om de vereniging draaiende te houden is het van belang om jaarlijks opnieuw te onderhandelen met de tussenpersoon over de prijs van de samenvattingen. In de volgende onderhandeling wordt de verkoopprijs van de bundels met samenvattingen voor het nieuwe kwartaal onderhandeld.

De vereniging moeten de samenvatting voor minimaal €200 verkopen aan de tussenpersoon, omdat dit de kostprijs is. De maximum prijs die ze kunnen vragen om zelf geld te verdienen is €600, omdat de tussenpersoon anders verlies lijdt.

Het is jouw taak om namens de vereniging de samenvattingen te verkopen, en daarbij te onderhandelen over de prijs met de verkoper.

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Motivation - Outgroup - 1e bod

Nu volgt de laatste vragenlijst, deze heeft betrekking op de redenen van de gemaakte boden.

Mijn eerste bod (na feedback van mijn groep) is, ten opzichte van mijn voorgenomen bod:

Gedaald

Gelijk gebleven

Gestegen

De reden hiervan was:

Geef aan per stelling of deze reden niet of wel belangrijk was voor jouw gemaakt keuze.

	Sterk Oneens	Oneens	Neutraal	Eens	Sterk Eens
Mijn achterban was tevreden over mijn bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik wilde mijn achterban tevreden houden door een meer competitief bod te doen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik wilde mijn achterban tevreden houden door een minder competitief bod te doen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ik was het oneens met mijn achterban en deed een meer competitief bod

Ik was het oneens met mijn achterban en deed een minder competitief bod

Ik heb de reactie van mijn achterban niet meegenomen in mijn afweging en deed wat mij zelf het beste leek

Motivation - Outgroup - 2e bod

Mijn tweede bod is, ten opzichte van mijn eerste bod:

Gedaald

Gelijk gebleven

Gestegen

De reden hier van was:

Geef aan per stelling of deze reden niet of wel belangrijk was voor jouw gemaakt keuze.

	Sterk Oneens	Oneens	Neutraal	Eens	Sterk Eens
Mijn achterban was tevreden over mijn eerdere bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik wilde mijn achterban tevreden houden door een meer competitief bod te doen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik wilde mijn achterban tevreden houden door een minder competitief bod te doen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik was het oneens met mijn achterban en deed een meer competitief bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ik was het oneens met mijn achterban en deed een minder competitief bod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Sterk Oneens	Oneens	Neutraal	Eens	Sterk Eens

Ik heb de reactie van mijn achterban niet meegenomen in mijn afweging en deed wat mij zelf het beste leek

Het tegenbod gaf ruimte voor een stijging van mijn bod

Het tegenbod vereiste een daling van mijn bod

Ik heb mij niets aangetrokken van het tegenbod en deed wat mij zelf het beste leek

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