

Trust in AI Recommendations in Supply Chain Planning

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Sophisticated AI algorithms are often employed in practice to help supply chain planners make decisions (e.g., ordering, assembly, transportation). How are these algorithmic suggestions used by humans and do decision makers learn from AI tools? Decision makers largely use black-box algorithmic suggestions but in most of the cases modify them. Trust in AI recommendations depends on the type of decision, the decision maker's task experience, and their general attitude towards AI tools.