Chatbot speaking, how can I help you?

'A thesis on how the customer service sector in the Netherlands is being changed by A.I. powered systems and how this process could lead to potential job loss.'

Summary:

In the modern world, many different work sectors have gone through the process of automation. Human labour is constantly being replaced by machine labour. Due to cost efficiency reasons this process will continue on, even in sectors where a machine cannot so easily take over the work that a human does. In the customer service sector, there is a trend going on where so called 'chatbots' which are powered by A.I. are being used to help answer the questions of customers. In this research a study was done on the effects of these A.I. powered systems on the customer service sector in the Netherlands. The customer service company YOURCE was used as a case study to find out what these systems are, which tasks they are taking over and if this change can lead to job loss in the sector. By doing multiple interviews it was found that the potential that A.I. systems have is limitless . They can take over all tasks that customer service workers have. This trend is held back however by the importance of human-to-human contact in customer service. The customers need for empathy is of such an importance that they it is unlikely that they would accept a complete take over by A.I. systems. Further research is needed to see how the automation process differs between companies.

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Introduction

Automation is a process that is seen in all work sectors. With the industrial revolution that started in the 18th century came new technologies that had the potential to make work sectors more efficient. Especially hard, manual labour could be taken over by newly invented machines. This process is still ongoing. In some sectors the automation can be seen relatively clearly. For example, agriculture where machinery has taken over much of the manual labour. Here the plough is not pulled by ox anymore but by a 5000kg tractor. To illustrate the extend that the machine has replaced the human in this sector: in 1900 40% of the US workforce was employed in the agricultural sector. In 2000 this was down to 2% (Autor, 2015, p. 5).

Currently there are other sectors that are only just now in the process of automation. One can think of the transportation industry which has started to make use of self-driving vehicles (Forbes, 2021). A truck or taxi driver that is replaced by a self-driving vehicle is quite a drastic change. Here the role of the 'driver' is fully replaced by an automated system that takes over control of the car. The way in which automation takes place in a sector is not always seen that easily. In other sectors the automation process can be more subtle. This is the case in, for example, service-related industries like health care. How can the function of a doctor in a hospital be automated? To replace a doctor by a robot may sound absurd and not as straightforward as an ox being replaced by a tractor, but even in hospitals there are machines that can completely replace the role that humans have. These machines can diagnose diseases in patients just like doctors can, and quite effectively too. Today there are robots that already can outperform radiologists at spotting cancers patients (Davenport, 2019, p. 94). Here we can find something that the self-driving truck and the diagnosing robot have in common: they are powered by Artificial Intelligence.

This study focusses on the automation in the customer service sector. A sector where human to human contact is on the forefront. Customer service centres operate by having humans listen to and help other humans with their question. Here they try to maintain a high-quality standard of the 'customer experience'. 5 different types of 'experience' can be distinguished. In the contact they have with a customer service worker a customer can experience: sensory, affective, cognitive, physical and social-identity experiences (Lemon & Verhoef, 2016). All of these are very human traits that are difficult to imagine a machine doing.

There are ways in which this customer experience can be achieved without the use of human labour. With the implementation of Artificial Intelligence (from here on: A.I.), such as chatbots, we can see that human-to-human contact can also be replaced by automated processes. While a lot of focus in the academic literature is given to concepts like customer satisfaction in regards to automation, rather little attention is given to the effects that A.I. automation has on employees. Even though service workers are experiencing negative feelings in regards to their job safety because of A.I. innovations (Vorobeva et al, 2022). Maybe this is rightfully so, because the capabilities that A.I. have do raise a question: Will customer service companies still employ humans if there are robots that can do their tasks just as well,

if not better, but without the need be paid a salary (Frey & Osborne, 2013)? Besides this there also seems to be a lack of examples of automated systems that are in use. Only the effects of these systems are discussed.

The aim of this research is to give clarity on how the changes in the customer service sector are experienced by the people working in it. The main research question is: How do people working in the customer service sector in the Netherlands experience automation in their work?

The research question will be answered with help of the following sub questions:
- What are the systems in use?
- which tasks are they taking over?
- How do people employees experience the future of their job safety?

These sub-questions can help understand what exactly it is that is taken over. Is it a full-fledged chatbot doing all the talking like a human would normally do, or are there multiple smaller systems in place? This research will start with creating a theoretical framework where the relevant definitions and theories to this subject are discussed. Here the current state of information on the subject will be summarized to give a broad overview on what is known. This will give a perspective on what firstly the definitions of automation and A.I. are, and secondly the way in which systems that use A.I. can take over human tasks in the customer service sector.

The research questions will be answered by doing a case study on a company providing customer service called YOURCE. YOURCE is the market leader in providing customer services in the Benelux (Post, 2022). Other companies like 'Hema', 'T-Mobile' and 'De Nederlandse Loterij' outsource their customer services to YOURCE. By using YOURCE as a subject we can try to generalize the experiences of employees and people working in different sections of the company's hierarchy. This generalization can lead to answers on how the automation of customer service is experienced by employees in the Netherlands as a whole.

The data on YOURCE was acquired by doing a qualitative study. Interviews were held with multiple employees of this company. This revealed the different perceptions that people working in the customer service sector have on this process of automation and how they feel about the state of job security in the sector. The interviews are analysed with a code tree. This is done to generalize all the answers given to create a picture of what their experiences are.

Theoretical framework

Automation of labour can mean a lot of different things. In its most basic form, it means that human labour is replaced by machine labour as a result of technological advancement (Frey & Osborne, 2013). In its most extreme form this could mean that a job is completely taking over by a machine. Job loss as a result of automation can lead to a gap in the job market with a large group of people becoming unemployed. This 'technological unemployment' is not a new concept. In the 16th century the invention of the automated knitting machine already led to concerns by the Queen of England whether this would not more so lead to unemployment than that it would make the lives of the employed hand-working knitters easier (Frey & Osborne, 2013). In this research the automation of the customer service sector is of concern. This leads to problems with our definition of automation since customer service consists of a human giving advice, answering questions and others forms of social service to another human. This is where the principle of automation due to a result of A.I. system technology taking over human tasks starts taking form.

The concept of A.I. interestingly enough finds its roots not in science itself but in science fiction literature from the 1940's. Since then, with the creation of the first computer systems, it has grown out to become a real-life concept. The term itself was coined in 1956 by scientists Marvin Minsky and John McCarthy (Mariani & Borghi, 2022, p. 3). They defined it as the 'science and engineering of making intelligent machines'. In modern days we mostly emphasize on the human aspect of these machines, how they can learn like humans and act or behave like one (Stanford University, 2022).

Task complexity is an important factor to understanding which parts of former human jobs can be replaced by A.I. systems. At the moment it is mostly low-skilled repetitive tasks that are found to be more efficient when taken over by A.I. (Xu et al, 2022). But due to the unique learning capabilities these systems have they continuously increase their database which they use as a resource. As a result, it is likely that high skilled tasks will become more efficient as well. These high skilled or 'high complexity' tasks distinguish themselves from simpler task by the amount of information that is needed to perform the task. Answering someone's question on how much balance they have in their bank account is easy to solve by someone working for the customer service department of a bank. They just need the personal information of the person asking this so they can look up their account and tell them their account balance. This is an example of a low complexity task. If it's the case that someone is a victim of bank fraud which resulted in large amounts of money being stolen then there is a lot more information needed to help this customer. This would be a high complexity task (Xu et al, 2022).

A.I. is progressively becoming more capable in performing the tasks that humans can do. Another way to categorize the different tasks that can be performed by an A.I. system is to distinguish between tasks that require the skill of 'feeling' against the skill of 'thinking'. Up until now it is mostly the thinking skill that A.I. has shown to be capable enough for to take over (Vorobeva et al., 2022). Eventually, all of service employees, if not most, tasks will be able to be performed by A.I. however

(Granulo et al., 2019). That would mean that tasks that require feeling and empathy could also be taken over in the future. For now, however, it is mostly the thinking skill that A.I. has partially taken over. The empathetic capabilities of humans are still only taken over by A.I. systems in a limited way (Borghi & Mariani, 2023).

One of the most prominent systems in the customer service sector that makes use of A.I. technology are chatbots. Chatbots are 'software programs that interact with users using natural languages' (Rese et al., 2020, p. 1). The tasks that they take over are generally of a low complexity. With the use of a select arrange of questions they can redirect customers to either the relevant information available on their website or redirect them to a customer service employee in case the issue is of a higher complexity. This first line – second line system can help reduce customer queue and wait times as well labour costs for an organisation.

A study has found out that service workers generally experience fear in regards to their job safety (Vorobeva et al., 2022). Computing costs have declined thus far that it is an economically wise choice to substitute labour for computer capital (Frey & Osborne, 2013). Considering the progress at which high skilled 'cognitive' labour can be reproduced by A.I. programs it is not an unrealistic to think that the work a customer service employee does on a regular basis can be replaced for cost efficiency reasons. So, is this the future we're heading to? Perhaps the customer service sector will not exist as a labour market in the foreseeable future. Computer servers could replace the call centre if this is the case.
With the different capabilities that A.I. has in mind, we can start to construct three hypothetical paths that the customer service sector could take in the future.

Possible outcomes

In the first possible outcome A.I. would completely take over all tasks that customer service employees have in their work. Chatbots replace the human worker by using thinking skills as well as feeling skills. They use their mimicked empathetic capabilities to achieve a satisfiable customer experience, indistinguishable from what a human can do. In this situation there would be no more need for human employees except for people managing and controlling these systems, leading to significant job loss.

In the second outcome A.I. systems will only take over the tasks of the employee that require the thinking skill. Customer experience would not benefit from the use of A.I. for feeling and empathy reasons so companies see no need in implementing it. The sector only changes marginally and no jobs will be lost.

In the third outcome we would see a combined picture where humans and A.I. work together. Here the human is not replaced but works side by side with the A.I. systems. The day-to-day task of the employees will be strengthened by A.I., making them more efficient in their work. Certain tasks that require mostly thinking skills will be automated and the empathetic aspect of the customer experience will mostly be done by humans.
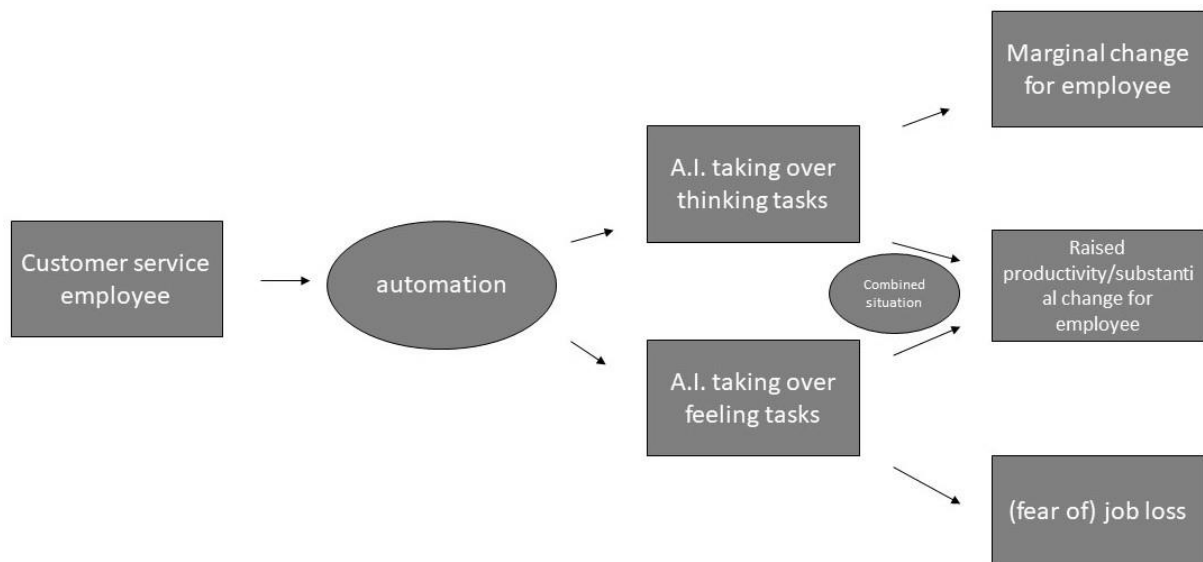
figure 1, conceptual model of three hypothetical outcomes

The general hypothesis on the research question is that we will change into the third situation where human employees will work together with A.I. systems. The customer service employees experience the automation because several of their work tasks have been taken over by automated processes. This will mostly be skills that require thinking. The feeling and empathetic aspects of their work are still done by themselves, although maybe with help of an AI. System in a guiding way. This would make the day-to-day tasks of the employee easier and make them more efficient in their work. The fear they have of losing their job depends on their knowledge of the subject. If an employee has extensive knowledge on the A.I. systems they use they will most likely be more afraid of their job safety. They will know the extent of the capabilities that A.I. has and the way in which it can take over their job tasks.

Methodology

As shown, it can be seen that A.I. systems have the hypothetical capability to replace humans in the customer service sector. These systems can take over low complexity to high complexity tasks and tasks that require the 'thinking' skill and 'feeling' skill. To answer the research question, a qualitative research was done. By doing a qualitative research based on a series of interviews this research tried to get a hold on what the personal experiences are for people working in different parts of the customer service sector in the Netherlands. The information collected by these interviews shows how this shift to A.I. replacement is experienced on a general but also on an individual level. Which systems are in use and to what extend do these systems take over the different tasks the employees have? By comparing and evaluating the answers that the interviewees give to the questions a broader picture of this current shift in the Netherlands is created.

The customer service workers gave their personal experiences they have with automation in the field and how they experience their job security. A manager and an employee working in Human Resource gave the behind-the-scenes information on how the automation is taking place within the company they work for. They also help by giving information on if there is a company policy regarding A.I. replacement. This can give insights on if the workers are trained to stay relevant in the sector even when automation is taking place.

6 interviews were conducted in total:
- 2 with customer service workers
- 1 with person in the HR department
- 1 coach of the customer service workers
- 1 manager of the customer service workers
- 1 with the head of technological innovation

As said before, the interviews were all done within a single customer service company: YOURCE. This is done to make generalizations on the customer service sector in the Netherlands as a whole. Interviews were arranged by asking all the interviewees individually.

The specific company that the YOURCE employees provide their customer service for is that of 'De Nederlandse Loterij'. This is a Dutch state owned company regulating a few of the largest Lottery games in the Netherlands. This means that the answers to the interview questions were all given in the context of a company providing lottery games to the public of the Netherlands. For the purposes of this research the details of the companies services (lottery games) will not be explained in depth. The customer 'service' in this regard is generalized to questions or requests that any customer could have for any other company. For example, a request to change the bank account number in an online account. Via e-mail a date was arranged on which these interviews would be held on google meet. The interviews were done in a semi-structured approach. A set of questions were created as an interview guide (appendix 1). The guide was changed slightly for every interviewee to cater to their specific task within YOURCE. When the interviewee started adding onto their answers with personal anecdotes or otherwise interesting information the interviewer would continue on with this by asking improvised probing questions. After this anecdote the interview would continue by adhering to the interview guide. This way all the relevant information could be extracted while not straying away too much from the pre-determined set of questions. The interviewees all had to sign an online form in which they gave their consent for the recording of the interviewee for research purposes (appendix 2).

After the interviews were conducted, the answers were coded using a code tree. Every answer got a specific code that coincides with different concepts of the theory. In figure 2, the different concepts that correspond to each code are shown. By using a code tree, the data was analysed to look for patterns in the answers that the interviewees gave.
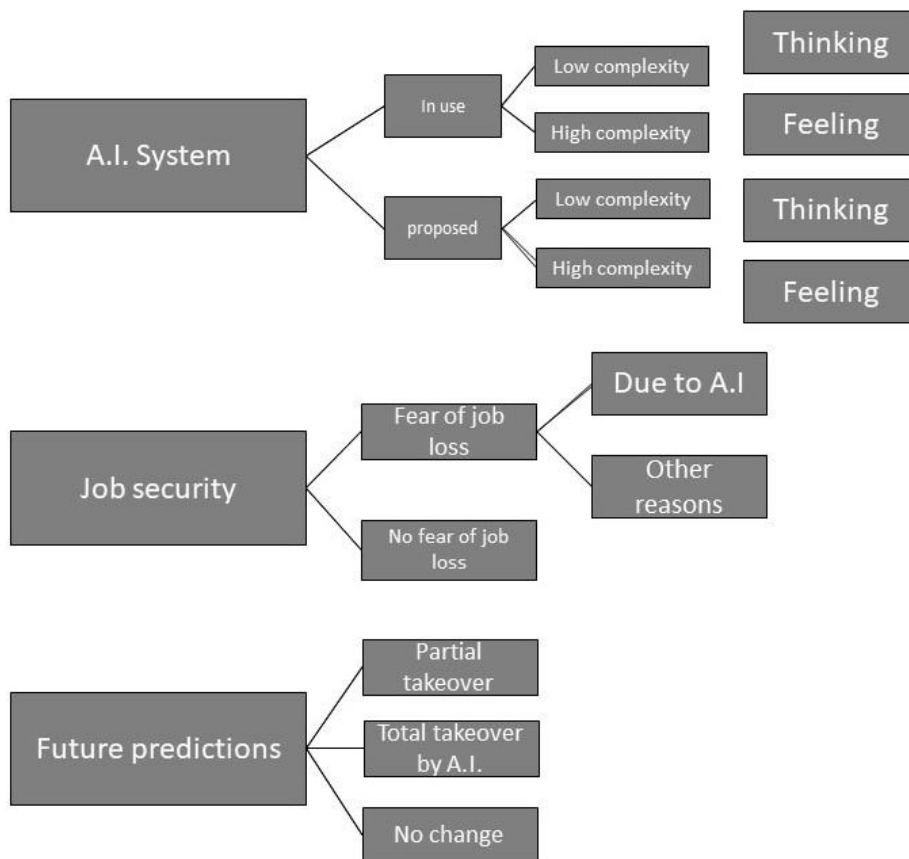
figure 2, code tree for interview analysis

Results

After the interviews were coded, the answers that were given in the interview could be interpreted. The findings of these interviews are discussed in the next part.

Automation

Customer service workers

The first two interviews were done with the customer service workers. The two customer service workers have both worked for YOURCE for several years. They work by taking up calls, doing e-mails and doing webcare, which consists of responding to messages on social media. Day to day tasks consist of answering the questions of customers for the Dutch lottery. The types of questions and requests range from customers asking what their lottery numbers are, how they can change their bank account to how they can log in to their account. These requests are broad and varied and can be seen as typical questions for any customer service.

They both were familiar with what A.I. is. They gave examples of things like chatbots and how those are big in the news nowadays. When asked which automated systems they use in their work from day to day they came up with several examples. One of which is a system that lets the workers see the account of the caller based on their phone number. In the past the account had to be searched manually.

Another example is how webcare messages (messages that are received through social media channels) are automatically placed into their specific 'category', saving time. These systems are both concerning 'thinking' tasks.

One of the employees did not see a lot of automation in his work. His examples were only of 'thinking' tasks. For example, the system that finds the customer's account based on his telephone number. This saves time in his work that he can now use to help the customer better, making him more efficient. This, however, was seen as a rather small change in his day-to-day work. He was aware of the capabilities that A.I. systems have. He did however not think that these can take over the 'feeling' aspect of his work which he deemed important. He did acknowledge the existence of chatbots in other companies. Those were capable of mimicking a conversation, but only for simple questions and lacking the 'necessary empathy'. He did not expect any further drastic changes in the automation of his work in the near future.

The other employee had a very different view on automation. He was born on Bonaire where he spent the first 20 years of his life and where his career in customer service started. His experience with automation on the work floor was more drastic than that of the other employee. He described how on Bonaire they rarely used digital systems. Instead, everything was still done manually and on paper. An example he gave was how he used to go from department to department with a written note whenever he needed to file a request. These requests or 'workorders' are done digitally at YOURCE. He called the change he was met with when he started working for YOURCE in the Netherlands a 'big leap forward'.

Coach

The coach, who also used to work as a customer service worker herself, gave more examples of A.I. systems that were either already in use, or were being proposed. One of the systems in use is the 'contexta' system. This system transcribes all the calls that YOURCE receives using A.I. She says this made her job a lot easier since this way she doesn't have to listen back to all the different calls of the employees she coaches. In these transcriptions she can see in a glance if the employees follow the pre-prescribed conversation flow. She does however still listen back to calls every now and then. She states that just reading back an audio transcript does not show if the employee is: 'empathetic or tired on the phone', which is also something she coaches on.

She also introduced a new concept that had not been covered yet within this research: that of the commercial aspect of customer service. Some companies like the Dutch lottery try to 'upsell' the subscriptions of their customers during calls. Another system is being built right now that would show employees what the upsell possibilities are during a call. Currently the employees need to find that out themselves and this system would save time.

HR department

The employee working in Human Resource Management gave more insights on how the process of hiring new employees currently is, and how that could possibly change in the future. He stated that the procedure does not include the way automation is happening in the sector. Empathy and social skills are still the main assets in a potential employee that he focusses on.

He also gave an example of another company he used to work at where they shifted to an almost complete takeover by automation. This was the ING bank, which fired a lot of employees because they started with a new system that would use chatbot to answer most of the service questions. This way only about 40% of the incoming calls were actually answered by a person. The ING did however change back into the old system after a few years. He states that it is importance for customer service to keep on having the human aspect. Otherwise, customers will flee to other companies that do provide this.

Manager

Another interview was done with a manager for the Dutch lottery department of YOURCE. He also stated that there are systems in place and proposed that could help make the live of the customer service workers easier. He gave an insight on a new system that was to be implemented a week after the interview. With this system the customers can, before they actually talk to an employee, speak in a short sentence explaining what their question is. This is powered by an A.I. that transcribes the sentence into text which the customer service workers can read so they can start working on the question straight away, saving time.

Besides the automation aspect he mentioned that his specific role in the company is to make his employees happy in their work. He thinks the systems in place are there to help his employees and not take over their roles.

Head of technological innovation

The head of technological innovation gave the most interesting insights on what A.I. systems are, how they are currently being used and what the future of this is. He is the one that is behind all the technological innovation within YOURCE. The beforementioned automated systems were all created by him and his team. The innovation and automation have been going on for years. He mentioned how his department used to be the 'boring it-department' where only behind the screens systems maintenance took place. In the last few years he has seen an uprise in 'cool, new and complex solutions to the problems that arise within YOURCE'. He showed examples of multiple chatbots that they are working on.

He emphasized the importance of duality in the way these systems work. They are all only there to help the customer service worker. The goal is to minimize waiting times for customers. This is done by using chatbots to redirect calls to the right place. In his eyes the future of customer service is to facilitate employees to be successful. The systems in place take over some tasks or 'sub' tasks that the

employees have. This leaves room for them to focus on to what to him is the most important aspect of customer service: the empathy.

Customers call a customer service desk not to get the answer specifically. 99% of the time this answer can be found on a page on the website of a company. Or otherwise, a chatbot can lead the customer into the right direction. The reason someone calls up to customer service is to hear from another human what the answer is. This gives them a reassurance that they do not get from a robot.

He states that the technology is there already to also take over this empathy aspect of the customer 'journey' as he calls it. To him this is more of an ethical question than a practical one. Of course, an A.I. chatbot can successfully 'listen' to what a customer has to say and answer their questions. This is not what a customer is looking for. They want the human connection from another person. This is why he thinks that the automated systems in place are so beneficial to YOURCE. They take away all the unnecessary tasks of employees so that they can focus on making a connection with the customer.

The true effect that automation has on customer service workers is to make them confident. To strengthen them with tools in their day-to-day tasks and make them more successful. This is also the case for the upsell system they created. They want to help employees to succeed in making the sale. Not by letting an A.I. system doing the sale for them, but by guiding them into the right place so that they only have to reel in the sale.

Job security

Customer service workers

On of the customer service workers didn't experience any fear about his work being taken over by A.I. systems. He deems the human 'feeling' aspect too important in the customer service sector for this to happen. Only a partial take-over of the sector by A.I. systems was more so the future he expected the sector to go in.

The other customer service worker who has experienced a pre-digital customer service sector was a bit more sceptical. He can imagine himself a future where only chatbots would be doing the customer service work, leaving only work for people in IT who maintain the A.I. chatbots.

Coach

The coach also didn't fear any job loss in the near future. Especially in her job as coach she thinks that, even though there will be more and more automation of small processes, her job of guiding the employees will stay the same. The contexta system could potentially take over her role in the sense that an employee could just get an automated e-mail stating which parts of the pre-described conversation are missing. Contexta could never measure the amount of empathy an employee shows in conversation however.

Human resource

The employee working in human resource management was held back on the subject of job loss. He thinks that a lot more things are at play than just A.I. systems. Things like inflation, market economy and general work occupation are stronger drivers in determining the future of job safety within the sector. He even states that the demand for customer service workers is higher than ever due to the beforementioned inflation and because the COVID pandemic has ended.

Manager

Other than his employees, the manager has a lot more expectations on how the sector will change in the future. He can imagine himself a future where a chatbot could completely take over the work. This would leave only jobs that supervises the way these bots function. He thinks his personal function as manager could never be changed however.

Head of technological innovation

The head of technological innovation was confident in his answer that there is no question of job loss due to A.I. automation. The innovations he creates will help flourish employees in their work. Although small tasks do get taken over, the role of making a connection with customers stays on the forefront. The question if automation could lead to job loss in the sector are in his eyes more an ethical one than a practical one.

Conclusions

From the interviews we can see that there is definitely automation taking place in the customer service sector in the Netherlands. This is seen in the plethora of systems that are being integrated in the everyday work of the employees. Many of which either directly take over (the system that searches user accounts based on phone number) or indirectly take over (contexta) the work of the employees. The way that employees experience this seem to be in a way that's helpful in their day-to-day work. Robots taking over is not sentiment that is shared throughout the interviewees. So, in general there does not seem to be a fear in the people working for YOURCE that they could possibly lose their jobs. There is however a realization that A.I. systems are capable of doing a lot more of their work tasks than that they are currently doing. As the head of technological innovation stated this future would strand on ethical discussions rather than practical reasons. The technology is there but it will not be accepted by customers.

The systems that are in place right now are mostly taking over the 'thinking' aspect of the day-to-day tasks. These are small automated systems like for example a robot finding an account for the employee instead of them having to search up the account themselves. There are no systems in place

that can take over any of the 'high complexity' and 'feeling' tasks. These are still reserved for the human workers.

Looking back at the hypothesis, this was partially not realized. It was speculated that the customer service sector would change into the third situation where humans would work side by side with A.I. systems. While this is true, the other hypothesis that people that know more about A.I. systems would have more fear about the future of job security did not come true. It seems that it is the opposite, showcased by the confidence that the head of technological innovation has in the way that the A.I. systems he is creating will only strengthen the position of the customer service worker.

The results of the interviews gave interesting insights on the research subject. One thing that has to be taken into consideration is the fact that this was all done within a single company. The research being focussed on this single company might have given skewed results. Are the six people who where interviewed a good representation of the customer service sector in general? It is arguable if the answers given can be generalized to say something about the customer service section in the Netherlands as a whole. Since Yource is the market leader in the sector it can be said that that is the case, although for further research a larger number of interviews would be preferable. A larger group of interviewees could help with generalizing research answers for the Netherlands as a whole.

More research is also needed to see if there are differences between companies. The interviewees all worked for a single project, being that of the Dutch lottery. Here the commercial aspect of upsells, common in the day-to-day lottery customer service, also take a roll in the question which systems are used and why. The lottery and other gambling practices are a sector in itself. It would be interesting to see what changes are taking place in the customer service sectors of companies working in other sectors like the purely service-related industries. For example the health industry where the commercial aspect is less on the forefront, possibly leading to different results. This broader picture could also be created by extending the group of interviews to not only employees of a customer service company but also to the customers themselves. Gathering user experiences could show what the customer thinks of A.I. automation and its effects. In addition to this, more interviews should be done with people that create the A.I. systems. They can help with getting a better understanding of the concept. It can be hard to make a distinction between what A.I. is and what automation is and what the relation is between them.

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Appendix

Appendix 1 Interview guide

For all three different 'types' of participants I will mostly use the same set of questions. This will make it easier to compare all the different experiences. To do this I will make the questions broad so that all three participant types can answer the same questions Ofcourse I will also leave room for any comments that are specific to their task within the customer service industry. The series of questions are as follows:

General questions:
- name, age and general information on who they are

Customer service:
- What is your role in the customer service industry?
- How long have you worked in the field?
- How did your training for this look like?
- What tasks do you have on a day to day basis?
- What changes have you encountered in your job?

Automatization:
- In what way do you experience automatization in your work?
- Is A.I. a part of this and to what extend?
- If so, which tasks have been taken over by A.I.?
- Have your experienced a shift in this during the course of your time in the sector?

Job security:
- Do you experience a change in job security in the customer service industry?
- To what extend is this caused by A.I. systems?
- What are the opportunities in the sector for re-education?

Future
- What would you like to see in the future of this sector?
- Which changes do you expect in the future?

Room for general comments

Appendix 2 consent form

Consentformulier

Ik ben in de mogelijkheid gesteld om de vragen van de interviewer te beantwoorden naar mijn eigen tevredenheid. Ik had genoeg tijd om te beslissen of ik aan dit onderzoek mee wilde doen. Mijn deelname aan dit onderzoek is vrijwillig en ik mag mij onttrekken aan dit onderzoek zonder daarvoor een reden te hoeven geven. Ik geef mijn toestemming dat dit interview is opgenomen voor onderzoeksdoeleinden. Ik heb dit formulier doorgelezen en ik geef mijn toestemming voor dit interview.

Naam: Datum: