

# Exploring the Influence of Artificial Intelligence Awareness on Bank Tellers' Turnover Intention: A Pilot Study in China

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The widespread application of artificial intelligence technology in the banking industry has led to the continuous reduction of teller positions, while the existing literature on the negative impact of artificial intelligence technology on employees is rarely involved. This research investigates whether bank tellers will suffer psychological shocks and lead to voluntary resignations under the wave of artificial intelligence development. Researchers adopt quantitative research methods and collect data through bank tellers by purposeful sampling methods. This pilot study use Smart-PLS software to analyze the teller's Artificial Intelligence Awareness level and its influence on turnover intention. There are few literatures about the mechanism by which the Artificial Intelligence Awareness of bank tellers affect the employee's turnover intention. This article uses psychological contract violation as the mediating variable to explore the psychological influence mechanism of Artificial Intelligence Awareness on bank teller turnover intention. The verification results of the measurement model of the pilot study have passed reliability and validity tests, indicating that the questionnaire is suitable for large-scale research. At the same time, the path result of the structural model shows that the Artificial Intelligence Awareness of bank employees can effectively affect employees' psychological contract violations, and ultimately lead to employees' turnover intention. This research provides a new theoretical perspective for bank employee career planning and human resource management of banking organization.

**Keywords:** *Artificial Intelligence Awareness, Bank Teller, Psychological Contract Violation, Turnover Intention*