

Workshop on Culturally Sensitive Social Robotics for All

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iCAR

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5th December
2:00 pm – 6:00 pm

Cultural Knowledge Survey

Respectful Interaction

In daily life, people interact with one another in several ways. They interact verbally using speech and they interact non-verbally using body language, e.g, by gesturing with their hands, arms, shoulders, faces, lips, eyes, and eyebrows. During such social interaction, they often position their bodies in certain ways. It is highly desirable that all interaction between people be conducted in a respectful manner by being aware of social and cultural norms and expectations.

Goal of the Survey

This survey aims to answer the following two questions: “How do you behave respectfully when interacting with people in your country and how should you not behave?”

The knowledge that is gathered in this survey will be used to equip social robots with cultural knowledge that will allow them to interact respectfully and politely with people using non-verbal, verbal, and spatial modes of behaviour.

Structure of the Questionnaire

The questionnaire has two parts. In Part 1, we ask you to provide some information about yourself. This information will be kept in strict confidence and it is only used to check that the survey is balanced in terms of age, gender, cultural heritage, and nationality. In Part 2, we ask you to answer several questions to help us identify different forms of culturally sensitive, respectful behaviours — movements, actions, or activities — and disrespectful behaviours.

Part 1: Demographic Information

1. What age are you? 20–29 30–39 40–49 50–59 60 or more.
2. Which are you? Woman Man
3. What is your cultural heritage? _____
4. What is your nationality? _____

Part 2: Cultural Knowledge

1. What distance should you keep when passing someone?
 - Less than 1 m.
 - 1 – 2 m.
 - More than 2 m.
2. How should you acknowledge someone when passing them?
 - No acknowledgement.
 - Raise eyebrows slightly.
 - Say hello.
 - Other. Please specify: _____
3. How should you pass a group of two or more people?
 - Pass behind them.
 - Pass between them.
 - Pass in front of them.
4. When showing someone *older* than you the way, where should you position yourself?
 - Far in front of them.
 - A little in front of them.
 - Beside them.
 - A little behind them.
5. When showing someone *the same age* as you the way, where should you position yourself?
 - Far in front of them.
 - A little in front of them.
 - Beside them.
 - A little behind them.
6. When showing someone *younger* than you the way, where should you position yourself?
 - Far in front of them.
 - A little in front of them.
 - Beside them.
 - A little behind them.

7. How should you address someone who is *older* than you and who you haven't met before?
- First name.
 - Last name.
 - Title first name.
 - Title last name.
 - Other. Please specify: _____
8. How should you address someone who is *the same age* as you and who you haven't met before?
- First name.
 - Last name.
 - Title first name.
 - Title last name.
 - Other. Please specify: _____
9. How should you address someone who is *younger* than you and who you haven't met before?
- First name.
 - Last name.
 - Title first name.
 - Title last name.
 - Other. Please specify: _____
10. Should you pause before responding when someone asks you a question? If yes, for how long?
- Yes: _____
 - No.
11. In an interaction where you and someone else take turns to speak, would you signal that you want to speak? If yes, how do you do that?
- Yes: _____
 - No.

12. If *you* are explaining something to someone, what is your primary focus of attention, i.e., where do you direct your gaze?
- The object being explained.
 - The face, eyes, or mouth of the person to whom you are explaining.
 - Mostly the object and sometimes the person.
 - Mostly the person and sometimes the object.
 - Equally the person and the object.
13. If *you* are explaining something to someone, how often should you make eye contact?
- Never.
 - Occasionally.
 - Often.
 - Constantly.
14. If *you* are explaining something to someone, how often would you make eye contact if the person was older than you?
- Less often.
 - More often.
 - No difference.
15. If *you* are explaining something to someone, how often would you make eye contact if the person was younger than you?
- Less often.
 - More often.
 - No difference.
16. If someone is explaining something to *you*, what is your primary focus of attention, i.e., where do you direct your gaze?
- The object being explained.
 - The face, eyes, or mouth of the person to whom you are explaining.
 - Mostly the object and sometimes the person.
 - Mostly the person and sometimes the object.
 - Equally the person and the object.
17. If someone is explaining something to *you*, how often should you make eye contact?
- Never.
 - Occasionally.
 - Often.
 - Constantly.

18. If someone is explaining something to *you*, how often would you make eye contact if the person was older than you?
- Less often.
 - More often.
 - No difference.
19. If someone is explaining something to *you*, how often would you make eye contact if the person was younger than you?
- Less often.
 - More often.
 - No difference.
20. Would you use a face or head gesture to express *gratitude*?
If yes, what would that gesture be?
- Yes: _____
 - No.
21. Would you use a face or head gesture to express *agreement*?
If yes, what would that gesture be?
- Yes: _____
 - No.
22. Would you use a face or head gesture to express *respect*?
If yes, what would that gesture be?
- Yes: _____
 - No.
23. Would you use a face or head gesture to express *friendliness*?
If yes, what would that gesture be?
- Yes: _____
 - No.
24. Would you use a face or head gesture to express *confusion*?
If yes, what would that gesture be?
- Yes: _____
 - No.
25. Would you use a face or head gesture to express *comprehension*?
If yes, what would that gesture be?
- Yes: _____
 - No.
26. Would you use a face or head gesture to express *interest*?
If yes, what would that gesture be?
- Yes: _____
 - No.

27. Is there a face or head gesture you should *not* use?
If yes, what would that gesture be?
- Yes: _____
- No.
28. Would you use a face or head gesture to draw someone's attention to something?
If yes, what would that gesture be?
- Yes: _____
- No.
29. Would you use a hand gesture to express *gratitude*?
If yes, what would that gesture be, and which hand would you use: left, right, either, or both?
- Yes: _____ , _____
- No.
30. Would you use a hand gesture to express *agreement*?
If yes, what would that gesture be, and which hand would you use: left, right, either, or both?
- Yes: _____ , _____
- No.
31. Would you use a hand gesture to express *respect*?
If yes, what would that gesture be, and which hand would you use: left, right, either, or both?
- Yes: _____ , _____
- No.
32. Would you use a hand gesture to express *friendliness*?
If yes, what would that gesture be, and which hand would you use: left, right, either, or both?
- Yes: _____ , _____
- No.
33. Would you use a hand gesture to express *confusion*?
If yes, what would that gesture be, and which hand would you use: left, right, either, or both?
- Yes: _____ , _____
- No.
34. Would you use a hand gesture to express *comprehension*?
If yes, what would that gesture be, and which hand would you use: left, right, either, or both?
- Yes: _____ , _____
- No.
35. Would you use a hand gesture to express *interest*?
If yes, what would that gesture be, and which hand would you use: left, right, either, or both?

- Yes: _____ , _____
- No.
36. Would you use a hand gesture while speaking to someone?
If yes, what would that gesture be, and which hand would you use: left, right, either, or both?
- Yes: _____ , _____
- No.
37. Would you use a hand gesture while listening to someone?
If yes, what would that gesture be, and which hand would you use: left, right, either, or both?
- Yes: _____ , _____
- No.
38. Is there a hand gesture you should *not* use?
If yes, what would that gesture be, and which hand would you not use: left, right, either, or both?
- Yes: _____ , _____
- No.
39. Would you use a body gesture to express *gratitude*?
If yes, what would that gesture be?
- Yes: _____
- No.
40. Would you use a body gesture to express *agreement*?
If yes, what would that gesture be?
- Yes: _____
- No.
41. Would you use a body gesture to express *respect*?
If yes, what would that gesture be?
- Yes: _____
- No.
42. Would you use a body gesture to express *friendliness*?
If yes, what would that gesture be?
- Yes: _____
- No.
43. Would you use a body gesture to express *confusion*?
If yes, what would that gesture be?
- Yes: _____
- No.
44. Would you use a body gesture to express *comprehension*?
If yes, what would that gesture be?

Yes: _____

No.

45. Would you use a body gesture to express *interest*?

If yes, what would that gesture be?

Yes: _____

No.

46. Would you use a body gesture while speaking to someone?

If yes, what would that gesture be?

Yes: _____

No.

47. Would you use a body gesture while listening to someone?

If yes, what would that gesture be?

Yes: _____

No.

48. Is there a body gesture you should *not* use?

If yes, what would that gesture be?

Yes: _____

No.