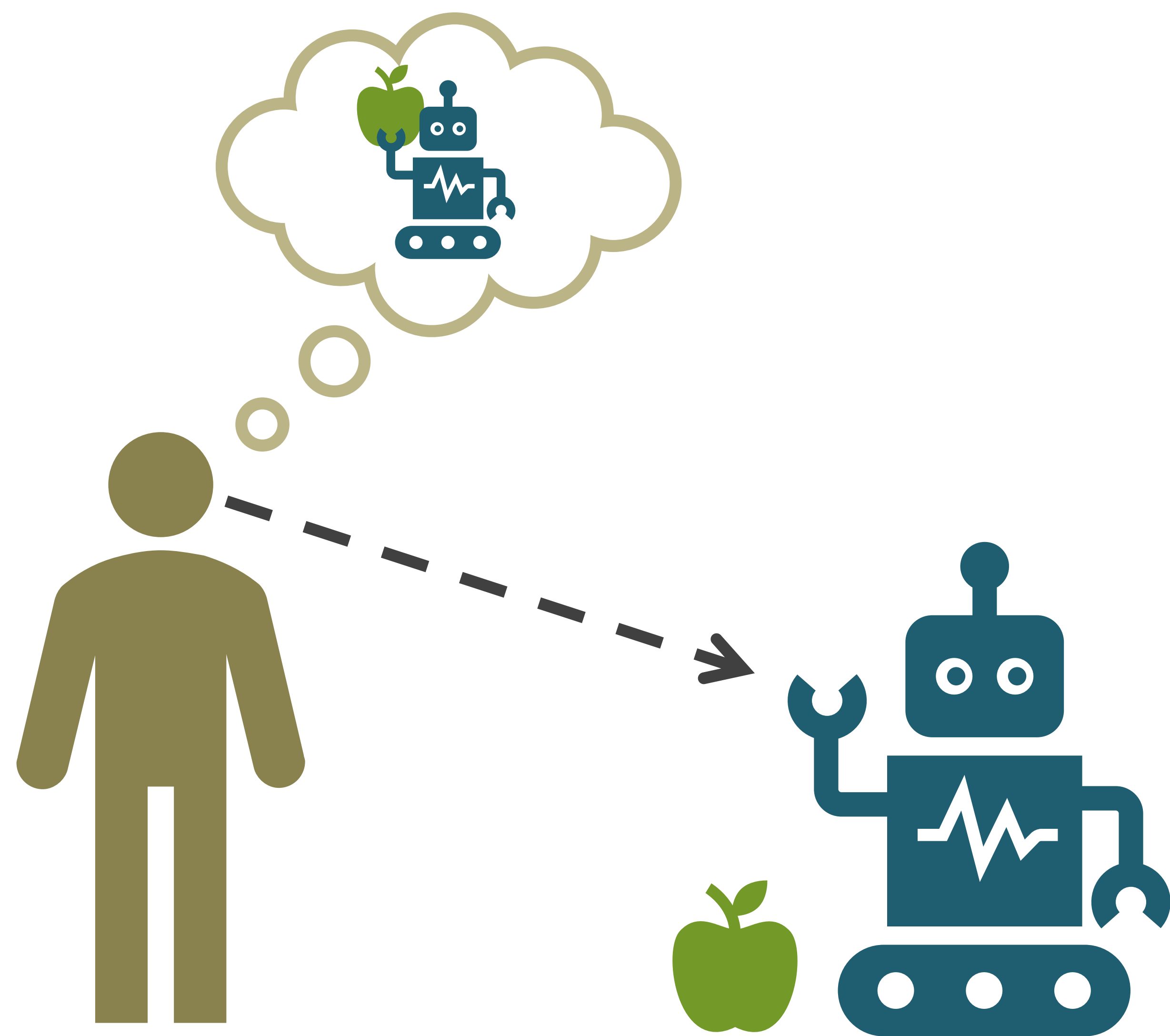


Clarifying Social Robot Expectation Discrepancy

Developing a Framework for Understanding How Users Form Expectations of Social Robots

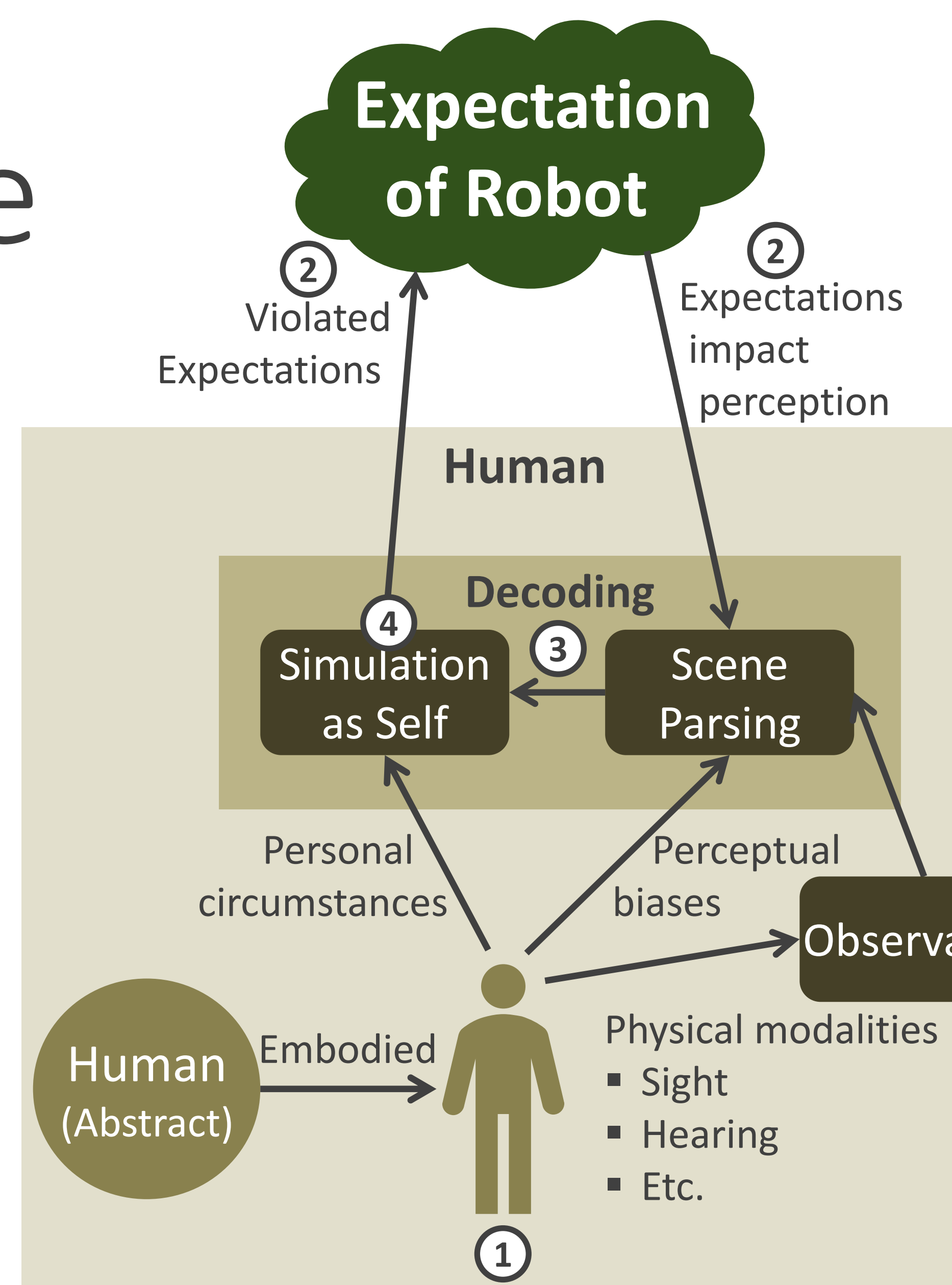


Expectations of robots don't always match up with reality.

For example, a robot having hands may lead users to expect it can pick things up, and disappoint them when it fails to do so.

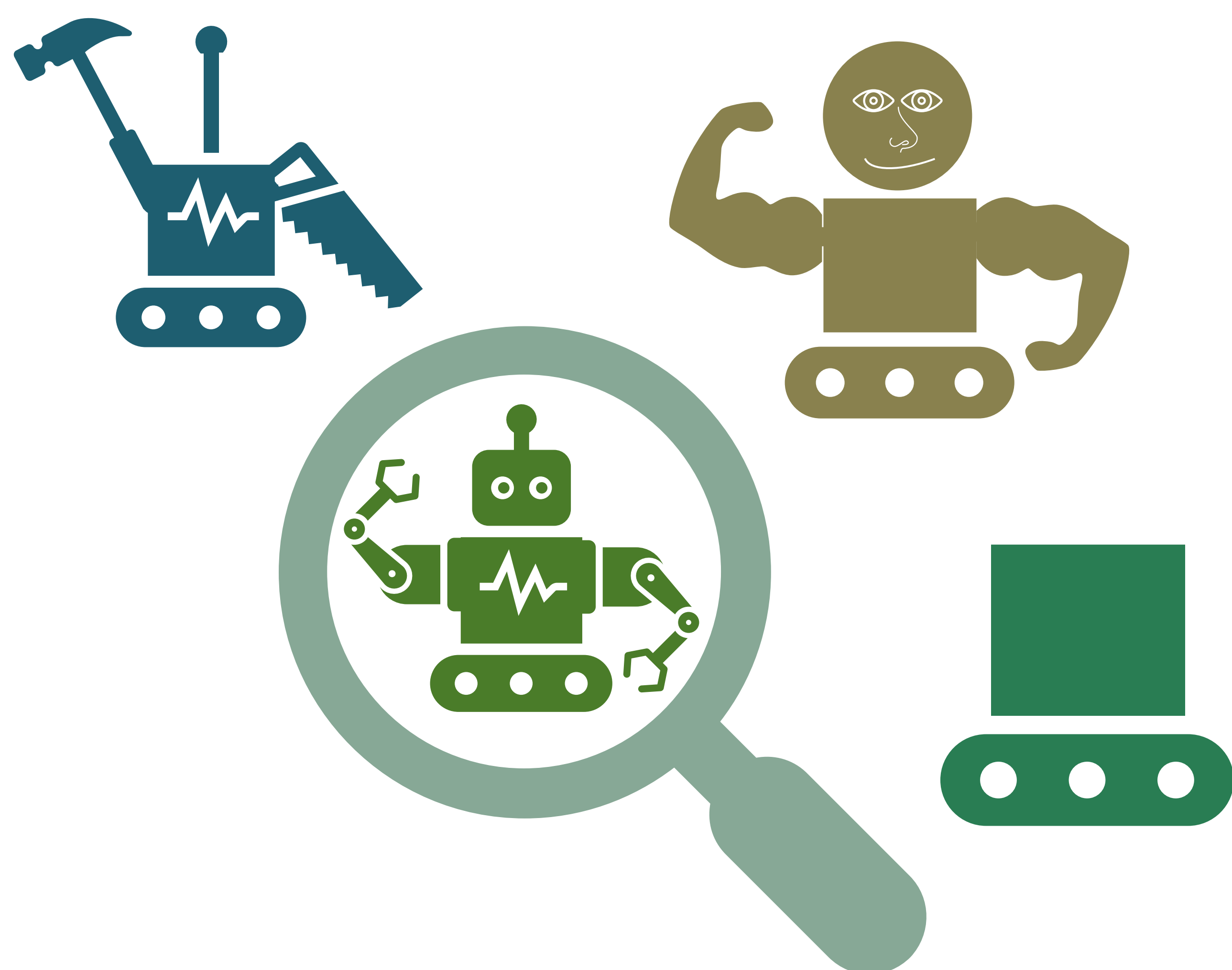
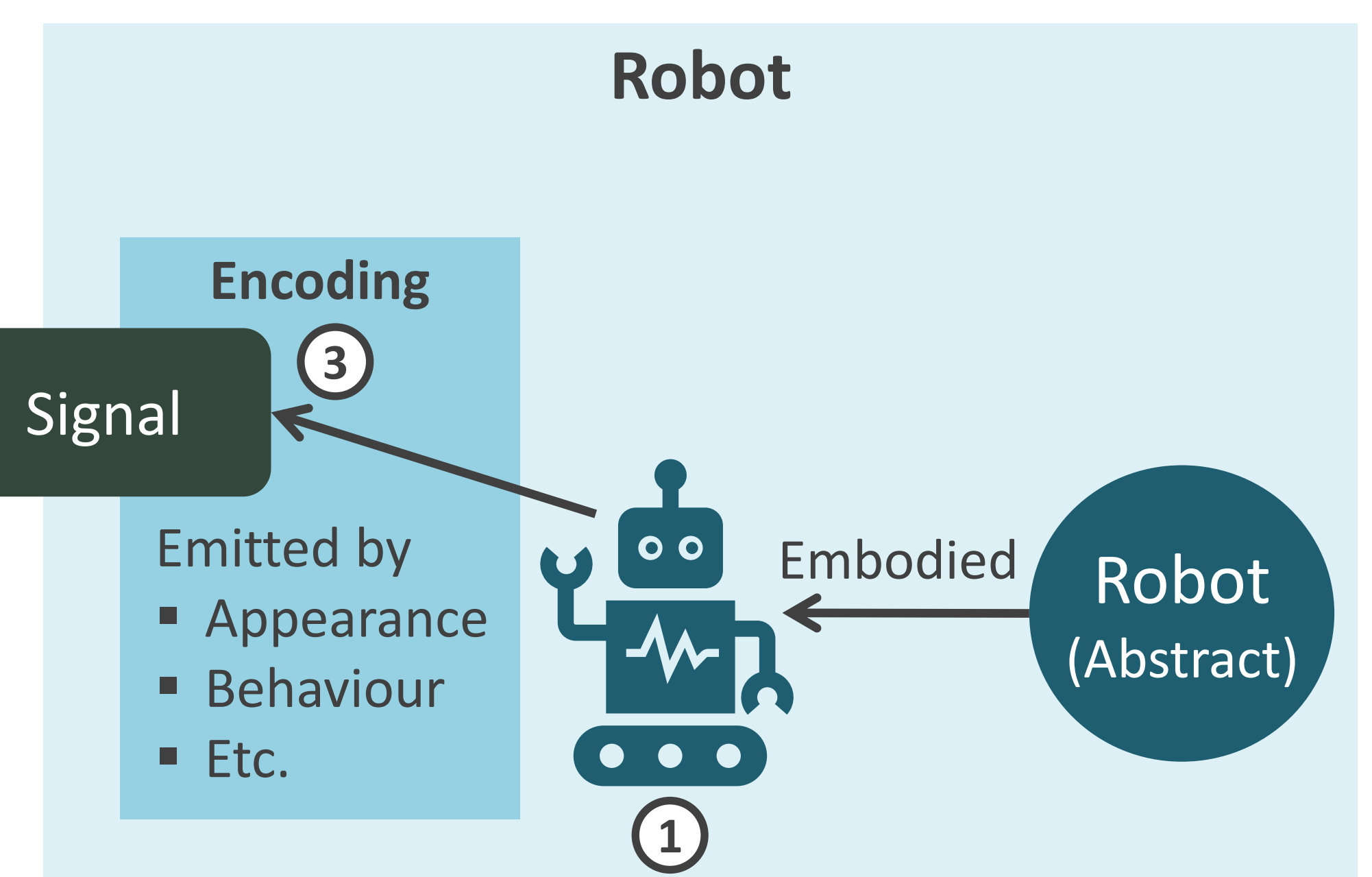
How do people come up with expectations?

Using existing theories of expectation formation between humans, we have created a model of how human expectations of robots develop.



Key Points

- ① All expectations of robot capabilities are constructed from an embodied perspective.
- ② Expectations are persistent, and when violated, are updated rather than replaced.
- ③ Understanding comes from signals encoded by the robot and decoded by the person.
- ④ People use cognitive simulations to make sense of observations.



How can we give designers tools to shape expectations?

We aim to develop recommendations, tools, and frameworks to help designers use outward design features and behaviours to influence expectations.



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