

Reading 8 - Social Robotics

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by [Bo Cao](#) - Wednesday, March 22, 2017, 4:09 AM

I listed key concepts and tools from the reading:

Grounded Theory analysis

https://en.wikipedia.org/wiki/Grounded_theory

Organizational interface

<http://dl.acm.org/citation.cfm?id=317469>

Fly-on-the-wall observations

<https://www.ibm.com/developerworks/library/us-fly/>

Open coding

https://en.wikipedia.org/wiki/Open_coding

Axial coding

https://en.wikipedia.org/wiki/Axial_coding

Reliability Analysis

<https://www.statisticssolutions.com/directory-of-statistical-analyses-reliability-analysis/>

Inter-coder reliability

https://www.law.berkeley.edu/library/resources/2015.02.12.Intercoder_Reliability_Quant_Empirical.pptx

Cohen's Kappa

https://en.wikipedia.org/wiki/Cohen's_kappa

One thing I would like to comment on "Robots in Organizations: the Role of Work flow, Social, and Environmental Factors in Human- Robot Interaction" is that, as it mentioned the fact that using

robots required did not have more benefits than its cost. Three factors, in my opinion, hinders the efficiency that robots are ought to provide:

1. Low level of autonomy to finish tasks - Robots were used to collect linen to release the jobs of cleaners, but meanwhile decreasing the cleanness of the hospital.
2. Low level of perception

The perception here means robot's perception of the world, including environment and humans. like the example in the interview

"Well, it almost ran me over... I wasn't scared... I was just mad... I've already been clipped by it. It does hurt. ".

3. Low level of presenting its state

"Yeah, I mean, we call them for drugs and we wait and wait and wait and wait. And it's like, they'll say something's coming over. I'm like, I wish they'd just put them on [the robot] and get them here. But I don't know what's going on at their end, why they didn't choose or, you know, what the situation is. I really can't say. " In this case users did not understand the state of the robot