Field Observation Report – Incidental Human–Robot Encounters

الوثيقة هي نموذج لتوثيق الملاحظات السريعة أثناء أو بعد تفاعل الناس مع الروبوت في موقع عام، مثل المعارض أو المنتديات، لدراسة سلوكهم وردود أفعالهم. كلمة incidental تعني عرضي، أي أن التفاعل يحدث بالصدفة وليس بتخطيط مسبق.

Observer and Session Information

Observer name: **Renad Allagani**

Event / Location: **Global Health Exhibition 2025, Malham, Saudi Arabia**

Date: **27-28, October, 2025**

Observation time block: from **10:00** to **18:00**

Robot mode: ☐ Autonomous ☐ Scripted (check both if applicable and explain what skills or scripts were used)

Crowd level: ☐ Low ☐ Medium ☐ High

Noise level: ☐ Low ☐ Medium ☐ High

Notable Incidents

Record 4–6 specific, memorable encounters (time, what happened, why notable). Example: "3:05 pm — two visitors joked with the robot and took selfies."

- **A lot of visitors, especially girls, found the robot cute and started treating it as if it was a child or a pet. One thought it was so adorable, she wanted to hug it.**
- **Others took selfies and photos with it to show to family and friends.**
- **Some visitors danced with the robot, spinning it around while holding its hand.**
- **The MCIT Minister, KACST President and KACST Health VP, all had a brief encounter with the robot.**
- **Some children were thrilled when the robot served them chocolate, and they eagerly started talking to it.**
- **Questions visitors asked to robot include:**
  - **"What's your name?"**
  - **"What do you do?"**
  - **"Where are you from?"**
  - **"What do you think about the exhibition?"**

Typical Behaviors Observed

Describe 4–6 common behavior patterns you noticed:

- **Visitors make extra effort when communicating with the robot, like raising their voice and keeping the phrase simple and short, while also leaning forward toward the robot's head just to make sure they're heard.**
- **Visitors get specially excited when the robot moves, and hence start recording videos of it when it was spinning on its own for instance.**
- **There is higher engagement when the robot maintains eye contact with them (robot eyes on tracking mode).**
- **When the robot gives its right hand, visitors understand it as a hand shake and so they hold the robot's hand and shake slightly while robot hand is fixed in place.**
- **Sometimes when the robot wave without speaking a word, people thinks it's a high five, only to realize later it is waving.**

Environmental or Accessibility Observations

Any barriers, confusion, or issues with space, visibility, or noise.

- **The event was crowded and noisy, which made it challenging for the robot to focus with one person and listen to him/her.**
- **There was no table dedicated to put on the laptop (for wizard interface) and other robot accessories. In which made it tiring keep close to the robot while carrying the laptop open during the demo time.**
- **There were demo screen stands, demo tables, and wooden posts placed throughout the booth, which created obstacles for the robot's movements.**
- **The internet connection via router was weak during the event, and so we had to use our phone hotspot instead.**
- **The booth was elevated above the exhibition floor by a step, which made rebooting and balancing the robot challenging—especially with VIP guests present—since we had to step down and go behind the booth to perform those actions.**

Reflections / Suggestions

Did anything about the robot's behavior seem to help or hinder engagement?

- **Durning demo, the robot's battery depletes in around an 1:30hrs, and has to be quickly charged after then.**
- **At first the robot vision seemed stuck and was not making eye contact with who is talking to it. Once internet was connected (via iPhone hotspot), the robot regained its vision and eye tracking ability.**
- **Sometimes visitors stand so close to the robot that when the general_greeting.py skill is triggered, the robot accidentally brushes against them while waving hello.**

Any immediate ideas to improve next deployment?

- **Preparing the corner where the robot will be charged and where the laptop will be placed one day prior to the event.**
- **Placing the router at the a suitable location close to the robot, and setting up the internet connection one day prior to the event.**
- **Having programmed skills ready for basic and frequent questions people might ask the robot, so that the robot can still be approachable when offline.**
- **Keeping the robot active while charging to maintain engagements with the visitors, and avoiding the need to power it off and reboot it in front of them.**

Summary Counts

Please give rough estimates

Category	Count (for the 2 days)
Total people observed	**~70**
Looked at robot	**~30**
Stopped (no talk)	**~15**
Talked briefly (1–2 turns)	**~20**
Deep conversation (≥3 turns)	**~5**
Avoided / negative reactions	**~0**

Attachments

☐ Observation sheet (coded data)

☐ Photos or map of booth (if approved)

☐ Other notes

Photos are shared here:

https://kacst-my.sharepoint.com/:f:/g/personal/jalmahmoud_kacst_gov_sa/Eh_JL-eJ759Ip2BY1jIy2XUBJhkOiaS7Zd7ROBWQwS4i5A?e=QuZxE4