

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 المننديات، لدراسة سلوكهم وردود أفعالهم. كلمة incidental تعني عرضي، أي أن التفاعل يحدث بالصدفة وليس بتخطيط مسبق.

Observer and Session Information

Observer name: Hadeel

Event / Location: 3d Saudi 4IR

Date: 29/10/2025

Observation time block: from __10.30__ to __5__

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

Greeting skill, serving visitors skill, runes to follow us, pick the basket

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.”

1. Someone looked as if to contact, she said hello, she started taking video, she asked us what should I do
2. Some people smiled and kept a little distance from the robot.
3. A visitor waved her hand and asked about what makes the robot happy/sad and asked about general information about ‘how I can get to the metro’.
4. Multiple people asked how they could interact with the robot.
5. A person approached the robot but got startled when it started wave unexpectedly, showing fear.
6. Several visitors asked if the robot could recognize their faces.
7. A visitor attempted to shake the robot's hand but was confused about which hand to use, then located the correct hand, shook it, asked the robot to follow them
8. Some visitors became upset about the robot continuing to talk without pausing.
9. The Head of NIC inquired about the robot's cables and requested a high-five interaction.

10. Several people requested jokes, though the robot apparently didn't have this capability.
11. Multiple visitors asked how to talk with the robot.
12. Some people took pictures from far away.
13. A visitor asked if the robot could organize a meeting to meet someone at the event.
14. A visitor asked the robot to say a custom message to their daughter with a specific name but the robot wasn't able to do it.
15. A technical expert asked about head tracking capabilities for safety concerns and other technical information.
16. Some visitors thought the robot could recognize their gestures.
17. some visitors were very impressed and said so cute.
18. Several visitors expected the robot to wave when saying goodbye.
19. Someone asked robot to serve his friend who is at the right of him
20. Some visitors asked the robot to dance, they expected the robot will dance but the robot it's arms to start dance with them. Also they requested to tell a joke.
21. Many people were very impressed when the robot know it's name or produced specific sounds.

Typical Behaviors Observed

Describe 4–6 common behavior patterns you noticed:

1. Hesitant approach - smiling but maintaining distance
2. Questioning how to initiate interaction with the robot
3. Testing if the robot could recognize faces
4. Confusion with physical interactions (handshaking, which hand to use)
5. Expression of affection ("I love it")
6. Frustration with continuous robot talking (lack of pauses)
7. Requesting entertainment functions (jokes)
8. Taking photographs from a distance
9. Asking for practical assistance (meeting organization)
10. Technical inquiry about robot capabilities
11. Misinterpretation of gesture recognition abilities
12. Expectation of farewell gestures
13. Requesting interactive activities (dancing)
14. Strong positive reactions to personalization (name recognition)
15. Frustration of latency in response
16. Frequent asking about shaking hand
17. Frequent asking about "hi five"

Environmental or Accessibility Observations

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

- Distance hesitation - visitors maintaining physical space initially
- Startling reactions to unexpected robot movements
- Confusion about interaction initiation methods
- Misconceptions about gesture recognition capabilities
- Communication challenges (continuous robot speech)
- Tendency to observe/photograph from a distance rather than engage directly
- The tracking mode disabled several time, specifically after recognizing the basket
- The shaking hand need improvement
- There is no hi five skill

Reflections / Suggestions

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

Positive engagement factors:

- Personalized responses (knowing about its purpose and information about it self)
 - Interest from high-profile visitors (Minister)
 - Physical interactions when successful
 - Emotional responsiveness
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- Any immediate ideas to improve next deployment

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- Add clearer visual cues for physical interaction points
 - Implement better conversation pacing with appropriate pauses
 - Add basic entertainment capabilities (jokes, dancing)
 - Improve gesture recognition to match visitor expectations
 - Develop better farewell gestures
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Summary Counts

Please give rough estimatee

Category	Count
Total people observed	50-60
Looked at robot	~50
Stopped (no talk)	~20
Talked briefly (1-2 turns)	~20
Deep conversation (≥ 3 turns)	~6-10
Avoided / negative reactions	~10

Attachments

- ☐ Observation sheet (coded data)

☐ Photos or map of booth (if approved)

☐ Other notes