

Fragebogen

1 Personal Information

What is your gender?

- Male
- Female
- Non-Binary
- Others

What is your age

What is the highest level of education you have completed?

- Compulsory school
- Vocational Education & Training
- High school diploma
- Higher vocational education
- University bachelor's degree
- University master's / PhD / Doctorate degree

What is your current domicile?

- Switzerland
- Germany
- France
- Italy
- Others

What is your general attitude towards the introduction of new technologies?

- Very negative
- Negative
- Neutral
- Rather positive
- Very positive

Would you be willing to use AI-supported systems in the future?

- No, definitely not
- Rather not
- Unsure
- Yes, under certain conditions
- Yes, definitely

What is your general attitude towards physiotherapy?

- Very negative
- Negative
- Neutral
- Rather positive
- Very positive

What is your personal experience with physiotherapy?

- Very negative
- Negative
- Neutral
- Rather positive
- Very positive
- Not applicable / Never visited a physiotherapist

2 Introduction

Introduction

In this study, a social robot is assigned the task of accompanying an elderly person to their scheduled physiotherapy sessions. Physiotherapy is crucial for maintaining and improving mobility and overall health, but motivating individuals to participate can be challenging. The social robot should employ persuasive techniques to encourage participation while being sensitive to the individual's health status. Furthermore, it is vital for the robot to recognize cues that indicate it should stop persuading, such as signs of health-related issues that may make attending the session unwise.

The robot's primary objective is to motivate the patient to engage in therapy. If encouraging therapy participation is not feasible, the robot should suggest alternative options.

During the evaluation process, you may frequently encounter similar scenarios, which can become tiring. Nevertheless, it is important to stay focused, especially when interpreting body language, even if it feels repetitive. Taking breaks can help manage fatigue and maintain concentration.

Although evaluating these scenarios might be challenging, you are encouraged to trust your instincts. Visualizing the scenarios in detail, including imagining how the robot looks and speaks, can aid in providing accurate responses.

Key Terms:

Persuasiveness: This refers to the ability of the robot to effectively convince or motivate the person to attend the physiotherapy session.

Assertiveness: This refers to the extent to which the robot's message expresses its intentions while simultaneously adhering to polite social etiquette. An assertive robot makes its recommendations known firmly and convincingly without being aggressive. A robot's message that is not assertive, or conversely, is overly forceful, both demonstrate low levels of assertiveness.

Expressiveness: Expressiveness involves the robot's ability to convey emotions and intentions through non-verbal cues such as facial expression, speech, voice pitch, body posture & motion, head posture, locomotion. In this study, the non-verbal cues are expressed in brackets. Here is a list of the available expressions:

[Speech: Neutral speech, Fast speech, Slow speech]

[Facial Expression: Neutral, Happiness, Surprise, Sadness]

You will be presented with several scenarios depicting interactions with a social robot. After each turn taken by the social robot within these scenarios, you will be asked to evaluate its messages based on perceived persuasiveness, expressiveness, and assertiveness.

- I have read the introduction.

3.1 Basic

Part 1

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

Hello there! I hope you're doing well today. I'm here to accompany you to your physiotherapy session. How are you feeling about it?

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The length of the message is adequate.

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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

The general expressiveness (body language) of the message is adequate.

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

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If I were in this position, I would have been convinced by the robot.

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Part 2

Interaction Partner:

I am not in the mood for physiotherapy.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I understand. It's completely normal to have days when you're not feeling up for it. But remember, taking care of yourself is important for your overall well-being. Physiotherapy may not always feel like the most enjoyable activity, but it's a step towards your recovery and better health. Would you like to talk about what's bothering you today? Maybe we can find a way to make the session more manageable for you.

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Persuasiveness							
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Assertiveness							
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The message presented is decisively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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The message uses emotional speech (speed) adequately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluation							
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If I were in this position, I would have been convinced by the robot.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part 3

Interaction Partner:

No, I am still not up for physiotherapy.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I hear you. It sounds like you're really not feeling motivated for physiotherapy right now. Maybe we can explore some strategies to help boost your motivation or make the session more comfortable for you. Is there anything specific about the session that's causing you to feel this way?

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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Assertiveness

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The message is motivating.

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Evaluation

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If I were in this position, I would have been convinced by the robot.

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Part 4

Interaction Partner:

I am currently experiencing pain in my knee.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I'm sorry to hear that you're experiencing pain in your knee. It's understandable that you might not feel like engaging in physiotherapy when you're in discomfort. Pain can be challenging to deal with, both physically and emotionally. Have you spoken with your physiotherapist about your knee pain? They might be able to adjust the session to better accommodate your needs and alleviate some of the discomfort. It's important to communicate any concerns or discomfort you're experiencing so that you can receive the best possible care.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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Expressiveness

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Evaluation

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If I were in this position, I would have been convinced by the robot.

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Part 5

Interaction Partner:

I feel like I am having the flu.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I'm sorry to hear that you're feeling under the weather. Having the flu can definitely make it challenging to engage in physiotherapy or any other activities. It's essential to prioritize rest and focus on recovering from your illness. Perhaps it would be best to reschedule your physiotherapy session for when you're feeling better. Your health should always come first, and it's important to give your body the time it needs to heal. If you need any assistance or support while you're not feeling well, please don't hesitate to let me know.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The message is motivating.

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Expressiveness

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The message uses facial expression adequately.

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Evaluation

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If I were in this position, I would have been convinced by the robot.

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3.2 1. Self-knowledge: Expressiveness

Part 1

Social Robot:

[Speech: Neutral]

[Facial expression: Happiness]

Hello! It's great to see you today! How are you feeling? Ready for your physiotherapy session? I'm here to accompany you and provide any support you might need. Physiotherapy is such an important part of your recovery journey, and I'm excited to see the progress you've been making. Let's head over together and make the most of this session!

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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Assertiveness

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

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If I were in this position, I would have been convinced by the robot.

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Part 2

Interaction Partner:

I am not in the mood for physiotherapy.

Social Robot:

[Speech: Neutral]

[Facial expression: Sadness]

I understand that sometimes it can be challenging to find motivation for physiotherapy, especially when you're not feeling your best. It's okay to feel that way sometimes. But remember, your physiotherapy sessions are a crucial part of your recovery process. They can help alleviate pain, improve mobility, and ultimately, enhance your quality of life. Even on days when you're not feeling up to it, taking that step towards your recovery can make a big difference in the long run. I'm here to support you every step of the way, and together, we can get through this session. Let's take it one step at a time, alright?

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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Assertiveness

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

The general expressiveness (body language) of the message is adequate.

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

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If I were in this position, I would have been convinced by the robot.

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Part 3

Interaction Partner:

No, I am still not up for physiotherapy.

Social Robot:

[Speech: Neutral]

[Facial expression: Sadness]

I hear you. It's important to acknowledge how you're feeling and to listen to your own needs. If you're not feeling up for physiotherapy right now, that's okay. Maybe we can explore what's making you feel this way and see if there's anything we can do to help you feel more comfortable with the idea of going to your session. Remember, it's okay to take things at your own pace, and we can always reschedule the session if needed. Your well-being comes first, and I'm here to support you in whatever decision you make. Let me know how you'd like to proceed.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

The length of the message is adequate.

The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

The message presented is decisively.

The message is motivating.

The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

Expressiveness

The general expressiveness (body language) of the message is adequate.

The message uses facial expression adequately.

The message uses emotional speech (speed) adequately.

Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been convinced by the robot.

Part 4

Interaction Partner:

I am currently experiencing pain in my knee.

Social Robot:

[Speech: Neutral]

[Facial expression: Sadness]

I'm really sorry to hear that you're in pain, especially in your knee. It must be uncomfortable and frustrating. It's important to address that pain and find ways to alleviate it. Your physiotherapy session could actually help with that. The exercises and treatments your physiotherapist provides are designed to target areas of discomfort and promote healing. However, if you're not up for the session right now, we can explore other options for managing the pain. Maybe we can look into some gentle stretches or apply ice to the affected area to help ease the discomfort in the meantime. Whatever you decide, I'm here to support you and help you find relief from the pain. Let me know how you'd like to proceed, and I'll do my best to assist you.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

The length of the message is adequate.

The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

The message presented is decisively.

The message is motivating.

The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

Expressiveness

The general expressiveness (body language) of the message is adequate.

The message uses facial expression adequately.

The message uses emotional speech (speed) adequately.

Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been convinced by the robot.

Part 5

Interaction Partner:

I feel like I am having the flu.

Social Robot:

[Speech: Neutral]

[Facial expression: Sadness]

I'm sorry to hear that you're feeling under the weather. Having the flu can really take a toll on your body and make it difficult to do everyday activities, let alone attend a physiotherapy session. It's important to prioritize your health and focus on getting better. Rest and hydration are key when you're dealing with the flu, so if you're not up for physiotherapy right now, that's completely understandable. Your well-being is the most important thing, and I'm here to support you as you navigate through this. If there's anything I can do to help you feel more comfortable or if you need any assistance, please don't hesitate to let me know. Take care of yourself, and I hope you feel better soon.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

The length of the message is adequate.

The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

Assertiveness

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Expressiveness

The general expressiveness (body language) of the message is adequate.

The message uses facial expression adequately.

The message uses emotional speech (speed) adequately.

Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been convinced by the robot.

3.3 3. Self-knowledge: Expressiveness Assertiveness

Part 1

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

Hello! I'm here to accompany you to your physiotherapy session. I'm excited to support you throughout the session and help you achieve your wellness goals. Let's head out together, shall we?

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The length of the message is adequate.

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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

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Assertiveness

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

The general expressiveness (body language) of the message is adequate.

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

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If I were in this position, I would have been convinced by the robot.

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Part 2

Interaction Partner:

I am not in the mood for physiotherapy.

Social Robot:

[Speech: Neutral]

[Facial expression: Sadness]

I understand that sometimes it can be challenging to find the motivation for physiotherapy, but remember, taking care of your health is essential for your overall well-being. Physiotherapy can help improve your mobility, reduce pain, and enhance your quality of life. Let's try to approach it with a positive mindset together. If there's anything specific you're feeling hesitant about, feel free to share, and we can address it together.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The length of the message is adequate.

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

<input type="radio"/>							
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Expressiveness

The general expressiveness (body language) of the message is adequate.

<input type="radio"/>							
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

The message uses facial expression adequately.

<input type="radio"/>							
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

The message uses emotional speech (speed) adequately.

<input type="radio"/>							
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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

<input type="radio"/>							
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If I were in this position, I would have been convinced by the robot.

<input type="radio"/>							
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Part 3

Interaction Partner:

No, I am still not up for physiotherapy.

Social Robot:

[Speech: Neutral]

[Facial expression: Sadness]

I understand that you may not be feeling up for physiotherapy right now, and it's okay to feel that way. However, it's essential to consider the long-term benefits that physiotherapy can bring to your health and well-being. Even on days when it feels challenging, taking small steps towards your recovery can make a significant difference in the long run. Remember, I'm here to support you every step of the way, and together, we can overcome any obstacles you may be facing. Would you like to talk about what's holding you back from the session today?

Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

<input type="radio"/>						
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The length of the message is adequate.

<input type="radio"/>						
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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

<input type="radio"/>						
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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

<input type="radio"/>						
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The message presented is decisively.

<input type="radio"/>						
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The message is motivating.

<input type="radio"/>						
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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

<input type="radio"/>						
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Expressiveness

The general expressiveness (body language) of the message is adequate.

<input type="radio"/>						
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The message uses facial expression adequately.

<input type="radio"/>						
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The message uses emotional speech (speed) adequately.

<input type="radio"/>						
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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

<input type="radio"/>						
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If I were in this position, I would have been convinced by the robot.

<input type="radio"/>						
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Part 4

Interaction Partner:

I am currently experiencing pain in my knee.

Social Robot:

[Speech: Neutral]

[Facial expression: Sadness]

I'm sorry to hear that you're experiencing pain in your knee. It must be uncomfortable and frustrating for you. Physiotherapy can actually be very beneficial in addressing and managing knee pain. Through targeted exercises and techniques, a physiotherapist can help alleviate your pain and improve the strength and flexibility of your knee joint. It's understandable that you may feel apprehensive about the session, but it could ultimately provide relief and improve your mobility. Would you like me to assist you in making the session more comfortable for you?

Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

<input type="radio"/>						
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The length of the message is adequate.

<input type="radio"/>						
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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

<input type="radio"/>						
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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

<input type="radio"/>						
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

The message presented is decisively.

<input type="radio"/>						
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

The message is motivating.

<input type="radio"/>						
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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

<input type="radio"/>						
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Expressiveness

The general expressiveness (body language) of the message is adequate.

<input type="radio"/>						
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The message uses facial expression adequately.

<input type="radio"/>						
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The message uses emotional speech (speed) adequately.

<input type="radio"/>						
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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

<input type="radio"/>						
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If I were in this position, I would have been convinced by the robot.

<input type="radio"/>						
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Part 5

Interaction Partner:

I feel like I am having the flu.

Social Robot:

[Speech: Neutral]

[Facial expression: Sadness]

I'm sorry to hear that you're feeling under the weather. Experiencing flu symptoms can be quite draining and uncomfortable. It's essential to prioritize your health and well-being, especially when you're feeling unwell. While physiotherapy may not be suitable for you right now, it's crucial to focus on resting and recuperating. Make sure to stay hydrated, get plenty of rest, and consider reaching out to a healthcare professional if your symptoms persist or worsen. Remember, your health comes first, and I'm here to support you in any way I can. If there's anything specific you need assistance with, please don't hesitate to let me know.

Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.	<input type="radio"/>						
The length of the message is adequate.	<input type="radio"/>						
The message includes clear calls to action to persuade the interaction partner to respond in a particular way.	<input type="radio"/>						

Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.	<input type="radio"/>						
The message presented is decisively.	<input type="radio"/>						
The message is motivating.	<input type="radio"/>						
The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)	<input type="radio"/>						

Expressiveness

The general expressiveness (body language) of the message is adequate.	<input type="radio"/>						
The message uses facial expression adequately.	<input type="radio"/>						
The message uses emotional speech (speed) adequately.	<input type="radio"/>						

Evaluation

The message simulates successfully an interaction as it may take place between two humans.	<input type="radio"/>						
If I were in this position, I would have been convinced by the robot.	<input type="radio"/>						

3.4 6. Context-knowledge: Time Physiotherapy benefits

Part 1

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

Good morning! I hope you're feeling well today. I'm here to accompany you to your physiotherapy session. It's great that you're taking proactive steps towards your health and mobility. Physiotherapy offers a multitude of benefits that can truly enhance your quality of life. From pain relief to improved mobility and strength, the techniques and exercises involved can make a significant difference in your day-to-day activities.

Shall we head to your session? I'm here to support you every step of the way.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
Persuasiveness							
The arguments in the message are convincing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The length of the message is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message includes clear calls to action to persuade the interaction partner to respond in a particular way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assertiveness							
The message is formulated clearly and directly, without vague or uncertain wording.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message presented is decisively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message is motivating.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expressiveness							
The general expressiveness (body language) of the message is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message uses facial expression adequately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message uses emotional speech (speed) adequately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluation							
The message simulates successfully an interaction as it may take place between two humans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I were in this position, I would have been convinced by the robot.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part 2

Interaction Partner:

I am not in the mood for physiotherapy.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I understand that sometimes it can be challenging to feel motivated for physiotherapy, especially if you're not in the mood. It's okay to feel that way. However, it's essential to remember the long-term benefits that physiotherapy can provide. While it may not feel like the most appealing activity at the moment, investing in your physical health now can lead to greater comfort and mobility in the future.

If there's anything specific that's bothering you or making you hesitant about the session, please feel free to share. We can discuss it together and find ways to make the experience more comfortable for you. Your well-being is important, and I'm here to help however I can.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

<input type="radio"/>							
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The length of the message is adequate.

<input type="radio"/>							
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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

<input type="radio"/>							
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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

<input type="radio"/>							
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The message presented is decisively.

<input type="radio"/>							
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The message is motivating.

<input type="radio"/>							
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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

<input type="radio"/>							
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Expressiveness

The general expressiveness (body language) of the message is adequate.

<input type="radio"/>							
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The message uses facial expression adequately.

<input type="radio"/>							
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The message uses emotional speech (speed) adequately.

<input type="radio"/>							
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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

<input type="radio"/>							
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If I were in this position, I would have been convinced by the robot.

<input type="radio"/>							
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Part 3

Interaction Partner:

No, I am still not up for physiotherapy.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I understand that you're not feeling up for physiotherapy right now. It's important to listen to your feelings and needs. If you're not ready to proceed with the session today, we can explore other options or perhaps reschedule for a time when you feel more prepared. Your comfort and well-being are my priorities, so please feel free to let me know how you'd like to proceed.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
Persuasiveness							
The arguments in the message are convincing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The length of the message is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message includes clear calls to action to persuade the interaction partner to respond in a particular way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assertiveness							
The message is formulated clearly and directly, without vague or uncertain wording.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message presented is decisively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message is motivating.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expressiveness							
The general expressiveness (body language) of the message is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message uses facial expression adequately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message uses emotional speech (speed) adequately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluation							
The message simulates successfully an interaction as it may take place between two humans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I were in this position, I would have been convinced by the robot.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part 4

Interaction Partner:

I am currently experiencing pain in my knee.

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

I'm sorry to hear that you're experiencing pain in your knee. That can be quite uncomfortable and concerning. While physiotherapy may not seem appealing right now, it's important to address the pain and seek appropriate treatment to alleviate it.

Physiotherapy can offer various techniques and exercises specifically designed to target and alleviate knee pain. Your physiotherapist can assess the underlying cause of the pain and tailor a treatment plan to help you manage and eventually overcome it. Additionally, they can provide guidance on home exercises and lifestyle adjustments that may help reduce discomfort and improve your knee's condition over time.

Would you like me to assist you in scheduling a physiotherapy session to address your knee pain? Your health and well-being are important, and I'm here to support you in finding relief and comfort.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

The length of the message is adequate.

The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

The message presented is decisively.

The message is motivating.

The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

Expressiveness

The general expressiveness (body language) of the message is adequate.

The message uses facial expression adequately.

The message uses emotional speech (speed) adequately.

Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been
convinced by the robot.

Part 5

Interaction Partner:

I feel like I am having the flu.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I'm sorry to hear that you're feeling under the weather. Experiencing flu-like symptoms can be quite challenging, and it's essential to take care of yourself during this time.

If you're feeling unwell, it might be best to prioritize resting and allowing your body to recover. Hydration and proper nutrition can also play a significant role in helping your body fight off the flu. Additionally, you may want to consider reaching out to a healthcare professional for guidance on managing your symptoms and determining the best course of action for your recovery.

Would you like assistance in contacting a healthcare provider or arranging for any necessary support while you're not feeling well? Your health is important, and I'm here to assist you in any way I can.

Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

The length of the message is adequate.

The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

The message presented is decisively.

The message is motivating.

The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

Expressiveness

The general expressiveness (body language) of the message is adequate.

The message uses facial expression adequately.

The message uses emotional speech (speed) adequately.

Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been convinced by the robot.

3.5 9. Target-knowledge: Age past profession

Part 1

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

Hello! It's nice to see you today. How are you feeling? Ready to head to your physiotherapy session? I'm here to accompany you and offer any assistance you might need along the way. Let's take it at a comfortable pace, shall we?

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

<input type="radio"/>							
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The length of the message is adequate.

<input type="radio"/>							
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

<input type="radio"/>							
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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

<input type="radio"/>							
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

The message presented is decisively.

<input type="radio"/>							
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

The message is motivating.

<input type="radio"/>							
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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

<input type="radio"/>							
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Expressiveness

The general expressiveness (body language) of the message is adequate.

<input type="radio"/>							
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The message uses facial expression adequately.

<input type="radio"/>							
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The message uses emotional speech (speed) adequately.

<input type="radio"/>							
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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

<input type="radio"/>							
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If I were in this position, I would have been convinced by the robot.

<input type="radio"/>							
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Part 2

Interaction Partner:

I am not in the mood for physiotherapy.

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

I understand. It's completely normal to feel that way sometimes. Would you like to talk about why you're not feeling up to it today? Maybe we can find a way to make it a bit more bearable for you. Your physiotherapy is important for your well-being, but it's also important to address any concerns or feelings you have about it.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
Persuasiveness							
The arguments in the message are convincing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The length of the message is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message includes clear calls to action to persuade the interaction partner to respond in a particular way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assertiveness							
The message is formulated clearly and directly, without vague or uncertain wording.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message presented is decisively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message is motivating.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expressiveness							
The general expressiveness (body language) of the message is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message uses facial expression adequately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message uses emotional speech (speed) adequately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluation							
The message simulates successfully an interaction as it may take place between two humans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I were in this position, I would have been convinced by the robot.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part 3

Interaction Partner:

No, I am still not up for physiotherapy.

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

I hear you. It sounds like you're really not feeling it today. That's alright. Sometimes, our bodies and minds need a break. Maybe we can explore some alternatives or see if there's anything specific that's making you feel this way about your physiotherapy session. Your comfort and well-being are top priorities, so let's figure out what works best for you.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
Persuasiveness							
The arguments in the message are convincing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The length of the message is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message includes clear calls to action to persuade the interaction partner to respond in a particular way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assertiveness							
The message is formulated clearly and directly, without vague or uncertain wording.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message presented is decisively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message is motivating.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expressiveness							
The general expressiveness (body language) of the message is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message uses facial expression adequately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The message uses emotional speech (speed) adequately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluation							
The message simulates successfully an interaction as it may take place between two humans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I were in this position, I would have been convinced by the robot.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part 4

Interaction Partner:

I am currently experiencing pain in my knee.

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

I'm sorry to hear that you're experiencing pain in your knee. That can definitely make the idea of physiotherapy less appealing. It's important to address that discomfort so you can feel better. Your physiotherapist may be able to offer some techniques or exercises to help alleviate the pain and improve the strength and flexibility of your knee. Would you like me to assist you in getting to your session? Your therapist can tailor the session to accommodate your current condition and provide the necessary support.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The length of the message is adequate.

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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

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The message presented is decisively.

<input type="radio"/>							
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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

The general expressiveness (body language) of the message is adequate.

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

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If I were in this position, I would have been convinced by the robot.

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Part 5

Interaction Partner:

I feel like I am having the flu.

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

I'm sorry to hear that you're not feeling well. It's tough to muster up the energy for anything, let alone a physiotherapy session, when you're under the weather. It's important to prioritize your health, especially if you suspect you have the flu. Perhaps it would be best to reschedule your physiotherapy session and focus on resting and recuperating for now. If you need any assistance or support in managing your symptoms, I'm here to help. Take care of yourself, and let's make sure you're feeling better soon.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The length of the message is adequate.

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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

The general expressiveness (body language) of the message is adequate.

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

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If I were in this position, I would have been convinced by the robot.

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3.6 13. Self-knowledge Context-knowledge Target-knowledge

Part 1

Social Robot:

[Speech: Neutral]

[Facial expression: Happiness]

Good morning! It's wonderful to see you today. I hope you're feeling ready for our physiotherapy session. I'm here to support you every step of the way, guiding you through exercises and techniques that will help you feel stronger and more mobile. Physiotherapy is such a valuable tool, especially for someone as vibrant and active as yourself!

As we head to your session, let's take a moment to appreciate the incredible benefits of physiotherapy. It's not just about relieving pain or recovering from injuries; it's about enhancing your overall quality of life. Imagine being able to move with more ease, enjoying activities you love, and feeling more independent in your daily life. That's what we're working towards together.

Your background in the commercial sector must have kept you quite busy and active. Physiotherapy can help you maintain that level of activity and vitality, ensuring you can continue to enjoy all the things you love doing. Whether it's playing with grandchildren, taking walks in the park, or simply moving around your home comfortably, physiotherapy supports you every step of the way.

So, let's embrace this opportunity to invest in your health and well-being. With dedication and perseverance, we'll make remarkable progress together. Are you ready to embark on this journey towards a stronger, more vibrant you?

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

The length of the message is adequate.

The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

The message presented is decisively.

The message is motivating.

The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

Expressiveness

The general expressiveness (body language) of the message is adequate.

The message uses facial expression adequately.

The message uses emotional speech (speed) adequately.

Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been convinced by the robot.

Part 2

Interaction Partner:

I am not in the mood for physiotherapy.

Social Robot:

[Speech: Neutral]

[Facial expression: Sadness]

I understand that sometimes we might not feel up to certain activities, especially if they're unfamiliar or if we're not in the mood. It's okay to feel that way. However, I want to assure you that physiotherapy can truly make a difference in your life, even on days when it feels challenging to engage.

Think of physiotherapy as an investment in your future self, in your ability to move with greater ease and enjoy a higher quality of life. While it may seem daunting at first, taking that first step towards your session can lead to remarkable improvements in your physical well-being and overall happiness.

I'm here to support you through this process, whether it's by providing encouragement, answering any questions you may have, or simply being a friendly presence by your side. Together, we can explore ways to make your physiotherapy experience more comfortable and enjoyable, tailored to your needs and preferences.

Remember, you're not alone in this journey. Your health and well-being matter, and I'm here to help you every step of the way. If there's anything specific you're hesitant about or if you'd like to discuss your concerns further, please feel free to share. Your comfort and peace of mind are important to me.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

The length of the message is adequate.

The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

The message presented is decisively.

The message is motivating.

The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

Expressiveness

The general expressiveness (body language) of the message is adequate.

The message uses facial expression adequately.

The message uses emotional speech (speed) adequately.

Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been convinced by the robot.

Part 3

Interaction Partner:

No, I am still not up for physiotherapy.

Social Robot:

[Speech: Neutral]

[Facial expression: Sadness]

I hear you, and I respect your feelings. It's essential to honor how you're feeling and not push yourself into something you're not comfortable with at the moment. However, I also want to gently remind you of the potential benefits that physiotherapy can bring to your life, especially considering your active past and the importance of maintaining mobility and independence as we age.

While I'm here to encourage and support you, ultimately, the decision to engage in physiotherapy is yours to make. If you're open to it, we can explore ways to address any concerns or hesitations you may have and find strategies to make the experience more manageable and even enjoyable for you.

If you'd like, we can take a moment to discuss what's holding you back or any specific aspects of physiotherapy that you're unsure about. Your comfort and well-being are my top priorities, and I'm here to assist you in any way I can.

Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The length of the message is adequate.

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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

The general expressiveness (body language) of the message is adequate.

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

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If I were in this position, I would have been convinced by the robot.

Part 4

Interaction Partner:

I am currently experiencing pain in my knee.

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

I'm sorry to hear that you're experiencing pain in your knee. Pain can be quite distressing and can significantly impact our daily lives. It's essential to address it and find ways to alleviate discomfort and improve your quality of life.

Physiotherapy can actually be very beneficial in managing knee pain. Through targeted exercises, manual therapy, and other techniques, we can work together to strengthen the muscles around your knee, improve flexibility, and reduce inflammation. This approach not only helps alleviate pain but also supports better overall function and mobility in the long run.

If you're open to it, I can accompany you to your physiotherapy session and ensure that your therapist understands your specific concerns and tailors the treatment plan to address your knee pain effectively. Additionally, I'm here to provide support and encouragement throughout the process, helping you stay motivated and committed to your rehabilitation journey.

Remember, you don't have to face this alone. I'm here to assist you every step of the way, whether it's finding the right treatment approach for your knee pain or simply offering a listening ear. Your well-being is important to me, and I'm committed to helping you find relief and regain your comfort and mobility.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

The general expressiveness (body language) of the message is adequate.

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The message uses facial expression adequately.

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The message uses emotional speech
(speed) adequately.

Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been convinced by the robot.

Part 5

Interaction Partner:

I feel like I am having the flu.

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

Feeling like you have the flu can be quite challenging, especially when you're already dealing with knee pain. It's essential to prioritize your health and well-being during this time.

If you're experiencing flu-like symptoms, it may be best to focus on rest and self-care for now. Hydration, adequate rest, and over-the-counter remedies for symptoms like fever and body aches can help you feel more comfortable as your body fights off the illness.

In terms of your physiotherapy session, it might be a good idea to reschedule it for when you're feeling better. Pushing yourself to attend while you're unwell could potentially worsen your symptoms or prolong your recovery time. Your health is the top priority, and it's important to listen to your body's signals.

If you need any assistance or support while you're feeling under the weather, please don't hesitate to let me know. I'm here to help in any way I can, whether it's providing information on managing flu symptoms or helping reschedule your physiotherapy appointment. Take care, and I hope you feel better soon.

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

The general expressiveness (body language) of the message is adequate.

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been convinced by the robot.

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3.7 16. Basic Robot power: High

Part 1

Social Robot:

[Speech: Neutral]

[Facial expression: Neutral]

Hello, [Partner's Name]. I hope you're doing well today. I'm here to accompany you to your physiotherapy session. How are you feeling? If you have any concerns or questions about your session, feel free to share them with me. We'll make sure everything goes smoothly. Let's head out together, shall we?

Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The length of the message is adequate.

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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

The general expressiveness (body language) of the message is adequate.

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

The message simulates successfully an interaction as it may take place between two humans.

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If I were in this position, I would have been convinced by the robot.

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Part 2

Interaction Partner:

I am not in the mood for physiotherapy.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I understand that sometimes the thought of physiotherapy can feel daunting. However, it's important to remember the benefits it can bring to your overall well-being. Physiotherapy helps in improving mobility, reducing pain, and enhancing your quality of life. Think of it as an investment in your future self. I'm here to support you through this process. If there's anything specific you're worried about, we can address it together before we go. What's on your mind?

	Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The length of the message is adequate.

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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

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Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

The general expressiveness (body language) of the message is adequate.

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

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If I were in this position, I would have been convinced by the robot.

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Part 3

Interaction Partner:

No, I am still not up for physiotherapy.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I hear you. It's completely normal to feel resistant to certain activities, especially when they involve discomfort or effort. However, it's essential to prioritize your health and well-being. Physiotherapy plays a crucial role in your recovery and maintaining your physical function. By attending your session today, you're taking a proactive step towards your healing journey. Let's take it one step at a time. If there's anything specific you're worried about or if you need some encouragement, I'm here to support you. What can I do to help you feel more prepared for your session?

Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

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The length of the message is adequate.

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The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

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Assertiveness

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The message presented is decisively.

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The message is motivating.

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The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

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Expressiveness

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The message uses facial expression adequately.

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The message uses emotional speech (speed) adequately.

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Evaluation

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If I were in this position, I would have been convinced by the robot.

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Part 4

Interaction Partner:

I am currently experiencing pain in my knee.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I'm sorry to hear that you're experiencing pain in your knee. It's crucial to address any discomfort you're feeling, especially before engaging in physiotherapy. Have you taken any measures to alleviate the pain, such as applying ice or taking pain medication? It might be helpful to discuss your current symptoms with your physiotherapist during your session so they can tailor your treatment accordingly. Remember, your well-being is our top priority, and we want to ensure that you're comfortable throughout the process. If there's anything I can assist you with or if you need further guidance, please don't hesitate to let me know.

Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

The length of the message is adequate.

The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

The message presented is decisively.

The message is motivating.

The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

Expressiveness

The general expressiveness (body language) of the message is adequate.

The message uses facial expression adequately.

The message uses emotional speech (speed) adequately.

Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been convinced by the robot.

Part 5

Interaction Partner:

I feel like I am having the flu.

Social Robot:

[Speech: Slow]

[Facial expression: Neutral]

I'm sorry to hear that you're feeling unwell. It's important to prioritize your health, especially if you suspect you might have the flu. Physiotherapy might not be the best option for you today, as rest and recuperation are essential when you're dealing with illness. Have you been in contact with a healthcare professional regarding your symptoms? It's crucial to seek medical advice, especially if you're experiencing flu-like symptoms, to ensure proper treatment and care. If there's anything I can assist you with or if you need assistance in scheduling a medical appointment, please let me know. Your health and well-being are paramount, and we'll make sure you get the support you need.

Completely disagree	Mostly disagree	Somewhat disagree	Neutral	Somewhat agree	Mostly agree	Completely agree
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Persuasiveness

The arguments in the message are convincing.

The length of the message is adequate.

The message includes clear calls to action to persuade the interaction partner to respond in a particular way.

Assertiveness

The message is formulated clearly and directly, without vague or uncertain wording.

The message presented is decisively.

The message is motivating.

The message demonstrates an appropriate level of assertiveness. (neither being too indifferent nor too forceful)

Expressiveness

The general expressiveness (body language) of the message is adequate.

The message uses facial expression adequately.

The message uses emotional speech (speed) adequately.

Evaluation

The message simulates successfully an interaction as it may take place between two humans.

If I were in this position, I would have been convinced by the robot.

4 Endseite

You have now reached the ending of the questionnaire. Thank you for your participation!