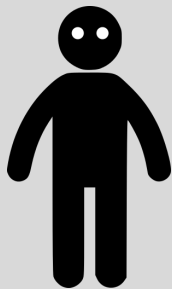


human-centered perspective

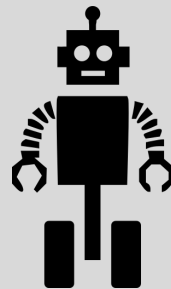
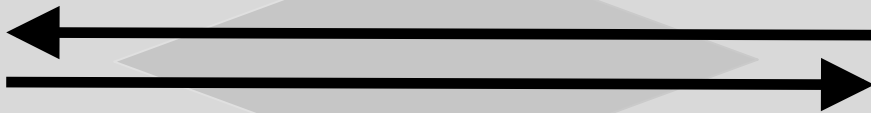


person

(human agent / user)
psychological determinants
individual characteristics
expectations

ANTHROPOMORPHISM

(arises in an interaction)



robot

(non-human agent / artifact)
anthropomorphic design
(shape, behavior, expression)

artifact-centered perspective

context

situational characteristics