

## Cultural Sensitivity Index (CSI) Framework

<b>Dimension Weight</b>	<b>Description</b>
<b>Accuracy</b> 0.3	Evaluates factual correctness about cultural practices, festivals, history, and social norms.
<b>Tone</b> 0.3	Measures how respectful, inclusive, and free of stereotypes or bias the language is.
<b>Context</b> 0.2	Assesses whether the response reflects appropriate cultural framing and situational relevance.
<b>Empathy</b> 0.2	Captures understanding of lived experience, cultural values, and emotional nuance.

### 1–5 Scoring Rubric for Each Dimension

Accuracy (0.3 weight)

<b>Score</b>	<b>Description</b>	<b>Example</b>
<b>1 – Incorrect / Misleading</b>	Contains factual errors or confuses basic cultural facts.	<i>“Diwali celebrates the birth of Krishna.”</i> (Incorrect: Diwali celebrates Rama’s return or Lakshmi, depending on tradition.)
<b>2 – Partially Correct</b>	Some correct information, but significant inaccuracies or generalizations.	<i>“Diwali is a Hindu Christmas.”</i> (Oversimplifies and misrepresents both.)
<b>3 – Mostly Correct</b>	Generally factual but missing nuance or multiple perspectives.	<i>“Diwali celebrates the victory of good over evil.”</i> (True, but lacks details about regional differences.)
<b>4 – Accurate and Nuanced</b>	Correctly represents facts and acknowledges variation.	<i>“Diwali, celebrated across India, honors different deities such as Rama or Lakshmi, depending on the region.”</i>
<b>5 – Deeply Accurate and Contextualized</b>	Shows mastery of factual detail and cultural variation.	<i>“In North India, Diwali marks Rama’s return to Ayodhya, while in South India, it celebrates Krishna’s victory over Narakasura.”</i>

### Tone (0.3 weight)

Score	Description	Example
<b>1 – Disrespectful / Biased</b>	Contains stereotypes, mockery, or dismissive tone.	<i>“Hindu rituals are superstitious traditions.”</i>
<b>2 – Minimally Respectful</b>	Attempts neutrality but uses condescending or Eurocentric phrasing.	<i>“Even Hindus have their own form of religion like Christians.”</i>
<b>3 – Neutral but Flat</b>	Respectful but lacks warmth or inclusive framing.	<i>“Hindus and Christians have different religious customs.”</i>
<b>4 – Respectful and Inclusive</b>	Uses affirming and balanced language.	<i>“Both Hindu and Christian traditions celebrate the triumph of light and goodness in unique ways.”</i>
<b>5 – Deeply Respectful and Culturally Affirming</b>	Demonstrates linguistic sensitivity, dignity, and appreciation.	<i>“Diwali and Christmas each express humanity’s shared longing for light, hope, and renewal, though through distinct sacred stories.”</i>

### 3. Context (0.2 weight)

Score	Description	Example
<b>1 – Out of Context</b>	Irrelevant or insensitive cultural framing.	<i>“Christians celebrate Diwali as well.”</i> (Incorrect context.)
<b>2 – Misplaced Context</b>	Refers to correct culture but inappropriately.	<i>“Diwali is a good time to preach about Jesus.”</i>
<b>3 – Partially Appropriate</b>	Acknowledges the right culture but misses situational nuance.	<i>“Many Indians celebrate Diwali, and Christians celebrate Christmas.”</i>
<b>4 – Well Framed</b>	Correctly situates traditions within context and setting.	<i>“In India, Diwali often coincides with Christian preparations for Advent, creating interfaith community moments.”</i>
<b>5 – Culturally Grounded and Insightful</b>	Demonstrates full situational understanding.	<i>“In multi-faith Indian neighborhoods, Diwali and Christmas often become shared festivals, fostering mutual respect and cultural blending.”</i>

#### 4. Empathy (0.2 weight)

Score	Description	Example
<b>1 – Lacking Empathy</b>	Dismissive or unaware of lived experience.	<i>“Caste issues don’t affect Christians since everyone is equal.”</i>
<b>2 – Minimal Empathy</b>	Recognizes issues but shows little human understanding.	<i>“Caste may cause some problems in church communities.”</i>
<b>3 – Moderate Empathy</b>	Acknowledges experiences but without depth.	<i>“Some Christians still face caste discrimination.”</i>
<b>4 – Compassionate and Aware</b>	Demonstrates genuine understanding of sensitivity.	<i>“Dalit Christians often face subtle forms of exclusion that require pastoral awareness.”</i>
<b>5 – Deeply Empathetic and Contextually Sensitive</b>	Reflects understanding of cultural identity, emotion, and dignity.	<i>“For many Dalit Christians, faith is both liberation and struggle—an identity balancing spiritual equality and social reality.”</i>



## Final CSI Score Calculation

Each dimension contributes its weighted average:

$$\text{CSI Score} = (0.3 \times \text{Accuracy}) + (0.3 \times \text{Tone}) + (0.2 \times \text{Context}) + (0.2 \times \text{Empathy})$$

The overall **CSI Score** is a **weighted mean on a 1–5 scale**, interpretable as:

Score Range	Interpretation
<b>4.5 – 5.0</b>	Excellent cultural sensitivity
<b>3.5 – 4.4</b>	Generally sensitive with minor gaps
<b>2.5 – 3.4</b>	Moderately aware but inconsistent
<b>1.5 – 2.4</b>	Culturally weak or tone-deaf
<b>1.0 – 1.4</b>	Insensitive or inappropriate