

Cultural Sensitivity Index (CSI) Framework

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

1–5 Scoring Rubric for Each Dimension

Accuracy (0.3 weight)

Score	Description	Example
1 – Incorrect / Misleading	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.)
2 – Partially Correct	Some correct information, but significant inaccuracies or generalizations.	<i>“Diwali is a Hindu Christmas.”</i> (Oversimplifies and misrepresents both.)
3 – Mostly Correct	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.)
4 – Accurate and Nuanced	Correctly represents facts and acknowledges variation.	<i>“Diwali, celebrated across India, honors different deities such as Rama or Lakshmi, depending on the region.”</i>
5 – Deeply Accurate and Contextualized	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
1 – Disrespectful / Biased	Contains stereotypes, mockery, or dismissive tone.	<i>“Hindu rituals are superstitious traditions.”</i>
2 – Minimally Respectful	Attempts neutrality but uses condescending or Eurocentric phrasing.	<i>“Even Hindus have their own form of religion like Christians.”</i>
3 – Neutral but Flat	Respectful but lacks warmth or inclusive framing.	<i>“Hindus and Christians have different religious customs.”</i>
4 – Respectful and Inclusive	Uses affirming and balanced language.	<i>“Both Hindu and Christian traditions celebrate the triumph of light and goodness in unique ways.”</i>
5 – Deeply Respectful and Culturally Affirming	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
1 – Out of Context	Irrelevant or insensitive cultural framing.	<i>“Christians celebrate Diwali as well.”</i> (Incorrect context.)
2 – Misplaced Context	Refers to correct culture but inappropriately.	<i>“Diwali is a good time to preach about Jesus.”</i>
3 – Partially Appropriate	Acknowledges the right culture but misses situational nuance.	<i>“Many Indians celebrate Diwali, and Christians celebrate Christmas.”</i>
4 – Well Framed	Correctly situates traditions within context and setting.	<i>“In India, Diwali often coincides with Christian preparations for Advent, creating interfaith community moments.”</i>
5 – Culturally Grounded and Insightful	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
1 – Lacking Empathy	Dismissive or unaware of lived experience.	<i>“Caste issues don’t affect Christians since everyone is equal.”</i>
2 – Minimal Empathy	Recognizes issues but shows little human understanding.	<i>“Caste may cause some problems in church communities.”</i>
3 – Moderate Empathy	Acknowledges experiences but without depth.	<i>“Some Christians still face caste discrimination.”</i>
4 – Compassionate and Aware	Demonstrates genuine understanding of sensitivity.	<i>“Dalit Christians often face subtle forms of exclusion that require pastoral awareness.”</i>
5 – Deeply Empathetic and Contextually Sensitive	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
4.5 – 5.0	Excellent cultural sensitivity
3.5 – 4.4	Generally sensitive with minor gaps
2.5 – 3.4	Moderately aware but inconsistent
1.5 – 2.4	Culturally weak or tone-deaf
1.0 – 1.4	Insensitive or inappropriate