

Who Explains It? Avoiding the Feeling of Third-Person Helpers in Auditory Instruction for Older People

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ABSTRACT

Auditory instruction is a well used method for people of all ages because of its understandability. However the additional voice has the possibility to disturb the user's learning during the instruction because it strongly implies the support of third-person helpers. This risk increases with older people because their confidence in their ability may decline compared to the younger people. The authors propose a method to anthropomorphize an instructed target (a vacuum) to decrease the feeling of a third person during instruction. The authors conducted the experiment using our method to explain features of household appliance and evaluated the relationship between recalled features and older people's internal scale. The results show that older people remembered more features by using our method, and with female participants, their internal scales increased during the training. This demonstrates that our method can decrease the third-person feeling in female participants and increase the amount learned. Our findings suggest that auditory instructions may be an effective learning method for older adults.

Categories and Subject Descriptors

H.5.2 [Information Interface and Presentation]: User Interfaces-Interaction style

General Terms: Design

Keywords

Anthropomorphization, Human-Robot Interaction, Human-Agent Interaction, Human Interface

1. INTRODUCTION

In our method, we try to decrease the feeling of a third person in the instruction by making the target (the product which the user needs to become familiar with) an explainer using a human-like appearance. Our approach minimizes the feeling that a third-person is supporting the learning process [1]; which decreases the risk that older people will have a negative experience while learning. If a home appliance acquires a human-like appearance, the user is able to understand that the voice is coming from the appliance itself. If the home appliance provides some signs to indicate that the appliance itself is speaking, the feeling of a third person will be reduced.

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3. REFERENCES

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