



# REELER WORKSHOP: TOOLS FOR COLLABORATIVE LEARNING WITH USERS AND POLICYMAKERS



"This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 731726"

# PROGRAM

**08:30 - 08:40** Introduction to the REELER project including mini-publics, by coordinator Cathrine Hasse (Aarhus University, Denmark)

**08:45 - 08:55** Experiences with social drama: social scientists involved in technological development, by Nadine Bender (KUKA, Germany).

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**09:50 - 10:00** Summary and final comments from invited guests

(with an opportunity to sign up to play the games with the researchers in the lunchbreak or poster session)

We have some invited guests:

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Grigoris Chatzikostas, Biosense Institute

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Francesco Ferro, PAL





## ABOUT REELER

REELER IS A RESEARCH-DRIVEN COLLABORATION BETWEEN SSH-RRI AND ROBOTIC-ICT COMMUNITIES, WHICH AIMS TO RAISE AWARENESS OF THE HUMAN POTENTIAL IN ROBOTICS DEVELOPMENT.



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# REELER: RESPONSIBLE AND ETHICAL LEARNING IN ROBOTICS

## Who/what we study

### Robot Makers

Robot makers are people involved in creating robots - whether they are designers, engineers, or experts in particular applications.

### Robots

A robot can be understood as a machine, a mere tool - a materiality.

A robot is also conceptual - shaped by perceptions, imaginaries, and experiences.

We merge these understandings by recognizing the robot as a material artefact, while studying it in the context by which it is transformed.

### Affected Stakeholders

Affected stakeholders are users expected to engage with the robots in close proximity and a wider spectrum of people, who may potentially experience the effects of the robots even if they never touch them.

Align roboticists' visions of a future with robots with empirically-based knowledge of human needs and societal concerns.

Develop new concept of Human Proximity as a counterpart to Technological Readiness Levels

# ETHNOGRAPHIC FIELDWORK & METHOD OF VARIATION

## Research Methodology

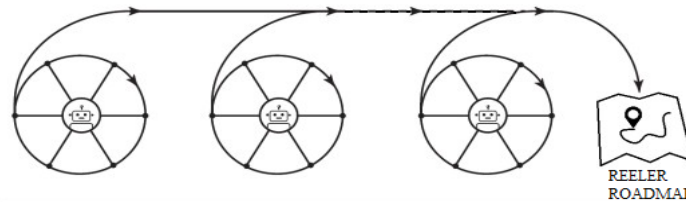
Case Studies

Ethnographic Fieldwork

Database Searches

Outreach Activities

The REELER methodology uses a case-study approach, carried out in rounds of ethnographic research. The research is informed by database searches. The data is presented to robot makers and affected stakeholders through outreach research activities.



We join together robot makers, affected stakeholders, and politicians over the course of the project. Our research output includes computer models and validation tools and the REELER roadmap for responsible, ethical robot design.

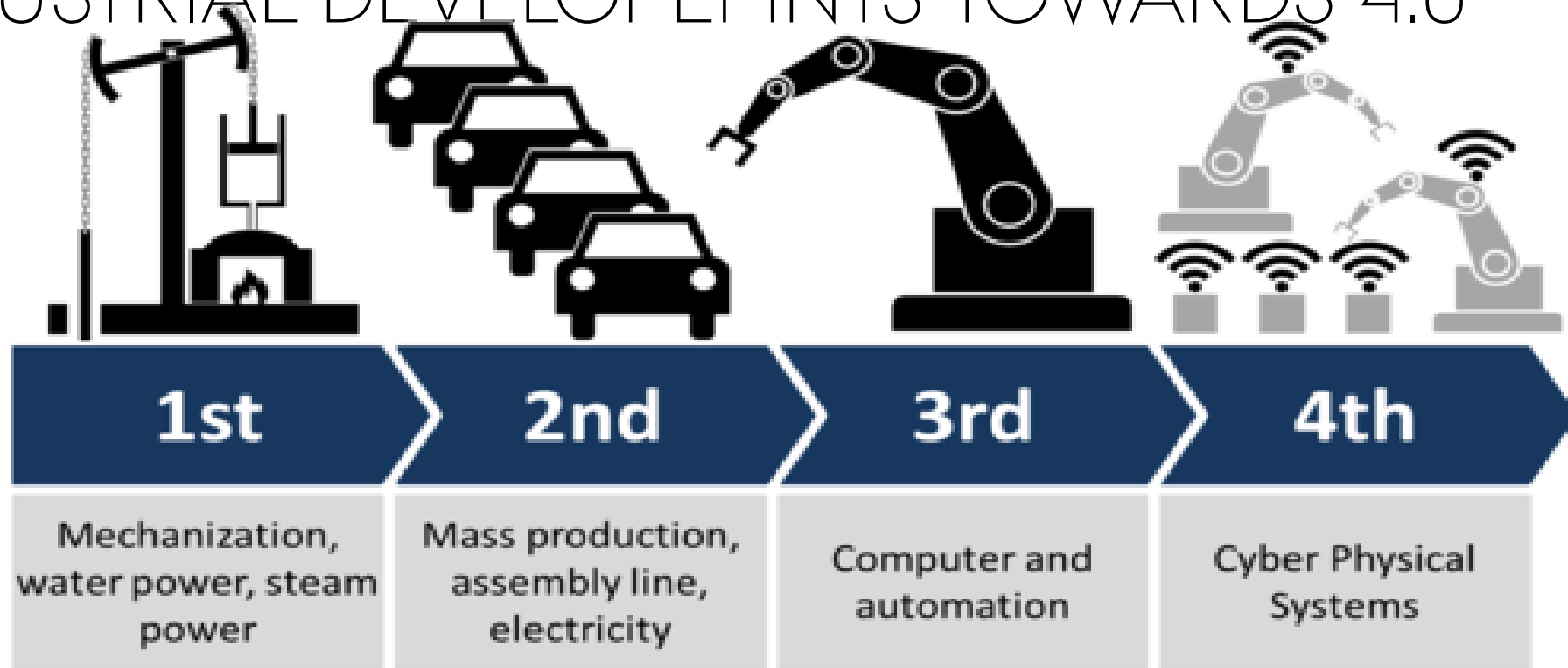
## Countries covered by field work



**Methodology:** variation through ethnographic case studies across robot types and countries. Internet studies; mapping countries and media representations. Common conceptual ground: Relational Agency, Affected stakeholder, Collaborative learning, Relational Agency, Postphenomenology;



# WHY DO WE NEED REELER: INDUSTRIAL DEVELOPEMNTS TOWARDS 4.0



# ROBOTS UNCAGED

- Next-generation robots, including collaborative and service robots, are projected to account for two-thirds of unit robot sales by 2025.
- **Signals for Strategists. Robots uncaged** How a new generation of sophisticated robots is changing business. By David Schatsky and Amanpreet Arora, 2016.

- **This means entering a new close relation with people in everyday life situations**

# STAKEHOLDERS HAVE HIGH EXPECTATIONS: INTELLIGENT ROBOTS IN HEALTHCARE

Participants identified a wide range of practical tasks. Lifting objects and people was discussed in all groups.

Manager: 'it would be able to stand a person up because a lot of people can't get from sitting to standing'.

Other tasks included filling and distributing water jugs and meals, cleaning, helping dress residents, picking things up, setting tables, making beds, and escorting residents. A robot could free staff from these duties, allowing them more time with residents.

Caregiver: 'The caregivers could spend a lot more time with the residents as well instead of doing these (basic tasks)

(Broadbent 2012, 116)

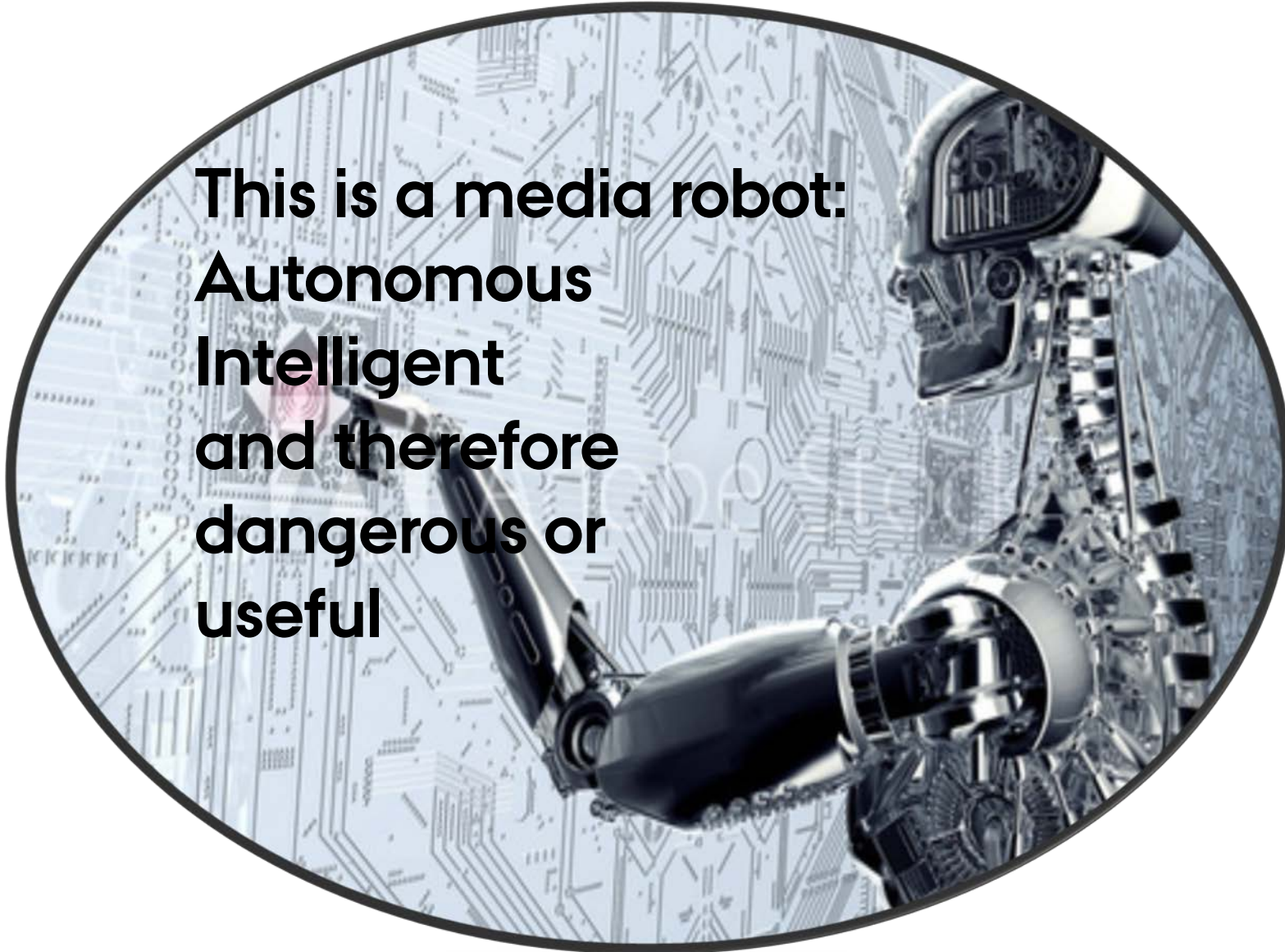
Broadbent E, Tamagawa R, Patience A, Knock B, Kerse N, Day K, MacDonald BA. Attitudes towards health-care robots in a retirement village. *Australas J Ageing*. 2012;31(2):115-120. doi: 10.1111/j.1741-6612.2011.00551.x.





# SOCIOTECHNICAL IMAGINATIONS

**This is a media robot:  
Autonomous  
Intelligent  
and therefore  
dangerous or  
useful**



# SOCIOTECHNICAL IMAGINARIES



# MULTISTABLE GAP

This is partly so [that there is a gap between envisioned reality and reality] since the context in which academic reflection and research in ethics takes place is largely divorced from the context of innovation and practice. How can this gap be bridged?

- C.Stahl,M.Coeckelbergh/RoboticsandAutonomousSystems86(2016)



# MULTISTABILITY: ROBOTS AS TOOLS FOR ENGINEERS

AK: Well, it's a tool.

CL: It's a tool. And it AK: Yes. If it works you love it, if it doesn't work you hate it, right?  
makes sense.

(Engineer about his robot)

# MULTISTABILITY: STAFF IN PRACTICE

It is “if they have one, we need one as well”, and that is - **you’re not allowed to say that, I know**, and I can’t prove it of course - but when you look at the science, what’s available for [our types of robots], we don’t have any evidence that the robot is better for the patient [regardless of what we measure]

There is no evidence, what so ever, that it is better than what we already have.

(Hospital staff in REELER)



# MULTISTABILITY: IMPLEMENTER

- We are aware many of the technologies we implement are not mature.
- **People get disappointed.**
- In the public domain, we have very little tolerance with that. It is not enough that the [robot] works sometimes – it has to work *every time and be simple to use.*
- However, when people lose patience I do not see it as a technological flop. They just do not think these [robots] are of any use. And I simply do not understand that position.
- (Robot implementer in REELER)



# NEW REELER TOOLS FOR ALIGNMENT

- Some address the robot makers directly (based on SSH-research):  
Buildbot and Design simulation
- Some address the robot makers and social scientists/social dramatists as 'cultural brokers': Sociodrama or Social Drama
- Some address the robot makers and policy makers meeting with a wider public: Mini-Publics

# TOOL FOR RELATIONAL AGENCY ALIGNMENT: **MINI-PUBLIC**

## **Aim:**

- 1) to include the voice of new types of users and affected stakeholders and bring them to roboticists and policymakers, narrowing the current proximity gap between them;
- 2) to increase public knowledge about robots and their effects.



# TOOLS FOR RESEARCH & ALIGNMENT: MINI-PUBLIC : [HTTP://REELER.EU/ACTIVITIES/](http://reeler.eu/activities/)

## Outcome:

The opportunity to receive factual, unbiased information about the topic from different perspectives, such as economic issues, technological and social issues, was very welcomed among the general public.

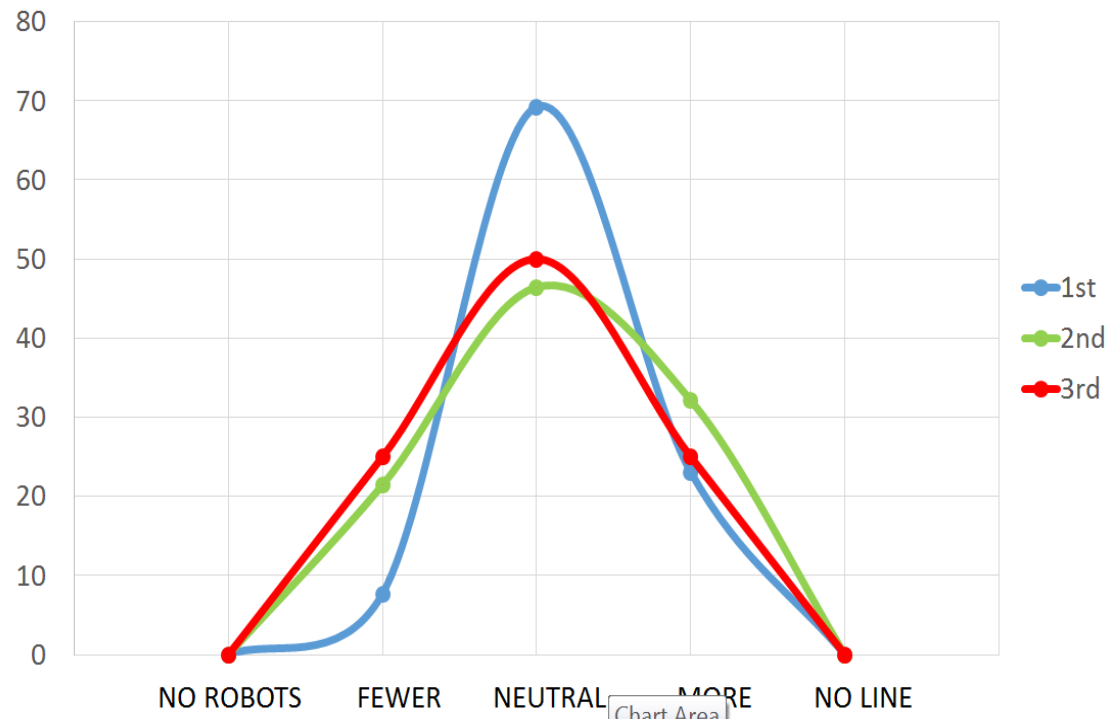
For decision-maker it also seemed to be an interesting eye-opening event.



*Figure 1: The table facilitator organizes the group responses during the deliberation process and discusses the issues with participants.*

# MINI-PUBLIC I: GIVING VOICE THROUGH VOTING

Where should we draw the line for robots working with vulnerable populations?



Remarkable cases:

K5 strong swing from neutral (1st) to more (2nd) to fewer (3rd)

*Pairwise Wilcoxon signed-ranked test statistic is not significant*

Figure 2: Outcome of Mini-public voting.

## NEW INSIGHTS

- *“... it was really interesting for me to hear your views as citizens and as practitioners. And I came and I had to vote the first time in the morning and I said more robots because I’m terribly excited, that’s the reason why I’m doing the job I’m doing. And I went to neutral. Because listening to all your questioning, all your concerns, all your fears, I kind of felt less confident that we knew exactly where we are going. (Policy maker)”*

# TOOLS FOR RESEARCH & ALIGNMENT: MINI-PUBLIC : [HTTP://REELER.EU/ACTIVITIES/](http://reeler.eu/activities/)

The screenshot shows a web browser window displaying the REELER website. The browser's address bar shows the URL [reeler.eu/activities/mini-public-ii-robots-at-work/mini-public-ii-findings/](http://reeler.eu/activities/mini-public-ii-robots-at-work/mini-public-ii-findings/). The website header includes the REELER logo and a search bar. A breadcrumb trail reads: REELER > Activities > Mini-public II: Robots at work > Mini-public II - Findings.

The main content area is titled "Mini-public II - Findings". Below the title is a large photograph of a group of people gathered around a Christmas tree in a museum setting. The text "Findings of REELER's Mini-public II" is overlaid on the bottom of the photo.

On the left side, there is a navigation menu with the following items:

- > Home
- >> About REELER
- > Partners and researchers
- > The REELER network
- > REELER library
- >> Activities
  - > HRI 2019
  - > ERF 2019
  - >> Mini-public II: Robots at work
    - > Mini-public II - Findings
  - > REP II
  - > European Robotics Forum 2018
  - > Responsible Robotics Workshop
  - > Robophilosophy 2018
  - > Human Robot Interaction 2018
  - > HRI
  - > Mini-Public on robots in healthcare
  - > REP I

Below the photo, there are two sections:

- Event summary**: REELER's second Mini-Public was at The Workers' Museum in Copenhagen on 27
- Interested? Read more here**

The browser's taskbar at the bottom shows several open tabs, including "Mini-public II - Fi...html", "Derry 2017.pdf", and several PDF files related to "Derry, Jan, Vygot...pdf". The system tray shows the time as 11:56 on 21-03-2019.



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