

Title	互恵的關係性を構築するための対面状況での情緒的コミュニケーション支援メディアに関する研究
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## Abstract

We build relationships with friends, family members, store clerks, co-workers, and many other people. The quality of our social life is affected by our relationships, and if we do not have good relationships, this may lead to negative effects such as mental and physical illness, resignation, and divorce. On the other hand, when good relationships are established, positive effects can be expected in terms of both mind and body, such as a sense of happiness and improved work productivity. It is said that in order to build a good relationship, it is desirable to have a mutually beneficial relationship in which both parties are given rewards. These rewards include not only material rewards such as money, but also emotional rewards such as a sense of security, enjoyment, and happiness. Therefore, emotional communication such as chats, jokes, and attachment behaviors are important to establish a mutually beneficial relationship.

The main purpose of conventional emotional communication support systems is to make the remote partner feel a sense of presence. Although face-to-face emotional communication is inevitable in social life, its development has been slow. Therefore, this doctoral thesis focuses on emotional communication in face-to-face situations to build mutually beneficial relationships.

Emotional communication is not the same for all people, but it is necessary to change the meaning and behavior depending on the relationship and position with the other person. In social relationships, such as those with store clerks or business associates, affective communication should be used to fulfill mutual goals (e.g., sales, teamwork). Emotional communication is also important for people who aim to move from a social relationship to a personal relationship. Therefore, we thought that research targeting "social," "personal," and "social to personal" situations would provide a broad range of support.

For this reason, we selected "customer service in stores (social)," "dating (personal)," and "marriage activity (social to personal)" as familiar situations in which emotional factors are particularly important and implemented and verified media to support emotional communication in these situations.

**Keywords:** Reciprocal Relationship, Emotional Communication, Face to Face Communication, Dating Service, Self Recommendation Robot