**Interviews with care givers No.3**

1. Could you please let me know your age, gender, education level?

Female. I was born in 1964. I’m 55 years old with a secondary school degree.

1. How long have you been working in this nursing home?

13 years.

1. Could you please describe your daily work in the nursing home?

Every morning, I help the elderly people with washing, cleaning, feeding, urination and defecation. I also chat with elderly care receivers when I have free time. They take a bath twice a week. We are very busy here due to lots of tasks every day.

1. How many patients do you have to take care of every day? Are you satisfied with the current workload?

I take care of 8 people every day. The workload is really heavy and I am exhausted.

1. Do you have difficulties in your daily work? Which actual need is the most significant to be met?

Helping them with bathing is my biggest issue here. Some people are too heavy for me.

1. What is important to preserve your dignity in daily work? (autonomy, privacy, respect, communication, identity, emotional support, etc.) Could you rank them by order of importance? Why?

I feel wronged sometimes due to the misunderstanding from elderly care receivers and their family. We have poor communication.

What causes the poor communication?

We don’t have enough time for communication. Also, we have too much work that they may find difficult to understand.

1. What is important for elderly care receivers to receive good care and preserve dignity here? (autonomy, privacy, respect, communication, identity, emotional support, fair treatment, etc.)? Could you rank them by order of importance? Why?

Timeliness. They need to receive care promptly.

What about other values?

I would stick to timeliness. Many people’s needs cannot wait, such as going to toilet.

1. Have you heard about care robots? (I will explain a bit about care robots’ definition and basic function. Some short videos of care robots will be played so that the interviewees can have an intuitive sense of care robots.)

Yes.

1. Do you believe care robots can help with your daily work in order to improve the aspects you mentioned in question 6? Why?

I think so. It would be great if they can share some workload such as lifting a person from bed to a wheelchair.

1. Do you believe care robots can help with elderly care receivers’ daily life in order to improve the aspects you mentioned in question 7? Why?

Sure. Robots can respond to their needs promptly if we are busy.

1. If the care suggestions made by a well programmed robot conflict with an elderly care receiver' will, how would you handle that? Why?

If the decision the robot makes is scientific and reasonable, then I will follow it. But we cannot complete listen to it, it is a machine after all.

1. If the care suggestions made by a well programmed robot conflict with yours, how would you handle that? Why?

The cooperation between the robot and me will be better as more scientific knowledge has been embedded in it.

1. To what degree should a robot get involved in care practice? What should be its role? A tool, an intelligent assistant, or even an independent care giver in the future? Why?

It will be great if it works like human being. But I think it is not capable of many tasks, such as manual evacuation of feces. It will never work as gently as human.

1. Did you use any care robots at work? (If yes, go to question 15. If no, skip question 15 and go to question 16.)

No.

1. What was your main reason for your choice? Could you share your experience with the care robot you used? Were you satisfied with that experience? Why?
2. If you have a chance to use a care robot, would you like to have a try? Why?

Of course. I t can share our workload as we are so tired every day.

1. If you can design a care robot to meet your actual needs, how would you design it? (expected appearance, functions, etc.)

It would be nice if it looks like human being. It will be more acceptable. As for the functions, I hope it can do all the tasks we need to do every day. It should be stronger than us so it can work steadily.