1  lecture
Culture Matters

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2  Recap: Design Concepts
• Previously, we focus more on factors *common* to (most of) people.
  –Visibility, affordance, proximity etc.

3  Culture Matters
• Besides common factors, people might differ in their *cultures*. It is important to ask how cultures differ and whether it matters to design.

4  Is Culture Real?
• Intuitively, Kyoto and NYC *seem* to have different cultures. What exactly is “culture”?
• Discuss with your group members about your definition of culture for 3 minutes.

5  Culture: Society and Individuals
• Culture can be found both in the world (external) and in the head (internalized).
• For example, in a farming society, individuals may need to be mentally more cooperative and interdependent to maintain their way of living.
• Culture in the head: Shared knowledge, belief, values that influence social behaviors and cognition.

6  Cultural Differences as an Onion
• Multi-layers
  • Individuals’ cultural differences may be visible and invisible, shallower and deeper.

7  Layers of Cultural Differences
  • Language
    • Customs
    • Social Orientation
    • Thinking
  • Value

8  Visible: Language
  • Different cultures often use different languages for communication.

  • Some linguistic differences are quite apparent: scripts, text direction.

9  Beyond Scripts: Less Apparent Differences
  Language use: The way language is used to communicate in the real world context.

  • “Football”

  • “Do you want this book?”
    “You want this book?”
    “The book you want or not?”

10  UI for International Populations

In software design, known as internationalization (i18n) & localization (l10n)
i18n: making UI texts replaceable
l10n: the actual work of translating texts

More On Translation
- Literal (word-to-word) versus non-literal (idiomatic, natural) translation
  - In UI design, go for natural translation.

- No need to translate “Dock”, “Spaces”, and “Spotlight”. As these are like idioms for Mac users.

Less Visible: Social Orientation (Triandis)
- East Asians: Collectivism, focusing on relationship and group harmony.
- Westerns: Individualism, focusing on tasks and personal goal.

Design Case: Kaixin (FB equivalent in China)

Some Observations
- People seem to be less willing to disclose personal information to strangers.

Design for Social Orientations
- Applying individualism-collectivism to design may be non-trivial.
  - What does it mean to make an interface “collectivism-friendly”?
- Thinking in terms of distributions not stereotypes
  - Not all Chinese are collectivistic; not all Americans are individualistic.
- Always learn from the users

Invisible: Thinking & Perception
- Invisibility of mind: You’re not the fish, so how do you know that the fish is happy or not?
• Modern cognitive psychology: If you cannot see, you infer.

• Cultural Thinking (1)

• Cultural Thinking (2)

• Cultural Attention

• Cultural Cognitive Styles (Nisbett)
  • East Asians: Holistic cognition. Relational thinker. Distribute attention to field information.


Possible Use: Improving Image Search through Tagging

Designing for Cultures

The design motto “You’re not the user” is especially true.

Learn from users, but be aware of methods. Cultural differences may become invisible.

– East Asians tend to be moderate about their responses to questions.

Keep the cultural onion (layers of cultural differences) in mind. Use theories to guide. Use multiple methods to study.

Color Perception