

Wonder document

About us

Our group consists of three members, who are doing masters in Design. Suresh Sapkota , Maren Sørby Fosser and Tina Steinstø. Suresh and Maren are just new to master and started this autumn, and Tina is writing her master thesis already about NAV's use of chatbots. We have all done our bachelors here at lfi.

Area of interest

Impact of AI on people's everyday lives

We want to research how artificial intelligence impacts people's lives. We have a lot of products on the market these days that claim to have AI, for example virtual assistants or robotic lawn mowers. Our question is whether they make our lives easier or not, as often advertised, or if they create new problems we have to overcome.

Questions

1) How does artificial intelligence impact people's everyday lives?

With this question we would like to understand in what way AI is incorporated in people's lives. Whether it helps them do tasks or for other purposes, and how this is done. We would also like to know how AI has changed the way these tasks were done before. In addition it is relevant to understand if AI still has a future in people's life, and how its role will evolve.

Some robots require additional work done by the users, like for example the vacuum cleaner Roomba that requires that the user tidy up and make it easy for the robot to move around the room.(Forlizzi, 2006) How does these additional tasks affect how the user interacts and how does tasks change because of the use of AI?

To seek information about this question, we would like to talk to users of AI by doing interviews.

2) How does people's expectations of AI affect how they interact with AI?

There has been conducted several studies about how user expectations can affect how the users interact. Often there is a gap between user expectation and system operation because of the users mental model and lack of feedback that can affect the interaction(Luger, 2016). Some users will have too high expectations of what AI can do or expect something different from what the AI has been programmed to. How does this affect the use of AI?

According to Hectht (2018), in developing new technologies it is important to take the public's view into consideration. People are often worried about the safety and the research shows that people are not totally satisfied with the AI they are using today.

“The public’s view of artificial intelligence may not be accurate, but that doesn’t mean that those developing new technologies can afford to ignore it. (Jeff Hecht, 2018)”.

Methods

We would like to do a literature study because research has been done on these subjects before. Also, because some of what we want to know is speculation, we think it is important to see what other researchers predict about the future of AI. In addition, we think it would be beneficial to do interviews with users of AI systems to understand how they interact with them, how they use them and what they think about them.

References

Forlizzi, J. & DiSalvo, C.: Service Robots in the Domestic Environment: A Study of the Roomba Vacuum in the Home, 2006. Online access <https://dl.acm.org/citation.cfm?id=1121286>

Luger, E., & Sellen, A. (2016, May). Like having a really bad PA: the gulf between user expectation and experience of conversational agents. In Proceedings of the 2016 CHI Conference on Human Factors in Computing Systems
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