IN5480 Group assignment

a) A description of the group, who you are - names.

Our group consists of Bendik Johann Kroken, Chris Kløv Andersen, Inger Helene Howells Engebretsen and Viljar Tornøe. We are all fourth-year students doing our masters in Informatikk: Design, use and interaction. Bendik, Chris and Inger Helene did their bachelor studies at the University of Oslo, while Viljar did his at the University of Bergen.

b) A description of what area of "interaction with AI" you are interested in working with.

We would like to work with chatbots and the way users interact with them. We want to look at wordings users choose when interacting with chatbots versus real people. We will specifically look at the chatbot ToastBot that we made for the student association Toastjærn earlier this semester. We would like to investigate whether the way users word themselves changes when they know they are chatting with a robot. It would also be interesting to see how that influences the vocabulary, sentence structure and expressions the chatbot uses, but since ToastBot does not generate its own sentences, this will not be relevant to us in this task.

We are interested in this topic because we all have experiences with either being mistaken for chatbots (through work) or experience using chatbots ourselves. Chatbots are increasingly becoming a larger and more important part of how users interact with comp
anies and this, as Brandzæg and Følstad says, will pose an array of new challenges to HCI (Brandzæg & Følstad, 2017:38-40). Therefore we wish to investigate this concept, and gain insight into the experience of interacting with chatbots, here through language. Another interesting aspect of chatbots and their interaction with users is how the users expect the chatbot to behave. Jenkins et al.(2007), argues that users expect chatbots to both behave and communicate like humans, creating

new challenges (Jenkins et al. 2007:83). Drawing upon this we could investigate how this claim carries over to Toastjærns chatbot.

The users we want to include are users who are in the target group for the Toastjærn association. Since Toastjærn is an association affiliated with the Institute of Informatics, it would be interesting to focus on students at IFI.

We would like to test the chatbot in a natural setting, which most likely is during lunchtime in the cafeteria at IFI. It is also possible that the chatbot is used during classes or while walking in the hallways, but this might be harder to study. We also do not want to encourage students to use the chatbot during class, even though this might give us an even more accurate example of how users talk to chatbots, especially when in a hurry.

We would like to look at
Language (syntax, formality, grammar)
Behavior/attitude (human vs. robot)

c) Question that you we to address.

“Are users less formal when they know they are chatting with a robot compared to when they think they are chatting with a human?”

References

Følstad, A., & Brandtzæg, P. B. (2017). Chatbots and the new world of HCI. interactions, 24(4), 38-42. (https://dl.acm.org/citation.cfm?id=3085558)

Jenkins, M.-C., Churchill, R., Cox, S., & Smith, D. (2007). Analysis of User Interaction with Service Oriented Chatbot Systems. In J. A. Jacko (Ed.), *Human-Computer Interaction. HCI Intelligent Multimodal Interaction Environments* (Vol. 4552, pp. 76–83). (https://doi.org/10.1007/978-3-540-73110-8_9)