

# IN5480 Wonder Document

## A description of the group

The group consists of six interaction design master students in their first semester. The background differs, three took their bachelor at IFI while the remaining members finished their bachelor at Kristiania University College, Østfold University College and the University of Agder.

The group consists of the following members:

- Eir Linnea Glimsdal - [airlg@uio.no](mailto:airlg@uio.no)
- Håkon Nygård - [haakonyg@ifi.uio.no](mailto:haakonyg@ifi.uio.no)
- Julie Thoen - [julitho@uio.no](mailto:julitho@uio.no)
- Maren Elise S. Øien - [meoien@uio.no](mailto:meoien@uio.no)
- Phuong Ha Thi Pham - [phtmlam@uio.no](mailto:phtmlam@uio.no)
- Silje Nielsen Kvillum - [siljnk@ifi.uio.no](mailto:siljnk@ifi.uio.no)

## What area of “interaction with AI” we are interested in working with

“AI focused on devising better algorithms, HCI on how to improve the use of existing algorithms. AI originated in mathematics and engineering, HCI in psychology.” (Grudin, 2009, p.48).

We wish to focus on the psychological aspects of human interaction with artificial intelligence, specifically through chatbots. By doing so we hope to gain a better overview of how people experience the use of a chatbot. How we experience the use of chatbots and how we feel while interacting with it can have a great deal to say in the way we choose to behave towards it.

## The question that we want to address

### How can a chatbot be influenced by people’s behaviour?

A chatbot will learn through HCI and can be shaped by the way we interact with it. If for instance, we act rudely and disrespectful towards the chatbot, it might learn that that's how we interact

with each other. One example is the chatbot Tay, developed by Microsoft. Tay was a chatbot released via Twitter, but got shut down shortly after because of inappropriate impact by the users, making the chatbot racist (Hunt, 2016).

Having this in mind, we want to address a question related to how we can prevent humans from acting disrespectful towards a chatbot and in turn prevent the chatbot from reflecting that upon us.

## **What methods we are interested in using**

- **Observation**

We wish to use both direct and indirect observation in hopes to gain knowledge about how people interact with a chatbot. By observing directly we will be able to ask questions along the way, but this can lead to biases. That is why we also wish to use indirect observation to see how a user will interact with the chatbot without being asked questions or feeling as if someone is hanging over their shoulder.

- **Interview with users of AI/chatbots**

We wish to gain insight in the use of AI/chatbots by conducting interviews and ask questions related to their perceived use and their own experiences. This will provide some qualitative data although prone to bias.

- **Literature analysis**

As a supplement and as a research basis we will conduct literature analysis, this will help us gain a more well-rounded field of knowledge to prepare us for further data collection. We will use literature to define the terms before we conduct any further investigations in order to prevent confusion when handling ambiguous or vague terms.

## References

Grudin, J. (2009). AI and HCI: Two fields divided by a common focus. *Ai Magazine*, 30(4), 48-48.

Hunt, E. (2016, March 24). Tay, Microsoft's AI chatbot, gets a crash course in racism from Twitter.

Retrieved September 07, 2020, from

<https://www.theguardian.com/technology/2016/mar/24/tay-microsofts-ai-chatbot-gets-a-crash-course-in-racism-from-twitter>