

Psychological Experience Framework for Interaction with AI-Enabled Applications

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Abstract

Large Language Models (LLMs) have changed the way we think about applications. LLM-based chat functions are now added to simple websites as well as to complex applications. However, we often do not consider the deeper consequences of how integrating an AI chat function changes the user experience. This new mode of interaction may alter users' perceptions of the application and lead them to treat it more as a human-like entity.

The objective of this paper is to provide a framework that can be used to evaluate how an application with an AI chat function is perceived by its users. Additionally, we test the proposed framework on a real-world application to demonstrate its applicability.

Research on anthropomorphism in human–computer interaction is currently an emerging field. Anthropomorphism can have both positive and negative effects: it may increase user engagement with the software, but it may also lead to overconfidence in the system's capabilities [1]. There are also ongoing efforts to align the properties of AI chatbots with established psychological theories [2].

Our research not only provides a practical framework for evaluating the AI-enabled features of an application, but also demonstrates its practical usability through empirical testing.

References

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