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Summary of Literature Survey Papers

First paper: "Faster is not always better: Understanding the effect of dynamic response delays in human-chatbot interaction", is a paper that analyses the effect on a human user of what response time in chat bot is. The response time in human-human interaction is a concept that adds a level of social cue to chats. Humans take time to think of what to say and to type it out. This results in response delay which leads to the chat having more humaneness and social presence. However, chatbots can send messages as fast as the limit of the physical media, and results in it feeling more robotic. This paper aims to find if dynamic response time is more preferable than static quick response time in chatbots.

Second paper: "Psychological, Relational, and Emotional Effects of Self Disclosure After conversing with a chatbot", is a paper that analysis the affect of disclosure of personal emotional facts and feelings to a chatbot. when disclosers believe they are interacting with a human, there is an additional human element, while when disclosing to a chatbot, there may be bias against it, or bias favoring it. This is analysed and the paper aims to find if disclosing to a human or chatbot can result in the same outcome of emotional catharsis.