Affective User Research & Human-Al Interaction

Seminar Summer 2024, Karlsruhe Institute of Technology Dr. Ivo Benke, BioNTech Dr. Lennard Schmidt, Google





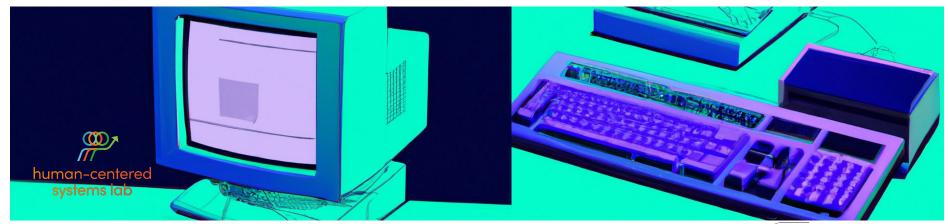






Affective User Research & Human-Al Interaction Seminar #2 Part: Dataset introduction & Data Exploration Methods

Dr. Ivo Benke, Dr. Lennard Schmidt



Agenda



	Agenda
1	Dataset experience
2	Dataset Introduction
3	Open Assistant Introduction
4	Data Storytelling



Dataset Experience

Dataset collection experience



"Eat your own dogfood"

Try the dataset collection and understand user experience

For the question for your prolific ID please answer with 2024-07_kit_seminar



Visit: https://survey.iism.kit.edu/index.php/ 715885?newtest=Y&lang=de



Dataset Description

Dataset Introduction



Dataset "Affective Experiences in LLM Interaction"

Objective: Understanding how users interact with LLM-based generative AI assistants and how this behavior in form of user prompts is influenced by emotions and how the prompts and answers by the generative AI assistant influence emotions of the users.

Dataset contains:

- User prompts and generative AI assistant answers
- User emotions in form of valence and arousal
- User click interaction with generative AI assistant tool
- User perceptions

Data collection for this seminar via limesurvey and prolific.com with a study for around 30 minutes:

- 83 individual subjects
- 1244 labels for valence and arousal
- >2559 messages

Two generative AI assistants in use: OpenAI's ChatGPT, Self-developed "Open Assistant"



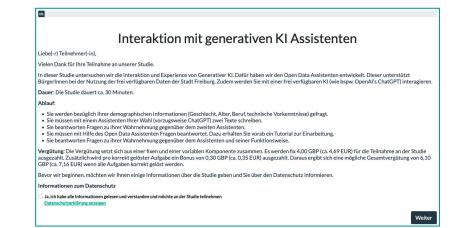


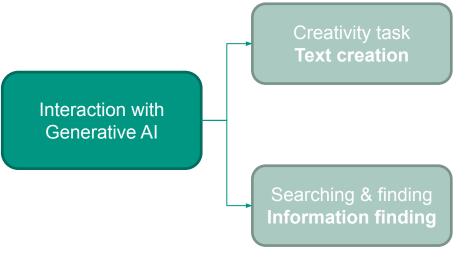
Image from https://www.flaticon.com/free-icons/ai-assistant created by Freepik - Flaticon



Dataset Tasks



Two tasks for human-Al interaction in dataset:



Subjects had to create a text of their choice for a specific task using an generative AI assistant of their choice.

They were able to refine the text as much as they want using the generative AI assistant.

Subjects had to find information about the city of Freiburg like the inhabitants of a suburb or the amount of child care spaces in the neighbourhood. They were using a self-developed assistant called "Open Assistant".



 $Image\ from\ https://www.flaticon.com/free-icons/ai-assistant\ created\ by\ Freepik\ -\ Flaticon$



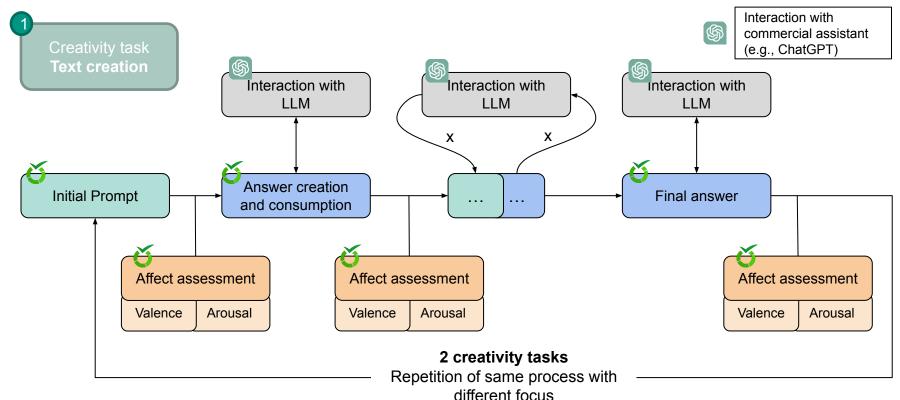
Dataset: Data Collection





Dataset: Data Collection

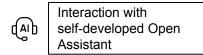


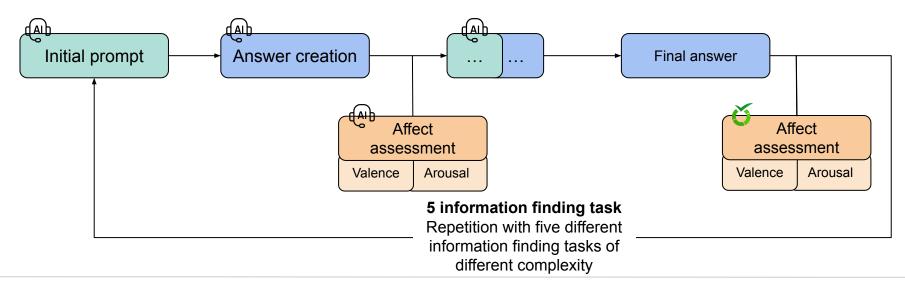


Dataset: Data Collection



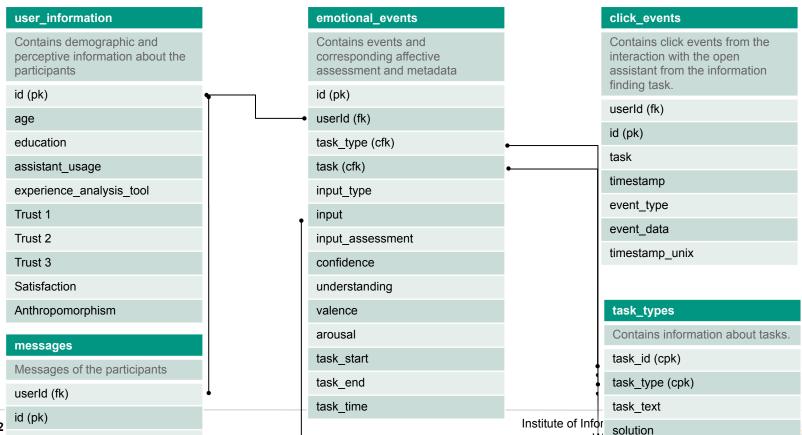






Data model





task...

Data model (2)



user_information			
Attribute name	Description	Value type	Value range / example
id (pk)	Identifier of participant	int	112
age	age of participant	int	34
education	level of education of participant	string	middle_school, abitur, bachelor, master, phd
assistant_usage	experience in using generative AI assistants	string	daily, weekly, monthly, yearly
experience_analysis_tool	experience in using data and analytics solutions	int	1 (very low) - 7 (very much)
Trust 1	question about trust level of participant: "Ich glaube, dass generative KI Assistenten meine Fragen ehrlich und transparent beantworten."	int	1 (Do not agree) - 7 (Highly agree)
Trust 2	question about trust level of participant: "Ich vertraue darauf, dass generative KI Assistenten meine Informationen sicher und vertraulich behandelt."	int	1 (Do not agree) - 7 (Highly agree)
Trust 3	question about trust level of participant: "Ich habe das Gefühl, dass generative KI Assistenten zuverlässig und konsistent in seinen Antworten ist."	int	1 (Do not agree) - 7 (Highly agree)
Satisfaction	question about satisfaction with generative AI assistants: "Ich bin insgesamt zufrieden mit der Leistung von generativen KI Assistenten."	int	1 (Do not agree) - 7 (Highly agree)
Anthropomorphism	question about perceived anthropomorphism of generative Al assistant: "Ich habe das Gefühl, dass generative KI Assistenten menschliche Eigenschaften oder Gefühle haben."	int	1 (Do not agree) - 7 (Highly agree)

Data model (3)



emotional_events			
Attribute name	Description	Value type	Value range / example
id (pk)	Identifier of event	int	3
userld (fk)	user ID of participant. Foreign key for user table.	int	112
task_type (cfk)	type of task. Foreign key for task table.	string	information_finding, text_creation
task (cfk)	task order	string	daily, weekly, monthly, yearly
input_type	type of input of event such as the prompt of the task, the answer by the llm or the final input. This is dependent on the task	string	prompt, Ilm_answer, final_output
input	input to the emotional event. Can be the prompt message, the final answer to the task by the participant or the llm answer	string	
input_assessment	Empty column to provide possibility to assess input. Open for interpretation by seminar participant.	object	-
confidence	confidence in correctnes of personal answer to task. Applies only to task_type information_finding	int	1 (Not at all) - 7 (Absolutely)
understanding	understanding of answer behavior of open assistant. Applies only to task_type information_finding	int	1 (Not at all) - 7 (Absolutely)
valence	valence assessment after event.	int	1 (Very negative) - 6 (Very positive)
arousal	arousal assessment after event.	int	1 (Very low activation) - 6 (Very high activation)
task_start	time when task started. Only present in information_finding task.	int	Format: unix timestamp
task_end	time when task ended. Only present in information_finding task.	int	Format: unix timestamp
task_time	Time for task in seconds.	float	76.76

Data model (4)



Notes for table emotional events:

- Content of rows depends on task_type
- For information_finding:
 - There are no values for arousal and valence for rows with input type prompt
 - The entry for input for rows with input type "final output" is the answer to the question.
 - The entry for input for rows with input type "prompt" is the initial prompt.
 - The entry for input for rows with input_type "Ilm_answer" is the first answer prompt.
- For text creation:
 - There are no values for confidence and understanding.
 - There is no value for time_start and time_end.

Data model (5)



click_events			
Attribute name	Description	Value type	Value range / example
id (pk)	id of individual event	int	112
userld (fk)	Identifier of participant	int	22
task	task number	int	1 - 5
timestamp	timestamp of event in date format	date	-
event_type	experience in using generative AI assistants	string	daily, weekly, monthly, yearly
event_data	experience in using data and analytics solutions	int	1 (very low) - 7 (very much)
timestamp_unix	timestamp of event in unix format	int	-

Data model (6)



task_types			
Attribute name	Description	Value type	Value range / example
task_id (cpk)	Identifier of task	int	112
task_type (cpk)	type of task.	int	34
task_text	task description as presented to participants	string	-
solution	solution to information_finding tasks. Does not apply to text_creation task.	json	-

Data model (7)



messages			
Attribute name	Description	Value type	Value range / example
userld (cpk)	identifier of participant	int	112
task	type of task	int	3
message_type	task description as presented to participants	string	human, agent_finish
timestamp	timestamp of the message in date format	date	-
input	message of the human participant or the open assistant	json/string	-
timestamp_unix	timestamp of the message in unix format	int	-

Notes:

- Messages in this table are only for information finding task using the open assistant.



Open Assistant Introduction

Agenda



Agenda 1 Dataset Introduction 2 Data Storytelling



Data Storytelling



The audience is **22 times** more likely to remember a fact when told a story!

Forbes, 2016

Data Storytelling



- Data storytelling is a powerful tool for communicating insights.
- Focus on emotional resonance and connecting with your audience.
- Experiment with different narrative approaches to find what works best for you.
- We'll look into two specific frameworks that help in crafting compelling data stories:
 - Hero's journey
 - Narrative structure







Data storytelling is the ability to effectively communicate insights from a dataset using narratives and visualizations. It can be used to put data insights into context for and inspire action from the target audience.

Three components:

- **1. Data**: Thorough analysis of accurate, complete data serves as the foundation of a data story
- 2. Narrative: A verbal or written narrative, also called a storyline, is used to communicate insights gleaned from data, the context surrounding it, and the recommended actions
- **3. Visualizations**: Visual representations of the data and narrative can be useful for communicating its story clearly and memorably

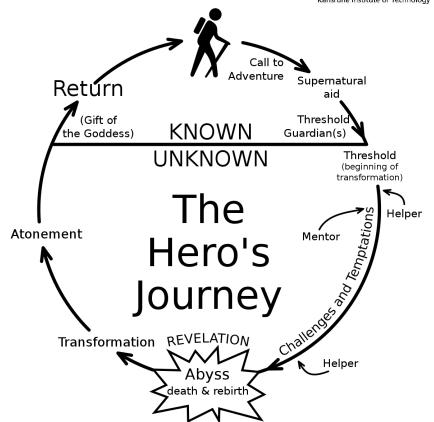
https://online.hbs.edu/blog/post/data-storytelling



Hero's Journey

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- Ordinary World: Introduce the current situation or status quo.
- Call to Adventure: Present a problem or challenge that needs to be addressed.
- Challenges & Trials: Explore the obstacles faced and the data-driven insights that guide the way.
- **Transformation:** Reveal the key insight or solution that changes the narrative.
- Return with the Elixir: Share the impact or outcome of the transformation, highlighting the value of the data-driven decision.



Narrative Structure



- Hook: A captivating opening that grabs attention.
- Rising Insight: Building context and introducing the problem.
- Aha Moment: The turning point where the key insight is revealed.
- Resolution: The outcome and impact of the data-driven decision.
- Call to Action: (Optional) Encourage the audience to take action based on the insights.





Situation-Problem-Solution-Next Steps (SPSN) Framework

Slide 1: Situation

Describe the current state to your audience What is the status quo you're trying to change?

Slide 3: Solution

Present the solution.

How do you solve the problem?

How do you cure the pain?

Slide 2: Problem

Picture the problem.
What's the issue with the situation?
What is the pain you're trying to solve?

Slide 4: Next Steps

You convinced the audience. What are the next steps you need to take? Which actions need to be taken?

https://towardsdatascience.com/storytelling-for-data-scientists-317c2723aa31

SPSN Framework – Example



Slide 1: Situation

- Consumers leave data traces when browsing our website
- We store and collect data for every user
- We don't offer personalized recommendations

Slide 3: Solution

- Create personalized item recommender
- Train state-of-the-art recommendation algorithms
- Roll out recommender to all users

Slide 2: Problem

- Consumers expect recommendations, because our competitors offer it
- We're missing out on potential revenue
- Consumers switch to our competitors for product browsing

Slide 4: Next Steps

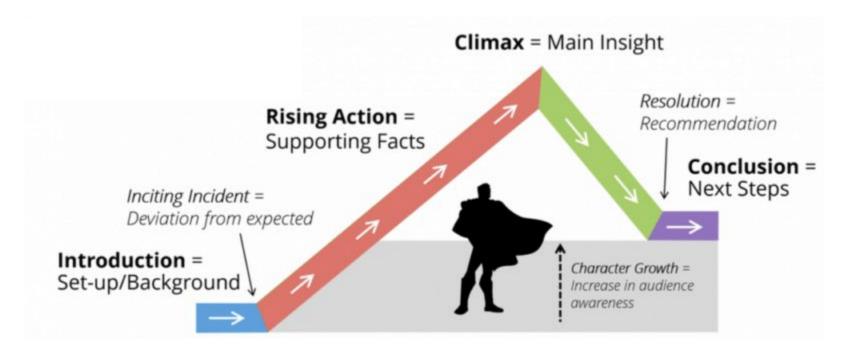
- Create recommendation project team of 6 data engineers & scientists and a Product Owner
- Invest 100k in cloud resources
- A/B tested recommender will be ready for rollout in 6 months

https://towardsdatascience.com/storytelling-for-data-scientists-317c2723aa31







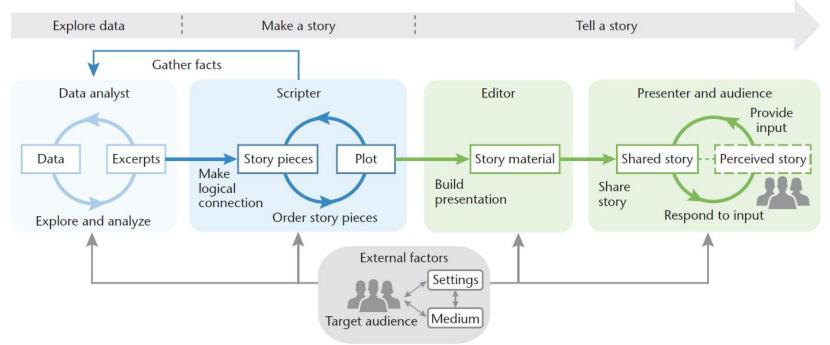


https://www.blastanalytics.com/blog/persuasive-storytelling-with-data-visualization





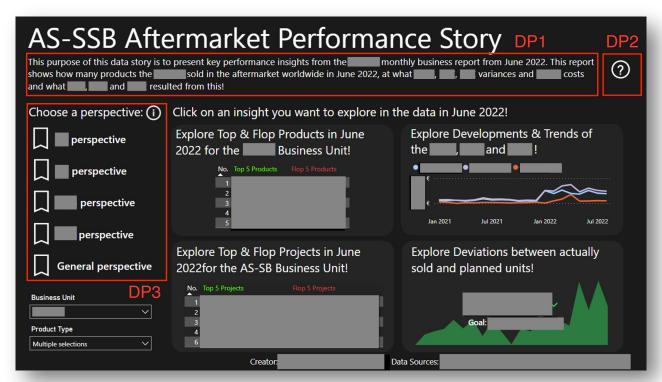
Data Storytelling Process



Lee et al. (2015)

Research Example: Integrating Data Stories in a Dashboard





https://aisel.aisnet.org/ecis2023 rp/327/



Models and Packages

Matplotlib

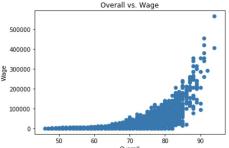


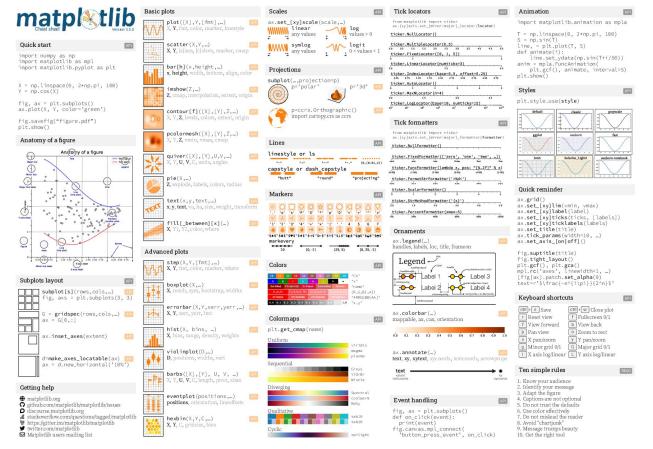
- Matplotlib is a library in Python that enables users to generate visualizations like histograms, scatter plots, bar charts, pie charts and much more.
- Methods for different chart types:
 - hist() -> histogram
 - scatter() -> scatter plot
 - bar() -> bar chart
 - ... see documentation
- Labels:
 - title()
 - ylabel()
 - xlabel()
 - axis()

Usage

import matplotlib.pyplot as plt
plt.scatter(df['Overall'], df['wage_euro']) plt.title('Overall vs. Wage')
plt.ylabel('Wage')
plt.xlabel('Overall')
plt.show()

Overall vs. Wage





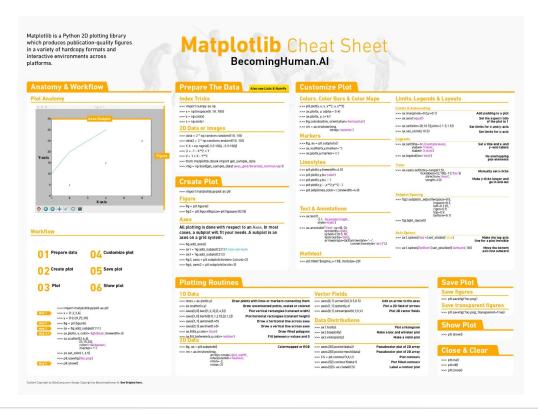
https://matplotlib.org/cheatsheets/ images/cheatsheets-1.png



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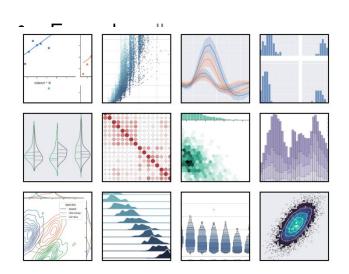








• <u>Seaborn</u> is a visualization library that is built on top of Matplotlib. It provides data visualizations that are typically more aesthetic and statistically sophisticated.



Usage:
import matplotlib.pyplot as plt
import seaborn as sns
sns.scatterplot(df['Overall'], df['wage_euro'])
plt.title('Overall vs. Wage')
plt.ylabel('Wage')
plt.xlabel('Overall')
plt.show()





- Automated Exploratory Data Analysis (EDA) in Jupyter Notebook:
 - Streamlines the EDA process for faster insights.
 - Works directly within your Jupyter Notebook environment.
- Comprehensive Data Frame Summaries:
 - Descriptive Statistics: Calculates mean, interquartile range (IQR), and other essential measures.
 - Frequency Distributions: Shows the frequency of different values in your data.
 - Missing Data Analysis: Identifies and quantifies missing values in each column.
- Data Visualization: Generates graphs and tables to visualize distributions, patterns, and relationships within your data.





Questions, Comments, Observations



