

Exploring User Prompting Behavior in LLM Interactions

Maximilian Slapnik
Maximilian.Slapnik@campus.lmu.de
LMU Munich
Munich, Germany

ABSTRACT

Artificial Intelligence (AI) plays an increasingly important role in the daily lives of millions of people. Large Language Models (LLMs) are the most prominent implementation of AI that is used not only by experts, but equally by ordinary users as well. LLMs can respond to any textual input (prompts) with human-like answers, leveraging the training data that was used to implement the model. Even though prompting LLMs seems very straightforward, the question arises if it is possible to streamline the interactions with said models in order to optimize outputs. We explore the behavior of a randomized trial of 100 interactions of users with LLMs that are publicly available on ShareGPT. The goal of this investigation is the discovery of recurring patterns in behavior and the evaluation of human tendencies as well as biases of users when interacting with AI models in order to understand current behaviors and propose optimization opportunities.

CCS CONCEPTS

• **Human-centered computing** → **Interaction design**; • **Information systems** → *Information retrieval*; • **Computing methodologies** → *Natural language processing*.

KEYWORDS

Large Language Models, user behavior, prompting, interaction patterns

1 INTRODUCTION

2 BACKGROUND AND RELATED WORK

2.1 Large Language Models (LLMs)

◦ General information on LLMs, such as their workings, training data, text generation, real world usage, and current limitations

2.2 User Interaction with LLMs

◦ Explanation of Prompting
◦ Description of LLM use cases and related work, primarily paying attention to ordinary frequent users (and not only experts)

3 STUDY ON USAGE PATTERNS OF LLM USERS

3.1 Intro and Research Objective

◦ Overview of the study goal, the methodology, and the individual steps that will be taken

3.2 Research Method: ShareGPT

◦ Information on the ShareGPT platform, its user base, its suitability for the study, and which data we are going to use

3.3 Study Results

3.3.1 *Findings*. ◦ Listing of the results of the study, potentially segregated into categories that can be defined in advance

3.3.2 *Observable Trends*. ◦ Objective analysis of results with a particular focus on observable trends in user behavior and data patterns (including visualizations such as charts)

4 DISCUSSION

4.1 Observed Behaviour (Synthesis)

◦ Subjective evaluation of findings

4.1.1 *Why do users interact with LLMs the way they do?* ◦ Reasoning and informed assumptions on the causes of observed behavior

4.1.2 *Prompt Improvement Possibilities*. ◦ Proposition of ways to enhance prompts as well as associated results based on findings from related research

4.2 Outlook and Future Developments

4.2.1 *Auto-GPT*. ◦ Introduction to future developments in the realm of LLM interaction, such as AI-based agents which may execute prompts autonomously in the future

4.2.2 *Prompt Engineering*. ◦ Focus on the newly emerging discipline of prompt engineering which is a direct result of the increased significance of LLMs and required competencies for successful interaction

5 CONCLUSION

This paper is published under the Creative Commons Attribution 4.0 International (CC-BY 4.0) license. Authors reserve their rights to disseminate the work on their personal and corporate Web sites with the appropriate attribution.

© 2023 IW3C2 (International World Wide Web Conference Committee), published under Creative Commons CC-BY 4.0 License.

6 INTRODUCTION

Artificial Intelligence (AI) -based tools continually gain prominence as regularly leveraged tools in the daily lives of millions of people. In addition to typical AI applications such as recommendation systems or autonomous agents, generative models are notably increasing in popularity as well. One of the most widely used implementations are Large Language Models (LLMs), such as OpenAI's ChatGPT for example. Such models mainly take the form of text generating AI chatbots that can answer seemingly any question a user might pose. Due to the vast application possibilities and promising future developments of these LLMs, an investigation of user interactions with these models is particularly of interest. Giving an LLM a task or asking it a question is commonly referred to as "prompting" the model.

In this paper, we are going to investigate general user behavior that can be observed when interacting with LLMs. This investigation will provide an improved understanding of existing challenges users face when using such models, as well as highlight optimization potential in order to enhance the output from the model.

Plenty of research has been conducted in the field of user interactions with LLMs.

Since the main part of this work will contain an analysis of real world examples after we have sufficiently described all necessary concepts and prerequisites, the reader can expect to gain a better understanding of the state of the art in user - LLM interactions. To do so, we will leverage input data mainly gained from the website ShareGPT, which stores voluntarily shared interactions of users with the most prominent LLM at the moment, ChatGPT.

As a conclusion, we will summarize our findings and explain how and in which way we could recognize findings from related research in our own data sample.