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Is It Good to Say “Thank You” to ChatGPT?

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Abstract

This study investigates whether expressing gratitude to an AI chatbot improves user’s subjective evaluations of the preceding response from the AI chatbot. To this end, Thank-You Chat, a text chat user interface with an intent-oriented response suggestion function, was implemented. Specifically, the response suggestion expresses gratitude to the AI chatbot herself, prompting the user to spontaneously send a message expressing gratitude by selecting the suggested response. An evaluation experiment was conducted under three conditions: a gratitude condition, an acknowledgment condition, and a no-suggestion condition. Participants perceived that the AI chatbot followed their instructions and made an effort when they used response suggestions that expressed gratitude. Furthermore, participants became willing to use AI chatbots more frequently after using the gratitude-expressing response suggestions. These findings provide insights into interaction design for establishing a continuous relationship between humans and AI.