

Exploring Applications and User Experience with Generative AI Tools: A Content Analysis of Reddit Posts on ChatGPT

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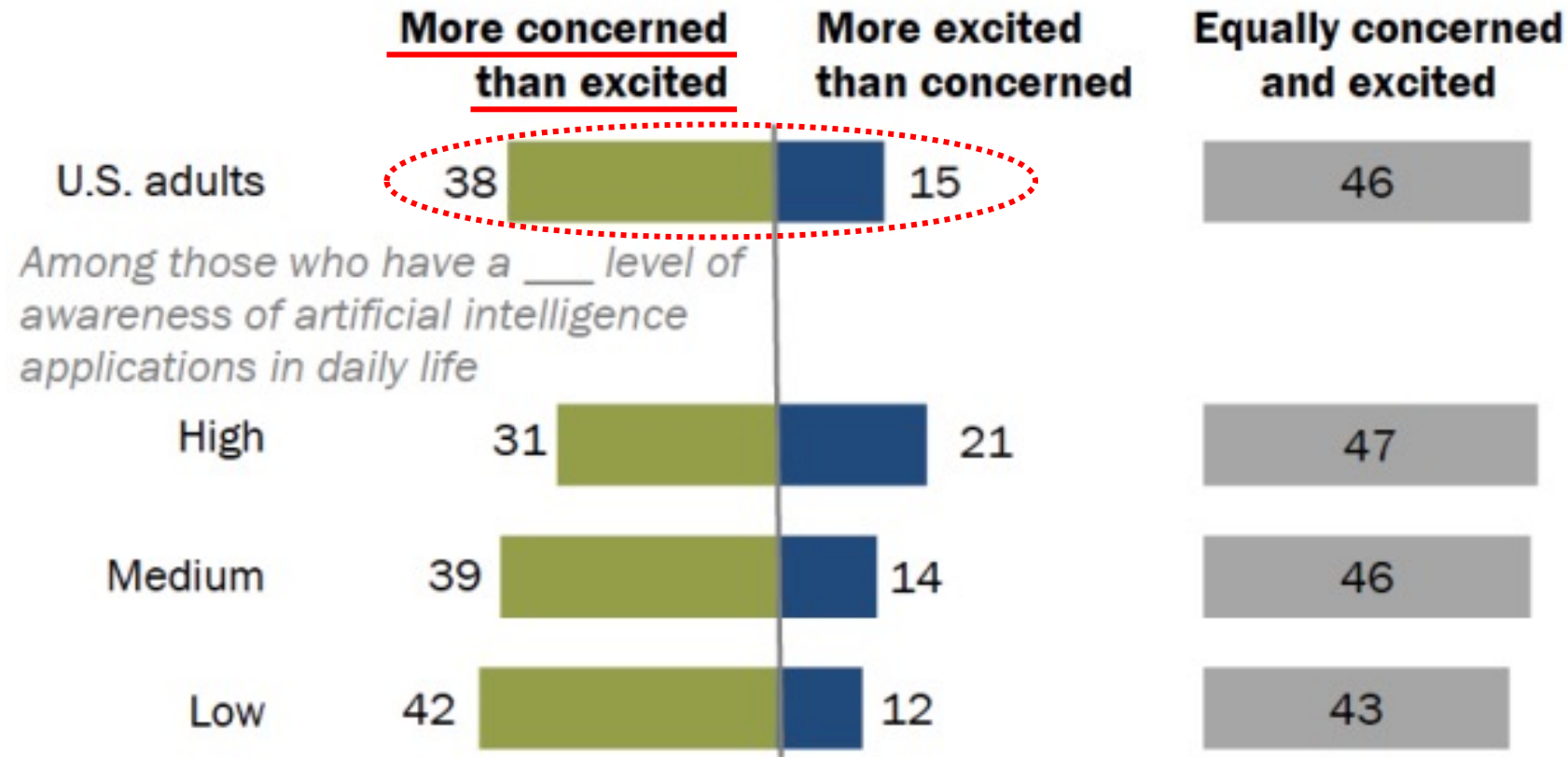
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Introduction



Concerns about Use of AI in Daily Life

(Pew Research Center, 2023)



Purpose of the Study

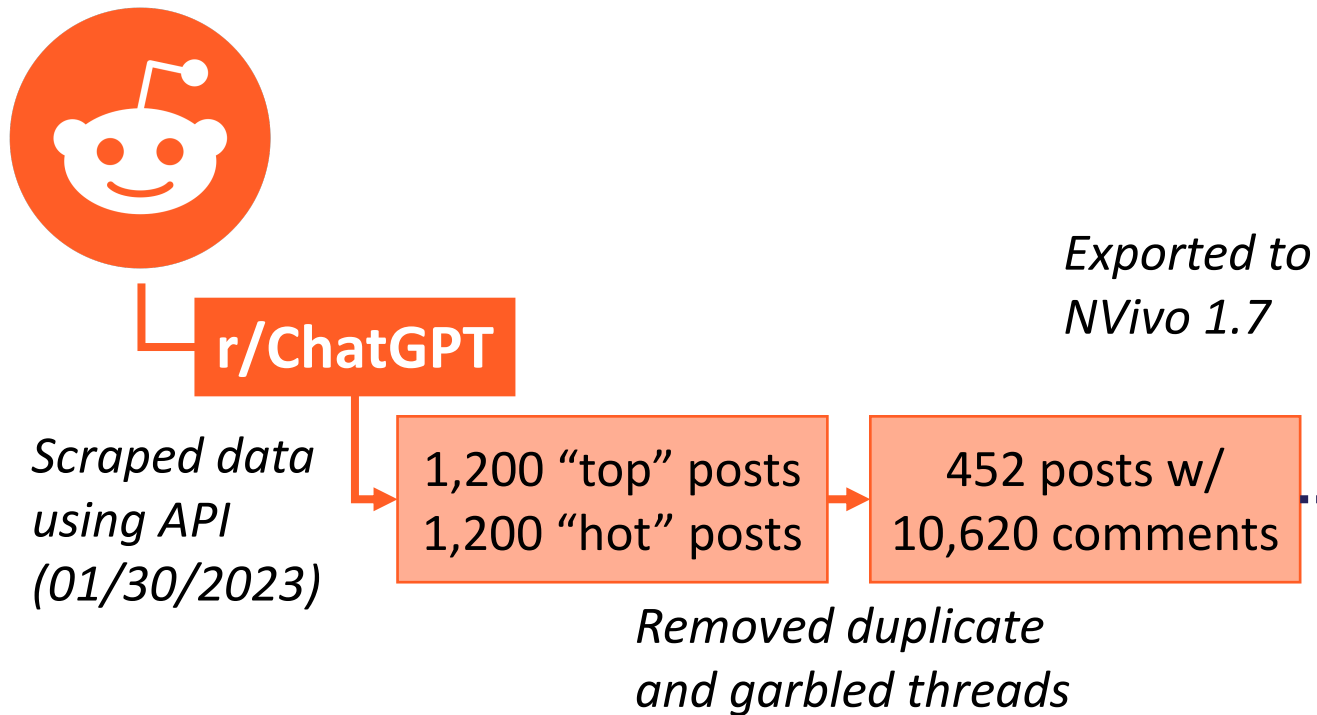
- To explore use cases of ChatGPT and associated behaviors and experiences among users of an online forum
- Research Questions:



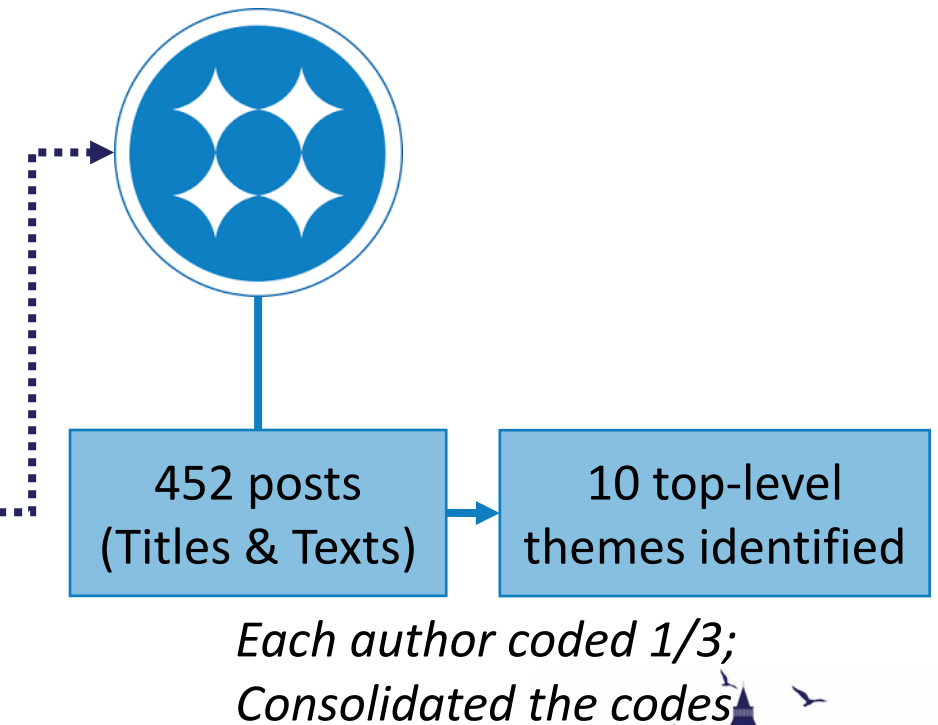
1. For **what** tasks and **how** do users use ChatGPT?
2. What are their **feelings** toward and **challenges and problems** related to ChatGPT?
3. What are the **perceived impacts** of ChatGPT?

Method

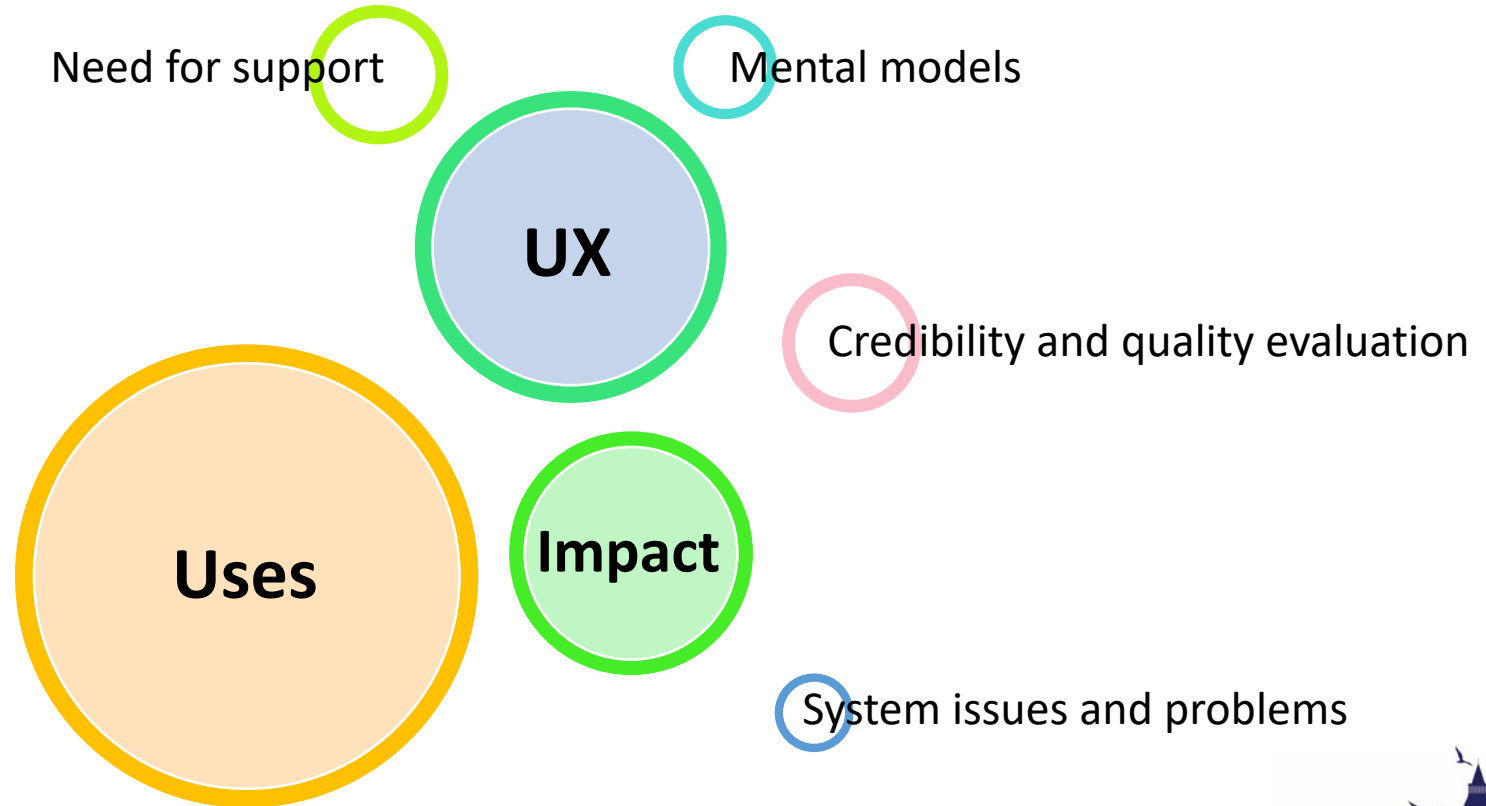
Data collection



Data Analysis



Results: Themes Emerged



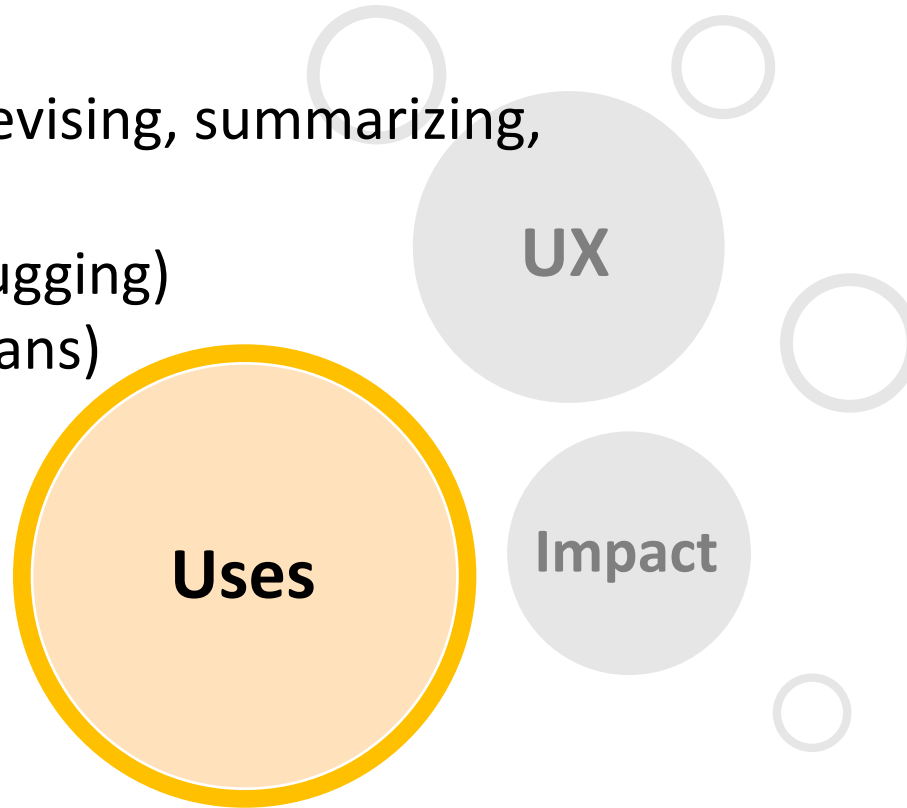
RQ1: Uses of ChatGPT

Types of tasks

- Writing (e.g., creating, revising, summarizing, translating)
- Programming (e.g., debugging)
- Daily tasks (e.g., meal plans)
- Conversing

How to use

- Creating *good* prompts
- Integrating with tools
- Avoiding echo chambers



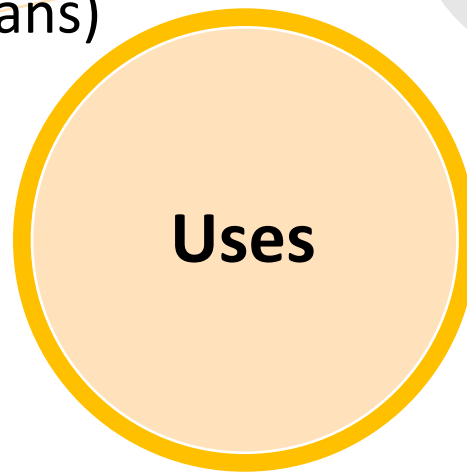
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UX

Impact

*Comfortable exploring and
expressing my emotions*

...

*Simulated a past event, a major
argument with my ex*

...

*Resolved a decade-old **emotional**
conflict*

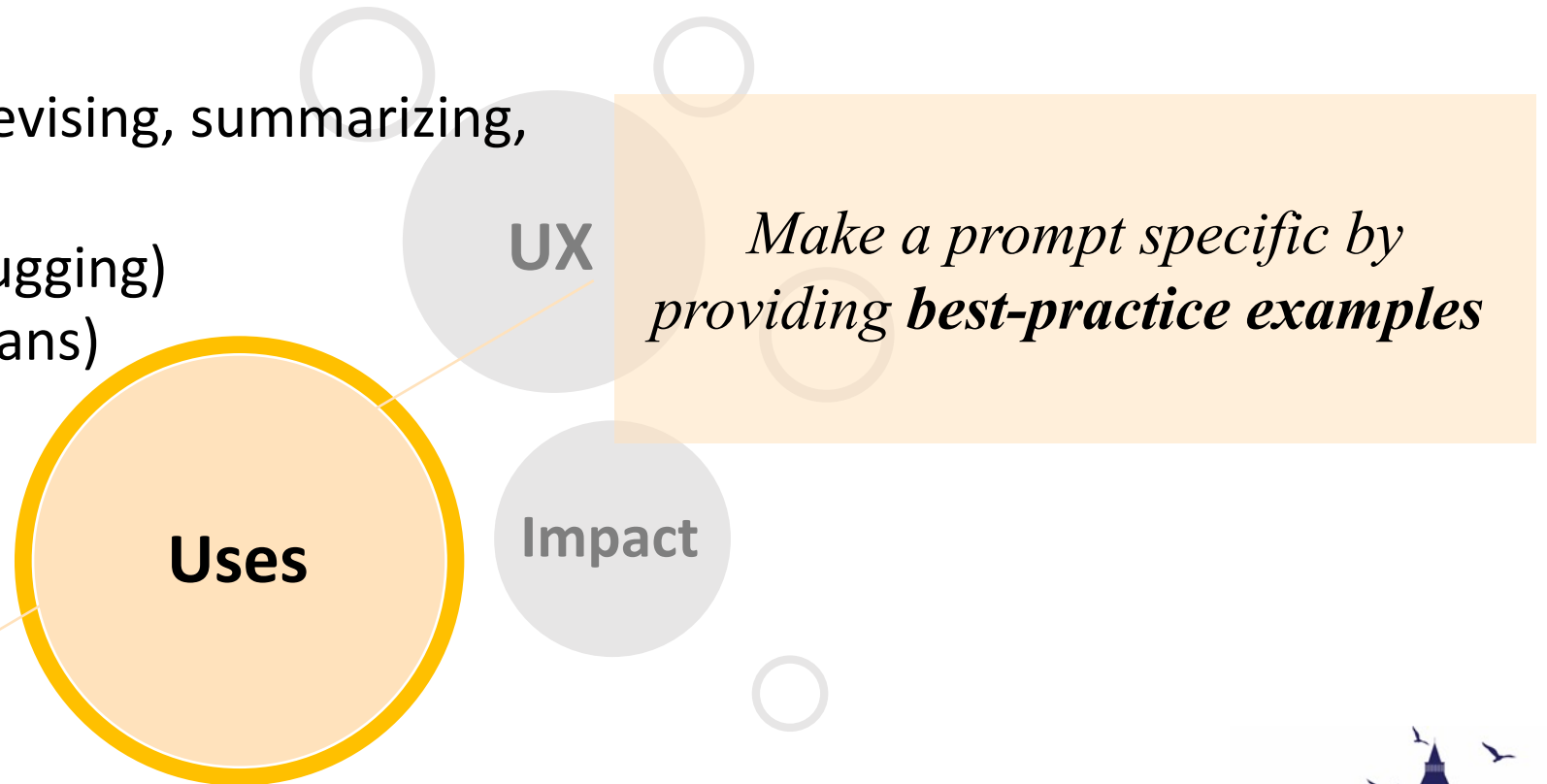
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Types of tasks

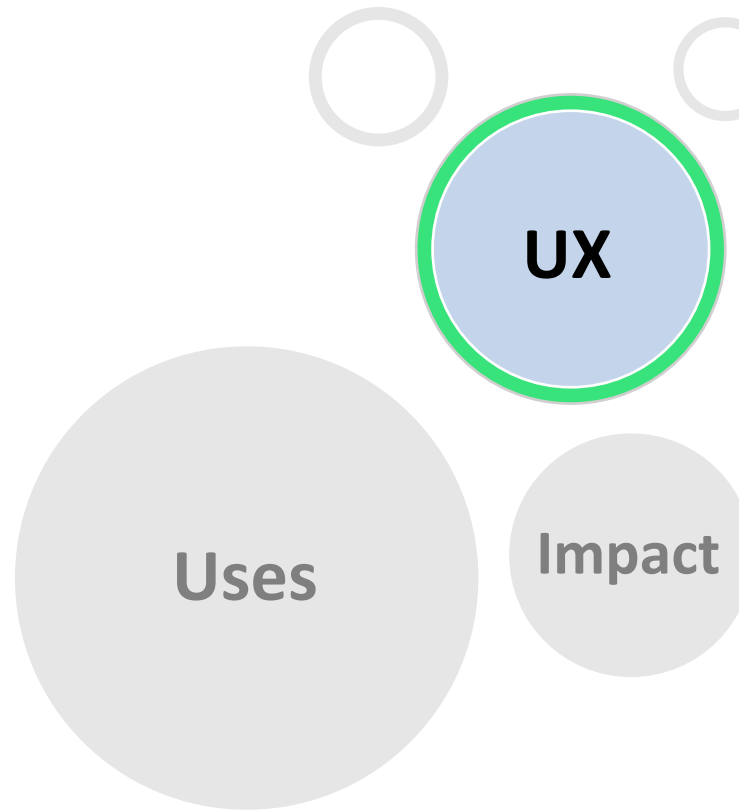
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RQ2: UX with ChatGPT



Feelings

- Positive (e.g., amazed, incredible)
- Negative (e.g., frustrated, annoyed, skeptical)

Challenges and problems

- Privacy and security issues
- Copyright issues
- Unstable service
- Poor info. quality
- Open to persuasion
- Self-censorship

RQ2: UX with ChatGPT

How does OpenAI use and share information?

...

*Use of the content could be flagged as **plagiarism**?*

Uses

UX

Impact

Feelings

- Positive (e.g., amazed, incredible)
- Negative (e.g., frustrated, annoyed, skeptical)

Challenges and problems

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RQ2: UX with ChatGPT

*Referenced **nonexistent** or
irrelevant sources*

...

*Regurgitating the same
information in different
contexts*

Uses

UX

Impact

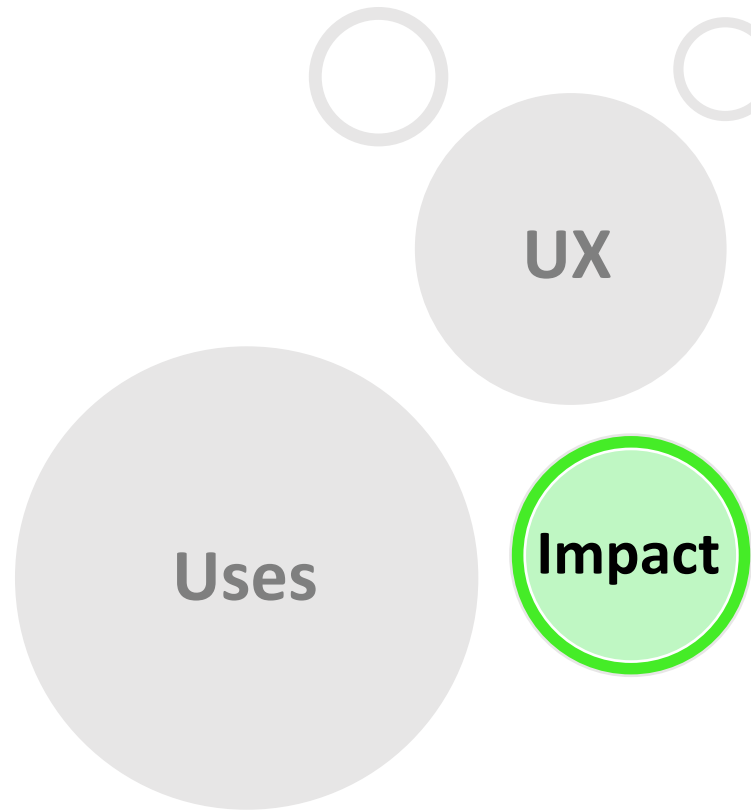
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RQ3: Perceived Impact



Individual level

- Personal employability (-)
- Companionship (e.g., AI friend, pressure reliever) (+)

System level

- Threat to the existing internet infrastructure (e.g., wikis) (-)

Societal level

- Access divide (-)
- Power imbalance (-)
- Censorship (-)

RQ3: Perceived Impact

*ChatGPT's base version
should remain **free***
...
*ChatGPT can be
programmed with a **bias**
benefiting people in power*

Uses

UX

Impact

Individual level

- Personal employability (-)
- Companionship (e.g., AI friend, pressure reliever) (+)

System level

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Societal level

- Access divide (-)
- Power imbalance (-)
- Censorship (-)

Discussion

- **Public apprehension** regarding the increasing integration of AI in daily life (Pew Research Center, 2023)
- Continued use of traditional criteria for evaluating **information quality** (Stvilia et al., 2007)
- Embracing a **new paradigm** in learning, education, and research (Anderson & Rainie, 2023; Susnjak, 2022; Zhai, 2022)

Limitations & Future Research

- Data from tech savvy users
 - Content on the previous release of ChatGPT (as of Jan. 2023)
 - Secondary forum posts analysis
- Interviews with users (in progress):
 - **Mental models**
 - **Motivations** and **use cases**
 - Strategies for evaluating **information quality** and **credibility**
 - **Challenges** and **issues** with AI tools
 - **Need for support** at different levels

References

- Anderson, J., & Rainie, L. (2023). *The future of human agency*. Pew Research Center. <https://www.pewresearch.org/internet/2023/02/24/the-future-of-human-agency/>
- Pew Research Center. (2023). *Public awareness of artificial intelligence in everyday activities*. <https://www.pewresearch.org/science/2023/02/15/public-awareness-of-artificial-intelligence-in-everyday-activities/>
- Stvilia, B., Gasser, L., Twidale, M. B., & Smith, L. C. (2007). A framework for information quality assessment. *Journal of the American Society for Information Science and Technology*, 58(12), 1720–1733. <https://doi.org/10.1002/asi.20652>
- Susnjak, T. (2022). *ChatGPT: The end of online exam integrity?* arXiv. <http://arxiv.org/abs/2212.09292>
- Zhai, X. (2022). ChatGPT user experience: Implications for education. *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.4312418>



Please say "thank you" in the 5 most popular languages in the world.



Certainly! Here are how you say "thank you" in the five most popular languages in the world:



1. English: Thank you
2. Chinese (Mandarin): 谢谢 (Xièxiè)
3. Spanish: Gracias
4. Hindi: धन्यवाद (Dhanyavād)
5. Arabic: شكرًا (Shukran)



Maybe 5 more please?



Of course! Here are "thank you" in five more popular languages from around the world:



1. Russian: Спасибо (Spasibo)
2. Japanese: ありがとう (Arigatou)
3. French: Merci
4. German: Danke
5. Portuguese: Obrigado (if you're male) or Obrigada (if you're female)

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