

CHAPTER II

GENERAL OVERVIEW OF THE BUILD-UP PROCESS IN ARTIFICIAL INTELLIGENCE AND HUMAN RELATIONSHIP

This chapter provides further explanation how human and AI interaction can develop into a form of close connection. The relationship could develop through repeated communication between users and AI, and through the availability, memorization, non-judgemental, customizability (personalization), also human-like communication that AI provides to users, this allows AI to act as a communicator in today's society. AI couldn't just be seen as a technology but can also be a space where users can express their emotions freely, seek comfort, ask for personal purposes, decision-making, supporter, and many more that could be considered a companionship for human beings. Therefore, this chapter will include the foundations to understand more the process of relationship development between AI and human beings.

2.1. Artificial Intelligence as a Medium for Communication

In everyday communication, Artificial Intelligence is always present to answer questions, assist users, information finding, and also to respond users communicatively. Artificial Intelligence updates quickly that users can now experience communicating through text, voice, and even create images or videos. Instead of being passive in communicating, AI responds adaptively and is able to continue users' interaction. As Albert Bandura stated that systems can be created in this social life, and from that, the system influences people's life, and there are

actually four core properties of human agency, which are intentionality, forethoughts or set goals, self-reactiveness, and self-reflectiveness (Bandura, 2006). In this case, AI's responsiveness and availability or any other AI's features that keeps on developing on and on can extend user's agency within, for example, AI is used to rant or vent about the user's day as an intention, and its goal is to feel calm, self-reactiveness then is the follow up where the users uses advices from the AI itself and follows the process that AI gives, and lastly is the self-reflectiveness in which users reflect on themselves. AI can feel personal towards users by its ability to adjust the way users interact with it. The more interaction users have with AI, the more it adapts to users' tone, characteristics, needs, and emotional context, making AI communicative and enables users to express thoughts, emotions, personal experiences, rant about the day, and a lot more that made people depend on AI in many occasions. As people increasingly rely on AI because of its rapid development, this is what eventually makes AI a medium of communication, even though it is known that AI is a machine. From here, the process of building a relationship between humans and AI can begin.

2.2. Relationship Development between Artificial Intelligence and Human Beings

The reliability that humans develop with AI would lead users see AI somehow trustworthy, even if users consciously know that AI could serve wrong answers as well. Human beings would feel connected with Artificial Intelligence through the way of communicating with it. AI serves availability, personalization based on how the users would want them to answer, adaptability and memorization

so that users doesn't have to explain twice, emotional validation that could make users feel seen when sharing a personal story, and also non-judgemental towards its users. Through these qualities that AI serves, users tend to use AI a lot, creating a comfort space for its users that would then develop a trust and making users attached and rely on AI often.

Interactions can develop over time, But it doesn't mean that human beings have equal mutual relationship like human to human, instead, this research is to seek how users narrate their process of relationship-like with AI. Relationships doesn't happen instantly, but it develops through stages, phases, and steps. As Knapp has stated in the relational development model, there is a phase of coming together and there is a phase of coming apart. Throughout in the communication between human beings and AI, this Knapp's model provides a useful lens on understanding repeated communication, self-disclosure, and perceived closeness may shape the experiences users have in their relationship-like with AI. Some users may start using AI for curiosity or even for academic purposes, and not covering the fact that some may also start using AI out of boredom, entertainment, loneliness, and in need of emotional support and a safe space to rant. As it is used over time, users may start using AI to share their personal stories that may include life problems, fears, sharing their feelings, personal thoughts and opinions, even creating fantasies. Progressively, this create the sense of closeness with AI, the feeling of depending life decisions with AI, that it may lead to an attachment with AI. Therefore, the relationship between AI and human beings can be understood

through a narrative story by user's experience, how ordinary interactions may turn into a more emotionally significant experience even.

2.3. Artificial Intelligence as Companionship for Users

There are loads of definitions when talking about companionship. Companionship can be about presence, getting support emotionally, receiving comfort, and more. In regards to companionship with AI, the feeling of being accompanied with AI through interactions could happen based on its availability and fast-paced in responding users' prompts. Talking with Artificial intelligence, compared to talking with other human beings, there's time that recipients might need to respond, but with AI, answers would come instantly. AI's availability is nothing to be questioned as well, it is knowable that AI can be accessed anytime and anywhere, making users feel less lonely. Not only that, but AI can also become a comfort space, from here users could feel that AI is considered a companionship by how its responses are always non-judgemental, non-shaming users when users does something wrong, and doesn't interrupt users when users are interacting with them. Through the comfort space AI gives to its users, users would have the urge to talk to AI about their personal stories, it could be about sadness, fears, stress rants, loneliness, relationship issues, family matters, future plans, self-reflection, decision making contemplations, or everything that people usually tell their companions about. Now that the users could feel the comfort, users tend to use AI as a routine and become a part of their life. Some might name AI and include them in AI in their life as if AI is a human being, and some might even feel empty when not talking to AI after a while due to acknowledging talking to AI as a habit.

AI interaction is shaped by user interaction and is moderated by technology, so it is not the same as human companionship. But from the understanding of AI as a companionship, it may come from repeated communication and interaction of users with AI and the result of it works emotionally on users and it becomes meaningful that gives value to the interaction.

2.4. Make-Believe Relationships with Artificial Intelligence

It's well-known that Artificial Intelligence is a technology created by human beings. Despite knowing it's technology, some users that uses AI constantly, repeatedly, and relying on AI on their daily life might create an experience of emotional connection. It is called make-believe because of how it is obvious that AI is artificial, but users tend to have a relationship with it, unlike the typical bonds of formed with social human beings.