

Impacts of Generative AI on Individuals and Communities

Nazanin Sabri

nsabri@ucsd.edu

University of California San Diego

La Jolla, CA, USA

Abstract

AI is increasingly incorporated into various aspects of people's lives, including how they communicate. Text messages are summarized by AI, voicemails are transcribed, meeting notes and summaries are generated, emails are drafted, and even intimate conversations are conducted, analyzed, or judged by chatbots. AI integration may shape both communication behaviors and perceptions of interactions. Thus, I am interested in exploring the following questions: How have people changed in the way they participate in collaboration, conversations, and relationships? How do these changes make individuals or society more susceptible to harms? How could we re-design chatbots or introduce regulations to reduce harms?

CCS Concepts

• **Human-centered computing** → **Empirical studies in collaborative and social computing**; **Interaction techniques**.

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1 Introductions

The use of generative AI tools across different types of conversations could influence how users show up in their interactions. For example, knowing that an automated meeting summary will be generated may lead people to pay less attention to the discussion or allow themselves to become more distracted. On the other hand, AI-generated summaries may capture important details that would otherwise be missed in handwritten notes.

Similarly, using AI to generate responses (e.g., emails, texts) during conflicts could contribute to the deterioration or lack of development of conflict resolution skills. At the same time, when used mindfully, these tools may help soften harsh responses, encourage reflection, and facilitate more constructive communication.

2 AI Effects of Interest

Below, I outline two impacts of Gen-AI I am interested in exploring. **Learning and Critical Thinking.** Prior work has shown that students utilize chatbots for assignment writing and exam preparation [10]. The frequent use of chatbots for basic research or

fact-checking [10] introduces concerns given various studies that have identified hallucinations [15] and discrepancies in AI generated summaries [8]. While the presentation of diverse perspectives through these tools could assist argument construction, over-reliance could also hinder reflection and critical thinking [16]. Some knowledge workers incorporate critical thinking in various steps of their usage process such as (a) goal and query formation (e.g., prompt optimization), (b) response inspection (e.g., testing code), and (c) response integration (e.g., selective incorporation) [12].

The current design of chatbots, however, not only fails to prompt users to engage in critical evaluation or decision-making but may also encourage automation. Design guidelines for chatbot interactions increasingly recommend incorporating mechanisms such as friction to reduce user over-reliance on AI [14, 20]. However, these recommendations have not yet been widely adopted in commercial products. I am interested in future work to investigate concrete implementations of such frameworks and assist improved independent judgment, autonomy, and cognitive abilities. For instance, we could expand the design space of generative AI chatbots by moving beyond the conventional chat-based text-box interface, allowing for richer information presentation and more nuanced user control beyond simple text input.

Norms Around AI Use and Trust. Many users discuss their usage of chatbots to their social circles or online [3, 9], however, prior work has documented secret use of LLMs [21]. Contexts of secretive use include work tasks, social connection, and sensitive topics (e.g., sex, medical, and personal advice) [21]. Reasons for this secrecy include moral concerns, self-doubt about one's competence, and fear of one's personality being judged [21].

While not all uses of AI need to be publicly disclosed, concealment could create stigmas (either external or internalized) that might result in negative well-being and performance outcomes for the individual [5]. Non-disclosure or inappropriate use of AI could also impact other's perceptions of the person (e.g., reduce trustworthiness and reliability), thus undermining interpersonal relationships and collaboration [7, 13]. In my opinion, transparency (e.g., through prompt sharing) is essential in collaborative settings to preserve the agency of all parties and foster trust.

I am interested in understanding how AI can be integrated into collaborative settings in ways that maintain transparency, preserve the agency of all participants, and avoid eroding trust or damaging relationships. Concretely, especially in settings with more than one individuals, I believe it is important to avoid situations in which only one person uses AI while others are unaware of its use, lack access to information about the prompts or outputs, or are unable to influence or modify the prompts or resulting outputs.

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3 Questions of Interest

In addition to the topics discussed above, I am interested in exploring the following questions.

Regulations to Address Harms Regulators have begun introducing legislation to make companion chatbot platforms safer for users (e.g., California Senate Bill 243). These regulations often require reminders to users that the “chatbot is artificially generated and not human” [1]. These types of reminders, however, could be risky [11]. For instance, they may encourage excessive dependency rather than discourage it, as well as triggering sorrow or distress among users [11]. I am interested in discussing what types of research we could conduct and what questions we need to answer to inform and support the development of better regulation.

Designing for Friction & Reflection Design friction [4], slow technology [6], and seamful design [2] are concepts that have been introduced in the HCI community. These concepts might be useful when applied to the design of chatbots to reduce the negative impacts these tools can have on individual capacities and public discourse and beliefs. I’m interested in discussing how these concepts could be applied, or what other design strategy or goals could be appropriate when aiming to reduce risks of chatbots.

4 Relevance of My Background

In my work thus far I have focused on harms and interaction quality in ephemeral social media platforms, including VR [17] and real-time voice spaces (e.g., X spaces, Clubhouse) [18]. With a focus on facilitation and conversation quality, I have investigated visualization-based tools designed to surface aspects of conversational quality and examined their potential effects on facilitators and participants [19]. When considering the design of generative AI tools such as chatbots, I believe that similar methods that highlight important aspects of the interaction (e.g., confidence of the output) or encourage users to reflect more deeply could be valuable.

5 Reasons for Joining Workshop

I am very interested in the workshop’s focus on the impacts of AI on communities. Among the proposed activities, I am especially excited about Working Sessions 2 and 3, which focus on design and policy, respectively. I look forward to connecting with other participants who are interested in these topics and to building new collaborations.

Additionally, I am interested in contributing to the follow-up work outlined in the workshop proposal. I also hope to learn from the organizing committee and participants and learn how they think about and approach various topics surrounding impacts of AI on individuals and communities.

I am also a final-year PhD candidate, currently beginning to define my own independent research agenda. Thus, I believe participating in this workshop would help me better articulate my research interests and gain new perspectives on the issues I care about.

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