LMU LUDWIG-MAXIMILIANS-UNIVERSITÄT MÜNCHEN

Media Informatics Group

Interaction Design for Intelligent Systems

Albrecht Schmidt
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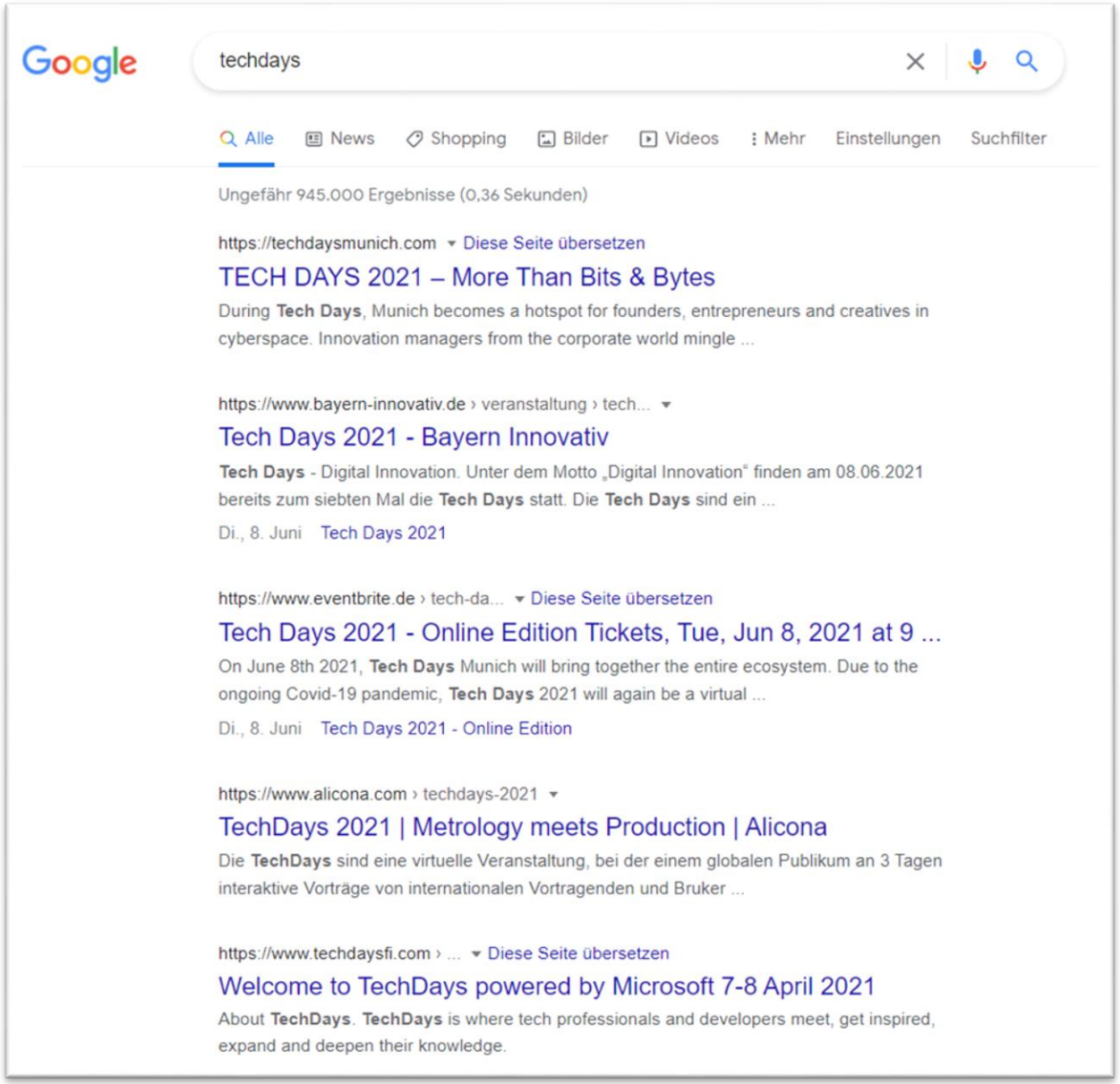
Manipulation vs. Intelligent Assistance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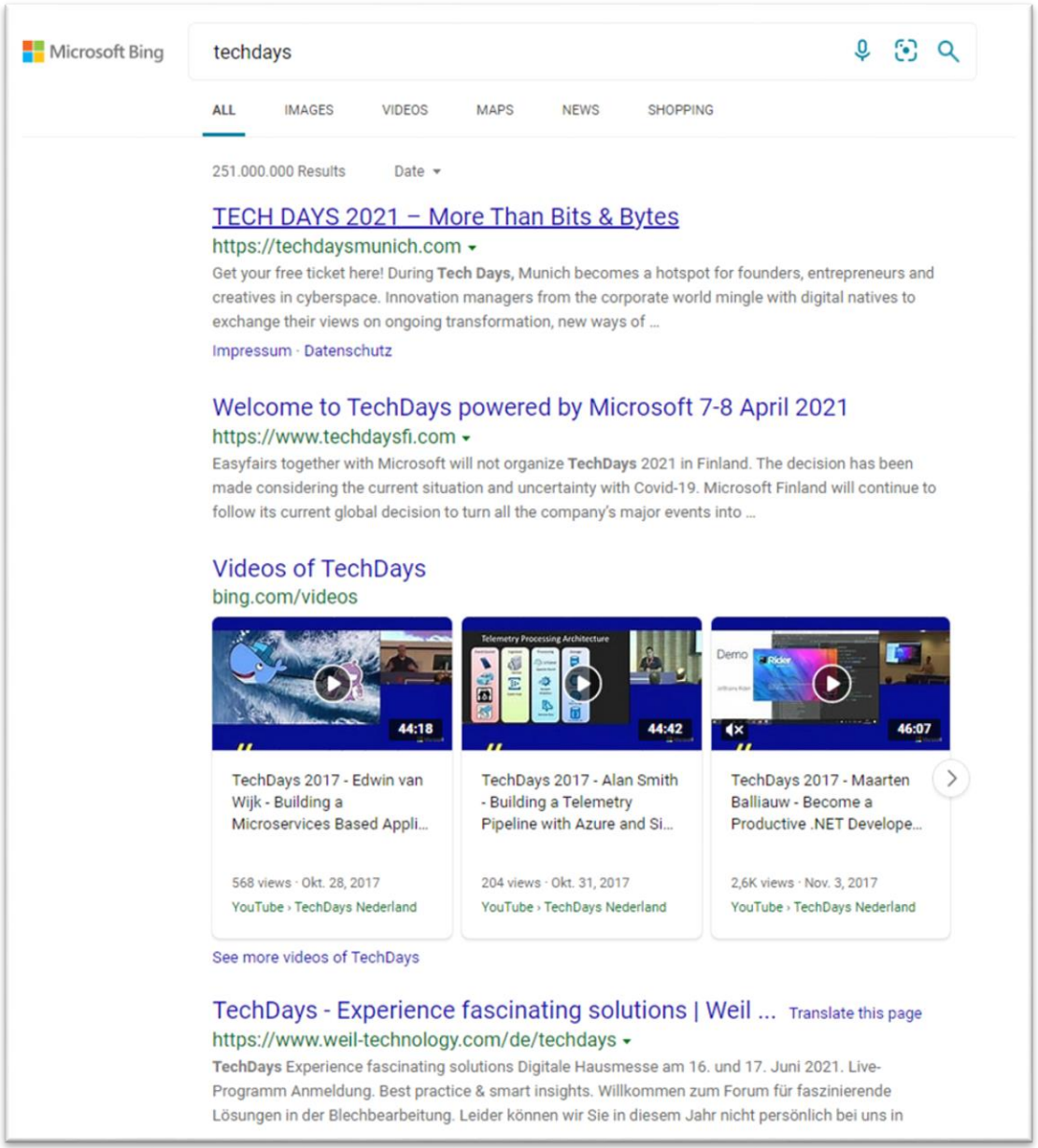
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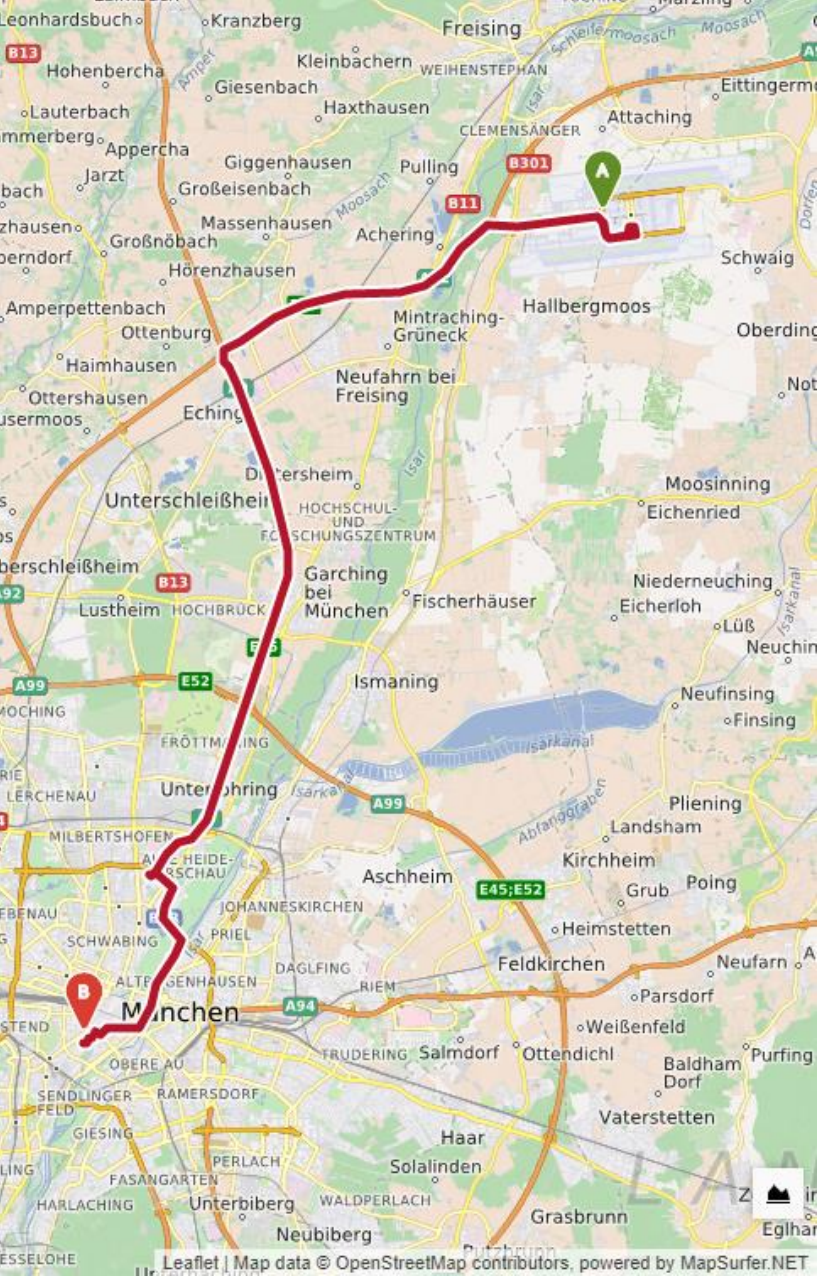

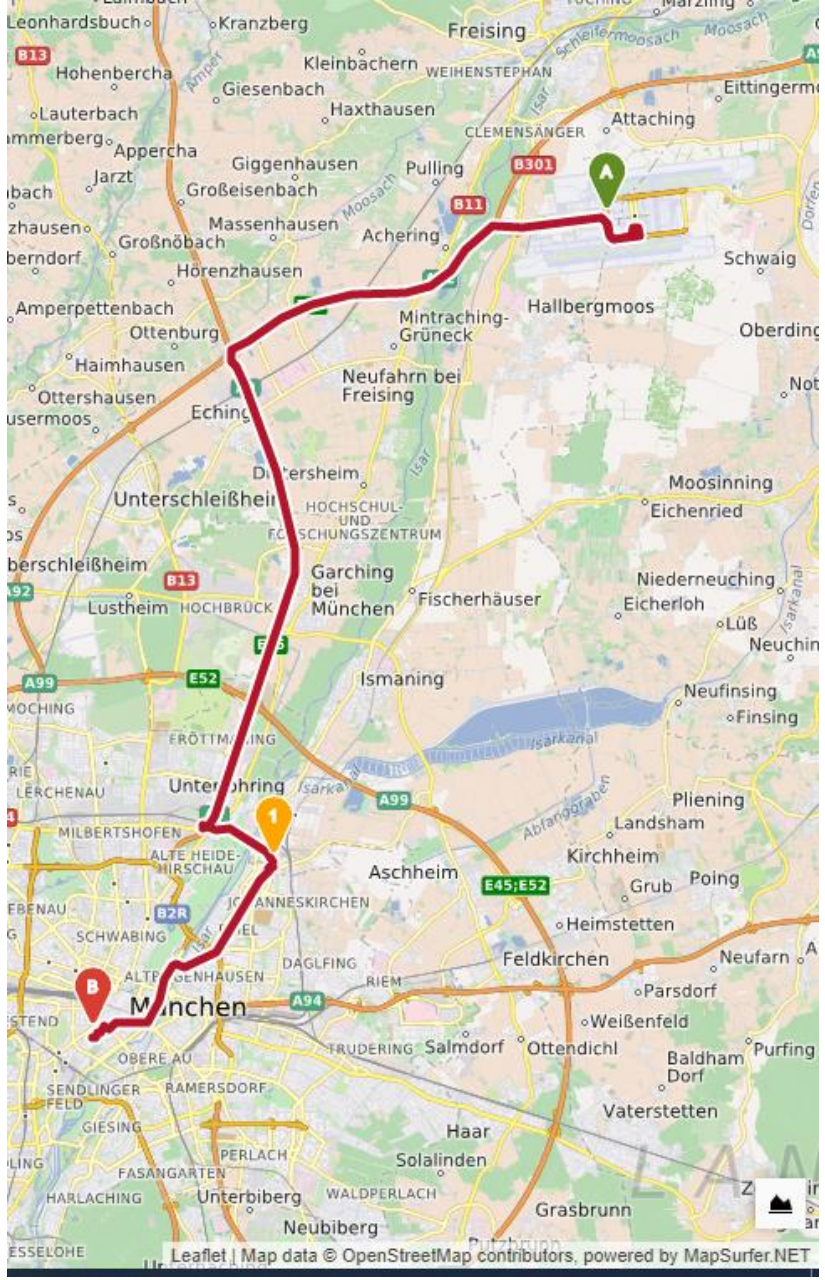

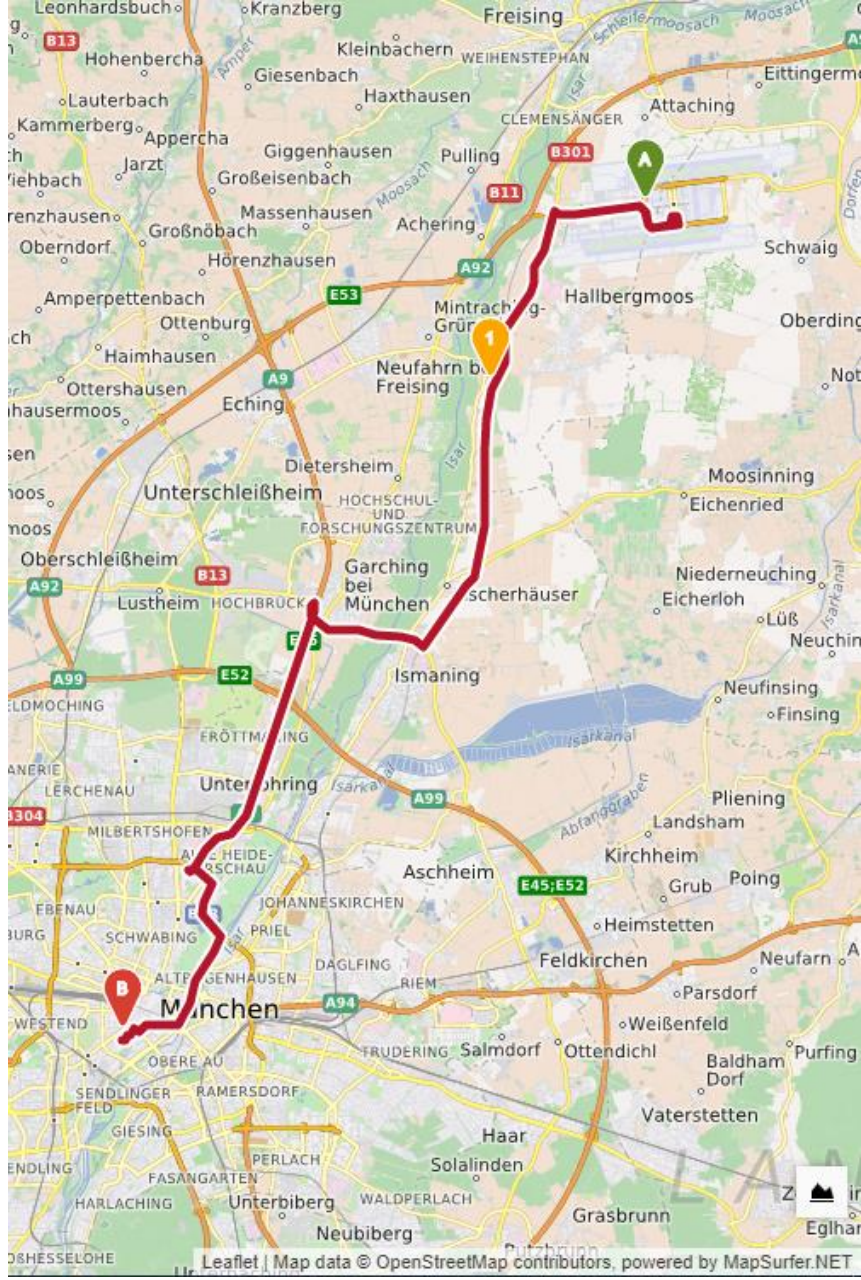

Which route to take?

Manipulation or Intelligent Assistance?

- The interface of **how to present intelligent assistance** to the user is critical for success
- “Users don’t want to be told what to do, they want to choose”
  - Version 1:
    - “take the train at 12:17 from platform 6”
  - Version 2:
    - “which do you want to take? train at 12:17 from platform 6 (takes 45 minutes) or bus at 12:15 from platform 3 (takes 50 minutes, is unreliable)”

- Intelligent assistance is **not perfect** (and will not be for a long time), and **this can be hidden in the user interface**

You cannot NOT manipulate people’s actions!

Then End of Serendipity
No Randomness anymore!

Who do you trust to decide …

- …what movies you watch? (and eventually like)
- …who you are sitting next to on the plane?
- …which way you walk?
- …who is in the same restaurant as you?
- …which flat you buy?
- …
- …whom you marry?

Albrecht Schmidt. 2021. The End of Serendipity: Will Artificial Intelligence Remove Chance and Choice in Everyday Life? CHItaly 2021: 14th Biannual Conference of the Italian SIGCHI Chapter (CHItaly '21), July 11–13, 2021, Bolzano, Italy. ACM, New York, NY, USA, 4 pages. https://doi.org/10.1145/3464385.3464763
PDF Version: https://uni.ubicomp.net/as/as-chocie.pdf

What can Humans do better than Computers/AI?

Goal:
Design Human-machine systems outperform humans as well as machines

What do Humans need?

Short Term vs. Long Term

- UX is really good at short term UX
  - Great experience for using the app (over a day)

- Long term UX (physical and mental health) is not in focus
  - Seeing the results of one's work – making digital work results visible (that you can be proud of your work)
  - (personal) communication that create relationships and reduces stress
  - Working outdoors not in an office – even for office work
  - More movement – not sitting at a desk all day long

Luke Haliburton and Albrecht Schmidt. 2020. Technologies for healthy work. interactions 27, 3 (May - June 2020), 64–66. DOI:https://doi.org/10.1145/3386391
PDF online at: http://uni.ubicomp.net/as/healty_work.pdf

What is Reality?

Interaction [Design] shapes your Reality!

Evolution vs. Disruption

Shortcomings of human centered approaches

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