AI and human (dis)abilities

AI FOR ALL

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1. Wonder document - first delivery

A) A description of the group

We are a group of four students who found a common interest in learning more about- and researching the field of AI and Universal Design. We have all done our bachelor's degrees at IFI and are glad that there is common ground, even though we are aware that it's beneficial with input from students with different backgrounds. Therefore it's great that we have our minors from pedagogical, psychological, and sociological fields.

B) What area of "interaction with AI" we are interested in working with

As mentioned above, we are interested in working with AI and UD, and more specifically how everyone can be included, as well as excluded from AI. Almost no guidelines talk about AI in contexts of social responsibility, help, care, welfare, but are focused on more practical concerns such as privacy, accountability and fairness (Hagendorff, 2019, p. 103). When this is not adequately regulated and investigated, the user might end up as the losing part.

C) The questions we initially want to address

Does AI create disabilities for the users?
We think this is an interesting field to research more about because AI is in constant development and continues to alter the way human-computer interaction is possible. There are many examples of frustrations around e.g. chatbots and the way we feel

forced through iterations of non-working communication before reaching our end goals.

Other issues can occur in situations where the gap between abilities to use- and demands for use of systems increase, something to which AI seems to contribute to. This is especially problematic in situations where the systems are essential for everyday or acute needs. A third example is language barriers where people are expected to talk with voice assistants in a different language than their native, something which may be difficult and create a sort of disability for the user.

In multiple instances, people have a tendency to alter their behavior and help the systems perform better than they initially do (Bratteteig & Verne, 2018, p. 4). What is the consequence when the user does not have this possibility?

D) The methods we are interested in applying for addressing the questions
We think it's interesting to explore the methods of workshops/focus groups, such as the future workshop or probing method we learned about in IN5510 (participatory design). It could also be interesting to conduct interviews and diary studies.

Literature

Bratteteig, T. & Verne, G (2018). Does AI make PD obsolete? Exploring challenges from Artificial Intelligence to Participatory Design. https://doi.org/10.1145/3210604.3210646

Hagendorff, T. The Ethics of AI Ethics: An Evaluation of Guidelines. *Minds & Machines* 30, 99–120 (2020). https://doi.org/10.1007/s11023-020-09517-8