1.1 Concepts, definition and history of interaction with AI and autonomous systems

The history of artificial intelligence

Grudin (2009) examines the history of artificial intelligence and the factors that have influenced its emergence. AI originated in mathematics and engineering and was developed by Alan Turing during the second world war. Turing claimed that in 1949 computers should enter the fields typically covered by human intelligence and eventually be able to compete on an equal level with humans. The term AI was first introduced in 1956 by the mathematician and logician John McCharty (Grudin, 2009, p. 49). AI has evolved from being rule-based to algorithms and mathematics that mimic human problem-solving. Today, computers derive their own rules based on the data it processes and "experiences" instead of implementing given rules and following them (Bratteteig & Verne, 2018, p. 2).

Four definitions of AI

In the article "Does AI make PD obsolete?" Bratteteig and Verne (2018) define AI as:

> *"A subfield of computer science aimed at specifying and making computer systems that mimic human intelligence or express rational behavior, in the sense that the task would require intelligence if executed by a human."* (Bratteteig & Verne, 2018, pp. 2-3).

Merriam-Webster defines AI as such:

> *"A branch of computer science dealing with the simulation of intelligent behavior in computers" and "the capability of a machine to imitate intelligent human behavior»* (Merriam-Webster).

SINTEF defines AI as:

> *"Digital systems that perform tasks that normally require human intelligence. This means that tasks can be automated and that people can be supported in making good decisions*" (SINTEF, 2021).

Both the Merriam-Webster, Bratteteig and Vernes and SINTEF definition emphasizes that AI must act as a human would, focusing on intelligent human behavior. SINTEF's

definition also includes an explanation of what AI is used for. Based on these three definitions, I would say that:

"*Artificial Intelligence is an information technology that performs tasks by simulating and imitating intelligent human behavior. This means that the AI performs tasks that would require human traits and intelligence. I think the human perspective."*

Human autonomy and machine autonomy

Human autonomy is about a person's ability to determine their actions, and the reason for doing something is their own. Machine autonomy is similar in that it refers to a machine's ability to accommodate variations in its environment. For a machine to be autonomous, it must be capable of achieving something without human interventions (Ezenkwu & Starkey, 2019). Thrun (2004) claims that autonomy is the biggest difference between robots and other physical devices. The degree of autonomy is measured by relating the degree to which the environment can be varied to the mean time between failures and other factors indicative of robot performance (Thrun, 2004, p. 10). A robot's autonomy determines the tasks it can perform. The more complex the environment is, the more autonomy a machine needs. (Thrun, 2004, p. 14). That's a big difference from human autonomy, where we don't need to consider the environment the same way a machine does.

Similarities between the concept of automatic and autonomous

The concept of automatic is about things happening without intervention, whereas autonomous means that we can make choices and do something independent of outside influences. The concepts are similar in the way that they both is about machines acting without human assistance.

Does AI make PD obsolete?

The article "Does AI makes PD obsolete" by Bratteteig and Verne (2018) looks at how AI challenges PD and which design decision users can take part in when we design AI technology. The authors question if AI accommodates all your needs and provides tailored solutions, will it be necessary to design for user needs anymore? (Bratteteig & Verne, 2018, p. 1). They claim that AI challenges PD in several ways, including that if users are to be able to participate in the design process, they must have sufficient knowledge of the possibilities

and challenges of the technology to be used. This could be difficult with AI. Furthermore, they explain that AI's behavior is unpredictable as it changes over time-based on the data it receives, especially considering that it may be incomplete or biased. Another challenge is that it is difficult for users to evaluate an AI system as they will only be able to see the interaction mechanisms and the design of the system, while the statistics and data sets used will be too extensive to evaluate (Bratteteig & Verne, 2018, p. 3).

AI at Amazon Web Services

Amazon Web Services presents AI as a product and service they can deliver. They offer consumer and business-oriented AI products and services and advertise with the promise that their services don't require a machine learning experience. They explain that they can provide ready-made intelligence for consumers' applications and workflows. The services integrate with their consumer's application applications to address things like improving safety and security, increasing customer engagement, and creating personalized recommendations. One example is the business version of the intelligent voice server Alexa, called Polly, which turns text into speech (Maguire, 2022).

Black Mirror – Hang the DJ

This episode of Black Mirror describes a future where an AI facilitates romance and finding a partner. The AI measures the love compatibility of individuals by running simulations based on dating experiences to find the perfect match. The more people you date, the closer you get to finding the one. The human interaction with the AI is portrayed as a relationship where they are friends. They trust the algorithm and talk to the system about everything they are feeling, asking them for advice, and they do as the AI says. In the end, the relationship changes when the participants begin to doubt the AI and decide to make their own choice instead.

1.2 Robots and AI systems

First, write a section about how the word Robot came about.

The word Robot was first used by Karel Capek in 1920 in a play that describes a factory that creates artificial, organic human copies called "robotics," which rebel against and exterminates humanity. The word derives from the Czech word Robotnik, meaning "worker"

and “slave” (Søraa, 2022). The concept of a robot is constantly changing, and what we consider a robot today will probably not be the same in fifty years (Dautenhahn, 2018, p. 2).

Two definitions of robot

Merriam-Webster defines a robot as

> *“a machine that resembles a living creature in being capable of moving independently (as by walking or rolling on wheels) and performing complex actions (such as grasping and moving objects)”* (Merriam-Webster).

Store Norske Leksikon defines a robot as:

> *A machine that can perform actions automatically and therefore consists of both software that instructs it in tasks, and hardware that gives it a "body" to move* (Søraa, 2022)

The Merriam-Webster definition underlines the concept of automatic as the robot needs to be able to move without human intervention, while the Store Norske Leksikon focuses on the robot requiring both software and hardware. Based on these two definitions, I define a robot as:

> *“A robot is a machine including both hardware and software, that can perform tasks automatically based on instructions.”*

The relation between AI and Robots.

From the Store Norske Leksikon definitions, one of the things separate AI and robots is that robots need to have a “body.”. From my definition, I would say that one thing that separates AI and robots is that AI has autonomy (at least some), which means that it doesn’t rely as much on humans as robots do. A robot can’t think and make decisions for itself; as Bratteteig and Verne (2018) write about AI, a robot cannot, in the same way, do tasks that would require human intelligence. For example, a robot vacuum cleaner will not realize by itself that it needs to vacuum.

A robot vacuum cleaner

A typical robot that many people use nowadays is a robot vacuum cleaner. When interacting with the robot, we use an app to tell it when to start, where to move and when to stop. The interaction is also influenced by the fact that we often name the vacuum cleaner, and some people talk about it and to it as a person. For the robot to work correctly, it needs us to tell them how to behave and what to do. It also depends on us cleaning the area to be vacuumed before it starts, by moving wires, chairs, etc., for the robot to perform as we want and move around correctly.

1.3 Universal Design and AI systems

Universal design and inclusion

Universal design (UD) is about us designing for everyone. The National Disability Authority describes it as "Universal design is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of age, size, ability or disability" (Authority). Therefore, we aim to meet the needs of those who will use what we design. Herstad (2022, p. 2) explains that the main aim of UD is that when we create new systems, these should not create barriers for users, and the existing obstacles should be reduced. It can be seen as essential inclusion work and human rights where we design systems that are accessible to everyone, without us having to make different arrangements and facilitation for these people.

The potential of AI

AI has a huge potential to include humans with different perceptions, movements, and cognition. Bratteteig and Verne (2018) explain that AI provides the opportunity to receive personal services in the form that it can help answer your questions and make life easier. They describe that an AI will know it and "understand" what you need and therefore meet your needs. (Bratteteig & Verne, 2018, p. 1). For example, AI can be used to add text to internet content so that people with visual impairments can have content read out loud. Another example is that AI can help with moment disabilities by doing tasks like Siri can write an email for you.

AI including and excluding.

Even though AI has the potential to include people by tailoring a system to a user's needs, it can also exclude people. One of the problems with AI is that it is usually based on statistical data, like average and median. This means that some people will not be within this data group. If data is excluded from the AI, this will also exclude people. A concrete example is facial recognition systems, which could cause racial bias and discrimination concerns.

Understand and understanding

The concept “understand” and “understanding” is about information and interfaces being comprehensible. I understand the terms to mean that we try to give meaning to things by perceiving and analyzing an input. Both humans and machines "understand," but in different ways. In the machine, we say that we receive an input, this is processed, and we give an output. It can be argued that the machine tries to "understand" the input during processing, but humans have made this link between input and output and what will happen. We can say that machines can understand in the sense that they can perceive a command or message.

1.4 Guideline for Human-AI interaction

I have selected the guideline for human-AI interaction, nr. 16,” Convey the consequences of user actions. This guideline shows and explains how the user's actions affect the AI and its effects for future use, for example, how the AI adopts user behaviors.

There are several similarities between Microsoft’s guidelines and HCI. One example is the nr.11, “Make clear why the system did what it did,” and in HCI, “offer Informative feedback» (Shneiderman). This guideline is about explaining to the user what happens and why. An example of differences between the two guidelines is where Microsoft focus on the AI, for example, “Learn from user behavior,” where the AI adopts the system to personalize the user’s experience by learning from their actions over time.

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