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REVIEW of BA diploma thesis

Author of the work: Iva Kokotková

Name of work: Pragmatics and Artificial Intelligence

Supervisor: Mgr. Markéta Janebová, Ph.D.

Opponent: Mgr. Michaela Čakányová, Ph.D.

Author of this review: Mgr. Michaela Čakányová, Ph.D.

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Points /results (for each section & proposed classification)

<i>excellent</i>	5	A
<i>very good</i>	4	B
<i>good</i>	3	C

<i>acceptable</i>	2	D
<i>weak/sufficient</i>	1	E
<i>insufficient</i>	0	F

In the following paragraphs fill in the numeric value. You can also add a short NOTE (comment) - alternatively you write concluding remarks to the summary in the end.

	Points
1. Originality and new contribution to the field, up-to-date presentation of the problem.	A
2. Awareness of treatments in the field (literature).	C
3. Clarity of the topic, research question(s), hypotheses	A
4. Methodology.	B
5. Argumentation, discussion, interpretation of the results, summary.	C
6. Formal aspects of the work: format, graphics, bibliography formatting.	B
7. English (language correctness, style)	A

Summary: Overall evaluation, other comments:

(5-15 lines for BA, 10-30 lines for MA thesis)

The topic of the thesis is communication of AI chatbots and their ability to reflect pragmatic aspects of language. The author worked with two online chatbots. She introduced Cleverbot and Eviebot (though the information about Eviebot's origin is missing) and tried to analyze the conversations she had with them from the point of view of Grice's Maxims of Conversation and the Cooperative Principle which is closely connected to conversational implicatures. The problem with the Maxims is that they are largely dependent on a shared (and often extralinguistic) context and above all on intentional use of language. These AIs do not have any

intentions, and merely imitate the conversation based on the previous conversations they had. It is a question then, whether the Maxim of Quality, for example, is entirely relevant here, as the AI does not answer in a false way intentionally. The author at times seems to forget this, e.g., on page 10 where she says that the AI is lying or on page 18 where she again resorts to intentionality bias: "Cleverbot answered with a question completely unrelated to the topic, even though it could be jokingly suggested that my question about gender stereotypes prompted a question about my likeability among other people, further implying that Cleverbot can make jokes." These particular AIs' style of communication seems to be based rather on the pattern matching. But maybe that is something the author wanted to verify in her thesis, it is just not stated clearly.

Apart from the Maxims, the thesis also poses several other questions scattered throughout the paper, one "concerning paralinguistic cues" and if the AI uses them, then "what meaning/use they possess". It also deals with turn-taking, interruptions, and code-switching. The last mentioned is treated from the point of view of switching between different languages, which the AI readily does, and does not seem to be concerned about it. The conclusion summarizes the inability of the chatbots to maintain human-like conversation as they seem to violate all the Maxims sooner or later.

The language of the thesis corresponds to the expected academic level. There are occasional inaccuracies/typos, e.g.:

- p. 2 "**academical** research"
- p. 6 "how **there** are used among human participants in communication is similar, or even the same, in case of chatbots representing AI"
- Stylistically awkward: "To conclude, the research question regarding these concepts concerns how and in which situations can interruption occur in AI communication and how respected and, if so, how regular are greetings and turn-taking in such communication."
- p. 9: The research question surrounding this **related** to the relevance of AI in communication and study of how and when AI did not adhere to the maxim.
- p. 13 "such **an** information" etc.

Topics / Questions for the defense:

(2-4 *specific questions which should be answered at the defense*)

1. *How do you interpret the chatbot making grammatical mistakes? Do you think they were made to imitate fallible human language or that they were just repetitions of someone's bad grammar?*
2. *How long did it take to form a question/phrase with the intended effect to see if the Maxims hold? Did you use the same phrases for both chatbots? Why/why not?*
3. *From your experience, is it possible that every time the chatbot did not understand, it just changed the topic?*

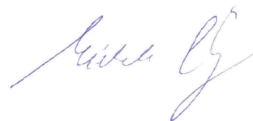
I recommend the work for the defense

YES

Proposed classification:¹ B

Date: 28.8.2022

Name (and signature): Mgr. Michaela Čakányová, Ph.D.



¹ The itemized number evaluations above do **NOT** provide automatically the final evaluation - some weaknesses are more crucial than others and some cannot be compensated at all. The proposed classification is therefore independent on these statistics. It is the complex evaluation of the presented written work and it can be still modified during the defence to become the result of the defence.