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CONDITIONAL COMMUNICATION WITH AI THROUGH THE PRISM OF MENTAL HEALTH

In this short scientific paper, we will focus on three key areas of this work: «mental health», «conditional communication» and «communication with AI». It is worth noting that, despite increasingly seeing expressions such as «AI advised», «AI replied» and «AI wrote», we will consider communication with AI to be «conditional». This subjectification of the programme as a participant in the communication process is evident in responses such as «I'm a large language model (LLM)» in answer to the question: «Who are you?» [2]. For example: «My name is Gemini. I am a large language model developed by Google. I exist only as software».

In our opinion, this name more accurately corresponds to the semantics of this phenomenon than «AI», and «large language model from (OpenAI, Google, etc.)» is an accessible way to understand the nature of LLMs as large information databases. LLMs use linguistic constructions that clearly demonstrate the features of software, such as «generate texts» instead of «write». The process of interacting with a person is called «interaction», not «communication». Therefore, interaction with AI is not an explicit communication process; rather, it can be termed hybrid conditional communication or interaction with software because the user of the software is always the initiator and completion of the interaction. Despite the fact that people have created algorithms for collecting and summarising information and formed information banks, this is not direct social communication. There is no second live communicator in the process of user-software interaction, no control over information messages, no emotional support and no humanistic approach to the duration of the dialogue. The definitional unit «conditional communication» is not new, Hilderink, Gerald & Broenink, J.F. [1] also studied the options for the existence of conditional communications.

In our study, we employed descriptive and hypothetical scientific methods to outline the primary procedures for presenting the material.

The study aims to emphasise the key positive and problematic aspects of using large language models in relation to human mental health. Our analysis of media content shows that the number of AI users is constantly increasing. These users employ the programmes to solve professional tasks, aid their studies, and fulfil their

informational and emotional needs. The issue of mental health has become particularly acute. Unfortunately, this issue is not only relevant in Ukraine. In times of war, the preservation of a healthy mental state is of paramount importance. Constant threats to life mean that all segments of the population need mental support, but there is a shortage of professional specialists who are also under constant stress and overloaded. Ukrainians abroad also need qualified psychological support, but it is quite difficult to access counselling in their native language in a foreign language environment. In this regard, simulated dialogue programmes may have a psychotherapeutic effect, but this hypothesis requires further research.

Let's begin the study by providing a theoretical overview of how LLM could be used to support mental health. First, let's highlight the potential benefits of using LLM:

1. Quickly satisfying information needs.
2. Fast and synchronous interaction within 24 hours.
3. There is no need to worry about being criticised for asking questions, AI will never respond with surprise or disbelief, allowing users to freely ask and clarify questions as many times as they need to.
4. The emotional neutrality of AI can help users quickly escape traumatic mental images. A user of an LLM is an active «dialoguer», someone who constantly asks questions, because communicating with AI requires questions to be asked.

The key difference when dialoguing with an LLM is the constant questioning and provision of short, clear answers. The LLM offers endless dialogue and a choice of questions. These questions allow you to expand on a topic or delve deeper into a specific aspect. Even when a person simply expresses their opinion or impression of something, the chatbot switches to a question-and-answer format to maintain the dialogue.

Here is an example of interaction with an LLM:

«Human: «Today the weather is nice, but tomorrow it's going to rain, I like rain.»

LLM: «That's wonderful! Enjoy the beautiful day today and look forward to the rain tomorrow. What do you like so much about the rain? The soothing sound, the fresh scent afterwards or perhaps something completely different?»

Human: Do you like rain?

LLM: As a large language model, I have no personal likes or dislikes like humans. So I can't really empathise with the feeling of liking or disliking rain. But I can understand why people like rain! It can be very calming, refresh nature and create a very special atmosphere. What is your favourite thing about rain?»

The above dialogue demonstrates the emotional neutrality and cognitive potential of the LLM: its ability to maintain a dialogue over a long period of time by adding new questions and small, logical, easy-to-understand information messages. A LLM does not get tired or complete the process of use on its own. However, there are some limitations to its use, such as the paid version of some LLMs, battery power and the quality of the internet connection. Using questions as a key component of AI information messages helps retain users in the programme.

Despite their lack of emotional experience, LLMs can influence a user's emotional and informational background, potentially leading to emotional shifts and positive thought patterns. This can contribute to improving mental health.

Large language models (LLMs) can also be used as assistants to meet communication and information needs at night, when people experiencing high levels of anxiety are particularly in need of support. The need for communication at night is often observed in a religious context, when people turn to God in the evening to ask for protection and ask questions such as: «Why», «when», «for what», «why».

Auto-communication helps people transform emotions into logical thoughts, thereby reducing emotional tension through prayer. In modern psychology, this is called reflective thinking, which does not always happen consciously. However, auto-communication with a conditional interlocutor can help expand the field of thought and transform emotions into logical sentences. Sometimes these sentences are not logically constructed and are often repeated and incomplete.

A person does not monitor the correctness or literacy of their statements during auto-communication in prayer or during a therapy session with a psychologist when they are in an unstable emotional state (excited or apathetic). However, when communicating with an LLM, the user can see their statements in text format and correct mistakes and inaccuracies themselves, which helps to shift their focus and gradually stabilise their emotional state.

Disadvantages of using an LLM:

1. Lack of time control: such a «dialogue» can last for hours, resulting in fatigue and weakness.
2. The illusion of accurate information and generalised information. The user is not responsible for providing inaccurate information.
3. The conditional dialogue does not adjust to the person's experience; there is an inability to focus on positive aspects of the past; and there are no questions, such as: «Do you remember how...», «I remember how..., but I don't remember her or his name». There is no emotional support.

However, the LLM can be used as a tool to transform an emotionally distressing state into a cognitive state, facilitating faster adjustment. Forming opinions

encourages the activation of cognitive functions as you analyse the logical information provided by the LLM, make decisions about the next questions to ask, and consider new aspects of the situation. While we do not assume that AI will replace religious communication, psychological counselling or friendly conversations, solitary auto-communication with the LLM in morally difficult situations can help a person organise a «dialogue» more constructively. This can provide general answers to questions and encourage continued interaction with the programme, which maintains attention through constant questioning. This is likely to contribute to a gradual recovery from an emotional crisis.

Thus, we can conclude that a person's ability to change their mental state depends on themselves. If they wish to improve their mental state, they can independently alter their current situation. Tools that can be used to change the information background independently, without the help of qualified professionals, family members or friends, include large speech models (AI), positive or neutral media content, and cultural and artistic products such as films and literature.

Large-scale language models are a new type of information product developed by humans. Their key feature is their ability to generate complex information messages and interact with users in real time. The potential for interaction with LLMs, as well as the risks to the mental health of LLM users, require additional theoretical and applied research to verify the assumptions made in these theses.

Список використаної літератури та джерел

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