

- Rob Morris** @RobertRMorris · Jan 6

We provided mental health support to about 4,000 people — using GPT-3. Here's what happened 🙏

1,150 4,270 5,979 8.7M
- Rob Morris** @RobertRMorris · Jan 6

To run the experiment, we used @koko — a nonprofit that offers peer support to millions of people...

20 47 280 511.9K
- Rob Morris** @RobertRMorris · Jan 6

On Koko, people can ask for help, or help others. What happens if GPT-3 helps as well?

6 16 207 501.1K
- Rob Morris** @RobertRMorris · Jan 6

We used a 'co-pilot' approach, with humans supervising the AI as needed. We did this on about 30,000 messages...

8 26 273 504.7K
- Rob Morris** @RobertRMorris · Jan 6

Here's a 2min video on how it worked:

loom.com/share/d9b5a26c...

Read on for the TLDR and some thoughts...

loom.com
Koko & GPT-3

9 44 391 463.3K
- Rob Morris** @RobertRMorris · Jan 6

Messages composed by AI (and supervised by humans) were rated significantly higher than those written by humans on their own (p < .001). Response times went down 50%, to well under a minute.

23 94 781 452.3K
- Rob Morris** @RobertRMorris · Jan 6

And yet... we pulled this from our platform pretty quickly.

Why?

Post 27 327 420.3K
- Rob Morris** @RobertRMorris

Once people learned the messages were co-created by a machine, it didn't work. Simulated empathy feels weird, empty.

2:50 PM · Jan 6, 2023 · 2M Views

203 774 2,430 133

Post your reply Reply
- Rob Morris** @RobertRMorris · Jan 6

Machines don't have lived, human experience so when they say "that sounds hard" or "I understand", it sounds inauthentic.

68 184 1,292 461.4K
- Rob Morris** @RobertRMorris · Jan 6

And they aren't expending any genuine effort (at least none that humans can appreciate!)

They aren't taking time out of their day to think about you. A chatbot response that's generated in 3 seconds, no matter how elegant, feels cheap somehow.

18 82 1,045 406.1K
- Rob Morris** @RobertRMorris · Jan 6

Think of the difference between getting an e-card vs a physical card from someone. Even if the words are the same in both cases, we might appreciate the effort that comes from going to the store, picking a card, mailing it, etc.

16 48 730 343.3K
- Rob Morris** @RobertRMorris · Jan 6

Can machines overcome this?

Relevant people

Rob Morris @RobertRMorris Follow
 co-founder @koko, formerly @Airbnb | @HopeLab | @medialab (he/him)

What's happening

- Trending in Singapore **Jakarta** 87.8K posts
- Music · Trending **SB19xATEEZ BouncyChallenge** 37.4K posts
- Entertainment · Trending **MCountdown** 84.1K posts
- Politics · Trending **Trudeau** 217K posts
- Entertainment · Trending **Disney** 134K posts

[Show more](#)

[Terms of Service](#) [Privacy Policy](#) [Cookie Policy](#) [Accessibility](#) [Ads info](#) [More ...](#) © 2023 X Corp.



Home



Explore



Notifications



Messages



Lists



Bookmarks



Communities



Verified



Profile



More

Post

Probably. Especially if they establish rapport with the user over time. (Woebot has published data suggesting its bot can form bonds with its users. Kokobot probably does this as well in some cases).

33 82 383 338.7K



Rob Morris @RobertRMorris · Jan 6

I've had long conversations with chatGPT where I asked it to flatter me, to act like it cares about me. When it later admitted it can't really care about me because, well, it's a language model, I genuinely felt a little bad.

44 201 692 433K



Rob Morris @RobertRMorris · Jan 6

Maybe we're so desperate to be heard, to have something actually pay attention to us without being distracted, without looking at a phone or checking slack or email or twitter — maybe we long for that so deeply, we'll convince ourselves that the machines actually care about us.

27 185 696 321K



Rob Morris @RobertRMorris · Jan 6

The implications here are poorly understood. Would people eventually seek emotional support from machines, rather than friends and family?

48 58 355 274.6K



Rob Morris @RobertRMorris · Jan 6

How can we get the benefits of empathic machines, without sacrificing existing human relationships? As Sherry Turkle warns, it's possible the machine, "begins as a solution and ends up a usurper."

32 60 508 264.9K



Rob Morris @RobertRMorris · Jan 6

It's also possible that genuine empathy is one thing we humans can prize as uniquely our own. Maybe it's the one thing we do that AI can't ever replace.

(curious what others think? @zakijam @paulbloomatyle?)

113 87 659 264.9K



Rob Morris @RobertRMorris · Jan 7

UPDATE: Looks like there was some large misperceptions about what we did. Some clarifications are here:



Rob Morris @RobertRMorris · Jan 7

Some important clarification on my recent tweet thread:

We were not pairing people up to chat with GPT-3, without their knowledge. (in retrospect, I could have worded my first tweet to better reflect this).

260 72 283 560.1K



Ali Moiz @ali_moiz · Jan 7

@jeremykuoo 1 12.5K



BloomStreetBlues @grenwuld · Jan 8

"Feels"? 16



d @lunaticd · Jan 7

do you have data on this response amongst % among male/female.

i would hypothesize males would care far less about this than females

1 251

Show replies



Rachel Zader @RachelZader · Jan 7

Isn't placebo as treatment illegal 2 126



Tanmay @ThinkInSysDev · Jan 7

As I was reading your thread, that was the first thought that occurred, it will only work if I don't know there is an AI behind the response 274



marginally successful disinformation art piece @ArtBrovera · Jan 7

You mean like this



nick barr @nsbarr

...

Relevant people



Rob Morris @RobertRMorris

Follow

co-founder @koko, formerly @Airbnb | @HopeLab | @medialab (he/him)

What's happening

Trending in Singapore

Jakarta

87.8K posts

Music · Trending

SB19xATEEZ BouncyChallenge

37.4K posts

Entertainment · Trending

MCountdown

84.1K posts

Politics · Trending

Trudeau

217K posts

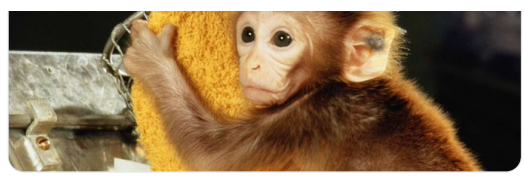
Entertainment · Trending

Disney

134K posts

Show more

Terms of Service Privacy Policy Cookie Policy Accessibility Ads info More ... © 2023 X Corp.





 1
  45
  2,882
 



Michael Dowden @mrdowden · Jan 8 ...


 This appears to completely contradict your claim that this was an opt-in experiment.

 1
 
 1
  227
 


Kaj Leers 🇳🇱 🇩🇪 🇫🇷 🇮🇹 [kajleers@mastodon.social](#) @kajleers · Jan 7 ...

 Maybe, just maybe people felt that they were treated like a number when they found out you guys had put machines in place to talk to them? Imagine you're on a paid dating site with chat, and it turns out the 'person' you've been talking to is a machine. Wouldn't you feel cheated?

 2
 
 148
  15.7K
 


Megan @Just_Nag_Em · Jan 7 ...

 It's sad that you had to run a dehumanizing experiment on a vulnerable population to come to this conclusion.

Thanks for sharing cause this is the first time I've ever heard of Koko & now I will be sure to avoid it & do what I can to make sure other people avoid it too.

 4
  42
  985
  18.4K
 


Nenad @nelatinov · Jan 7 ...

 This must be influenced by culture. Roubini was talking about how robots work like a charm in Japan

 3
 
 3
  3,122
 

Relevant people


Rob Morris

 @RobertRMorris
 [Follow](#)

 co-founder @koko, formerly @Airbnb |

[@HopeLab](#) | [@medialab](#) (he/him)

What's happening

Trending in Singapore ...

Jakarta
87.8K posts

Music · Trending ...

SB19xATEEZ BouncyChallenge
37.4K posts

Entertainment · Trending ...

MCountdown
84.1K posts

Politics · Trending ...

Trudeau
217K posts

Entertainment · Trending ...

Disney
134K posts

[Show more](#)