

Abstract

The subject of this paper is to create a terminological methodological interface for a complex description of the understanding conversation. The first task is an attempt of fusing two relevant branches of research – text syntax and conversation analysis. Text syntax describes structures larger than a sentence and brings useful remarks about links between elements in the text and its thematic progression. Conversation analysis concerns itself with interaction specifically and does so from a partially sociological perspective. It offers the especially useful notion of sequence organization.

The other task for this paper is to create a conversation tool, a chatbot, that the researcher will have control over and which allows them to expose multiple speakers to an identical or at least similar conversation situation. Written communication, where human takes turns with an „artificial intelligence“ has many specificities. The temporal aspect is fully substituted by chronology here. Coherence disruptions have a bigger potential to be perceived as such, because users expect technological problems, whereas in human interaction the speakers typically tend to trust each other in their motivation to communicate coherently.

Nevertheless one must approach human-ai conversations in a different way than the human-human ones. For now it's only meaningful to compare them among themselves. The goal of the methodological section of the paper is to observe the behaviour of respondents in interaction with a chatbot, to understand the principles of conversation design and to uncover the obstacles standing in the way of a quantitative experiment using data elicited with this method.

Keywords

conversation, cohesion, coherence, chatbot, sequence organization