

3rd Edition

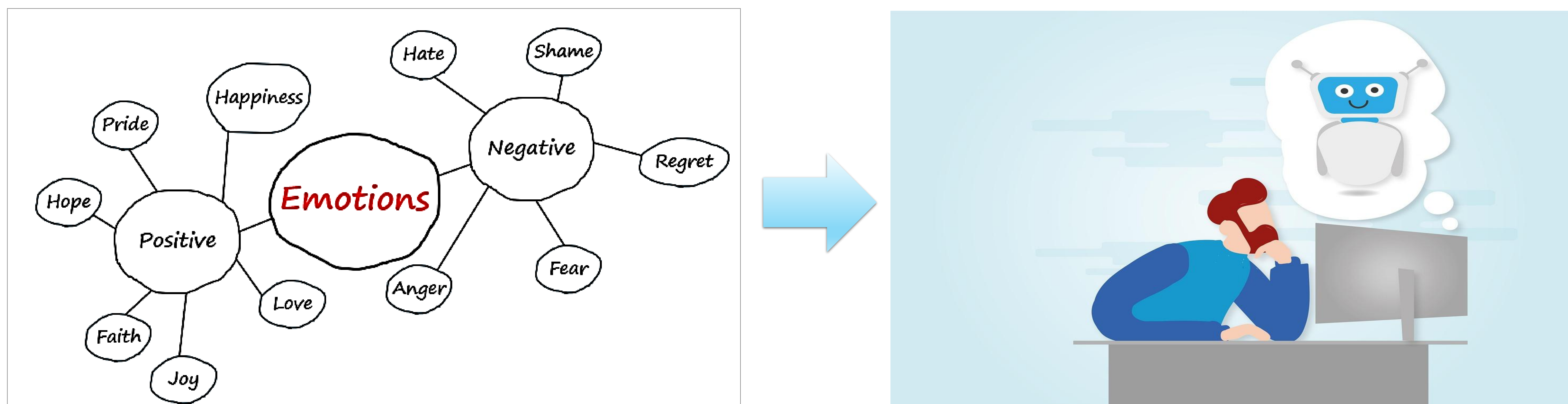
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Do you have AI friends? A New Research Model for Artificial Intelligence–Based Well-Being Chatbot Engagement: Survey Study

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INTRODUCTION



Artificial intelligence (AI)–based chatbots have emerged as potential tools to assist individuals in reducing anxiety and supporting well-being [1].

RQ 1: What factors influence users engaged with AI-based well-being chatbots?

RQ 2: How could AI-based well-being chatbot service be improved using the results of this study to improve users' engagement and experience?

METHODS AND MATERIALS

- Quantitative study;
- 256 participants from China.

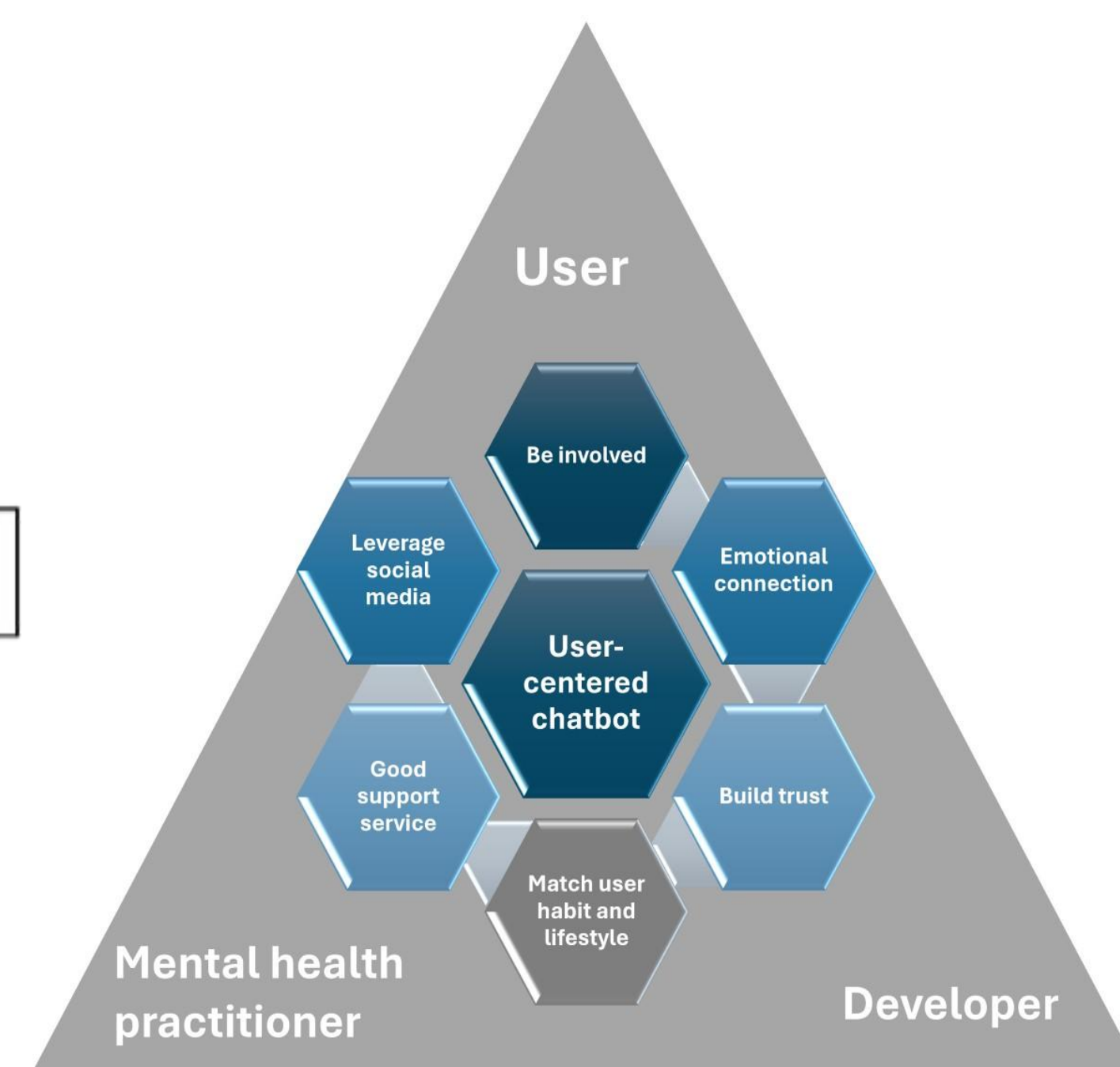
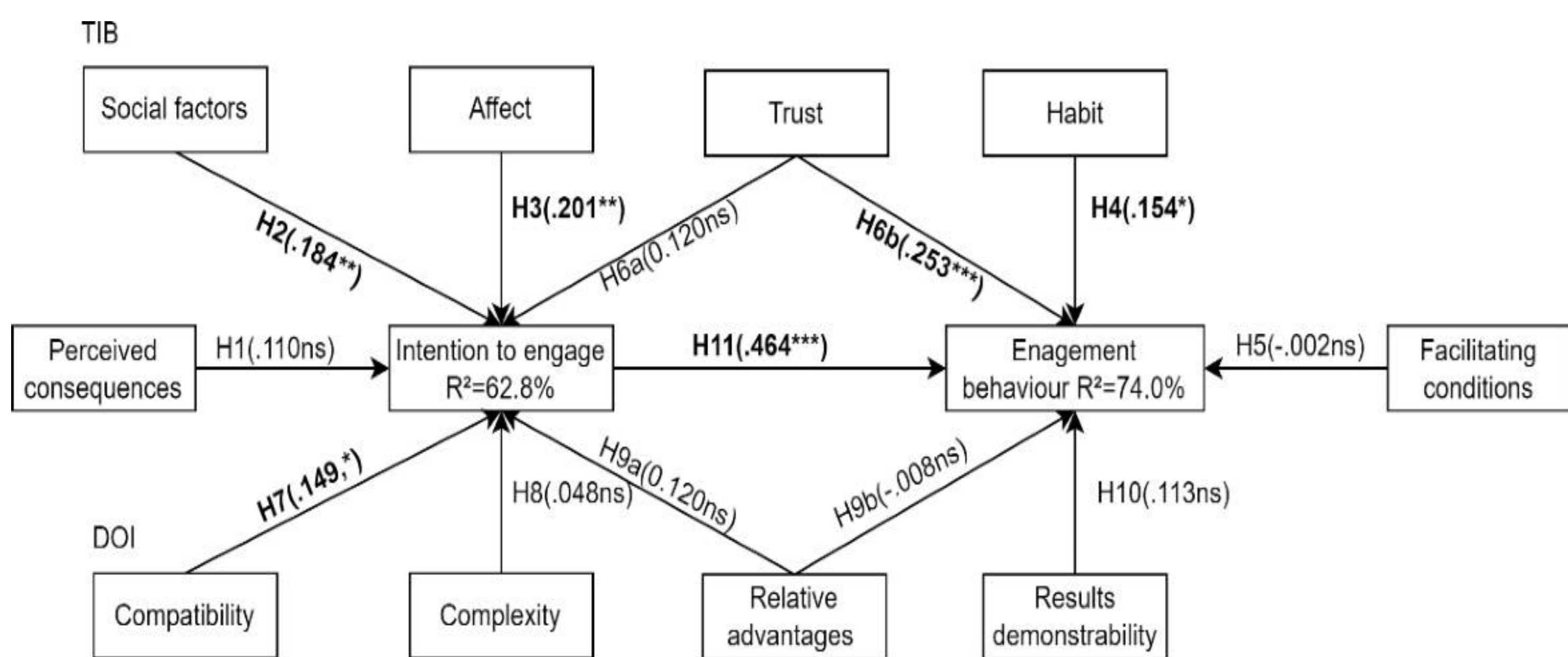
RESULTS & DISCUSSION

- The model explained 62.8% (R²) of the variance in intention to engage and 74% (R²) of the variance in engagement behavior.
- Affect, social factors, and compatibility were statistically significant for the intention to engage.
- Habit, trust, and intention to engage were statistically significant for engagement behavior.

CONCLUSION

- Emphasize the need for collaborative efforts among developers, mental health practitioners and users.
- Prioritize a user-centered approach that values emotional connection and trust-building.
- Attention to users' habit, lifestyles, personalized services and enhancing social media outreach.

Characteristics	Participants, n (%)
Age (years)	
18-29	143 (56)
30-44	84 (33)
45-59	13 (5)
≥60	16 (6)
Gender	
Women	187 (73)
Men	69 (27)
University education	
Degree	234(91)
No degree	22 (9)
Chronic disease status	
Yes	111 (43)
No	145 (57)



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Picture from Internet:
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