

SOCIAL COUNSELLING CHATBOT - PILOT TESTING

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Introduction

In the period from 2020 to 2023 University Hradec Králové (Czech Republic) - Institute of Social Work of the Philosophical Faculty received a TAČR grant (Technological Granting Agency of Czech Rep.), focused on the pilot deployment of new technologies in professional social counseling in the Czech Republic entitled "The use of elements of artificial intelligence in the provision of professional social counseling." Specifically, the project will deal with the possibilities of applying new communication platforms - chatbot, later voicebot.

In order to fulfill the goal, a knowledge database will be created for the chatbot / voicebot communication platform usable for professional social counseling provided on the public information network internet.

It should be the tool to help existing human resources (professional counselors) adapt to the growing quantity of work (growing size of target groups in connection with unemployment, loss of housing, over-indebtedness ...).

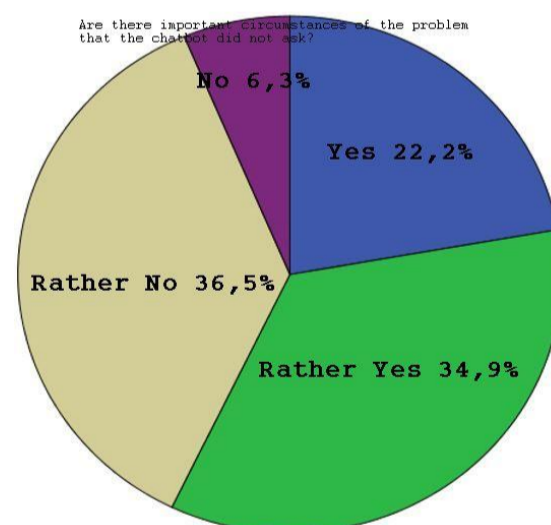
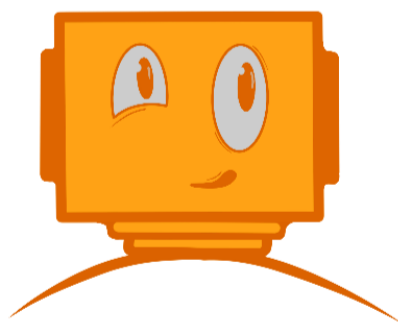
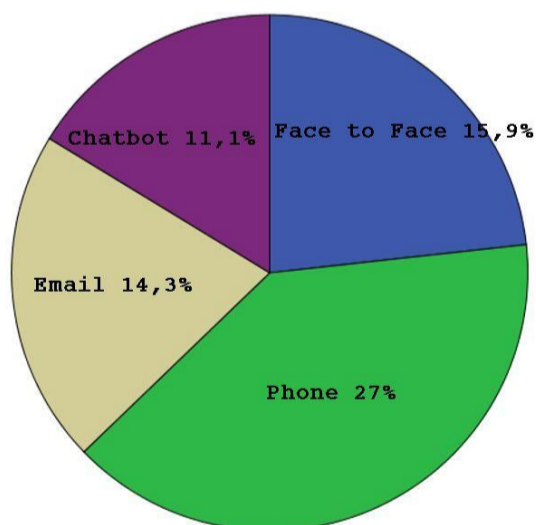
The innovativeness of the solution is the partial replacement of man by a machine, in phases that can be structured.

Results

Pilot testing - the chatbot had the task of dealing with a total of 60 situations. N = 63.

One of the basic questions was: Can chatbot play the role of initial contact with professional social counseling? 53.5% chose the option "definitely yes" and "rather yes", "rather no" and "definitely no" 46.5% of respondents. The traditional forms of initial communication with the counseling center would still be chosen by the predominant number of respondents: 27% telephone contact, 15.9% personal contact, 14.3% email contact. Chatbot ranked 4th (11.1%).

What chatbot can't do yet is "ask" about other circumstances of the life situation. To the question: "Are there important circumstances of the problem that the chatbot did not ask?" as many as 57.1% of respondents answered "definitely yes" and "rather yes". Only 6.3% did not feel that the chatbot should ask further questions.



Conclusion

The main strength is speed (10%), followed by correct information (7.5%). Among the pros, the respondents in the open question also included the anonymity of the dialogue...

Amongst the main suggestions for further improvement, the respondents concluded in the open question mainly the need to further inquire about the circumstances of the life situation, they were also afraid that some clients would not understand the professional language.

Sources: *Etický kodex občanských poradců* [online]. Praha: Asociace občanských poraden, [cit. 2021-02-01]. Dostupné z: <https://www.obcanskeporadny.cz/cs/ke-stazeni>
Akční plán pro Společnost 4.0. In: *DATABÁZE STRATEGIÍ: PORTÁL STRATEGICKÝCH DOKUMENTŮ V ČR* [online]. Ministerstvo pro místní rozvoj ČR, 8/2017, s. 91 [cit. 2021-03-14]. Dostupné z: <https://www.databaze-strategie.cz/cz/urad-vlady/strategie/akcni-plan-pro-spolecnost-4-0-2017?typ=download>

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