Perception of ChatGPT among Chinese Experts: A Thematic Analysis of a Semi-structured Interview

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Abstract: ChatGPT, as an emergent technique, has become a heat throughout the world. Currently, it was not known entirely to the public. To gain knowledge of how experts perceive and experience ChatGPT, a semi-structured interview was conducted. By doing thematic analysis of their interview reports, it found that the experts construed the chatbot not the same as some media advertised. They didn't regard it as a threat to their occupation, but as a helper or an assistant both in life and work. Neither did they restrict its use in education or other fields. They viewed the challenges of ChatGPT in a welcomed and positive way.

Keywords: ChatGPT, thematic analysis, experts, perception.

ChatGPT is an emergent technique and has quickly become a hot topic in the world. It has many impressive features, especially its ability to respond contextually and perform various language tasks. The chatbot has been applied in many areas for a variety of purposes, including customer service, automated financial advice, and fraud detection (Al-Azawei, Parslow, & Lundqvist, 2019; Zawacki-Richter et al., 2019; Athley et al., 2020; Bond, 2020; Gašević et al., 2020; Blease et al. 2021; Fernández, 2021; Christophe, G. 2023). Meanwhile, people were susceptive of its reliability and accuracy in its response (Krause, 2020; Peritz, 2022 Muskat, 2023).

To gain knowledge of how experts perceive and experience ChatGPT, a semi-structured interview was conducted. There were altogether 9 experts participating the interview separately. They have been working in different areas such as instructional technology, medical, computer, arts, finance, programmer, and so on. All were males, the youngest at the

age of 24 and the oldest 55.

A semi-structured interview guide, comprising open-ended questions related to ChatGPT, was distributed and comprehensively explained to all participants. Among the 9 expert interviewees, only one reported to learn about chatGPT from a colleague of Alibaba. He said he was attracted and curious about the development of chatGPT. The other interviewees got to know this new technique online such as online news, blogs of YouTube, WeChat posts, bilibili or other media. The results indicated that experts were capable of keeping pace up with the new technology, and were open-minded and well-informed.

1. Way to Know

Experts acquired knowledge about ChatGPT through two distinct channels: online and offline. Comparatively, experts were liable to be more sensitive and desired for to new-tech development than students. The emergence and prevalence of ChatGPT quickly got experts of different fields involved. They actively put ChatGPT into use and did specific research.

"I have been keeping an eye on the development of ChatGPT. I knew well about its every generation. It is efficient in model creation." (Ox69) *"After I learned about ChatGPT on Bilibili and other online social media, I grew curious about it and discovered many functions like quick response to questions, assistance in summarizing main ideas and searching materials."* (ZM)

2. Practical Use

Experts reported that ChatGPT played a supportive role in their by providing suggestions, offering clues, and guiding their writing, among other functions. They emphasized the practical utility of ChatGPT in facilitating their studies and research activities.

"ChatGPT has several impressive features, like its ability to respond contextually and coherently, and versatile performance in different languages. It's a valuable tool for language translation, question-answering, and text summarization." (HHG)

Some experts claimed that ChatGPT could be applied not just in academic research, but also in

Table 1. Themes and sub-themes extracted from the opinions of the experts who were assessed

Themes	Subthemes	definition
Way to know	Learning online Learning offline	Experts learn about ChatGPT from the Internet or online channels Experts get to know ChatGPT from interactions with colleagues or friends
Practical use	Using in work or research	Experts find it helpful in offering them clues in work or research
	Using it out of curiosity	Experts want to find out new functions of ChatGPT
reliability	offering standard and correct answers giving answers whose accuracy varies from contexts giving answers which need to be improved	Experts find ChatGPT is capable of answering correctly Experts find ChatGPT can answer correctly when asked about corpus-based knowledge, and is liable to mistakes when queried about certain specialized field Experts find ChatGPT unable to answer correctly or fabricate answers
safety	Being possible to leak privacy	Experts believe safety need improved
Further improvement	Being more user-friendly	Experts find it inconvenient to use ChatGPT
Role in life	Being a helper Being a tool	Experts hope ChatGPT offer aid like an assistant Experts find it multifunctional
attitude	Being positive Being neutral	Experts have a strong belief in new technology Experts are objective when confronting new products

daily life. For example, it can be a search engine for some useful tips for how to choose a product or how to cook, or for introductions of some famous people (YG). Another expert said he often used it to be a partner to have chats (ZM;Unknown).

3. Reliability

It was widely acknowledged among people that ChatGPT was quick to respond and efficient in providing related information. However, experts were divided int their views on ChatGPT's reliability. Among the 9 experts, only one was positive, 3 neutral and 5 negative. The reasons are that ChatGPT was in essence a machine and still needed extensive testing and training.

"I feel that ChatGPT, like any machine learning system, may encounter errors or biases, particulary when dealing with sensitive or complex topics. It's always important to critically evaluate the information provided by any AI system."(HB) "One of the primary limitation is ChatGPT's tendency to generate repetitive and generic responses. This can be a problem when trying to generate diverse and creative responses, such as in creative writing or marketing copy. Another limitation is its reliance on surface-level patterns in language data, which can result in the model generating biased or offensive responses. This is a well-known issue in natural language processing."(HHG)

Furthermore, experts also noted that ChatGPT might be more prone to errors when dealing with knowledge outside of its data base.

"ChatGPT is unable to answer questions beyond its knowledge because it can't give a creative answer to unknown matter. For example, it is unable to respond accurately to the operation model or efficient of an unknown enterprise." (UP)

But some of them also confirmed that ChatGPT's accuracy in some instances, such as information inquiry and categorization, theoretical knowledge of certain subject, and so on.

"ChatGPT responds with reorganized information collected from a massive database. So we can use it as a search engine for information."(SYC, UB)

4. Safety

Eight out of nine experts expressed concerns about the potential for personal information to be leaked during interactions with ChatGPT, given its ability to remember personal preferences and habits and its reliance on massive online data.

"As with any technology, there are potential risk associated with using ChatGPT or any AI system. Users should always exercise caution and be mindful of their personal information and online behavior" (HB)

Hence, they suggested several precautionary measures: 1) refraining from revealing personal information or sharing less information during conversations; 2) deleting conversation content after use; 3) using coded language to discuss private matters.

Meanwhile, some experts also made clear that this was related with human awareness of safety. *"The privacy and security issues mainly depend on humans, because machines are ultimately created by humans, and we need to set algorithms and patterns for them. If one day it exceeds the level of security and privacy, it means that we humans are problematic. "(YG)*

5. Further Improvement

Experts expressed their desire for more advanced features in the future versions of ChatGPT, including automatic speech recognition, video calls, image recognition, voice playback, and other functions to enhance the chatbot's conversation experience.

"As of now it can only response in text format, but if it can answer our questions in visual-audio format as well then it would been a super cool tool." (HB) *"I expect to see an increase in the use of language models in more complex applications, such as virtual assistants and autonomous system, which can fulfil tasks beyond text generation, such as image and speech recognition. As these systems become more advanced, they will acquire more sophisticated natural language processing capabilities, and language models will play a critical role in providing these capabilities. By combining language models with other machine learning techniques, we can create more comprehensive AI systems that can understand and process a wide range of data types. And I expect to see an increase in the development of domain-specific models, such as those specialized in medical terminology or legal language. As these models become more advanced, they will enable more sophisticated and accurate natural language processing in specialized domains."* (HHG)

Obviously, besides the general use of ChatGPT, experts also showed specific needs for ChatGPT, which humans should stand alert for and take prompt reaction against. *"It is important to remain cognizant of the potential hazards of machines operating beyond human control, which could lead to their replacement of human beings. A pertinent example of this trend can be found in the growing number of young individuals who are foregoing marriage in favor of purchasing robots to fulfill their emotional needs. While such developments may seem appealing on the surface, it is important to consider their ethical implications for humankind. These are weighty issues that warrant serious reflection and prompt action."* (YG)

6. Role in Life

To the experts, they agreed that ChatGPT was more like assistants. But they also indicated that the application of ChatGPT would be expanded to various fields, ranging from education to health care.

"ChatGPT is a veritable steward of my existence, serving as both a life and research facilitator" (YG) "Currently it acts as my assistant in life, arts, information and technique." (UA) "As more businesses and organizations integrate AI systems, ChatGPT may become even more ubiquitous in areas such as customer service, education, and healthcare. "(HB)

Some experts believed that there would be more roles ChatGPT could play in the future with its technological advancement.

"I believe that ChatGPT will continue to have a significant impact on the field of natural language processing, driving innovation and improving the accessibility and quality of natural language applications. One of the most interesting applications of ChatGPT that I have seen so far is in the field of language translation. ChatGPT, along with other language models, has shown impressive performance in generating translations from one language to another. This is particularly exciting because traditional language translation systems rely on rules-based approaches, which can be challenging to scale and often require significant manual effort to maintain. In contrast, language models like ChatGPT can learn to translate languages through exposure to large amounts of translated text. This makes it possible to quickly and easily generate translations between languages, without requiring extensive manual effort or expertise in the specific languages. Another interesting application of ChatGPT is in the field of content generation. ChatGPT has shown impressive performance in generating natural language text, such as news articles and product descriptions. This could potentially be used to automate content generation for a range of applications, from marketing to journalism." (HHG)

7. Attitudes

It is worth noting that experts' attitudes toward ChatGPT were generally positive or neutral, indicating a high level of acceptance and openness toward new technology among the current generation of technology-savvy students.

"To begin with, I wholeheartedly endorse an optimistic outlook towards the popularity of ChatGPT. I have always been a firm believer in the idea that new things should be approached with an inclusive mindset to promote their growth and better serve our needs. A conservative approach towards innovation can only hinder technological advancement, and in turn, impede social development. It is imperative that we keep up with the speed of technological development by embracing new ideas and constantly absorbing the wisdom." (YG)

Experts demonstrated a nuanced understanding of the emergence and development of ChatGPT, recognizing that the responsibility for any negative outcomes could be conquered by humans.

"I believe in the future, as in creative education, we need to emphasize on cultivating students' creation and innovation so that we humans can avoid being controlled by machines. On the contrary, we make best use of machines to serve people." (SYC) *"We humans need to reflect on the question 'What's the meaning of life?' We should be happy to live a life having AI doing those jobs which we do not want to take."* (UA)

Relatively, experts of higher education had an objective view of the phenomenon and were capable of treating it rationally.

In general, the interviews of experts concerning ChatGPT revealed that they construed the chatbot not the same as some media advertised. They didn't regard it as a threat to their occupation, but as a helper or an assistant both in life and work. Neither did they restrict its use in education or other fields. They viewed the challenges of ChatGPT in a welcomed and positive way.

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Expert Perception of ChatGPT in Innovation and Entrepreneurship

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问题 1：您是如何得知 Chat GPT 的？您使用它的原因是什么？

回答：最初，我从 b 站、科技新闻网站、以及一些自媒体平台看到了关于 Chat GPT 的介绍，了解到这是一个非常酷炫的人工智能，据说还有很多跨时代的颠覆，于是对其产生了兴趣。我发现它有一些新功能，例如帮助我总结文章的核心观点、回答我的问题，帮助我进行资料的检索等等，所以我想要尝试使用它。

问题 2：您在日常生活工作中主要用 Chat GPT 解决什么问题呢？

回答：我主要解决两个问题：第一是使用 Chat GPT 进行信息筛选。比如生活中我想要买某样东西，我可能会去网上看很多的评测或者实用的经验贴，但是一个一个翻很麻烦，于是我使用 Chat GPT 帮助我进行检索，让它为我推荐。第二是使用 Chat GPT 帮助搜索一些人物的简介、生平。当前我主要是出于试玩的目的使用它，暂时还没有将它运用在学术写作或是其他更高级的功能中。

问题 3：您在使用 chat GPT 的时候，您认为它的回应是比较准确可靠的吗？你遇到过它有哪些错误的回答或者是问题吗？

回答：首先，它的答案并不是特别可靠。据我了解，Chat GPT 4.0 之前的版本是离线版本，它的信息检索只依赖于自身的数据库，并没有一个联网检索功能，所以它的回答是有局限性的。其次，我在一些科技新闻的帖子里发现人们认为 Chat GPT 虽然在文字、逻辑理解和语义理解方面还不错，但是在涉及到计算的时候，它的数字运算

能力会有所不足。最后，Chat GPT 提供的信息也存在着胡编乱造的现象，我不仅需要对它的回答进行二次加工，还要花费时间去辨别它给我的答案的准确性。

问题 4：您希望 chat GPT 在未来的版本中可以增加哪些功能来提高它的易用性或者效果?

回答：我认为 Chat GPT 可以增加一些图片处理功能，我最近看到的新闻是微软要结合 Chat GPT 和 office 办公软件去新增可以帮助 PPT 排版和图片优化的功能，我认为这是有意义的。除此之外，Chat GPT 还可以完善文字润色、语病修改和文字排版的功能，协助用户进行常规工作的处理，帮助我们提高工作效率。

问题 5：您认为当前关于 Chat GPT 中人们存在哪些普遍的误解呢?

回答：我认为当前人类的误解有两个方面：第一个是有些人可能认为人工智能时代就要到来，很多人可能会因此失业；第二个是有人在担忧科幻片中的一些场景出现：比如人工智能可能会出逃，然后像《终结者》电影里的天网一样毁灭人类。

我觉得任何一项划时代的技术出现的时候，对社会产生的影响都不是一夜之间造成的。如第一次工业革命发明了自动的机械，纺织机取代了传统的纺织女工，当时的人类也在抱怨科技的发展造成了大量的失业。但是以现在的视角回头去看，新技术的出现又会相应地带来新的工作岗位。我认为技术的进步一定会取代许多低效重复的工作，但同时也会产生更多高效的创新性的工作岗位。

问题 6：作为创业教育领域的专家，你认为 Chat GPT 会为创业教育的发展带来哪些颠覆性的改变?

回答：首先，我认为 Chat GPT 对于包括创业教育在内的精英化教育，带来的共性改变就是教育工作者对于课本类知识的教授在课程中设置的比例要相应的减少，而对于教授学生如何更好的使用工具、辨别信息的有效性、以及如何更好地发挥创造性方面加大课时投入。教育者应让创业教育的接受者更多的学习使用工具来辅助思考、辅助进行其他的创造性工作，将更多的时间专注于创业模式的设计和创造性思维的开发。

其次，对于创业者来说，创业的门槛会相对变低。原来创业的话，可能会需要有一个团队，团队中的每个人具备着不同的技能。而现在可以借助人工智能来辅助创业，创业者只需有一个最初的设想，剩下的很多环节就可以交给人工智能去做。例如，作为一个初创公司有很多法律问题需要咨询，原本可能需要雇佣第三方的法律顾问公司，但现在可以在公司规模达到一定级别之前，使用人工智能来去辅助进行法律咨询。

问题 7：您认为 Chat GPT 对人类的未来会产生怎样的影响? 您对 Chat GPT 的普及是持乐观态度还是充满担忧?

回答：我是持乐观态度的。

不同的人对技术的发展可能有不同的认知和想法，Chat GPT 的出现改变了传统的计算机被动指令式的逻辑，使我们现有的计算机系统和计算机网络实现了阶段性的飞跃。我认为 Chat GPT 的出现带来的影响可能不亚于上世纪九十年代的信息技术革命，有人将九十年代的信息技术革命叫第三次工业革命，这一次很有可能就是第四次工业革命，可以把人类整体的生产力、生产效率又提升一个等级。这也引发了我们的思考：教育应教给学生怎样的知识才能使其更加适应未来社会的发展。

与此同时，有些人可能会担忧是如果什么东西都交给人工智能，那么人的智力会不会退化? 我觉得并不会，甚至它有助于平均智力的稳步提升。正如工业革命会取代一些繁琐的工作，但同时也为人类发展探索了新的方向。

Expert Perception of ChatGPT in Internet Platform Business Operations

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问题 1：您是如何得知 ChatGPT 的？您为什么要使用它？

回答：我在阿里巴巴的一个同事，有一天那个在海外股市在国外做贸易的同事，发一个二维码。他说最近有个很厉害的人工智能，大家赶紧来体验一下。嗯应该是已经很早了嗯。我这个我应该是第一批用户。

答：当时可能是冲着好奇，就是想知道新一代人工智能现在进展到哪了？我们自己是和科技相关的，我们对这个事情很敏感。

问题 2：您在日常生活中主要用 ChatGPT 解决什么问题？

回答：日常生活中主要的问题，主要就是问答。第一个是知识搜索，知识搜索是我用的最多的，主要关于之前知识框架里面不确信的东西。举个例子，下一代互联网是什么呀？其实谁都不确信。那我想知道今天全球已有信息里面大家得到的通用信息是什么？他得到答案基本上是一个相对的共识。它得到的信息几乎是自互联网诞生以来的全集，所以他比我的知识面宽广，永远比我读了硕士博士都要多，它能把一些埋没在历史中的信息都翻出来，很高效，就像上图书馆一样。

第二个主要是对话。这个对话不一定是知识型的。我纯属是觉得我想找个人聊一聊。他的观点和我的观点有哪里不一样。它履行一个可随时随地沟通的职责。我今晚这样的里怎么看到定时指令导致聊天所以他有一个录制陪伴我对话这么一个职责。举个例子，他能理解上下文语义，之后，我上下文时刻连着问的。所以我们问答变得有针对性了。

所以这件事情是变得有意思，和上一代完全不一样了，上一代是人工，这一代才叫智能。所以解决这样问题。

问题 3：ChatGPT 如何帮助您的工作或个人生活，您从使用中获得了哪些好处？

回答：然后如何帮助我的工作生活。今天来讲第一个就提效。我的工作主要是做信息科技。我可以更快的获取一些全球化的信息，在此基础上我都不用打开 APP 了，

我都不用去百度了，他像一个知识渊博的朋友一样，直接帮我把很多事情的处理提效了。

直接的好处：是我们变得更容易了。我们好像不需要那么焦虑了。它解决了很多我们需要大量花时间才能解决的事。它的知识广度大，学习速度快，虽然深度方面还比较缺。它解决了我对获取知识广，快的问题。

还有一个就是好处就是，我从中得到了一个启发。选择大于努力。我们这一代可能努力就没用了。就专靠努力可以解决的事情，大概率机器比我们更努力，他 24 小时不睡觉，他甚至持续多久不睡觉都没关系。他还学得比人更快，还一边做一边学。所以，就是从这个角度给我的启发就是，就勤奋和努力中国人最擅长这个部分这块，你不需要通过你一辈子去做的工具人，不用靠重复性的劳动去生存，它比你更会劳动，你不用那么拼命的去靠勤奋去解决问题。那现在更多的是选择，他给你很多知识，你怎么去选择，去选择对这个世界更共赢的，更有善意的，对这个世界彼此的利益更均衡的，我认为选择大于努力，很明显的人类这一次很大的解决了，把人当工具人这个很大的问题。因为人作为工具其实很辛苦的。d

问题 4：在使用 ChatGPT 时，您认为它的回应是否可靠和准确？您遇到过哪些错误的回答或问题？

回答：目前为止我还没有遇到过完全错误的回答，几个月以来我我其实基本上没有遇到过真正的错误，完全是什么一顿乱答基本上没有遇到。准确性上来讲还挺准确的。专业深度不一定够，领域很细分的一些小问题，他还没有那么的准确。但是大问题他基本上是可靠和准确的。比如说未来十年中国经济会怎么样啊？要样板关系怎样啊？然后什么人们的生活水平怎样？某个城市发展怎样？他都相对可靠吧。就他跟一个普通的硕士研究生的区别不大，它比一个硕士积累的知识还要多，信息量更大。但是一些细分的领域，我举个例子，有一次我问他，一个创业孵化器包含几个要素，它怎么启动。它很准确的列了六条七条，我觉得还挺专业的。有点像我之前比如说我培训

的下属，基本上给他的文档十分相近。一个读了硕士以上的重点大学学生。但是我再问，问的小调或者要让这件事情做得更好，他的答案就是种标准答案。就说起来好像逻辑正确，但是不出色。他没法超越常识以外的东西。

问题 5：您对 ChatGPT 提供的隐私和安全水平有何看法？您认为应采取哪些措施来确保用户的信息安全？

回答：今天这个话题还挺有意思的，今天我还看到 360 那个 ceo 说 chatgpt 的安全问题，chat 他是模仿人神经元的反应系统，他其实跟一个聪明人是很接近的。他现在上下文能够理解，而且还能够连贯思考。他的逻辑上也能推演。他如果走到 8.0 那他有可能超越我们人类 80% 的人。如果一个机器人聪明到超过大部份人。确实是有点小问题的。如果有一天他能够模仿人的思维，萌生了人的情感，那它就变得不可控了。他可能会为了生存威胁我们碳基生命。或者就是单一被某些人，组织利用，那它强大的能力就会对人类造成很大的伤害。人工智能训练师是我觉得接下来非常非常值得大家去重点培养的这么一群人。知情人会分走向。这个这个安全水平我觉得今天还是比较弱的。这个隐私问题，chat 其实这样的，他只是一个泛数据，他不存在说对某个人的个人信息去回答你，他拿到的是全网统一数据的一个最大交集。所以隐私还好，主要就是隐私本身用户在不在乎。过去的人和活着的人，他们在不在乎，它和平时我们上网一样，这是一个用户隐私意识的问题。

问题 6：您是否希望 ChatGPT 增加某些功能以提高其易用性或效果？

回答：今天来讲啊，我对 chatgpt 的功能有点超出预期了，它太好太快了，远远超出我们的预期。如果说要说进化再点的话，我觉得是组合能力。你发给我信息 a，b，c 我希望他们之间产生一些创造性的组合关系。这块的能力最好要准确一些。

您认为 ChatGPT 在您的日常生活中扮演什么

角色？

回答：最长角色的话今天 80% 还是助理吧 80% 是生活中的助理就是我是我的设计助理，我的知识助理，我的资料处理中心，对吧，就帮我去解决一些技术问题的助理。

问题 7：关于 ChatGPT，人们普遍存在哪些误解？

回答：普遍存在哪些误解。啊今天的误解还是很多人会认为他把工作都干掉。我认为是有点小误解。干掉一些重复性的工作，纯纯靠执行完成的工作会被灭掉。然后一些，对专业知识要求不高的组合创新工作他也会占掉，就比如一些低级程序员和绘画。那所以人类好像留下的不多了。但机器有着它服务不到的地方，到时候可能会出来更多的满足人类情感需求的工作。

问题 8：您认为 ChatGPT 与市场上其他类似的产品或服务相比有什么与众不同的地方？

回答：其实以前呢，就是说比如说人工智能客服，会接到很多啊，什么中国移动、中国电信这些，他们的做法是这样的。给它预先设置好模板然后他按照标准敏感词回答。准确率是够的。

触发相应的关键词他就回答相应的信息。他们没有做语义理解和逻辑连贯的事情。所以这一次是变化最大的。整个语义理解逻辑连贯基本上就解决的人百分之七八十工作内容。

问题 9：您认为 ChatGPT 对人类的未来会产生怎样的影响？您对 ChatGTP 的普及是持支持乐观态度还是充满担忧？

回答：第一个就是人类要去思考人类活着的目的是啥。人不在成为工具人。或者说人类仅仅、、可能减少自我身上的工具属性。要去思考人类要去往哪里的思考变得的更重要。因为比如说过去的几千年，从农业到工业到信息化时代，几代的文明去看一下你们在干嘛，人类基本上是为了生存把自己当工具一样活着的。从工业时代我可能是为了被这个社会所利用，像螺丝钉一样工作一天。一个工人在工厂要十个小时 15 个小时不做人类，任何工厂任何行业都是这样。他不喜欢这样，这不是生命的意义，那些最不愿意做的事情现在具体被 AI 代替了，这个变化很大，这人类就开始去思考，生命的目的是啥？人类要去更加的享受自己作为一个生命体在实质上的每一分感受。

Expert Perception of ChatGPT in the Financial Field

受访者基本信息：

专业：金融

学历：本科

职位：创业企业家

使用时间：6 个月

问题 1：您是如何得知 ChatGPT 的？您为什么要使用它？

回答：本身是做数据科学方面以及自己是做建模的，对 ChatGPT 的模型并不陌生，并且对 ChatGPT 前几代都有所了解。ChatGPT 可以提高在建模方面的效率，因为数据科学的基本逻辑都是一致的。

问题 2：您在日常生活中主要用 ChatGPT 解决什么问题？

回答：1 独处时用于发散自己的思维，这就需要一个扩展性的提示，而 ChatGPT 本身就包含了很多超过自己了解边界的知识点。

2 用于英文写作的润色处理，相较于机器翻译在语法上更精确

3 逻辑不复杂的代码的生成

问题 3：ChatGPT 如何帮助您的工作或个人生活，您从使用中获得了哪些好处？

回答：因为 ChatGPT 具有的便利性、知识储备广、翻译效率高等特点，所以可以作为一个发散思维的助手，提高工作效率。

问题 4：在使用 ChatGPT 时，您认为它的回应是否可靠和准确？您遇到过哪些错误的回答或问题？

回答：看具体的场景，当问题本身类似于知识索引，而知识本身又在 ChatGPT 语料库中的时候，相对准确；当问题的方向是偏方法论时，也可以展现不弱于人类的归纳和演绎；但问题涉及复杂逻辑或者专业领域的时候可靠度就大大降低。比如它在非形式逻辑的验证上就会存在缺失，比如问哥哥今年 10 岁，弟弟今年 20 岁，10 年后他们分别多少岁，很多时候它并不会校验出哥哥小于弟弟年龄的前提错误

问题 5：您对 ChatGPT 提供的隐私和安全水平有何看法？您认为应采取哪些措

施来确保用户的信息安全？

回答：其实在 ChatGPT 问问题的过程就是生成访问者人物画像的过程，带有主观性的问题会显示很多个人的信息，比如爱好、性格、知识水平等。这其实是互联网时代必然会出现的问题，这就需要各国数据保护法来解决。对我们个人而言可以通过第三方代理来享受 ChatGPT 的服务来起到混淆作用。

问题 6：您是否希望 ChatGPT 增加某些功能以提高其易用性或效果？

回答：对于这点而言外面的生态自然会补齐 ChatGPT 的功能，而我们要做的是了解 ChatGPT 能力的边界并合理利用它。

问题 7：您认为 ChatGPT 在您的日常生活中扮演什么角色？

回答：本人对 ChatGPT 的功能有深入的了解过，将其作为一个方便的工具来使用。

问题 8：关于 ChatGPT，人们普遍存在哪些误解？

回答：人们会默认 ChatGPT 为一个通用人工智能，并且认为它无所不能。其实它还存在泛化能力有限，决策精度低，无法处理专业领域的问题等缺陷。

问题 9：您认为 ChatGPT 与市场上其他类似的产品或服务相比有什么与众不同的地方？

回答：ChatGPT 在选择路径和它开创性的设计是领先的，本人并没有使用其他类似产品的经历因此不好评价。

问题 10：您认为 ChatGPT 对人类的未来会产生怎样的影响？您对 ChatGTP 的普及是持支持乐观态度还是充满担忧？

回答：ChatGPT 是基于自然语言的生成并加以对知识库的学习而成，强大的算力让它可以超过一般人的学习能力。人们应该去接受它的存在，做 ChatGPT 无法替代的工作，并将其用来解放自己的生产力。ChatGPT 能够如此好用的原因是它是在人类丰富的文化上学习而成的，如果人类过度依赖那么 ChatGPT 会如无根之水无法继续学习而停滞，这也体现人们依然拥有不可替代的作用。

Expert Perception of ChatGPT in the Programming Field

采访者：林舒瑶、李雅娴、吴嘉
慧、王欣

受访者基本信息：

年龄：28

性别：男

学历：本科

职位：腾讯程序员

问题 1：您是如何得知 ChatGPT 的？您为什么要使用它？

回答：当时是通过新闻知道的。出于猎奇的心态和想要进行技术类的咨询所以使用了这个东西。

问题 2：您在日常生活中主要用 ChatGPT 解决什么问题？

回答：主要是工作中遇到的一些程序问题。

问题 3：ChatGPT 如何帮助您的工作或个人生活，您从使用中获得了哪些好处？

回答：首先是 ChatGPT 可以学习"模式"，从而自动按照"模式"自动生成代码，降低了重复的工作量；其次 ChatGPT 将互联网的内容进行了整理，避免了自行使用搜索引擎访问、阅读大量相关页面再自行分析的低效；最后可以对代码进行代码评审（Code Review），自动找出代码中存在的问题与改进点。

问题 4：在使用 ChatGPT 时，您认为它的回应是否可靠和准确？您遇到过哪些错误的回答或问题？

回答：时而准确时而不准确。有一次它声称 `rand_r` 是非线程安全的函数，后来我提示它了一下，它纠正了自己的回答。

问题 5：您对 ChatGPT 提供的隐私和安全水平有何看法？您认为应采取哪些措施来确保用户的信息安全？

回答：很难说说是否安全把。至于采取的保护措施，比如可以不使用用户的对话数据进行训练或者不保存用户的对话数据把。

问题 6：您是否希望 ChatGPT 增加某些功能以提高其易用性或效果？

回答：希望可以增加对视频、音频的分析与内容生成。

问题 7：您认为 ChatGPT 在您的日常生活中扮演什么角色？

回答：类似于助理这样的角色。

问题 8：您认为 ChatGPT 对人类的未来会产生怎样的影响？您对 ChatGPT 的普及是持支持乐观态度还是充满担忧？

回答：目前对对未来的影响还没有仔细的想过，对它的普及应该是乐观和担忧都有吧。

Expert Perception of ChatGPT in the Field of Big Data Analytics

采访者：魏渤，郑雯雯；温州大学人文学院

受访者基本信息

姓名：匿名

年龄：55 岁

性别：男

专业：大数据分析

学历：博士

职位：大学教授

问题 1: 您是如何得知 ChatGPT 的？您为什么要使用它？

回答： 由 YouTube 科普博主的视频得知最近话题最火的应用，经过多方查询功能后便开始使用。我是做大数据分析的学者，一开始是好奇 AI 科技发展的进程，后来发现对论文构思和写作有帮助，于是真正开始使用两次。

问题 2: 您在日常生活中主要用 ChatGPT 解决什么问题？

回答： 后来发现对论文构思和写作有帮助，于是真正开始使用。

问题 3:ChatGPT 如何帮助您的工作或个人生活，您从使用中获得了哪些好处？

回答： 英文写作更加随心所欲。

问题 4: 在使用 ChatGPT 时，您认为它的回应是否可靠和准确？您遇到过哪些错误的回答或问题？

回答： 在已知的数据库下，ChatGPT 的回答可以作为撰写论文的参考，但还是需要根据回答的内容重新改写。因为 ChatGPT 对于研究边界的问题没有已知的答案，它的数据库无法跨越已有知识的疆界。我也曾对未公开的企业信息做过询问，譬如企业内部的运营模式或绩效，ChatGPT 即便回答也并不正确。

问题 5: 您对 ChatGPT 提供的隐私和安全水平有何看法？您认为应采取哪些措施来确保用户的信息安全？

回答： ChatGPT 并不会探索用户计算机内的个人信息，只是会搜集用户搜索问题、

搜寻习惯等信息做出分析，并通过人机互动进行机器学习，精进演算法。从这角度来看，ChatGPT 对用户的隐私和安全危害的隐患与百度、Google 搜寻引擎无异，通过现有的法规即可保护用户的权益。

问题 6: 您是否希望 ChatGPT 增加某些功能以提高其易用性或效果?

回答: ChatGPT 限制部分地区使用，应普遍开放，进而提升人类全体的知识水平。

问题 7: 您认为 ChatGPT 在您的日常生活中扮演什么角色?

回答: 工作辅助。

问题 8: 关于 ChatGPT，人们普遍存在哪些误解?

回答:

（1）人们以为 ChatGPT 全知全能，其实不然。ChatGPT 对于自己"不懂"的事，仍然可以"一本正经说胡话"；

（2）与 ChatGPT 对谈时，仍然无法感受到与真正人对谈的温度，也无法察觉到对谈者情绪的变化。因此，ChatGPT 仍无法胜任与人真正互动的工作；

（3）ChatGPT 的能力是编出看起来通顺的"故事"，但并不是真正的"创作"；

（4）ChatGPT 的运作原理仍是传统的"计算机"，一个命令一个动作，不会"自主"思考。

问题 9: 您认为 ChatGPT 与市场上其他类似的产品或服务相比有什么与众不同的地方?

回答: 如果从提供信息的角度来看 ChatGPT，它与百度、Google 稍有不同。对于关键字搜寻，百度、Google 根据关联分析排列可能有相关的网页，由对谈者自己筛选判断有用的信息，如何精确判断是搜索信息的关键；ChatGPT 是提供精确的（一个）"模糊"回答，需对谈者询问不同角度的问题再由 ChatGPT 回答，如何提出"全面性"的问题是对谈的关键。

问题 10: 您认为 ChatGPT 对人类的未来会产生怎样的影响? 您对 ChatGTP 的普及是持支持乐观态度还是充满担忧?

回答: 目前 ChatGPT 的应用仍在开发中，但我看好这项技术将会改变人们的生活模式，譬如用于 AI 的 Q&A、编写故事剧本或音乐创作、教育等。我对于 ChatGPT 的普及是支持的态度，AI 取代人工可以大幅降低企业成本，经济成长可期。但 ChatGPT 经过机器学习训练后能力提升，未来学生的能力可能普遍低于 ChatGPT，造成就业困难，如何培养学生的职能是当前教育界必须思考的课题。

Expert Perception of ChatGPT in the Field of Education

采访人：于心月　温州大学创新创业学院创业教育

刘江乐　温州大学创新创业学院创业教育

采访者：：于心月 温州大学创新创业学院创业教育

刘江乐 温州大学创新创业学院创业教育

受访者基本信息

姓名：施永川

年龄：43

性别：男

单位：温州大学

专业：教育学

职称：教授

问题 1：您是如何得知 Chat GPT 的？您使用它的原因是什么？

回答：大概在一两个月前，我通过媒体和朋友得知了 Chat GPT，并且从那之后开始关注 Chat GPT 相关方面的一些信息。因为我身边有许多朋友都在从研究的角度探求如何更好地使用 Chat GPT，所以我很好奇这个最新出现的人工智能会给我们的生活、对各级各类学校的教师、对学术工作者，甚至对未来的社会带来怎样的改变。

问题 2：您在日常生活工作中主要用 Chat GPT 解决什么问题？

回答：使用 Chat GPT 主要是希望这一人工智能可以为我们的日常生活以及研究工作带来一些便利。我个人认为 Chat GPT 可以代替一些实习生的工作，比如研究中需要书写文案或者整理材料时，可以通过 Chat GPT 进行资料的收集和框架的搭建，这将为我们的工作带来极大的便利。当然，它非常的智能，会实时了解我们所感兴趣的问题，并替代传统的百度、谷歌这类搜索引擎完成我们的某些工作，我认为 Chat GPT 的出现将是科技领域的一次巨大变革。

问题 3：在使用 Chat GPT 时，您认为它的回应是否可靠和准确？您遇到过哪些错误的回答或问题吗？

回答：关于 Chat GPT，我的一位经常使用它的朋友给它的定论是"它在一本正经的胡说八道"。当然，Chat GPT 有一些可取的地方，因为它基于大数据系统能够进行信息的整合和收集，所以我们可以使用它做一些资讯类的了解，但是它未必非常准确，

特别是我觉得它缺乏创新性，如果要创造性的解决某些问题，当前版本的 Chat GPT 一定是无法做到的。我目前不能举出具体的 Chat GPT 的错误回答，但是，因为它基于网络大数据，而网络上充斥着各种各样的信息，这些信息有些可能准确，有些未必准确，所以我设想它肯定会带来一定的错误率。

问题 4：您希望 Chat GPT 在未来的版本中，可以增加哪些功能来提高其易用性或效果？

回答：Chat GPT 当前是一个不断改良的一项技术，我相信未来通过不断地更新迭代，它的能力和使用舒适性肯定会持续提升。我希望未来的 Chat GPT 能够在问题回答的精准性方面、以及问题答案的个性化定制方面做出突破，从而发挥更大的作用。

问题 5：您对 Chat GPT 当前提供的隐私和安全水平有何看法？您认为可以采取哪些措施来确保用户的信息安全？

回答：其实包括 Chat GPT 在内的一些人工智能的产品，我一直非常担忧科技伦理的问题。科学技术的日益发展必然会涉及到一些对人类隐私的侵犯，或者引发人们对自身安全性的担忧。我想，随着技术的进步，未来一定能够在这方面找到一些好的办法和举措来确保用户的信息安全，但这可能就要发挥人类的智慧，依靠技术更进一步的发展。

问题 6：您认为当前关于 Chat GPT，人们普遍存在哪些误解？

回答：目前对于 Chat GPT 的误解，可能会有两个极端：一种误解可能是将 Chat GPT 认为是万能的，将人工智能神化，认为人类最终会变成科技的附属品，人类的学习、工作和生活会完全依赖人工智能，沦为"傀儡"；而另外一种误解是过于保守，不愿意去接触类似于 Chat GPT 这样的新产品。我认为这两个极端都是不可取的，我们应该站在未来技术发展的角度去更好地使用相关的科技产品，从为人类的社会生活提供帮助、进

行改善的角度去看待这个产品。

问题 7：作为创业教育领域的专家，您认为 Chat GPT 会为创业教育的发展带来怎样的颠覆性改变？

回答：我认为 Chat GPT 一定会对教育领域，包括我们的创业教育领域，产生很大的影响。比如，Chat GPT 可能使市场中的商业模式发生改变，这也会改变我们创业教育工作者对学生的授课方式和授课内容。现阶段，学术界对待 Chat GPT 也有一些不同的声音，据说香港科技大学鼓励学生用 Chat GPT 来撰写论文，还有一定的加分政策，但我们也了解到一些高校和期刊严厉声明禁止使用 Chat GPT。但是，在未来，我认为 Chat GPT 势必会对人类生活的方方面面，包括创业、创业教育的方方面面，产生颠覆性的改变，所以我们应该更早地去接受，去思考它如何更好地为我们的生活带来一些促进和发展。我们不能一味的拒绝改变，这就相当于汽车火车和飞机的产生对传统的马车的替代是一样的道理。

问题 8：您认为 Chat GPT 对人类的未来会产生怎样的影响？您对 Chat GPT 的普及是持支持乐观态度还是充满担忧？

回答：我想 Chat GPT 的出现一定会对人类生活的方方面面产生一些冲击，这些冲击可能是正面的，也有可能是负面的，这就需要我们进一步去做一些长远的规划。我们应该尽力做到所谓的"技术向善"，将技术的更迭更多地服务于人类的发展和进步。总的来讲，我对 Chat GPT 的普及持一定的乐观态度，我认为机器再怎么样发展，它永远是机器，它可以是人类的助手、帮手，但并不能完全替代人类。人之所以为人，是因为人具有一定的创造性，人发明了机器，而不能说倒回来，让机器控制人类。所以，我想在未来，比如说创业教育领域，我们要更加注重对学生创新、创造、创业能力的培养和塑造，这种创造性是人类最宝贵的财富。只有这样，人类才不会受制于机器，而是要让机器更好地为人类的生活所服务。

Expert Perception of ChatGPT in Instructional Technology

Date: March 20, 2023

Interviewee: Professor Yang Gang

Interviewers: Rong Yudie and Xiao Wanyang

Basic Information:

Gender: Male   Age: 47

Education: Ph.D.   Occupation: University Professor

Affiliation：Wenzhou University   Major: Instructional Technology

Question1: How did you first learn about ChatGPT, and what inspired you to start using it?

Answer1:

(1) Regarding how I came to know about ChatGPT, I mainly learned about it from news reports and academic WeChat posts.

(2) There are three main reasons why I use ChatGPT:

Firstly, I want to gain a deeper understanding of ChatGPT because it is a large natural language processing model that is specifically designed for dialogue generation. It differs fundamentally from previous artificial intelligence models and has been likened to an intelligent combination of search and social networking. Therefore, I not only want to learn about it but also want to delve deeper into researching it.

Secondly, I hope to apply ChatGPT to scientific research because it can be helpful in certain aspects of advancing research. More importantly, it can serve as a support system for students' deep learning, helping them to learn and think.

Thirdly, from a technical standpoint, it is inevitable that ChatGPT will have an impact on the future development of our education. Therefore, I want to gain a better understanding of this technology, its development trends, and its potential future applications. As this technology continues to develop, it will bring many advantages to our daily lives, education, and personal development, which is something I look forward to.

Question2: What are some of the main ways you use ChatGPT in your daily life?

Answer2: I primarily use ChatGPT to solve problems in teaching and research,

and occasionally to address issues in daily life. Specifically, I use ChatGPT to solve the following problems. First, it allows me to assist others, such as when a cooperating teacher or friend may need an evaluation form. I can use appropriate questioning techniques to have ChatGPT generate an evaluation form, which I can then export directly to my friend as a reference. Second, when I encounter problems in my daily life, such as when I want to find a particular recipe or when my child has some educational questions, I can consult with ChatGPT to learn how others have addressed similar issues. Finally, when family members or I become ill or uncomfortable, I can use ChatGPT to obtain information on relevant symptoms, precautions, and recommended doctors. The latter two examples mainly focus on using ChatGPT in daily life.

Question3: How does ChatGPT help you with your work or personal life, and what benefits have you experienced from using it?

Answer3: ChatGPT has been a great help to me in my work. Firstly, it can help me solve difficult problems that I cannot figure out on my own. For example, when I encounter difficulties in translation such as difficult words, inaccurate translations, or encountering special abbreviations or terms, I can consult ChatGPT for assistance. Additionally, when I need to find a specific literature reference and cannot locate it, I can also ask ChatGPT, and it will provide me with an answer.

Secondly, ChatGPT has changed my way of thinking in my work to some extent. In the past, when I encountered problems, I would go to Baidu or other similar search engines for help, but now I also consult ChatGPT. Compared to traditional search engines, ChatGPT not only provides answers but may also ask questions in response, helping me to better understand the problem and find a solution.

Thirdly, it has changed my perception of the world. Previously, when I watched science fiction movies, I never thought that robots could answer human questions and so on. However, now these seemingly impossible things have become a reality. This change is seen as a breakthrough development, and its impact on us remains unknown. We should approach this issue with an open mindset. It is undeniable that many people still hold conservative and critical views on this matter, but I believe that with the passage of time, ChatGPT will continue to improve, and its acceptance by humans will also increase. To illustrate my point, when the private tutoring system existed, teachers felt that classroom teaching could not arouse students' enthusiasm for learning; when the classroom teaching model became dominant, they criticized the online teaching model for its many shortcomings. However, after experiencing the pandemic for three years, we have found that the online teaching mode has indeed changed our ways of learning and problem-solving. However, just like the evolution of teaching modes, most of us also had a critical attitude towards the existence of ChatGPT. With the passage of time and the development of technology, we gradually accepted it. In my opinion, we should explore ChatGPT with an open-minded perspective and transform critical thinking into a force that promotes its positive development.

Question4: Have you found ChatGPT to be reliable and accurate in its responses, or have you encountered any issues or errors while using it?

Answer4: I think the reliability and accuracy of ChatGPT's answers still need to be improved because ChatGPT is a new product, whether it is version 3.0 or 4.0, it still has some issues. However, I believe that with the continuous iteration and upgrade of big data in the future, ChatGPT will become more and more reliable and accurate, and this point is beyond doubt. After all, when we humans answer questions, there

may also be inaccuracies, let alone machines created by humans. Therefore, we need to take a dialectical perspective on this issue.

Let me give a specific example about whether I have encountered incorrect answers or questions. For instance, last time I asked ChatGPT on a whim, "Could you introduce a certain teacher to me?" However, ChatGPT replied, "I cannot provide this teacher's phone number." Obviously, ChatGPT did not understand my question correctly. I wanted it to simply introduce the teacher to me, but it understood my question as having another meaning, leading to an error. However, this will not affect my interest in delving into its ideas. I only need to further optimize my questioning method, and perhaps I can get the answer I want. In fact, ChatGPT's answers may have deviations, sometimes unable to understand the implied meanings or contexts between the lines of words. But this kind of deviation is understandable because communication between people also has deviations. For example, when I give students suggestions for paper revisions, students may also be unable to accurately understand the ideas I want to express. People are like this, so how can we be too demanding of machines? On the other hand, if machines could answer every question we ask them very accurately, where will humans be then? For example, in the science fiction movie "Pacific Rim", it tells us that if machines have self-thinking and can self-evolve, they will not be far from replacing humans.

Question5: How do you feel about level of privacy and security provided by ChatGPT, and what measures do you think should be taken to ensure users' safety?

Answer5:(1) In my opinion, the privacy and security issues brought about by the emergence of ChatGPT mainly depend on humans, because machines are ultimately created by humans, and we need to set algorithms and patterns for them. If one day it exceeds the level of security and privacy, it means that we humans have a problem. Asimov proposed the "Three Laws of Robotics," which state that first, a robot may not injure a human being or, through inaction, allow a human being to come to harm; second, a robot must obey orders given it by human beings, except where such orders would conflict with the first law; and third, a robot must protect its own existence as long as such protection does not conflict with the first or second laws. I believe that by following these three principles, we can make ChatGPT work for us while also avoiding the threats it poses to humans.

(2) As for what measures to take to ensure our own information security, I believe there are two points. First, from the perspective of individuals, we need to safeguard our own information security. For example, after purchasing items online, we should promptly eliminate our personal information when receiving deliveries. We should also be wary of facial recognition or fingerprint recognition in certain places. Second, machines should protect users' personal privacy information and achieve transparency in network security levels.

Question6: Are there any features or functions you would like to see added to ChatGPT, or any changes you think could be made to improve its usability or effectiveness?

Answer6: Thus far, for my personal use, ChatGPT has proven to be remarkably user-friendly and has garnered favorable feedback. In its current iteration, ChatGPT version 4.0, the system has made significant strides in both power and capability. It is my earnest hope that future iterations of the system will continue to augment its intelligence, optimize question processing speeds, enhance response accuracy, and ultimately exhibit a greater capacity for discerning human intention and emotion. Such advancements would serve to streamline human-

to-machine communication, thereby minimizing communication costs.Nonetheless, it is important to remain cognizant of the potential hazards of machines operating beyond human control, which could lead to their replacement of human beings. A pertinent example of this trend can be found in the growing number of young individuals who are foregoing marriage in favor of purchasing robots to fulfill their emotional needs. While such developments may seem appealing on the surface, it is important to consider their ethical implications for humankind. These are weighty issues that warrant serious reflection and prompt action.

Question7: How do you envision using ChatGPT in the future ,and what role do you think it will play in your daily life?

Answer7: I perceive ChatGPT as a veritable steward of my existence, serving as both a life and research facilitator. In this contemporary epoch, human needs have burgeoned into a manifold of diverse and intricate complexities. The quintessential raison d'être for ChatGPT's inception is to continuously adapt and cater to the developmental necessities of humanity, thereby ensuring their felicity. For instance, in the realm of scientific inquiry, when perusing and comprehending English literature poses a challenge, ChatGPT proffers its assistance by accurately translating the text into the academic vernacular befitting the field. In daily life, in the event that my family or I fall under the weather, and seeking medical attention late at night proves futile, ChatGPT can serve as a diagnostician by having us describe our symptoms and subsequently provide us with medical counsel or aid in locating a nearby specialist.

Question8: What are some of the most common misconceptions or misunderstandings people have about ChatGPT, and how would you explain its capabilities and limitations to someone who is unfamiliar with it?

Answer8: Presently, the preponderance of individuals who hold misconceptions about ChatGPT are its users, and their misconceptions can be delineated into two categories as follows:

(1)Firstly, some people are averse to the advent of ChatGPT, perceiving it as an intrusion on human life that disrupts the delicate balance of the status quo, while disregarding its innate quality as a tool.

(2)Secondly, the emergence of ChatGPT is seen by some as a breach of social ethics and morality, instilling a sense of apprehension and foreboding in them. Certain users are apprehensive that their jobs may be rendered obsolete, as evidenced by the account of a 35-year-old toll collector who fretted about losing her livelihood. These concerns stem from a sense of trepidation towards the unknown, which is understandable. However, there is no need to be alarmed, as machines are man-made and their development is contingent upon human perception, comprehension, and utilization. Consequently, the ethical and humanistic dimensions of research and development must be duly factored in, and multiple layers of moral standards must be established to strike a balance between science and ethics, so that AI technology can progress for the greater good. From this vantage point, we must view the development of such technologies with a more comprehensive outlook, since the scope of their advancement is essentially determined by human agency. Thus, the relationship between humans and AI should be regarded as a symbiotic partnership based on complementary advantages and cooperation.

Question9: How do you think ChatGPT compares to other similar products or services on the markets, and what sets it apart from the competition?

Answer9: In my perspective, ChatGPT distinguishes itself from other services that offer

similar products, not only in terms of the accuracy of expression and the quantity and quality of information it provides, but also due to its unique ability to reinforce learning through extended conversations with humans. The fundamental source of this divergence lies in the contrasting algorithms and computational power employed by these services. Achieving ChatGPT's remarkable success is not simply the result of a single breakthrough, but rather a result of a systemic and ecologically-minded approach that encompasses algorithmic programming, hardware materials, data analysis and modeling, and even culture. Furthermore, we cannot discount the importance of hardware, including the limitations of the top-tier computing chips in the United States. Beyond technical constraints, the enormous investment costs in software and hardware require strong support from national resources. To date, ChatGPT has relied on approximately 285,000 CPUs and over 10,000 GPUs. However, strong financial backing alone is insufficient, and it must be coupled with excellent talent. Conversely, other companies have been unable to produce a comparable product primarily due to insufficient financial investment. Although we have witnessed ChatGPT's version 3.5 to 4.0 upgrades in a few short months, it took seven years from the founding of OpenAI to the launch of ChatGPT, and even until last year, it remained in a questionable state of loss. ChatGPT's persistence, therefore, is due not only to the country's financial support, but also to the wisdom and technical proficiency of its staff.

Question10: Finally, do you have any other comments or feedback you would like to share about your experiences using ChatGPT, or any suggestions for how it could be further improved?

Answer10: (1)To begin with, I wholeheartedly endorse an optimistic outlook towards the popularity of ChatGPT. I have always been a firm believer in the idea that new things should be approached with an inclusive mindset to promote their growth and better serve our needs. A conservative approach towards innovation can only hinder technological advancement, and in turn, impede social development. It is imperative that we keep up with the speed of technological development by embracing new ideas and constantly absorbing the wisdom and knowledge of others with an open mind to ensure we remain in a positive state.

(2)Moving on to the impact of ChatGPT on future society, I believe there are four significant points to consider.

Firstly, it will hasten social change as it provides us with a platform to search for data, solve problems, inspire new ideas and awareness, and facilitate the implementation of these ideas to drive change.

Secondly, ChatGPT's development into an avatar will pose a challenge to social ethics, particularly in the realm of interpersonal and marital relationships. The possibility of humans living directly with robots, as robots can fulfill all human needs, creates a formidable challenge to our society.

Thirdly, it will have a disruptive effect on education. While students using ChatGPT to cheat on exams and complete assignments are negative impacts, it can also bring about positive changes to the way we approach learning, which has been developed over time. In terms of teaching and organizational management, it may become the fourth innovation of teaching mode after the private school system, classroom teaching mode, and online teaching mode, but it is still an unknown state, and this is the new path that educators need to explore at this stage.

Finally, ChatGPT's impact will extend beyond education and into various other industries, particularly healthcare. It has the potential to expedite the reform of the healthcare system and to expand the range of human skills, making intelligent machines our right-hand man, and creating new opportunities.

Expert Perception of ChatGPT in Computer System Architecture

Interviewee's name: Haiguang Huang

Age: 45

Gender: Male

Affiliation: School of Computer and Artificial Intelligence, Wenzhou University

Major: Computer System Architecture

Title: Associate Professor

Question 1: what do you think are the most impressive features of ChatGPT as a language model?

Answer: Well, ChatGPT has several impressive features. Firstly, its ability to generate contextually relevant and coherent responses to natural language prompts is truly remarkable. This is achieved through the model's architecture, which includes multiple layers of artificial neural networks, and the vast amount of text data it has been trained on. The model can generate responses that are not only grammatically correct but also contextually appropriate and engaging, making it a powerful tool for natural language processing.

Question 2: That's fascinating. What other features of ChatGPT do you find impressive?

Answer: Another remarkable feature of ChatGPT is its versatility. It can perform various language tasks, including language translation, question-answering, and text summarization, among others. This versatility makes ChatGPT a valuable tool for various applications in the field of natural language processing. Finally, the diversity of the training data and the vast number of parameters in ChatGPT contribute to its ability to generate diverse and nuanced responses. This allows the model to create unique and original language output tailored to specific domains or applications.

Question 3: Thank you for sharing your insights on ChatGPT's features. What do you think are the implications of these features for natural language processing research and development?

Answer: The impressive features of ChatGPT have significant implications for the field of natural language processing. Its ability to generate coherent, contextually relevant, and diverse responses makes it an essential tool for applications such as chatbots, virtual assistants, and other conversational AI technologies. With continued research and development, ChatGPT and other language models have the potential to revolutionize how we interact with machines using natural language.

Question 4: With so many language models available, how do you think ChatGPT compares to others currently available?

Answer: ChatGPT is one of the most advanced and powerful language models available today. It was developed by OpenAI and is part of the GPT AKA Generative Pre-trained Transformer family of language models. Compared to other models, ChatGPT stands out for its impressive ability to generate coherent and contextually relevant responses to natural language prompts.

Question 5: What sets ChatGPT apart from other language models?

Answer: One significant advantage of ChatGPT is the vast amount of text data it has been trained on. It was trained on a large and diverse corpus of text data, including books, articles, and web pages, which allows the model to generate diverse and nuanced responses. The model is also pre-trained on a wide range of language tasks, which makes it versatile and capable of performing various language tasks such as translation and summarization.Another advantage of ChatGPT is its large number of parameters, which enables it to capture complex patterns in language data. This feature also makes it possible to fine-tune the model on specific datasets or domains, further enhancing its performance.

Question 6: What about other language models such as BERT or XLNet?

Answer: BERT and XLNet are also powerful language models, but they have different strengths and weaknesses compared to ChatGPT. For instance, BERT is particularly good at contextualized word embeddings and fine-grained language understanding, while XLNet uses permutation-based pre-training to capture dependencies between all input positions, which makes it suitable for some specific natural language tasks.

Question 7: Interesting. So, it sounds like each language model has its unique strengths.

Answer: Exactly. Each model has its strengths and weaknesses, and the best choice of model depends on the specific application and task at hand. However, ChatGPT stands out for its impressive ability to generate coherent and contextually relevant responses to natural language prompts, which is particularly useful for applications such as chatbots and conversational AI.

Question 8: Despite its impressive capabilities, what do you think are the limitations of ChatGPT?

Answer: While ChatGPT is a powerful language model, it is not without its limitations. One of the primary limitations is its tendency to generate repetitive and generic responses. This can be a problem when trying to generate diverse and creative responses, such as in creative writing or marketing copy. Another limitation is its reliance on surface-level patterns in language data, which can result in the model generating biased or offensive responses. This is a well-known issue in natural language processing, and researchers are working to develop methods to mitigate these biases in language models such as ChatGPT. Furthermore, while ChatGPT can generate coherent and contextually relevant responses, it is still

limited by the quality and diversity of the data it has been trained on. If the training data is biased or of low quality, the model's responses may also be biased or of low quality.

Question 9: Are there any other limitations that come to mind?

Answer: Another limitation of ChatGPT is its inability to understand or reason about the content it generates. While it can generate responses that are contextually relevant, it does not have a deep understanding of the underlying meaning or concepts in the text. This can be a problem when trying to generate responses that require a deeper level of understanding, such as in scientific or technical writing.

Question 10: It sounds like there are several limitations to consider when using ChatGPT.

Answer: Yes, it is essential to consider the limitations of any technology when using it for a specific application. While ChatGPT has many impressive capabilities, it is important to be aware of its limitations to ensure that it is used appropriately and effectively.

Question 11: Bias in language models is a growing concern. What steps can be taken to ensure that ChatGPT and other language models are not biased toward specific groups or viewpoints, and how can we mitigate this risk?

Answer: There are several steps that can be taken to mitigate the risk of bias in language models like ChatGPT. One important step is to ensure that the training data is diverse and representative of the populations and viewpoints it seeks to model. This means collecting and annotating data from a wide range of sources and perspectives, including underrepresented groups. Another step is to evaluate the language model's outputs for biases and take

corrective action as needed. This can involve analyzing the model's performance on various tasks and identifying patterns of bias, such as over- or under-representation of certain groups or stereotypes. Additionally, it is essential to involve diverse stakeholders, including experts and members of affected communities, in the design and evaluation of language models. This can help to identify potential biases and ensure that the model's outputs are fair, accurate, and appropriate for all users. Finally, ongoing monitoring and updating of language models is crucial to ensure that biases are identified and addressed as they emerge. This requires ongoing investment in research and development to improve the accuracy and fairness of language models like ChatGPT.

Question 12: It sounds like there are many steps that can be taken to mitigate the risk of bias in language models like ChatGPT.

Answer: Yes, mitigating bias is a complex and ongoing challenge in natural language processing, but by taking these steps, it can work towards creating language models that are fair, accurate, and inclusive for all users.

Question 13: ChatGPT has generated a lot of excitement in the field of natural language processing. What impact do you think it will have on the field?

Answer: ChatGPT is undoubtedly a significant breakthrough in natural language processing, and it has the potential to have a significant impact on the field. One of the most significant impacts is its potential to democratize access to natural language processing. By providing an easy-to-use, pre-trained language model that can be fine-tuned for a range of applications, ChatGPT makes it more accessible for researchers and developers to build sophisticated natural language applications. ChatGPT has the potential to transform

the way we interact with technology, particularly with conversational interfaces. Its ability to generate coherent and contextually relevant responses has the potential to create more human-like interactions with machines, improving the user experience and making technology more intuitive and accessible. Additionally, the research and development of language models like ChatGPT have already led to significant advances in the understanding of natural language processing, including improved understanding of language structure and semantics. This knowledge can be applied to a range of other applications, from language translation to sentiment analysis. I believe that ChatGPT will continue to have a significant impact on the field of natural language processing, driving innovation and improving the accessibility and quality of natural language applications.

Question 14: ChatGPT has shown impressive performance in generating natural language responses. However, it may struggle with domain-specific terminology or technical language. How can ChatGPT be improved to better handle such linguistic data?

Answer: Yes, ChatGPT, like other language models, can struggle with domain-specific terminology or technical language because it may not have encountered them during its training process. There are a few ways to address this limitation. One approach is to fine-tune the language model on domain-specific or technical data to improve its ability to generate accurate and relevant responses in those domains. By training the model on domain-specific or technical data, the model can learn the specific vocabulary and phrasing used in those domains, leading to better performance on those types of linguistic data. Another approach is to incorporate external knowledge sources, such as ontologies or dictionaries, into the language model. This can help the model to better understand the relationships between domain-specific or

technical terms and how they are used in context. By incorporating this additional knowledge, the language model can generate more accurate and relevant responses when presented with domain-specific or technical language. Finally, another approach is to combine multiple language models, each specialized in a different domain, to create a more comprehensive language model that can handle a broader range of linguistic data. By combining multiple models, we can take advantage of their strengths and overcome their individual limitations. Improving ChatGPT's ability to handle domain-specific or technical language is an active area of research, and researchers are exploring various approaches to overcome this limitation.

Question 15: ChatGPT has been used in various applications, such as chatbots and text generation. In your opinion, what is the most interesting application of ChatGPT so far?

Answer: One of the most interesting applications of ChatGPT that I have seen so far is in the field of language translation. ChatGPT, along with other language models, has shown impressive performance in generating translations from one language to another. This is particularly exciting because traditional language translation systems rely on rules-based approaches, which can be challenging to scale and often require significant manual effort to maintain. In contrast, language models like ChatGPT can learn to translate languages through exposure to large amounts of translated text. This makes it possible to quickly and easily generate translations between languages, without requiring extensive manual effort or expertise in the specific languages. Another interesting application of ChatGPT is in the field of content generation. ChatGPT has shown impressive performance in generating natural language text, such as news articles and product descriptions. This could potentially be used to automate content generation for a range of applications, from marketing to journalism.

Question 16: ChatGPT and other language models have seen significant development in recent years. How do you see the development of these models in the next few years, and what new applications do you expect to emerge?

Answer: The development of language models like ChatGPT has been rapid and significant in recent years, and I expect this trend to continue in the next few years. Specifically, I see a few key areas where I expect to see significant development. First, I expect to see continued improvements in the performance of language models, particularly in the areas of accuracy, speed, and efficiency. This will make it possible to use these models in a broader range of applications and to generate more accurate and relevant responses. I expect to see an increase in the use of language models in more complex applications, such as virtual assistants and autonomous systems. As these systems become more advanced, they will require more sophisticated natural language processing capabilities, and language models will play a critical role in providing these capabilities. And I expect to see an increase in the use of language models for tasks beyond text generation, such as image and speech recognition. By combining language models with other machine learning techniques, we can create more comprehensive AI systems that can understand and process a wide range of data types. Finally, I expect to see an increase in the development of domain-specific language models, such as those specialized in medical terminology or legal language. As these models become more advanced, they will enable more sophisticated and accurate natural language processing in specialized domains.

Question 17: ChatGPT has brought a lot of attention to the field of natural language processing. What challenges and opportunities does ChatGPT bring to researchers and developers in this field?

Answer: One major challenge is ensuring that these models are accurate, reliable, and unbiased. As language models become more advanced and are used in more complex applications, the stakes become higher for ensuring that they are trustworthy and produce accurate results. This requires ongoing research and development in areas such as model optimization, training data selection, and bias detection and mitigation. Another challenge is scaling language models to handle increasingly large amounts of data and more complex tasks. As language models become more advanced, they also become more computationally expensive and difficult to manage. This requires ongoing development in areas such as parallel processing, distributed computing, and efficient model architecture design. However, ChatGPT also presents a range of opportunities for researchers and developers in the field of natural language processing. One major opportunity is the ability to create more sophisticated and accurate natural language processing systems than ever before. With the help of language models like ChatGPT, we can create virtual assistants, chatbots, and other AI systems that can understand and generate human-like language with unprecedented accuracy and fluency. Overall, ChatGPT presents a range of challenges and opportunities for researchers and developers in the field of natural language processing. While there are certainly challenges to be addressed, the potential benefits of these language models are significant and offer a great deal of promise for the future of natural language processing.

Question 18: For developers using ChatGPT or similar language models, what advice do you have?

Answer: One key piece of advice for developers using ChatGPT or similar language models is to be aware of the limitations of these models. While they can produce impressive results, they are not infallible

and can produce errors or biased output if not used carefully. Therefore, it is important to thoroughly test and evaluate these models before deploying them in any application. Another important consideration is the ethical use of language models. Developers must be aware of the potential biases and risks associated with these models, and take steps to mitigate these risks. This includes ensuring that training data is diverse and representative, and that models are regularly audited for any biases or inaccuracies. In addition, developers should also be aware of the computational and resource requirements of language models like ChatGPT. These models can be quite computationally expensive, and require a great deal of processing power and memory to run effectively. Therefore, it is important to carefully consider the computational requirements of any application that uses a language model, and to optimize these models as much as possible to reduce resource usage. Finally, it is important to stay up to date with the latest research and developments in the field of natural language processing. Language models like ChatGPT are constantly evolving, and new techniques and approaches are being developed all the time.

Therefore, it is important for developers to stay informed and continue learning to ensure that they are using these models to their fullest potential.

Question 19: Thank you so much for taking the time to speak with me today, Professor. It was truly enlightening to hear your thoughts on ChatGPT and its applications in natural language processing.

Answer: I'm glad to have been of help. It's important to be aware of both the strengths and weaknesses of these models, in order to use them effectively and responsibly.

Question 20: Absolutely. Once again, thank you for sharing your time and knowledge with me. I look forward to seeing how ChatGPT and other language models continue to develop in the coming years.

Answer: You're very welcome. It was a pleasure speaking with you, and I share your excitement for the future of natural language processing.

Expert Perception of ChatGPT in Clinical Medicine

Interviewer: Zeng Yuhua, Wenzhou University

Interviewee's basic information

Name: Habib

Age: 24

Gender: Male

Affiliation: Wenzhou Medical University

Major: Clinical Medicine

Question 1: How did you first learn about ChatGPT, and what inspired you to start using it?

Answer: I heard about ChatGPT through internet, it was viral in internet and people were sharing photos of the answers given by ChatGPT, so I also got excited to ask questions and that's when I used it first time.

Question 2: What are some of the main ways you use ChatGPT in your daily life?

Answer: ChatGPT can be used in various ways, such as answering questions, generating text, translating languages, and even generating images. People can use it to assist with their work, research, education, and even entertainment.

Question 3: How does ChatGPT help you with your work or personal life, and what benefits have you experienced from using it?

Answer: ChatGPT can help people in their personal and professional lives by providing quick and accurate responses to their inquiries. It can save time and effort by providing relevant information and insights. Additionally, ChatGPT can be trained to understand and learn from human behavior and language patterns, which can further enhance its capabilities.

Question 4: Have you foundChatGPT to be reliable and accuratein its responses, or have you encountered any issues or errors while using it?

Answer: I read in an article that ChatGPT has undergone extensive testing and training to ensure its reliability and accuracy. However, I feel like any machine learning system, it may

encounter errors or biases, particularly when dealing with sensitive or complex topics. It's always important to critically evaluate the information provided by any AI system.

Question 5: How do you feel about the level of privacy and security provided by ChatGPT, and what measures do you think should be taken to ensure users' safety?

Answer: As with any technology, there are potential risks associated with using ChatGPT or any AI system. Users should always exercise caution and be mindful of their personal information and online behavior.

Question 6: Are there any features or functions you would like to see added to ChatGPT,or any changes you thinkcould be made to improve its usability or effectiveness?

Answer: As of now it can only response in text format, but if it can answer our questions in visual-audio format as well then it would have been super cool tool.

Question 7: How do you envision using ChatGPT in the future, and what role do you think it will play in your daily life?

Answer: ChatGPT's role in people's daily lives will likely continue to expand as AI technology advances. As more businesses and organizations integrate AI systems, ChatGPT may become even more ubiquitous in areas such as customer service, education, and healthcare.

Question 8: What are some of the most common misconceptions or misunderstandings people have about ChatGPT and how would you explain its capabilities and limitations to someone who is unfamillar with it?

Answer: Some common misconceptions about ChatGPT may include thinking that it has human-like understanding or consciousness. While ChatGPT is highly advanced, it is still a machine learning system that operates within the parameters set by its developers. It has limitations and biases that can impact its responses.

Question 9: How do you think ChatGPT compares to other similar products or services on the market and what sets it apart from the competition?

Answer: There are other AI language models and virtual assistants on the market, such as Google Assistant, Amazon Alexa, and Apple's Siri. ChatGPT sets itself apart through its large training data set and advanced natural language processing capabilities

Question 10: Finally, do you have any other comments or feedback you would like to share about your experiences using ChatGPT or any suggestions for how it could be further improved?

Answer: ChatGPT is really super cool technology but shouldn't be used by students because it will stop the learning and knowledge gaining attitude in students and they will directly use ChatGPT rather than using reading books and using their own brain. Too much dependency on this is AI technology will make students dumb. So I would like to conclude by saying you can use it for fun but don't replace it with your brain.