

Climate Change Chatbot

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Abstract

There are still many people who question the sole human responsibility for climate change. According to a study conducted by the University of St. Gallen in 2020, this includes around 39 per cent of the Swiss population. As part of my master's thesis (Roger Waldvogel), I was able to reconfirm the relevance of this problem in 2023. Such doubts can significantly hinder the implementation of necessary measures to mitigate climate change at a political, social and individual level.

This project aims to significantly deepen the population's awareness and knowledge of climate change. On the one hand, it aims to provide well-founded information to people who are unsure about the impact of human activities on climate change. In this way, doubts that have been an obstacle to taking effective measures in their own sphere of influence can be dispelled. On the other hand, the project aims to increase the knowledge of those who are already convinced about climate change. This enables them to argue more cogently in discussions - whether online or face-to-face - and thus refute misinformation.

We want to break new ground in the communication of climate knowledge. Current developments in the field of artificial intelligence enable new, effective and scalable forms of knowledge transfer. We are therefore developing a chatbot to utilise the advantages of this technology for communicating climate knowledge.

Effective knowledge transfer, which is perceived as interesting and stimulating by the addressees, usually combines textual elements with multimedia content. The chatbot will therefore integrate visual media such as images and videos as well as helpful links into its answers. The chatbot will also ask users questions to determine their level of knowledge. This will make it possible to propose targeted measures to mitigate climate change and close knowledge gaps.