JURIX 2024

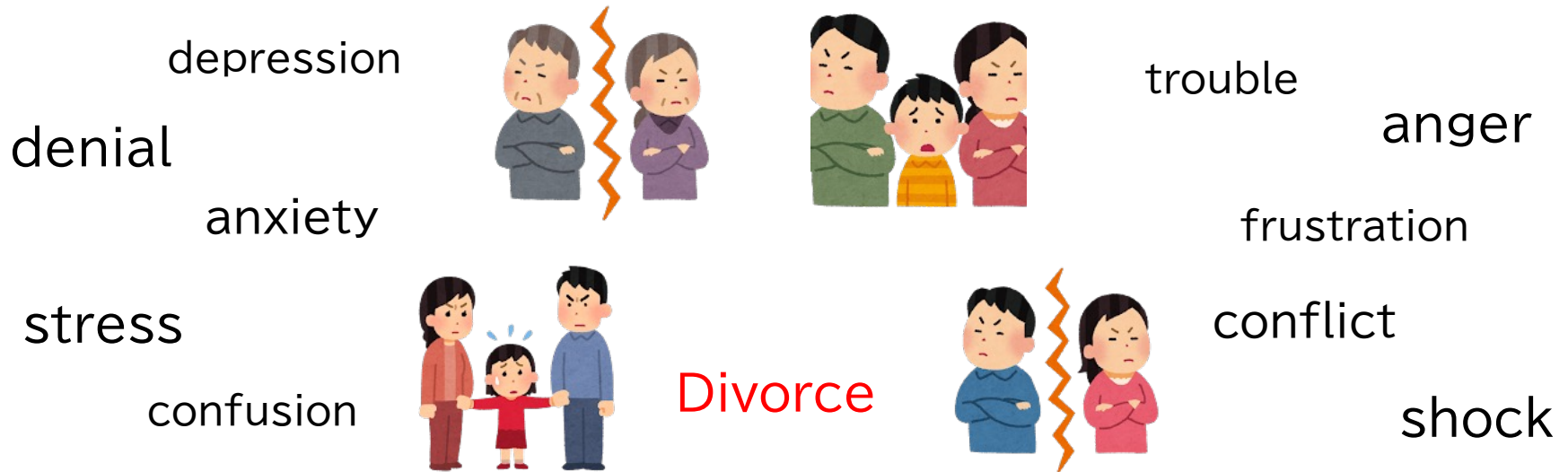# Legal-Emotional BATNA: AI Chatbot Addressing Divorce Legalities and Emotional Complexities, and Research of Social Implementation in Japan

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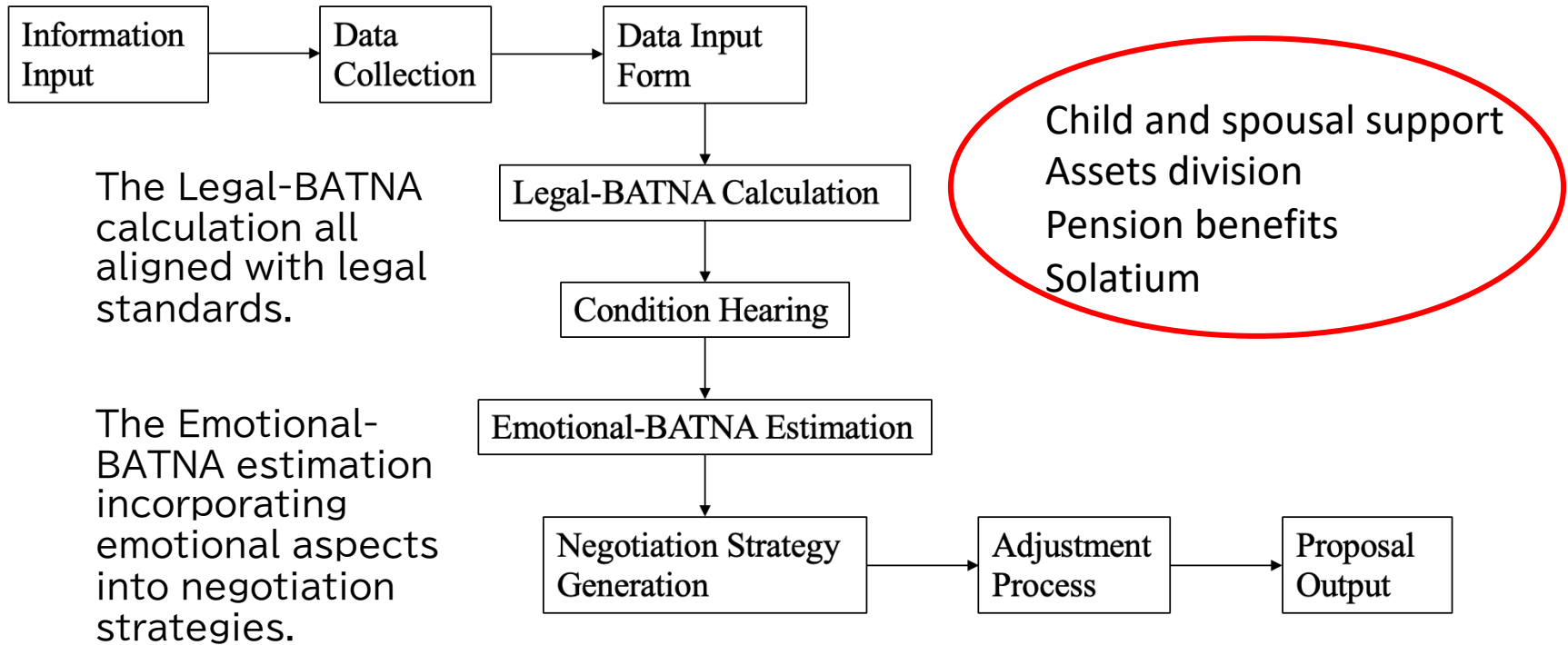Meiji University, Japan

Concept of Legal-Emotional BATNA

depression

denial

anxiety

stress

confusion

trouble

anger

frustration

conflict

shock

Divorce

Providing legal solutions
Emotional support is also
important

Improve access to justice
→Social Implementation

Legal-Emotional BATNA（AI chatbot）

System

Information Input → Data Collection → Data Input Form

Data Input Form → Legal-BATNA Calculation

The Legal-BATNA calculation all aligned with legal standards.

Legal-BATNA Calculation → Condition Hearing

Condition Hearing → Emotional-BATNA Estimation

The Emotional-BATNA estimation incorporating emotional aspects into negotiation strategies.

Emotional-BATNA Estimation → Negotiation Strategy Generation → Adjustment Process → Proposal Output

Child and spousal support
Assets division
Pension benefits
Solatium

Evaluation: Performance

Boxplot of Q5 to Q14 with Average Scores
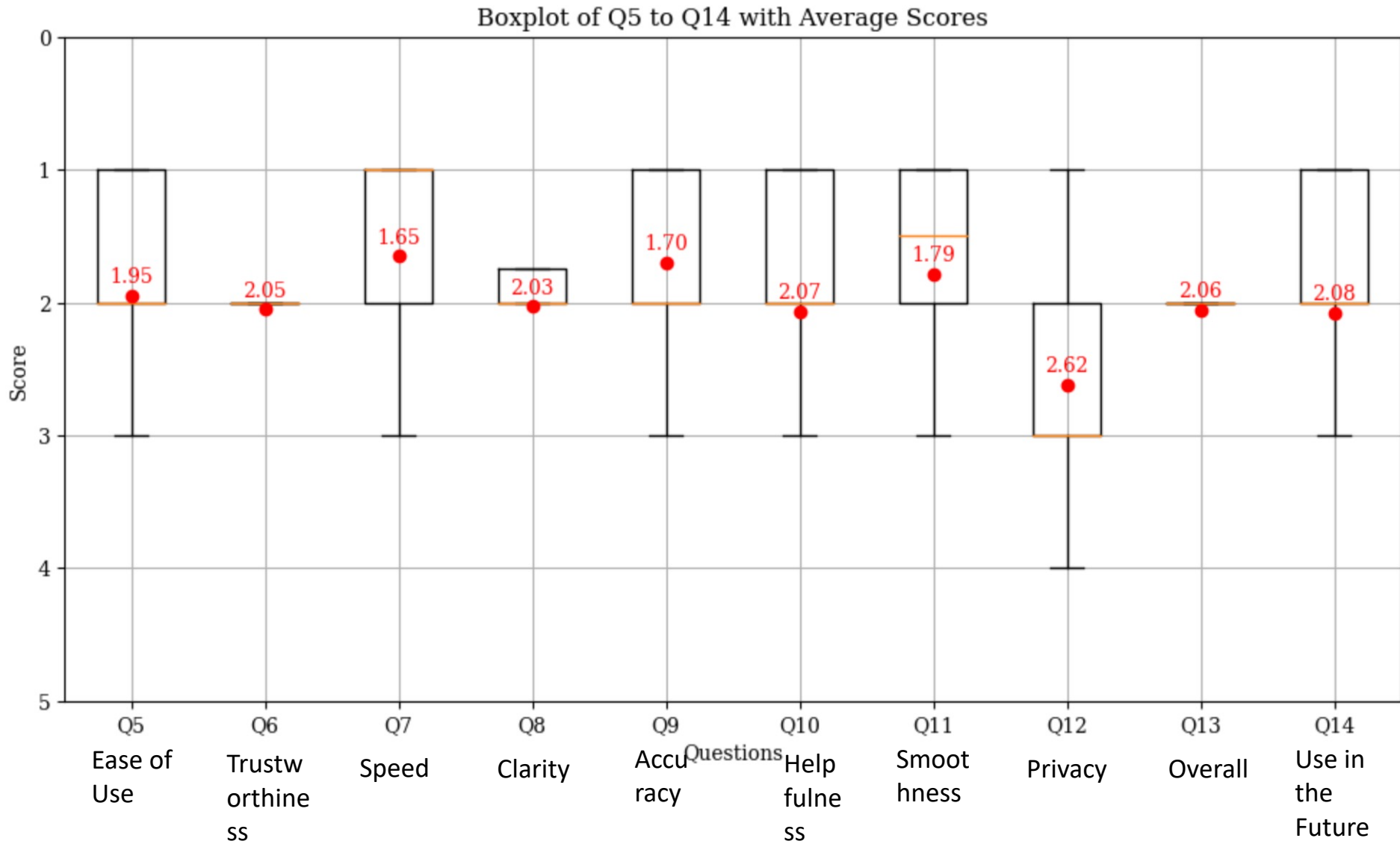
Feedback: Ordinary person

- Positive

"It provided the information I wanted quickly and accurately, and it was easy to use."

"Compared to a human advisor, it was very easy to ask difficult questions."

"It introduced various proposals and aspects for each question, so it was easy to understand the advantages and disadvantages."

"The answers were concise and easy to understand."

- Negative

"I think I'll end up asking a human lawyer or expert."

"I'd like more specific answers to my questions."

"The overall writing style is serious and stiff. If it was more friendly, I'd feel more comfortable talking about private issues."

"When I enter personal privacy information (such as income or family details) into a chatbot, I'm hesitant to enter it because I'm not sure if it will be treated as confidential."

Evaluation: Japanese lawyers

- Positive / Useful

"I would like to use it as a tool to attract clients."

"It is very useful for drafting initial response proposals, research tool, and for verifying legal judgments."

"It is faster than novice lawyers and is better."

- Need to be improved

"The responses are general and difficult to say the output can be trusted."

"The article numbers are correct, but the wording of the articles is inaccurate (hallucination)."

"It does not reflect current practical work (about compensation)."

"There is a risk that they will become fixated on 'incorrect answers that are favorable to them,' and cause trouble later on."

"It needs to be applied to more complex data analysis."

Conclusion and Future Works

- We designed a chatbot for divorce issues, Legal-Emotional BATNA, and evaluated its performance using a questionnaire.

- Chatbots were well-received but showed issues like privacy protection, financial estimate accuracy, and hallucination. Improving connections to legal databases and information accuracy is essential.

- It is important to make users understand that the advice provided by the chatbot is only provisional and that the involvement of experts is necessary to make a final legal decision.

- Expanding emotional support, enabling personalized advice through input segmentation, and improving negotiation scenario simulations are key future goals.

- In the future, we plan to integrate feedback from legal experts to enhance Legal-Emotional BATNA chatbot, and provide more accurate legal and emotional support.

Thank you for listening.

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