

https://en.wikipedia.org/wiki/ELIZA_effect

In its specific form, the ELIZA effect refers only to "the susceptibility of people to read far more understanding than is warranted into strings of symbols — especially words — strung together by computers".^[1] A trivial example of the specific form of the Eliza effect, given by [Douglas Hofstadter](#), involves an [automated teller machine](#) which displays the words "THANK YOU" at the end of a transaction. A (very) casual observer might think that the machine is actually expressing gratitude; however, the machine is only printing a preprogrammed string of symbols.^[1]

More generally, the ELIZA effect describes any situation^{[2][3]} where, based solely on a system's output, users perceive computer systems as having "intrinsic qualities and abilities which the software controlling the (output) cannot possibly achieve"^[4] or "assume that [outputs] reflect a greater causality than they actually do."^[5] In both its specific and general forms, the ELIZA effect is notable for occurring even when users of the system are aware of the [determinate](#) nature of output produced by the system. From a psychological standpoint, the ELIZA effect is the result of a subtle [cognitive dissonance](#) between the user's awareness of programming limitations and their behavior towards the output of the [program](#).^[6] The discovery of the ELIZA effect was an important development in [artificial intelligence](#), demonstrating the principle of using [social engineering](#) rather than explicit programming to pass a [Turing test](#).^[7]