Workshop on 'AI, Data & Trust' (14 June 2018)

THINK FORWARD INITIATIVE

Context

People's lives become more and more intertwined with technologies based on artificial intelligence and (big) data. It is of relevance to study how people react to technological changes and the impact on decision-making and financial well-being. Trust is a key aspect. How does trust function in modern society? How can people be guided in choices what to trust and what not? Which data to share and which not? How should businesses combine different sources of data? Which sorts of artificial intelligence can people rely on for which tasks; and how could AI best be balanced with natural intelligence? *In sum, what are the most important challenges that individuals and households face regarding data-driven technologies and how could we improve AI-based decision making to have a positive impact on people's financial lives?*

Research questions identified during the workshop

Trust
- How does trust function in modern society where social processes are affected by both humans and machines? How has trust evolved?
- How can AI help to deepen trust in the interaction between a client and a service provider / bank?
- People often find it difficult to determine when AI or data/information can be trusted or not. What determines different people's trust in AI algorithms?
- How can different types of trust (i.e. blind trust and trust by assurance) be established among consumers and technological-social systems.
- What level and sort of trust help people to make informed choices? Too much trust is not good, but without we can't function.

Data
- How is data privacy valued differently between generations?
- How do we know which pieces of data to trust; and how to filter out inaccuracies / biases?
- How to determine which data to share for the benefit of people; and which data not?

Artificial intelligence
- How do people balance AI with natural intelligence? AI is heterogeneous and it should not be treated as one thing.
- To what extent are people aware of the possibilities of AI applications?
- What are the socio-economic systems underlying AI use and how do they influence individuals' (financial) decision making?

Call for research proposals open until September 30, 2018
https://www.thinkforwardinitiative.com/research/call-for-research-proposals