Spanish Case Study - update

2nd General Partner Meeting, 2-4 May 2023, Montserrat (Barcelona)

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artificial intelligence for assessment

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- Social Research Methods & Statistics
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Goal and outputs to date

Our main goal is to examine the perceptions, attitudes and acceptance of AI-based social assessment technologies by policy makers and administrative agencies and associations at the local level (focus on three cities: **Girona, Mataró and Barcelona**).

- Desk research done; interviews and data (qual & quant) partly done

- **1 preparatory workshop** "Girona meets AI FOR A" (February 25, 2020)

- **3 gamification workshops** done in cooperation with JGU team:

  -Corona game at the University of Girona (November 3, 2021)

  -Unemployment game at Montserrat (May 5-6, 2022)

  -Self-Sufficiency Matrix game at Montserrat (May 2-4, 2023)

- **2 Working Papers in progress**

  -AI in Public Social Services in Spain: A Review of Existing Approaches and New Alternatives (ESA)

  -Sequence pattern mining for citizens behaviour learning in fair-purpose social games (CCIA)

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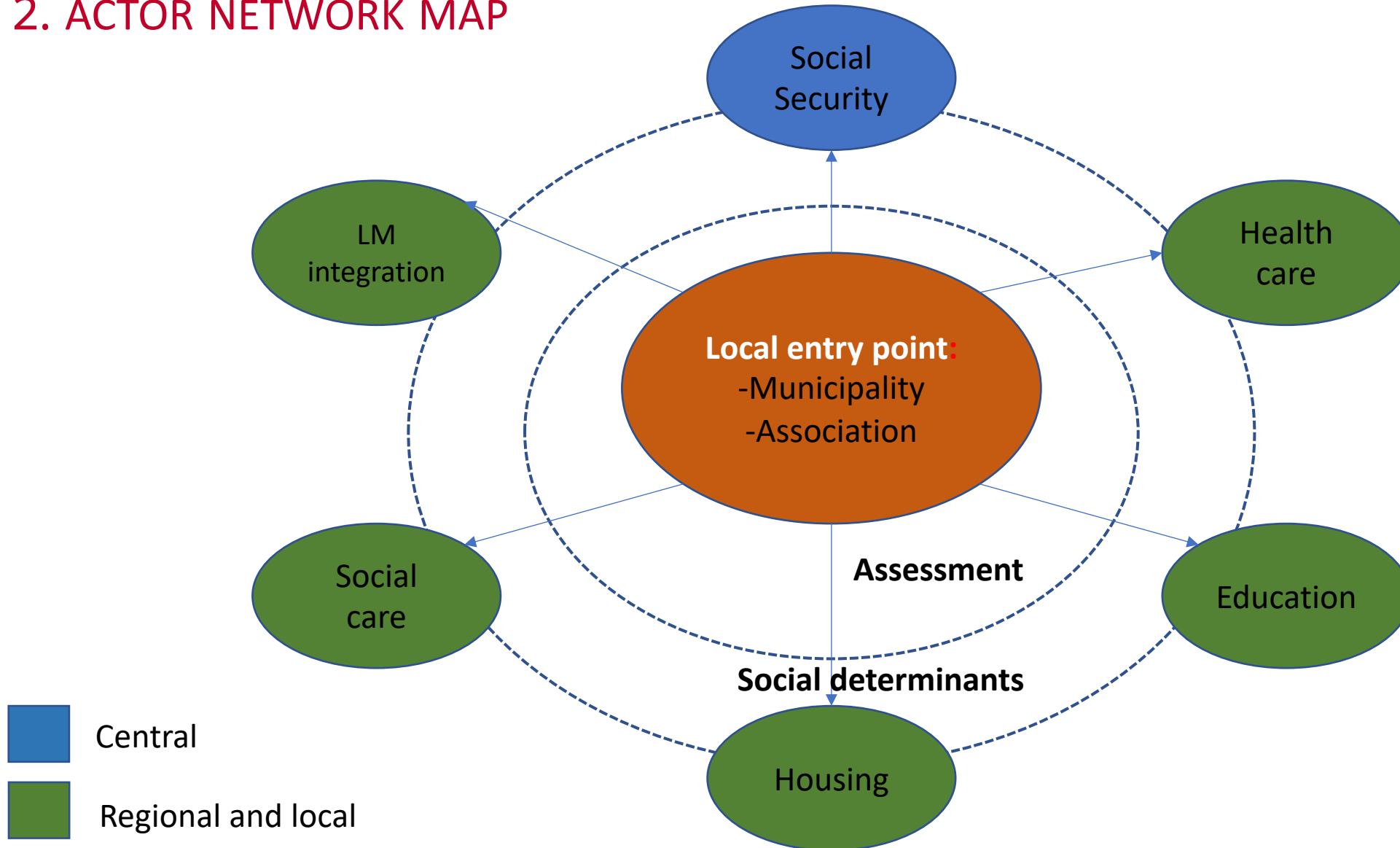
Key issues:
-Decentralised model
-Complexity in management and financing
-Local provision key for vulnerable groups
-Multi vulnerability indices (SSM)

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3. INSIGHTS FROM MULTI-STAKEHOLDER WORKSHOPS

Some takeaways

- People like to play games

- People understand why they play them

- Importance of having a narrative to play for engagement and to capture key features of a story

- Importance of setting a time limit for group discussions to reach consensus and avoid disengagement

- Always good to play them in Spanish/Catalan with (some) English if necessary

- Cooperation between partners works well and allows more qual & quant data collection

- General perception that AI in public social services is still in the incipient phase albeit accelerating

Gamification

From all workshops

- Group choices prevail over individual ones with stakeholders generally collaborating and discussing in order to achieve the best solution to the problems presented

- Progress and feedback come in many forms beyond the main (algorithmic) assessment

From last gamification (unemployment game)

- Players' action highly related to individual characteristics and profiling (e.g. going to the work office was more common by women and single people; going on holiday was more common by white and high skilled individuals; and making donations was more common by white and both high skilled and not vulnerable people).

5. CHALLENGES DURING RESEARCH: ETHICAL ISSUES

- Need some sort of measure of progress

- Pygmalion effect in social services (expectations lead to improved performance in a certain area)

- Presence / absence of AI systems

- From bias to discrimination (not always the case despite selection)

- Implementation of the PIO Assessment Model to advance the ethical evaluation of data and AI systems

- The PIO Assessment Model is a checklist from the Catalan Obsevatory for Ethics in Artificial Intelligence [https://oeiac.cat/en/]

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