

Civic Outcomes in the Age of Artificial Intelligence

Artificial Intelligence (AI) will impact civic outcomes—the knowledge, skills, dispositions, and behavior that promote social cohesion and enable a thriving democracy. The following chart provides a few high-level examples in each of these areas, along with potential effects as a result of expanding general AI technology.

	Examples	Potential Positive Effects of AI	Potential Negative Effects of AI
Civic Knowledge	History and heritage	Provide opportunities to “engage” with avatars of different historical figures and understand diverse perspectives	Provide incorrect, unbalanced, or shallow assessments of history
	How to engage with institutions	Provide better means for institutions to glean public opinion, including youth perspectives	Reduce confidence and trust in institutions by overwhelming them
	Communication	Democratize access to communication vehicles	Amplify harmful uses of communication through means such as fake social media profiles
Civic Skills	Information literacy	When trained on reliable sources, generative AI can be a tool to aid essential information literacy skills	If trained on unreliable sources, the resulting increase in misinformation may cause young people to distrust everything
	Assessing the reliability of sources	Create an environment in which young people can improve this skill	Provide misinformation with an authoritative voice
	Working and collaborating across differences	Provide brainstorming from a variety of sources that can be fodder for collaboration	Make learning more siloed by allowing access to a wealth of ideas without need for actual engagement with others
Civic Dispositions	Appreciation of free speech	Provide tools marginalized groups can use to more effectively make views known	Allow for further amplification of extremist ideologies
	Curiosity and open-mindedness	Provide opportunities to better understand viewpoints other than one’s own	Provide opportunities to further calcify one’s views
	Civility	Provide a powerful tool to understand others’ viewpoints and facilitate a more civil tone in discourse	Provide a powerful tool for bullying and incivility
Civic Behaviors	Serving on juries	Help average jurors have a better understanding of the law	Leverage algorithms that may deepen discrimination in the criminal justice system
	Volunteering	Help enhance volunteer knowledge in some areas that may take greater training	Reduce social trust that contributes to volunteering
	Voting	Summarize candidate or issue platforms	When used to amplify mis/disinformation, can undermine faith in candidates and the electoral process

Adapted from [“Uncharted Waters: Education, Democracy, and Social Cohesion in the Age of Artificial Intelligence.”](#)