White Paper

# AI Challenges to Global Democracy

From a perspective centering service innovation

April 24, 2025

The International Society for Service Innovation Professionals (ISSIP)

# Executive Summary

In 2024, the International Society for Service Innovation Professionals (ISSIP) investigated AI's potential impact on global democracy to explore what role service science could play in international research efforts, and political dialogue.

ISSIP conducted an online survey and hosted three panel discussions from May to September 2024. The survey, with 67 responses, aimed to determine whether participants viewed AI's impact on democracy as more positive, negative, or balanced, and identify examples of specific threats and opportunities. Panel discussions deepened understanding of AI's effects on democracy and explored how service science could mitigate risks and enhance benefits.
AI utilization and its impact on democracy vary by world region due to various contextual factors. In a number of jurisdictions, perspectives are more influenced by the negative impacts and fears around bad-actor manipulation. Some regions face challenges such as depopulation, natural disasters, and limited local government capabilities, while in some areas, the value for minority groups is often overlooked.

By aggregating these issues across different contexts, the challenges of AI fall into four quadrants: risks and benefits, both for current and future AI. Overall, the experts concurred that a new narrative is needed. When examining AI’s capacity to strengthen democratic processes, emphasis should extend beyond harm prevention to the development of new democratic models.

As technology continues to evolve, responsible experimentation is needed to explore enhanced democracy. Policymakers, technologists, and civil society must collaborate to build AI systems that are inclusive, transparent, and equitable. Particularly, the use of ‘sandboxes’ as a means to enable both constrained and unconstrained testing in safe spaces, ensuring learning from failures and democratic engagement, was highlighted.

In order to help define targeted future actions of ISSIP and the broader service science community, ISSIP has formulated the following three guiding questions for future research and development, policy dialogue and funding priorities.

(1) How can we implement ‘sandboxes’ to explore AI impact on democracy?
(2) How can AI-assisted inclusive intelligence enhance democratic governance?
(3) What Kind of ‘Future Democracy’ Can AI enable?

As business, society, and policy makers come to terms with this disruptive technology, ISSIP and the broader service science community will continue to engage and foster global dialogue, learning and innovation to mitigate risks of AI, and guide development toward democracy’s promise for our interconnected world.

# Table of Contents – AI Challenges to Global Democracy


**Executive Summary** **2**
**Preface** **4**
**Acknowledgements** **5**
**1. Objectives and methodology** **6**
**2. Key insights** **7**
**3. Next steps: Guiding Questions** **12**
**4. Panel discussions** **15**
4.1 Panel 1: The Current State of Play (June 21, 2024) 15
4.2 Panel 2: The Opportunity & Progress Toward Inclusion (August 21, 2024) 19
4.3 Panel 3: Defining Next Steps (September 25, 2024) 23
**5. Online survey** **26**
5.1 Methodology 26
5.2 Survey results 27
5.3 Position statements 28
**Annexes** **33**
Annex 1 - Agendas of the panel sessions 33
Annex 2 - Position statements provided via the online survey 34
Annex 3 - Panelists and Speakers 39
Annex 4 - Session organizers 41
**Bibliography** **43**

## Preface

In 2024, the 'largest election year in history,'[1] with 70 countries and more than half of the world's population voting in elections at different levels of government, the International Society of Service Innovation Professionals, (ISSIP[2]) explored the topic of AI Impacts on Global Democracy[3], in a Discovery Series led by ISSIP Ambassador Kazuyoshi Shimada of Japan Science and Technology (JST), in collaboration with ISSIP Ambassador Christine Leitner, Centre for Economics and Public Administration (CEPA) as co-moderator, and supported by ISSIP Executive Director Michele Carroll and ISSIP Co-Founder & Board Director Jim Spohrer.

The objective was to identify the potential threats and opportunities that artificial intelligence (AI) pose to democracy on a global scale, and explore the role service science could play in international research efforts and policy dialogue. ISSIP fielded an online survey of its global community from May through September of 2024, and hosted a three-event series of panel discussions to explore both threats and opportunities identified. A broad range of stakeholders from different regions in the world were involved in the panel discussions.

This White Paper synthesizes[4] key insights from the panel discussions and survey (section 2) and provides guiding questions for future action to be explored by ISSIP and the broader service science community (section 3). It includes detailed information on the panels (section 4 and Annex 1), the survey findings (section 5), the position statements of the survey respondents (Annex 2), brief biographies of the experts involved, and the organizing team (Annex 3 and 4).

[1] O'Neill A (2025). Statista. "Topic: Global Elections in 2024." www.statista.com/topics/12221/global-elections-in-2024/. (Accessed January 22nd 2025)

[2] The International Society of Service Innovation Professionals (ISSIP) is a global community committed to advancing service innovation to benefit people, business and society. ISSIP's 2000+ global participants represent more than 600 organizations (companies, nonprofits, NGOs and government entities), and 200 educational institutions in 76 countries. In 2025, as this paper goes to print, ISSIP has 102 Ambassadors, each serving as liaison for the ISSIP community, to an organization, initiative, conference or event with a purpose they support. ISSIP Ambassadors may propose and organize a topic for featured exploration within a monthly Series hosted by ISSIP. Typically, the Ambassador secures speakers and a moderator, for a single hour virtual panel discussion, featured and promoted on the ISSIP platform. In 2024, with Dr. Shimada's leadership, the AI Impacts on Global Democracy became ISSIP's Discovery Series instead, to create the opportunity for deeper exploration of topics and issues raised.

[3] ISSIP, 'ISSIP Launches Event Series on AI Impacts on Global Democracy', *International Society for Service Innovation Professionals*, 26 June 2024, https://issip.org/2024/06/26/issip-launches-event-series-on-ai-impacts-on-global-democracy/

[4] In the preparation of this report, generative AI was used to support the creation of summaries of the discussions. The responsibility for the content and analysis lies with the authors of this white paper.

# Acknowledgements

The 2024 ISSIP Ambassador Discovery Series on “Artificial Intelligence (AI) Impacts to Global Democracy” was made possible by ISSIP volunteers and their connections around the world. ISSIP gratefully acknowledges the expert insights shared by all panelists and speakers involved across the three virtual panel sessions: *Hiroaki Hamada, Ryuichi Maruyama, Kevin Clark, Ivar Tallo, Giselle Mota, Lee Rainie, Jeffrey Borek, Ignacio Criado, Takayuki Ito, Lee Nackman, and Paul Timmers*. Thank you for your valuable contributions.

We also would like to express our deep appreciation for the leadership, vision, planning and facilitation work of *Kazuyoshi Shimada* and *Christine Leitner*, ISSIP Ambassadors and moderators of this event series, as well as ISSIP Co-Founder and Board Director *Jim Spohrer,* and Executive Director *Michele Carroll* for their support in leveraging our global platform and network for its success.

We would like to cordially thank *Professor Debra Satterfield of California State University Long Beach and her students* for their invaluable assistance in analyzing the survey responses and position statements.

# 1. Objectives and methodology

Following traditional methodology for Discovery Summits, ISSIP conducted an online survey of its global community, asking whether participants view AI impacts on global democracy as largely positive, largely negative or both. The survey invited identification of key threats, opportunities and optional provision of position statements on the topic. The survey was conducted May through September 2024, and a total of 67 responses were received. Position statements were analyzed and categorized by students at California State University, Long Beach using a grounded theory process[5].

To explore both threats and opportunities that artificial intelligence (AI) poses for democracy, ISSIP hosted three online panel discussions in June, August and September of 2024. The objectives were to crystallize understanding of AI impacts on democracy, and to explore the beneficial role that service science might play in international research efforts and policy dialogue. Preliminary findings from the online survey were shared before each panel discussion, to prompt reaction and discourse.

To ensure inclusion of different views and perspectives, ISSIP recruited a broad range of experts and stakeholders from different world regions (Asia, Europe and the U.S.) for the panel discussions, representing the perspectives and experience of AI service providers, users, policy makers, academics, and industry practitioners.

**Definitions**

To ensure clarity and consistency, the discussions and survey questions were framed around the following definitions:

- **Artificial intelligence:** an information system that automatically generates both verbal and non-verbal data, influencing human cognitive processes. It is a powerful artifact that intervenes in the exchange of information and cognitive processes — both essential for decision-making in human communities — potentially leading to either positive or negative outcomes.
- **Democracy:** the fundamental way of human communal life that should ethically or morally pervade society in general. Democracy is not just a way of doing politics. It is rooted in the spirit of treating every individual with dignified value[6].

[5] Glaser, B. and Strauss, A. (1967) The Discovery of Grounded Theory: Strategies for Qualitative Research, Chicago: Aldine Publishing Company

[6] Ministry of Education (Government of Japan) “Democracy”, (1948) [in Japanese]

- **Service**: ISSIP defines "service" as “the application of a resource (e.g., knowledge, goods, or technology) for the benefit of others”[7]. While these services can generate significant benefits, they may also result in unintended harms. “Service innovation” takes place when harms are mitigated and new business and operations models emerge to guide development and systems toward benefit creation.
- **AI services:** the use of AI technology by a service provider to a service recipient.

## 2. Key insights

ISSIP’s definitions of service and service innovation closely align with the principles of democracy. However, artificial intelligence (AI) does not inherently embody the spirit of democracy. When designing AI systems and delivering services that utilize AI, it is essential to consider how these technologies can respect the dignity of all individuals. Service science has the potential to play a crucial role in ensuring the ethical and democratic use of AI services by providing frameworks and methodologies that prioritize human values and societal well-being in the development and deployment of such technologies.

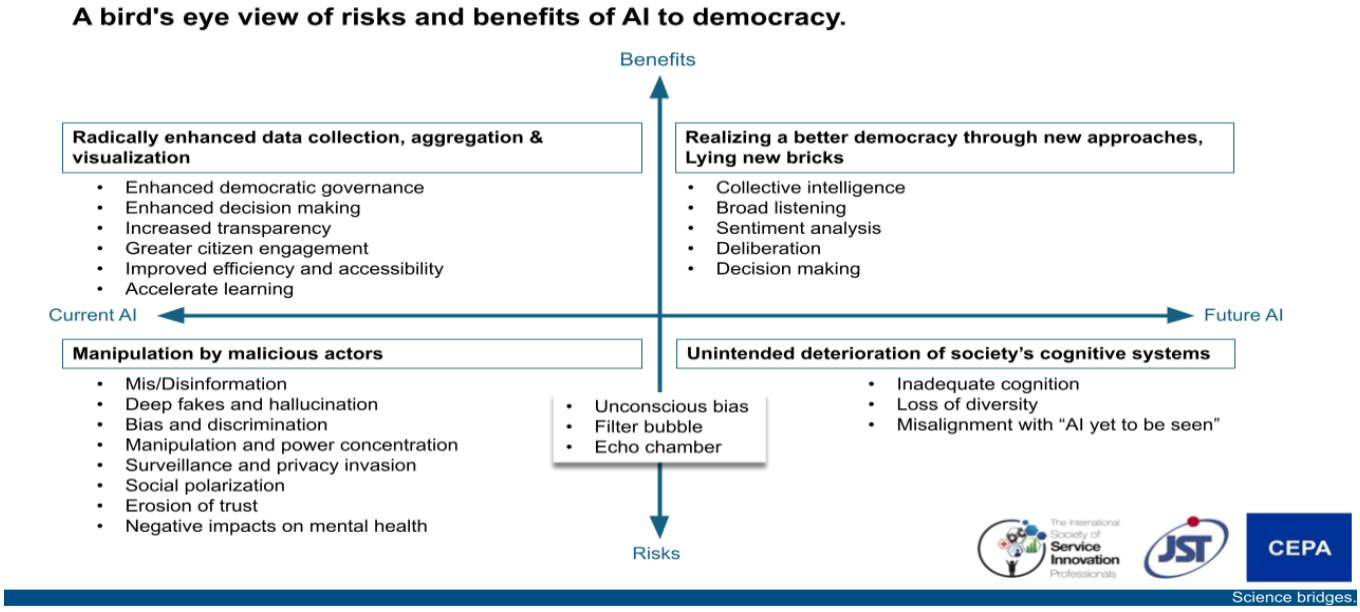



**Figure 1: Current and Future Benefits and Risks of AI to Democracy**

When examining this topic from a global perspective, it is essential to consider the key factors that shape context in each jurisdiction. Variations by world region clearly emerged from both the

[7] International Society for Service Innovation Professionals (ISSIP), *ISSIP*, https://issip.org

survey and panel discussions. Some regions (for example in Asia) face challenges such as depopulation, natural disasters, and limited local government capabilities, while in the US, the UK or the EU, perspectives are more influenced by the negative impacts and fears around dis/misinformation by political parties and other influencers, including foreign state actors. In some areas, a primary concern is that the value to a minority group is often overlooked. By aggregating these issues across different contexts, ISSIP captured a broad and shared perspective on AI-related democratic challenges.

**Figure 1** above, illustrates current and future benefits and risks of AI for global democracy, identified over the course of the discovery series. More than half the survey respondents viewed AI impact on global democracy as equal in measure between threat and opportunity. While respondents cite numerous opportunities presented by AI for enhanced decision-making, increased transparency, greater citizen engagement, improved efficiency and accessibility, and a stronger educational impact, they see an equally significant threat to democracy.

'Bad-actor manipulation' was by far the largest perceived threat cited by 77.6% of respondents. Other threats noted include: misinformation and disinformation, surveillance and privacy invasion, bias and discrimination, manipulation and power concentration, social polarization, negative impacts on mental health, the erosion of trust and the widening of the digital divide. (for full survey analysis see Section 5.2). These current benefits and risks are illustrated in the 'Current Impact' left-most quadrants of Figure 1,

Panelists too emphasized the expanded scope and scale of data collection already possible as a key benefit of existing AI applications for democracy. Radically enhanced data collection and analysis presents, as seen in the top right quadrant, the potential to realize democracy through new approaches, 'laying new bricks.' Enhanced democratic governance, decision making and civic engagement could emerge in a variety of different contexts and forms, from the better decision-making of a responsive government, guided by better intelligence gleaned from an informed citizenry, to AI agent-facilitated conversation across different ethnic groups or communities. (see Section 4.2).

The lower quadrants however, reflect concerns voiced by the experts about the heightened risk of manipulation by malicious actors, such as in elections or referendums. An obvious example cited was the case in the Brexit referendum in the UK [8] which continues to represent a

[8] Carole Cadwalladr, 'The Great British Brexit Robbery: How Our Democracy Was Hijacked', *The Guardian*, 17 April 2017, https://www.theguardian.com/commentisfree/2017/apr/17/brexit-voter-manipulation-eu-referendum-social-media

significant challenge in many jurisdictions. [9] Beyond 'hallucination,' and such current shortfalls of AI, deliberate misinformation and disinformation are the overriding concerns in several jurisdictions, and especially in the US and the European Union[10].

Looking ahead, the discussions reflected a degree of optimism regarding AI's transformative potential for global democracy, particularly around the innovative methods of interaction, deliberation, and decision-making emerging, such as applications related to voting mechanisms. But experts were also concerned about possible unintended consequences, including the possibility of deterioration of society's cognitive systems as a whole.

Consequently, it is imperative to ensure that AI development and deployment adhere to democratic values, especially given the growing influence of major technology corporations and the risk of exploitation by malicious and totalitarian actors. Experts referred to a number of relevant policy initiatives in this regard, for example, the European Declaration on Digital Rights and Principles[11], and the EU AI Act[12], the UN Global Digital Compact[13] or the OECD AI principles[14]. In addition to these 'top-down' initiatives, a number of grassroot, bottom-up examples were mentioned in the discussions.[15]

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[9] Carole Cadwalladr and Emma Graham-Harrison, 'Cambridge Analytica Data Leak Reveals Global Election Manipulation', *The Guardian*, 4 January 2020, https://www.theguardian.com/uk-news/2020/jan/04/cambridge-analytica-data-leak-global-election-manipulation,
Jennifer Rankin, 'Draft EU Legislation Seeks to Counter Dirty Methods in Europe's Elections', *The Guardian*, 3 December 2020, https://www.theguardian.com/media/2020/dec/03/draft-eu-legislation-seeks-to-counter-dirty-methods-in-europes-elections

[10] The EU's Digital Democracy Shield Initiative, European Parliamentary Research Service (EPRS), *The Use of Artificial Intelligence in Political Campaigns* (Briefing, 2024), https://www.europarl.europa.eu/RegData/etudes/BRIE/2024/767153/EPRS_BRI(2024)767153_EN.pdf

[11] European Commission, 'Digital Rights and Principles', Shaping Europe's Digital Future, European Commission, 25 July 2024, https://digital-strategy.ec.europa.eu/en/factpages/digital-rights-and-principles

[12] European Commission, 'Regulatory Framework on Artificial Intelligence', *Shaping Europe's Digital Future*, 18 February 2025, https://digital-strategy.ec.europa.eu/en/policies/regulatory-framework-ai

[13] United Nations, 'Global Digital Compact', *Office for Digital and Emerging Technologies*, 22 September 2024, https://www.un.org/techenvoy/global-digital-compact

[14] Organisation for Economic Co-operation and Development (OECD), 'AI Principles', *OECD*, 2024, https://www.oecd.org/en/topics/sub-issues/ai-principles.html

[15] Center for Artificial Intelligence and Machine Learning (CAIML), 'The Digital Humanism Initiative — DIGHUM', *CAIML*, 2025, https://caiml.org/dighum/; Partnership on AI, 'Home', *Partnership on AI*, 2025, https://partnershiponai.org/

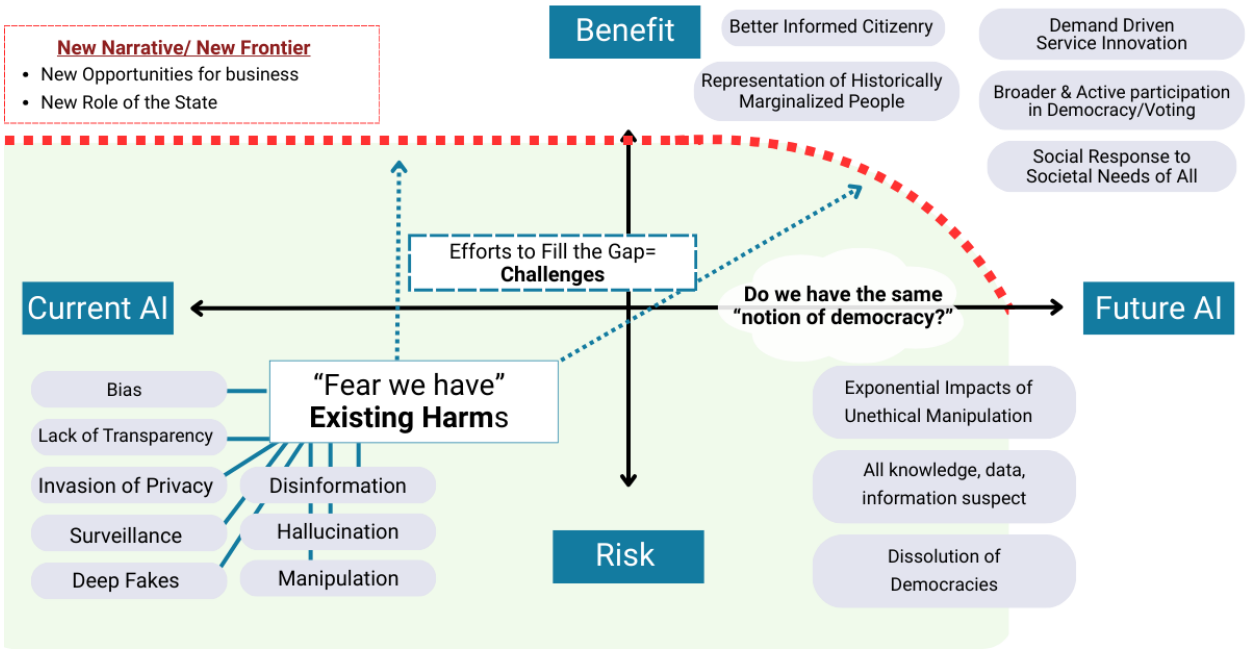



**Figure 2: Map of issues/challenges on path to mitigate harms and harness future AI benefits.**

**Figure 2** above maps out the expert views on the issues and challenges of mitigating AI risks, and the benefits of achieving an envisioned 'New Narrative' for democracy. Beyond addressing existing harms of current AI (depicted in the lower left of Fig.2) are the additional challenges to envision (and agree upon), a 'new narrative' for what's possible, (upper right quadrant), (represented by the red dashed line) and bridge the gap to that envisioned state, while mitigating harms of AI that would also scale at an exponential pace.

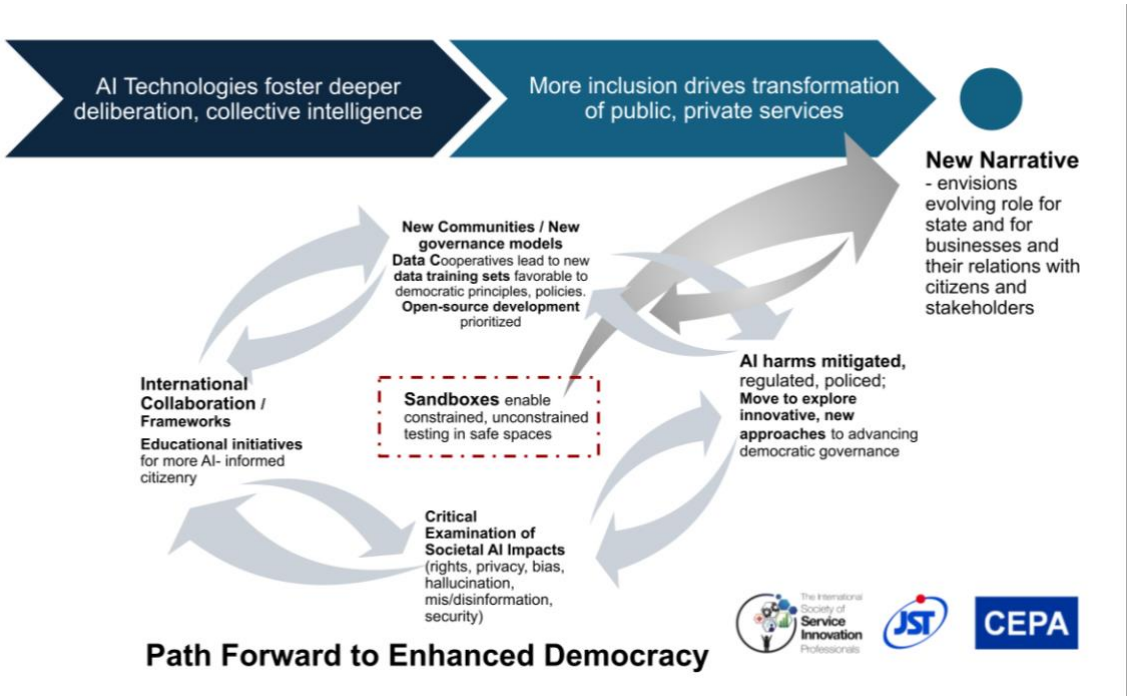



**Figure 3: The path forward to shaping a new narrative for enhanced democracy**

Overall, the experts concurred that a new narrative is needed - one that envisions both an evolving role for the state and its relations with citizens as well as opportunities for businesses. Inclusiveness should be recognized as a fundamental factor in unlocking AI's potential across both the public and the private sectors. **Figure 3** above visually depicts the iterative path forward, to shape that new narrative for enhanced democracy, integrating key points raised in the expert panel discussions.

A critical examination of societal implications of implementing AI is essential, particularly with regard to fundamental rights, data protection, digital inclusion, privacy, security, as well as surveillance, algorithmic bias, hallucination, manipulation, and mis/disinformation. Addressing these challenges requires ethical and regulatory considerations, including equity and fairness, transparency and accountability, appropriate regulation, and maintaining human oversight in AI applications. Looking ahead, AI should be viewed as a double-edged sword, offering both profound opportunity and serious risk. However, the emphasis of research, testing and development should extend beyond harm mitigation and prevention to explore fresh and innovative approaches that foster democratic advancement based on a set of established principles.

When examining AI's capacity to strengthen democratic processes, experts recognized that the varying definitions of democracy present a challenge to the universal application of democratic principles. Ongoing dialogue on the ethical dimensions of AI is necessary, particularly to promote and uphold shared values and principles.

International cooperation in managing AI advancements was recognized as essential, as is an international framework for developing global standards and discussing rule formation, such as the Hiroshima AI Process[16], to overcome the risks of existing and future developments and deployment of AI to democracy. While historically the governance of strategic technologies, such as nuclear power, has faced significant challenges, successful examples, including the development of the Internet, open-source software, and global health initiatives, offer valuable insights. Some of these initiatives could serve as models for establishing governance frameworks and regulatory approaches at the international level. [17]

[16] Ministry of Internal Affairs and Communications (Japan), 'Hiroshima AI Process', *Ministry of Internal Affairs and Communications*, 2025, https://www.soumu.go.jp/hiroshimaaiprocess/en/index.html

[17] Internet Society, 'Home', *Internet Society*, 2025, https://www.internetsociety.org/, Center for Open Science, 'Open Science Framework', *Open Science Framework*, 2025, https://osf.io/, World Health Organization, 'Home', *World Health Organization*, 2025, https://www.who.int/

Furthermore, educational initiatives will have to play a crucial role in educating the public about AI's role in democracy and society and in fostering an informed citizenry capable of engaging with AI-related developments in a meaningful and responsible manner.

New communities and new governance models play an important role. Policymakers, technologists, and civil society must collaborate to build AI systems that are inclusive, transparent, and equitable. According to the experts, sustained efforts to establish a fair and inclusive society should be informed by open-source development practices. They argued that open-source AI has the potential to prevent monopolies, enhance transparency, and foster innovation through collaborative efforts. However, considerations on the community and the governance model regarding sustainability and security in open-source AI development remain critical and must be addressed.

The development of effective technological tools to support deliberative democracy must be accompanied by efforts to mitigate 'participation fatigue' and disengagement. As more inclusion drives the transformation of public and private services, the experts emphasized the need for a new approach that leverages AI to enhance public participation in research and policymaking.

They highlighted the importance of responsible experimentation, particularly through the use of sandboxes (including regulatory sandboxes), as a means to enable constrained and unconstrained testing in safe spaces, and ensure learning from failures and democratic engagement.

Finally, we present the following compelling quotes to represent insights from survey respondent position statements.

### Opportunities of AI

*"AI Digital Twins of people can help accelerate learning, election participation, and development of self-control."*

*"AI has the potential to be a great way to make federal, state and local government services easier to use."*

*"its application could significantly level the playing field across all levels of society."*

### Threats of AI

*"But it also poses serious threats to privacy, enables manipulation, and concentrates power in the hands of a few."*

*"I am genuinely afraid of generated content that will support populism and not a democratic way to do politics."*

*"the inability to talk with other-minded people resulting in lower public trust and polarization."*

### Other

*"It's all about service design and taking care of ethical principles."*

*"We must think about intended and unintended consequences at a pace rarely demanded."*

*"Humans are always the problem. Creating and testing guard rails to prevent misuse is the only way to minimize the risks and maximize the benefits."*

**Figure 4: Compelling quotes representing insights from respondent position statements.**

## 3. Next steps: Guiding Questions

The insights derived from the Discovery Series advocate for initiatives that would involve the entire spectrum of the global service innovation professionals community. Successful initiatives must extend beyond a focus solely on governmental funding and regulation, to encompass a transdisciplinary and cross-sectoral approach. To this end, this White Paper formulates some guiding questions for ISSIP and the broader service science community for future research and development, policy dialogue and funding priorities. These guiding questions are proposed to help define more targeted future service science community actions. Addressing these questions should be reciprocal and parallel due to the interconnected nature of outcomes.

Questions to guide next steps are based on the following three interrelated considerations, which are in line with frameworks proposed by G7 leaders[18], UNESCO[19], OECD[20][21][22], the European Parliamentary Technology Assessment Network[23], among others.

- Aspects that should be considered: Societal impact, transparency, fairness, bias mitigation, and the protection of (fundamental) rights and privacy.
- What must be created: Frameworks, guidelines, and tools for ethical AI design, monitoring systems, and educational programs to raise awareness of AI ethics, etc.
- What must be implemented: Practical measures such as embedding ethics into AI development, enforcing accountability through policies, and establishing oversight mechanisms, building trust and collaboration among stakeholders, etc.

**(1) How can we implement 'sandboxes' to explore AI impact in democracy?**

The expectations and risks AI poses to democracy in service design should be explored through experiments in controlled environments, known as "Sandboxes." These spaces allow for both constrained and unconstrained testing. The first type involves protected environments where discretion is key, while the second focuses on rapid prototyping. Both approaches are essential for evaluating risk levels, justifying AI decisions in real-time, validating algorithms, and balancing

[18] Hiroshima AI Process; see section 2.

[19] UNESCO, *The Role of Artificial Intelligence in Achieving the Sustainable Development Goals*, 2025, https://unesdoc.unesco.org/ark:/48223/pf0000389736

[20] Organisation for Economic Co-operation and Development (OECD), *Building Trust to Reinforce Democracy* (OECD Publishing, 2022), https://doi.org/10.1787/b407f99c-en

[21] Global Partnership on Artificial Intelligence (GPAI), 'Home', *Global Partnership on Artificial Intelligence*, 2025, https://gpai.ai/

[22] Organisation for Economic Co-operation and Development (OECD), 'PAI and OECD unite to advance coordinated international efforts for trustworthy AI', *OECD*, 7 July 2024, https://www.oecd.org/en/about/news/speech-statements/2024/07/GPAI-and-OECD-unite-to-advance-coordinated-international-efforts-for-trustworthy-AI.html

[23] European Parliamentary Technology Assessment Network, *Artificial Intelligence and Democracy* (2024)

anonymity with accountability. A strong, trusted network of stakeholders from industry, government, and academia will be necessary to ensure that the results of these experiments lead to meaningful social implementation. Development sandboxes protect production systems before release from research and development (R&D), prevent security vulnerabilities, allow for prototyping, testing in isolation, and provide an environment for contained user testing and pre-release training and observational research. The sandboxes envisioned would include *regulatory* sandboxes in artificial intelligence (AI), "*where authorities engage firms to test innovative products or services that challenge existing legal frameworks. Participating firms obtain a waiver from specific legal provisions or compliance processes to innovate*".[24]

**(2) How can AI-assisted inclusive intelligence enhance democratic governance?**

This is a question at the service system level. AI technologies have the potential to reshape decision-making processes, promoting deeper deliberation and fostering collective intelligence[25]. The guiding principle for these advancements should be inclusion, as it can drive the transformation of both public and private sector services. By incorporating more voices and perspectives, AI-assisted tools could create new systems that enhance the way decisions are made and how services are delivered. Such service systems could significantly contribute to democratic governance by making it more responsive and adaptive to the needs of all citizens. The social experiment conducted in Afghanistan[26] is instructive in its use of AI as an assistant to make discussion inclusive. Data cooperatives in formation by economic actors could provide a template for democracies to create data training sets that are favorable to democratic ideas, principles and policies.[27]

**(3) What Kind of 'Future Democracy' can AI enable?**

This is a question at conceptual and societal levels. Today's democracies are far from perfect, and must revisit the factors that have hindered their success. Through AI and emerging technologies, there is opportunity to rediscover and even implement concepts that once seemed purely theoretical or impractical, such as "plurality[28]", "Nameraka Society[29]", electoral systems

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[24] Organisation for Economic Co-operation and Development (OECD), *Regulatory Sandboxes in Artificial Intelligence*, OECD Digital Economy Papers, No. 356 (OECD Publishing, 2023), https://doi.org/10.1787/8f80a0e6-en

[25] Kevin Clark & Kyle Shannon, *Collective Intelligence in the Age of AI* (2024), ISBN: 9798343574234, https://www.amazon.com/Collective-Intelligence-Age-Kevin-Clark/dp/B0DKDB9WTH

[26] See the summary of the statements made by Prof. Takayuki Ito in Panel 2 (section 4.2).

[27] Kevin Clark mentioned at the Session 1 (see Section 4.1).

[28] Plurality is a concept co-sponsored by Glen Weyl and Audrey Tang, it refers to a new technological paradigm that leverages digital technology to respect social diversity and promote collaboration. Hiroaki Hamada, a panelist (panel 1 and 3) of our session introduced the concept.

[29] Nameraka (Smooth) Society" is a concept proposed by Ken Suzuki since around 2004, systematically presenting his vision to realize a new social system 300 years in the future using computer technology, along with specific

and process reform, or enabling alternative systems of social value creation and exchange. The blending of humanities with technology offers a chance to rethink how democracy could function in the digital age, making it more inclusive and resilient. New communities and governance models that go beyond traditional boundaries may provide the path forward for democracies.

As business, society, and policy makers come to terms with this disruptive technology, ISSIP and the broader service science community will continue to engage and foster global dialogue, learning and innovation to mitigate risks of AI, and guide development toward democracy's promise for our interconnected world.

systems, such as the Propagational Investment Currency System and dividual democracy. Hiroaki Hamada, a panelist (panel 1 and 3) of our session introduced the concept.

# 4. Panel discussions

## 4.1 Panel 1: The Current State of Play (June 21, 2024)[30]

**The objective of the first panel was to review the state of play of AI utilization in and its impact on democracy across different regions, specifically Asia, Europe, and the U.S. The discussion was based on the following questions: How to maximize the positive impacts of current and future AI technologies, i.e., to leverage their potential to enhance democratic developments, and, at the same time, mitigate the risks associated with current and future AI applications. Panelists explored regional variations in current AI utilization and its implications on democracies in different geo-political contexts. Various existing guidelines and international frameworks were also identified.**

**Hiroaki Hamada**

**Hiroaki** focused on the intersection of technology, democracy, and local governance, particularly in Japan's disaster management efforts and the rise of open-source software.

**Open-Source Movement:** Hiroaki highlighted the growth of open-source software initiatives in Japan, particularly after the 2011 earthquake, which aimed to improve disaster preparedness and response.

**AI and Transparency:** He raised concerns about AI systems' lack of transparency, even in so-called "open" systems. This opacity poses risks to democratic processes, especially through AI-generated misinformation, which can erode public trust.

**Ideologies in Technology:** Hiroaki explored different approaches[31] to technology in governance, including:

- **Cooperative Libertarianism:** Emphasizes decentralization and individual freedom.
- **Synthetic Technocracy:** Advocates for AI-driven governance with reduced human involvement.
- **Digital Democracy:** Proposes using technology to strengthen democratic practices and diversity.

**Civic Engagement:** He announced an upcoming event[32] aimed at fostering discussions around using open-source cultures and civic technologies to support democracy.

Overall, Hiroaki's insights emphasized the dual role technology plays in enhancing governance while also posing new challenges.

**Ryuichi Maruyama**

**Ryuichi** centered on Japan's AI governance policies, offering an overview of the country's approach to AI and its challenges.

**Japan's AI Governance Overview:** Discussions on AI rulemaking in Japan began as early as 2016, leading to guidelines[33] and the establishment of an AI Safety

[30] International Society for Service Innovation Professionals (ISSIP), 'AI Challenges to Global Democracy: Current 'State of Play'', *ISSIP*, 21 June 2024, https://issip.org/event/global-democracy-current-state-of-play/

[31] E. Glen Weyl, 'Political Ideologies for the 21st Century', *RadicalxChange*, 17 February 2022, https://www.radicalxchange.org/media/blog/political-ideologies-for-the-21st-century/

[32] Funding the Commons, 'Funding the Commons Tokyo 2024', *Funding the Commons*, 24–25 July 2024, https://www.fundingthecommons.io/tokyo-2024

[33] Ministry of Internal Affairs and Communications (Japan), *Draft AI R&D Guidelines for International Discussions* (2017), https://www.soumu.go.jp/main_content/000507517.pdf, SCabinet Secretariat (Japan), *Social Principles of Human-Centric AI* (2019), https://www.cas.go.jp/jp/seisaku/jinkouchinou/pdf/humancentricai.pdf , Ministry of

Institute[34].

**Approach to Generative AI:** Japan's "soft law" approach emphasizes self-regulation, with recent shifts aligning with AI models used in the US and UK.

**Democratic Principles:** Ryuichi pointed out a lack of focus on democracy in Japan's AI governance, contrasting it with frameworks like the European Declaration on Digital Rights[35] or the US Bill of Rights[36].

**Local Initiatives:** Municipal efforts, such as those in Tottori Prefecture, aim to balance AI use with democratic values through digital ethics[37].

**AI in Elections:** The use of AI avatars in campaigns for the upcoming Tokyo Metropolitan election raises concerns about accountability and authenticity.

**Future AI Risks:** The challenges of AI fall into four quadrants: risks and benefits, both for current AI and future AI. Current discussions focus on immediate risks, while more prominent researchers address preparations for AI that are yet to be seen, and discussions are taking place in forums such as the AI alignment Network[38].

**Final Thoughts:** Ryuichi stressed that AI governance must be guided by democratic values to prevent dominance by tech giants. He cited philosopher Mark Coeckelbergh's call for democratic regulation of AI to foster a virtuous cycle[39]. Ryuichi's presentation urged Japan to incorporate democratic principles more robustly into its AI governance framework.

**Ivar Tallo**

**Ivar** addressed the role of AI in democracy, drawing from his experience in academia and politics.

**AI Regulation:** Ivar emphasized the importance of the European Union's AI Act[40], which took three years to develop, and the balance between regulation and positive advancements.

**Support for Small Countries:** The EU is working to help smaller member states develop the skills and computing power necessary to keep up with larger countries.

**Estonia's Digital Progress:** Ivar highlighted Estonia's technological advancements, such as internet voting, that have transformed governance and public services.

**Optimistic View on AI:** He argued that AI could enhance democracy, not undermine it, and that humans will retain control, using AI to improve governance processes.

**Redefining Democratic Processes:** AI could streamline decision-making in politics by directly analyzing public sentiment, potentially eliminating traditional mediating processes.

**Enhancing Public Services:** AI offers potential improvements in public services, such as using AI to act as a "mystery shopper" to evaluate services.

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Economy, Trade and Industry & Ministry of Internal Affairs and Communications (Japan), *AI Guidelines for Business Ver 1.0* (19 April 2024)

[34] Japan AI Safety Institute (AISI), 'Home', *Japan AI Safety Institute*, 2025, https://aisi.go.jp/

[35] European Commission, *European Declaration on Digital Rights and Principles* (15 December 2022), https://digital-strategy.ec.europa.eu/en/library/european-declaration-digital-rights-and-principles

[36] White House Office of Science and Technology Policy (OSTP), *Blueprint for an AI Bill of Rights* (October 2022), https://bidenwhitehouse.archives.gov/ostp/ai-bill-of-rights/

[37] Tottori Prefecture, *Study Group on Advanced Technology and Democracy* (April 2024), https://www.pref.tottori.lg.jp/317494.htm

[38] AI Alignment Network (ALIGN), 'Home', *AI Alignment Network*, 2025, https://www.aialign.net/

[39] Mark Coeckelbergh, *Why AI Undermines Democracy and What To Do About It* (Polity, 2024), https://coeckelbergh.net/why-ai-undermines-democracy-and-what-to-do-about-it/

[40] AI Act (EU); https://artificialintelligenceact.eu/, European Commission, *Artificial Intelligence Act* (Regulation (EU) 2024/1689), 1 August 2024, https://digital-strategy.ec.europa.eu/en/policies/regulatory-framework-ai

**Conclusion:** Ivar concluded with a call for a more optimistic outlook on AI's contributions to democracy.
Ivar's presentation highlighted both the challenges and opportunities AI presents for governance and democracy.

**Kevin Clark**

**Kevin** focused on the relationship between AI and governance, emphasizing collective intelligence and decision-making.

**Research Areas:** Kevin's research centers on collective intelligence in AI, designing one-on-one interactions, and using AI for rapid insights in decision-making.
**Return on Relationships Model:** He introduced this model, which emphasizes relevance, context, and mutual benefit in AI interactions.
**Opportunities in Governance:** AI could significantly improve interactions between citizens and governments, making services more accessible. Emerging data cooperatives formed by economic actors could serve as a model for democracies to create data training sets that reinforce democratic ideas, principles, and policies. AI could also assist in drafting and analyzing legislation more efficiently.
**Risks of AI:** Kevin noted AI's risks to national security and democracy, particularly around disinformation and the potential imbalance in capitalism due to the unequal flow of accurate information.
**Global Context:** He discussed data privacy concerns, particularly in comparison with countries like China, where AI training data may be more readily available due to less emphasis on privacy.
**Future of AI:** Kevin called for AI literacy and engagement, stressing AI's potential for societal advancements.
**Call to Action:** He urged participants to move beyond survival narratives surrounding AI and consider its potential for mutual benefits.
Kevin emphasized the dual nature of AI's potential in governance—improving citizen-government interactions while simultaneously posing risks.

*The panel discussion focused on the expectations and risks of AI in relation to democracy.*

**AI for Governance:** Kevin Clark discussed the need to fine-tune AI models for drafting authentic legislation and reducing or harmonizing the influence of lobbyists.
**Innovations in Voting Systems:** Hiroaki Hamada highlighted the limitations of current voting systems and expressed hope that AI could amplify citizen voices while cautioning against manipulation risks.
**Global Examples:** Ivar Tallo shared Kazakhstan's electronic complaints and proposals system, which increases governmental responsiveness through citizen input and AI analytics.
**AI in Campaigning:** Christine Leitner raised concerns about the use of AI avatars in political campaigns, questioning their impact on voter interactions.
**Trust in Democracy:** Kevin Clark emphasized the importance of trust in democratic processes, particularly in ensuring candidates accept election results.
The discussion underscored the transformative potential of AI in governance, alongside the need for careful consideration of its risks to democratic integrity.

In the course of the first session conversation, there was clear variation in perception of AI utilization and its impacts for democracy, driven by contexts in geographic region. For example, the perceptions shaped by: Pressure from major, neighboring powers (Estonia, Taiwan, etc.)

- Trends such as depopulation, impacts of natural disaster(s) and lack of capability of local

governments (Japan)

- Constraints of democratic governance and operations when the citizenry is bombarded with disinformation, and the resultant lack of trusted, objective information sources (US, etc.)

## 4.2 Panel 2: The Opportunity & Progress Toward Inclusion (August 21, 2024)[41]

**The second event in the series, featured a keynote speaker focused on the benefits and positive impacts that AI could present in society, and for democratic governance. Then a panel discussion explored both risks and benefits, ensuring coverage of the opportunity that our survey respondents had identified as equal in impact to the threats, even as media coverage of AI tended more to the negative. Panelists highlighted the critical importance of transparency, accountability, and open dialogue in AI development, especially in relation to its potential for significant positive impact on democratic values in society.**

**[Keynote Speech]**
**Giselle Mota**

**Giselle** delivered a keynote address focused on the impact of generative AI on inclusivity, diversity, and cultural representation. She highlighted both the opportunities and challenges presented by AI, especially regarding the design of inclusive technologies, drawn from her award-winning work with Meta and other providers.

**Generative AI and Inclusivity:** Giselle began by discussing current debates surrounding AI's potential and its risks, particularly the ethical use of AI. She shared a case study of a mobile phone company that developed a camera capable of capturing diverse skin tones, solving a historical bias in photography dating back to Kodak's "Shirley Card." This was a significant step toward making technology more inclusive by accurately reflecting all users.

**Cultural Context in Technology:** She stressed the need to embed cultural context into AI design. A prominent example was AI's ability to recommend makeup shades based on accurate skin-tone recognition. This demonstrates how AI, when designed with inclusivity in mind, can enhance user experience for underrepresented groups.

**Impact on Communities:** Citing a McKinsey study on generative AI's impact on Black communities, Giselle explained that while this analysis focused on one group, the findings could be applied to many other demographic groups. AI has the potential to improve areas like voting, policy-making, and workforce decisions through better language comprehension and semantic accuracy.

**Language and Miscommunication:** Giselle presented a real-world example where a miscommunication between law enforcement and a woman led to a tragic outcome. She emphasized that generative AI, trained to understand cultural contexts better, could help prevent such misunderstandings in the future, potentially saving lives by improving cross-cultural communication in professional settings.

**Opportunities in Data and Urban Planning:** She also discussed how AI can analyze historical data on urban development to address systemic issues like redlining and socioeconomic disparities. However, Giselle raised concerns about the environmental impact of data centers that power AI, which can disproportionately affect less affluent communities.

**Call for Inclusion and Representation:** Giselle urged the importance of diverse representation in the development of AI technologies, pointing out initiatives like "Chat Black GPT" that offer culturally relevant AI outputs. She also noted how

[41] International Society for Service Innovation Professionals (ISSIP), 'Exploring the Democratic Opportunity: Inclusion in the AI Age', *ISSIP*, 21 August 2024, https://issip.org/event/exploring-the-democratic-opportunity-inclusion-in-the-ai-age/

generative AI has produced historical inaccuracies, such as misrepresenting racial identity in depictions of historical figures, underscoring the need for more inclusive narratives in AI.

In her conclusion, Giselle advocated for broader access to AI and technology, breaking down traditional barriers to knowledge and resources. She stressed the importance of data governance and personal agency in protecting individual data, warning about potential misuse and surveillance. She called on the audience to take action, encouraging advocacy for more inclusive AI development. “Freedom without true knowledge is not really freedom” was her message.

During the Q&A, key points included discussions on design justice, financial barriers to AI access, and the need for open-source alternatives to democratize AI. Attendees also raised concerns about the performance of AI in non-English languages and reflected on the inspiring nature of Giselle’s call for inclusivity in AI practices, culminating in a collective call to action.

**[Panel Discussion]**

**Lee Rainie**

**Lee**’s remarks focused on the need to align AI with democratic principles, emphasizing the importance of transparency in AI development.

**AI Transparency:** He advocated for clear disclosures about the data and processes used in training AI, including acknowledging data creators, explaining inputs, model parameters, and validation tests, and highlighting system limitations.

**Reflections on the Internet:** Lee reflected on the internet and social media’s evolution, where early optimism about democratization has shifted to skepticism, fueled by events like the Snowden revelations and the rise of social media’s role in political manipulation. He noted that AI faces a similar wave of skepticism, but this time, a "skeptical infrastructure" is in place—consisting of critics who evaluate these technologies in real-time.

Lee concluded by urging continuous dialogue on AI’s ethical implications, particularly in promoting democratic values. “What are humans going to continue to contribute to this evolution?” represents his message.

**J. Ignacio Criado**

**Ignacio** discussed AI’s challenges for democracy, focusing on how AI's impact depends on its design and use.

**AI’s Affordances:** He explored the concept of “affordances,” where AI models, particularly generative ones, shape communication, a critical human capability.

**Definitions of democracy:** Ignacio raised concerns about differing definitions of democracy, which can complicate the application of democratic principles universally.

**Threats of AI in Public Services:** He highlighted threats to democracy, such as micro-targeting, misinformation, and polarization driven by AI-fueled social media. While governments have increasingly adopted AI post-COVID-19 for various public services, Ignacio warned against using AI without considering its side effects, such as racial profiling in policing. He emphasized the need to critically examine how AI can address inequalities and the state's role in managing AI’s societal impact.

“If we keep business as usual, as we see strong problems in capitalism, we will have problems with AI and with the future of our democracies” was his message.

**Jeffrey Borek**

**Jeffrey** focused on the role of open-source software in AI's development and its democratic implications.

**Open-Source approach:** He highlighted the growing importance of open-source software, which now comprises a significant part of the modern software ecosystem. Jeffrey noted that open-source AI has the potential to foster transparency and prevent power concentration in the hands of a few large tech companies, emphasizing collaboration and community-driven AI development. He pointed to IBM's formation of an open-source alliance[42] with other tech companies and academic institutions to keep AI development[43] democratized.

**Public trust and cybersecurity:** Jeffrey also stressed the importance of public trust in AI, noting that while people remain wary of AI, they are supportive of its governmental applications[44]. He discussed cybersecurity as a significant concern and emphasized the need for collective action to ensure AI's safe and ethical integration into society.

He asked, "Can open-source AI equal democracy freedom?"

**Takayuki Ito**

**Takayuki** introduced his work on using AI to facilitate dialogue and reduce social tensions, particularly in divided societies.

**AI supported facilitation:** His project, funded by the Japan Science and Technology Agency, aims to address social issues in online discourse, such as fake news and digital gerrymandering. He discussed the development of an AI facilitation agent[45] designed to support online discussions by structuring conversations and identifying key issues.

**A trial in Afghanistan:** Takayuki described a social experiment conducted in Afghanistan[46], where AI-facilitated discussions helped reduce prejudice and anxiety among participants from different ethnic groups. The results showed that AI agents could play a crucial role in fostering communication between groups in conflict, highlighting AI's potential to contribute positively to societal interactions. "The structure of democracy will change in the future" were his final remarks.

*The panel discussion brought together the diverse perspectives in addition to the topics shared by the keynote speakers.*

**Challenges in sustainability and long-term viability:** Ray Fisk highlighted open-source AI's potential to promote freedom and democracy, while Jeffrey Borek likened AI regulation to the evolution of transportation, emphasizing the need to balance innovation with caution. He also highlighted the challenge of sustaining open-source projects, noting that many developers work on them part-time, making long-term viability difficult.

**Meritocracy in competition and collaboration:** Jim Spohrer questioned competition and

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[42] *Open Source @IBM*, IBM, https://www.ibm.com/opensource/

[43] *BM watsonx*, IBM, https://www.ibm.com/watsonx

[44] *Building trust in the government with responsible generative AI implementation*, IBM, 28 February 2024, https://www.ibm.com/think/topics/generative-ai-for-government-trust

[45] Takayuki Ito, Rafik Hadfi & Shota Suzuki, "An Agent that Facilitates Crowd Discussion," *Group Decision and Negotiation* 31, no. 3 (2022): 621–647

[46] Sofia Sahab et al., "E-contact facilitated by conversational agents reduces interethnic prejudice and anxiety in Afghanistan," *Communications Psychology* 2 (2024): 22, https://doi.org/10.1038/s44271-024-00070-z.

collaboration in open-source communities, leading Jeffrey and Lee to discuss how meritocracy benefits successful projects. The panelists noted that open-source AI can help prevent monopolies, improve transparency, and encourage innovation through collaboration. They also recognized the challenges of maintaining sustainability and security in open-source AI development.

**Balanced regulation and education:** Christine Leitner stressed the need for balanced AI regulation within democratic governance. While many panelists acknowledged regulation's role in promoting ethical AI, she noted that the debate continues, especially in the EU. Christine also emphasized the importance of education for effective communication and understanding in democracies, advocating for more focus on this topic in future discussions.

**Open development:** The panel discussion emphasized the importance of transparency, accountability, and open dialogue in AI development, particularly regarding its effects on democratic values.

**Collaboration:** Speakers stressed the need for collaboration and critical reflection on AI's societal impact, addressing challenges like surveillance, manipulation, the digital divide, and national security.

**New narratives highlighting inclusiveness:** They also discussed a new narrative for democracy that presents opportunities for business and the state's evolving role, highlighting "inclusiveness" as crucial for realizing AI's potential in both business and public administration. The conversation noted that, as democratic opportunities are explored with AI, they must not only avoid existing harms but also bridge the gap between current and new democratic narratives. The discussion also underscored the need for steady efforts to create a fair, inclusive society, drawing inspiration from open-source development.

## 4.3 Panel 3: Defining Next Steps (September 25, 2024)[47]

**The third panel focused on "Defining the Next Steps", by reflecting on the discussions in the previous two panels. The objective was to explore how the ISSIP and service science communities could contribute to the ongoing debate and research efforts. Our approach to research, development, and funding for new AI services must encompass several critical areas, including: The technological development of AI, Business and policy frameworks for AI services, Regulatory considerations, and Community engagement. As a result of discussions, the aim was to formulate recommendations for future actions for ISSIP and the broader community to guide future research, development, and funding priorities.**

**Hiroaki Hamada**

**Hiroaki**'s discussion centered on the intersection of AI and democratic processes, particularly digital democracy.

**AI in Asian contexts:** He highlighted a Tokyo election campaign where a candidate used an AI avatar to interact with the public, showcasing AI's role in politics. He cited Taiwan's digital democracy initiatives, led by Audrey Tang, as influential in East Asia. She introduced tools like "Polis," which foster diverse political engagement through open-source platforms.

**"Plurality":** Hiroaki emphasized the concept of "Plurality (数位) [48]," where technology is used to ensure collaborative diversity in democratic systems, advocating for AI systems to reflect varied perspectives.

**Reflections on Japanese thinkers:** Philosophically, Hiroaki connected the movement to thinkers like Kojin Karatani, who stress learning from history to avoid repeating political extremism. He also touched on the challenge of bridging political divides, citing Ken Suzuki's vision[49] of using technology to unite, rather than polarize, societies.

**Experiments are necessary:** Hiroaki concluded with a call for caution, noting that while experimenting with AI in democracy is necessary, the outcomes are still uncertain and require careful management.

**Lee Nackman**

**Lee** provided a more cautionary perspective on AI's role in democracy.

**Skepticism towards AI regulation:** He expressed skepticism about the effectiveness of regulating AI, pointing out the influence of tech companies, economic pressures, and geopolitical rivalries. According to Lee, companies often support AI regulation only to gain legal cover, without addressing the technology's potential risks.

**AI can exacerbate existing issues:** Lee highlighted the ways in which AI can exacerbate existing issues like disinformation, job displacement, and wealth concentration. He proposed revisiting laws like Section 230[50] to make online platforms more accountable for content, emphasizing the need for policy reforms that address these core societal issues.

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[47] *Defining Next Steps: Research, Development, Funding Priorities*, International Society for Service Innovation Professionals (ISSIP), 25 September 2024, https://issip.org/event/defining-next-steps-research-development-funding-priorities/

[48] *Plurality: The Future of Collaborative Technology and Democracy*, https://www.plurality.net/

[49] *Introduction of Nameraka (Smooth) Society*, Ken Suzuki, https://nameteki.kensuzuki.org/book-summary-enjazh-tw

[50] *47 U.S.C. § 230 – Protection for private blocking and screening of offensive material*, U.S. Government Publishing Office, https://www.govinfo.gov/app/details/USCODE-2023-title47/USCODE-2023-title47-chap5-subchapII-partI-sec230/summary

He argued that research should focus on mitigating the threats that AI poses to democracy rather than on AI regulation alone.

**Paul Timmers**

**Paul**'s presentation was centered on AI governance, particularly within the European Union (EU).

**EU's leadership in AI regulation:** He explained how the EU is leading with its AI Act[51], a comprehensive framework that categorizes AI applications based on their risk levels. The act prohibits high-risk uses like mass surveillance and integrates AI governance with other EU laws, such as the Digital Services Act[52] and the Digital Markets Act[53].

**Importance of sandboxes:** Paul noted the importance of regulatory sandboxes to facilitate controlled experimentation with AI, allowing for innovative yet responsible development.

**AI risk on democracy:** Paul raised concerns about AI's impact on democratic legitimacy, citing a case in the Netherlands[54] where biased AI eroded public trust in government. He also warned about the potential dangers of autonomous AI in cybersecurity, where AI systems may need to make decisions without democratic oversight.

**Call for research and collaboration:** Paul called for ongoing interdisciplinary research and international collaboration to address these challenges[55]. In the contexts of geopolitics, war, security, populism, planet, and 'tech', he proposed following three research (1) Global AI governance, AI & political theory, (2) Research into AI in democratic and institutional context, (3) Research democratic legitimacy such as autonomous-AI versus 'law as is'.

*In the open discussion, participants explored the challenges of regulating AI and the role of digital identity in political accountability.*

**Regulatory sandboxes:** Hiro Hamada supported regulatory sandboxes in Japan, suggesting that these environments could promote safe experimentation with AI regulations.

**Effective regulation:** Lee Nackman questioned whether effective regulation was feasible given the fast-paced development of AI technologies and corporate lobbying. Paul Timmers responded with a more optimistic view, explaining the EU's regulatory framework and advocating for a balanced, multidisciplinary approach that combines law and experimentation.

**Communication between government and industries:** Hiroaki Hamada pointed out the power imbalance between governments and AI companies, suggesting that more direct communication with corporations might lead to better outcomes than legislation alone.

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[51] *Artificial Intelligence Act*, European Commission, https://artificialintelligenceact.eu/

[52] *The EU's Digital Services Act*, European Commission, https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/europe-fit-digital-age/digital-services-act_en

[53] *The Digital Markets Act*, European Commission, https://digital-markets-act.ec.europa.eu/index_en

[54] Ipsos, *Ipsos AI Monitor 2024: A 32-country Ipsos Global Advisor Survey*, June 2024, https://www.ipsos.com/sites/default/files/ct/news/documents/2024-06/Ipsos-AI-Monitor-2024-final-APAC.pdf

[55] Paul provided several examples of the EU's funding programs as follows: KT4D (Knowledge Technologies for Democracy, AI4Gov (Trusted AI for Transparent Public Governance fostering Democratic Values), ITHACA artificial Intelligence To enHAnce Civic pArticipation), ORBIS (Augmenting participation, co-creation, trust and transparency in Deliberative Democracy at all scales), RESPOND (Rescuing Democracy from Political Corruption in Digital Societies), iDEM (Innovative and Inclusive Democratic Spaces for Deliberation and Participation), SOLARIS (Strengthening demOcratic engagement through vaLue-bAsed geneRative adversarIal networkS), ENSURED (Transforming and Defending Multilateralism: European Union Support for more Robust, Effective and Democratic Global Governance (sister of REMIT)), REMIT (Reignite Multilateralism via Technology)

**Digital identity and accountable discussion platform:** The discussion also touched on digital identity, with Jim Spohrer supporting Nackman's argument that identity is crucial for political responsibility. Spohrer suggested exploring platforms that encourage accountable political discussions, while Nackman warned that anonymity has always been part of political discourse, potentially leading to disinformation. Paul Timmers added insights from Europe's digital identity legislation, advocating for a trusted digital identity to facilitate transactions but also cautioning against potential free speech limitations in non-democratic contexts.

Several key themes emerged from the panel discussion:

> **Public Participation and Engagement**: Kazuyoshi Shimada emphasized the need for a new framework for democracy that leverages AI to foster greater public participation in research and policymaking.
> **Experimentation in Democracy**: Paul Timmers highlighted the importance of responsible experimentation through regulatory sandboxes, citing Taiwan's use of AI in deliberative democracy as a positive example. He advocated for learning from failures in AI governance to ensure democratic engagement.
> **Challenges of Deliberative Democracy**: Christine Leitner raised concerns about the lack of effective technological tools to support deliberative democracy, with Hiro Hamada adding that participants in Taiwan's deliberative processes often experience fatigue and disengagement.
> **International Cooperation on Strategic Technologies**: Shrikant Parikh and Lee Nackman stressed the need for global collaboration to manage AI effectively. Both expressed skepticism about unilateral regulation without international cooperation, drawing parallels with the global governance of nuclear energy. Paul Timmers pointed to past examples of successful international cooperation, such as in internet governance and global health, suggesting that these could serve as models for AI governance.

In their closing remarks, panelists emphasized the importance of trust and international collaboration in developing effective frameworks for AI and democracy. Christine Leitner highlighted a recent UN report advocating for international AI governance[56], suggesting that the service science community could play a pivotal role in this effort. Kazuyoshi Shimada also mentioned Japan Science and Technology Agency's funding program, ASPIRE[57], to build a network among the world's top research talent that can be used for international collaboration among ISSIP and broader communities.

[56] *Governing AI for Humanity: Final Report*, United Nations High-level Advisory Body on Artificial Intelligence, September 2024, https://www.un.org/sites/un2.un.org/files/governing_ai_for_humanity_final_report_en.pdf
[57] *Adopting Sustainable Partnerships for Innovative Research Ecosystem (ASPIRE)*, Japan Science and Technology Agency (JST), https://www.jst.go.jp/aspire/en/

# 5. Online survey

## 5.1 Methodology

From May through September of 2024, ISSIP fielded an online survey of its global community via the monthly newsletter, with reminders from the ISSIP LinkedIn community exchange. Participants were given the following four questions and an optional opportunity to provide a position statement on the topic:

**Survey Questions**

Thinking globally, do you think AI presents more opportunity or more threat for Democracy?

- More opportunity
- More threat
- Both in equal measure

Which of the following present the MOST AI threat to democracy?

- Threat to decision-making
- Threat to recognition
- Bad actor manipulation
- Other cognitive threats
- Other

Which of the following present the MOST AI opportunity for democracy?

- Enhanced access and election participation
- Process Automation
- Visualization for better understanding
- Search capability
- Other operational

Please provide your own 'position statement' on the Threats and Opportunity of AI for Global Democracy (optional)

May we include your position statement in the ISSIP White Paper?

- Yes
- No
- Include but without company/organization.

## 5.2 Survey results

Of the 67 completed responses received, the majority (53.7%) saw AI impact on global democracy as equal in measure between threat and opportunity.

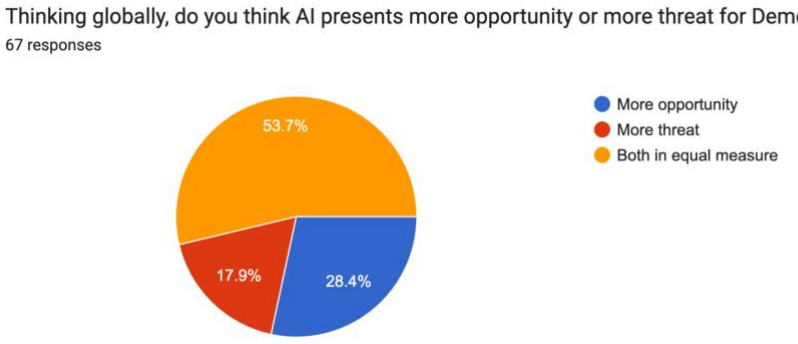



**Figure 5-1 Distribution of the responses to the question, "Thinking globally, do you think AI presents more opportunity or more threat for Democracy?"**

Among threats to democracy, 'bad-actor manipulation' was by far the largest perceived:

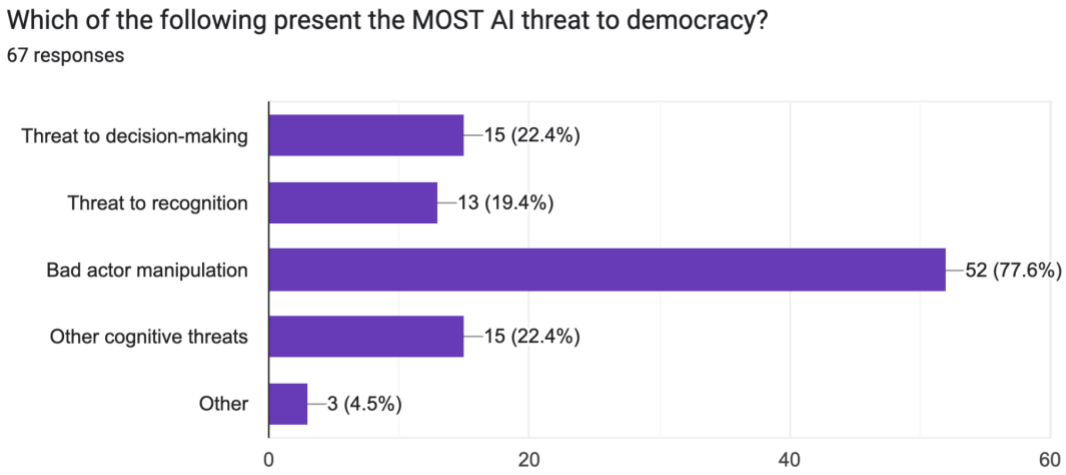



**Figure 5-2 Distribution of the responses to the question, "Which of the following present the MOST AI threat to democracy?"**

ISSIP community respondents consider a wide array of opportunities potentially enabled by AI for democracy, with process automation (28.4%) and enhanced access and election participation (26.9%) together comprising more than half of responses.

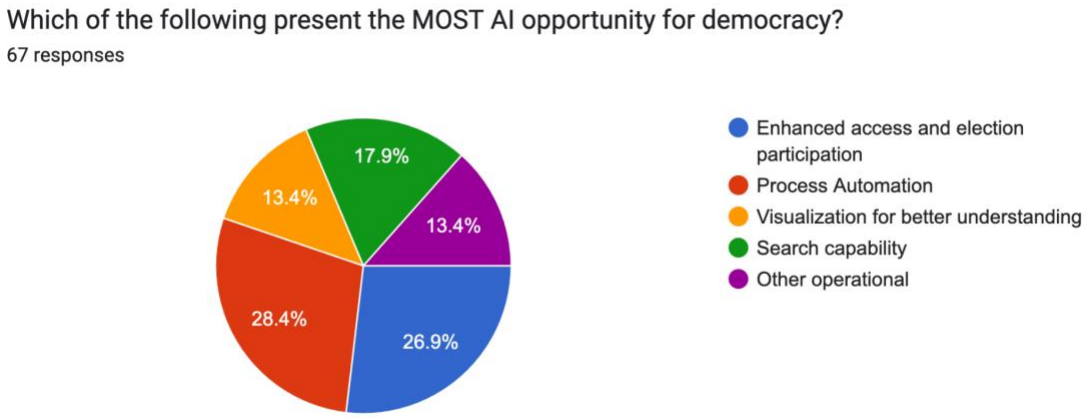



**Figure 5-3 Distribution of the responses to the question, "Which of the following present the MOST AI opportunity for democracy?"**

## 5.3 Position statements

Respondents were also asked to provide more comprehensive position statements which were analyzed by students at California State University, Long Beach.
The 48 position statements which allowed us to include white paper were posted in Annex 2; They are analyzed using a grounded theory process by 4 teams and their outcome were integrated in this summary.

**Main Themes**
**Opportunities of AI in Democracy** AI offers transformative potential to enhance democratic systems:

- **Enhanced Decision-Making:** AI supports informed policy-making through data analysis and predictive insights.
- **Increased Transparency:** AI tools can reveal governance processes, making them more accessible to citizens.
- **Citizen Engagement:** Platforms leveraging AI foster participation in elections, public discussions, and opinion formation.
- **Efficiency and Accessibility:** Streamlined processes reduce corruption, enhance productivity, and promote equitable access to services.
- **Educational Impact:** AI democratizes knowledge, empowering citizens with information and skills.

**Threats of AI in Democracy** The risks posed by AI highlight the need for vigilance and mitigation strategies:

- **Misinformation and Disinformation:** AI-generated fake news and propaganda undermine trust in democratic processes.
- **Surveillance and Privacy Invasion:** Unchecked AI-powered surveillance infringes on civil liberties.
- **Bias and Discrimination:** If unregulated, AI can reinforce societal inequities.
- **Manipulation and Power Concentration:** AI's influence can centralize power in governments or corporations, limiting democratic diversity.
- **Erosion of Trust:** Misuse of AI challenges public confidence in democratic institutions.

**Ethical and Regulatory Considerations** The ethical use of AI requires global cooperation and governance:

- **Equity and Fairness:** Addressing systemic biases in AI systems is critical.
- **Transparency and Accountability:** Trustworthy AI demands clear, explainable algorithms.
- **Regulation:** Robust frameworks are needed to manage risks, ensure privacy, and support ethical innovation.
- **Human-AI Collaboration:** Maintaining human oversight in AI applications is essential to balance power dynamics.

**Societal Implications** AI's influence extends beyond democracy into broader societal contexts:

- **Economic Impact:** AI disrupts jobs but creates opportunities for reskilling and productivity.
- **Social Polarization:** Algorithmic biases amplify echo chambers, deepening divides.
- **Mental Health:** Overexposure to AI-driven platforms may impact psychological well-being.
- **Education and Accessibility:** AI facilitates lifelong learning but risks exacerbating the digital divide.

**Recurring Insights**

- **Ambiguity in AI's Role:** AI is both a tool for democratization and a potential threat, depending on governance and intent.
- **Mixed Perspectives:** Stakeholders emphasize balance, viewing AI as a double-edged sword with profound opportunities and risks.
- **Call for Action:** Respondents advocate for proactive regulation, public education on AI literacy, and ethical development of AI technologies.

**Call to Action**

Policymakers, technologists, and civil society must work together to:

- Build AI systems that are inclusive, transparent, and equitable.
- Educate the public on AI's role in
- democracy and society.
- Develop global standards for AI governance to maximize its benefits while mitigating its threats.

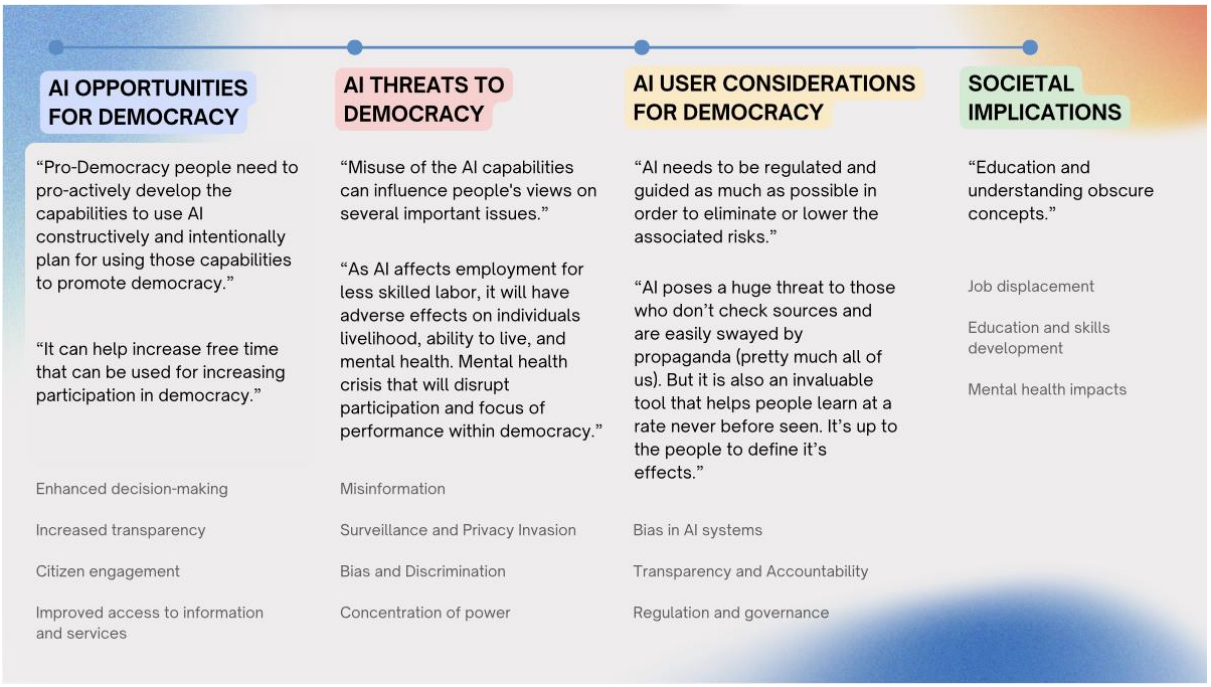



**Figure 5-4 Visualized summary of the position statements analyzed using a grounded theory process (constructed by the students at California State University, Long Beach)**

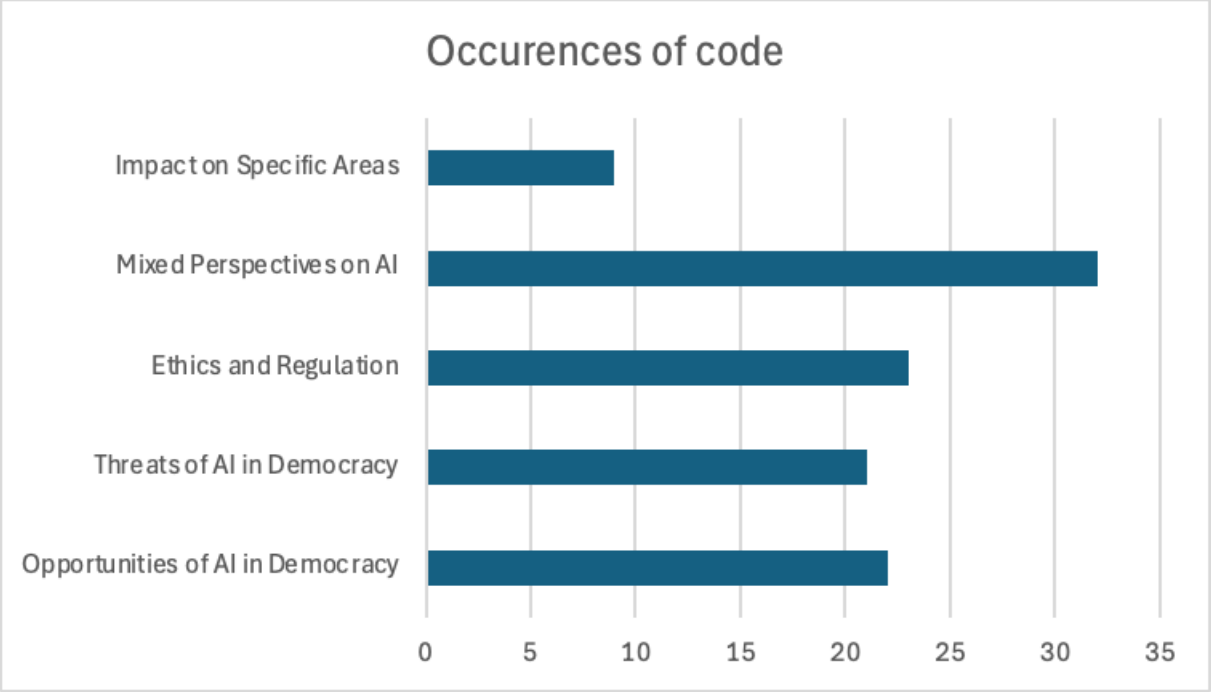



**Figure 5-5 Visualized summary of the position statements analyzed using a grounded theory process (made by the students at California State University, Long Beach)**

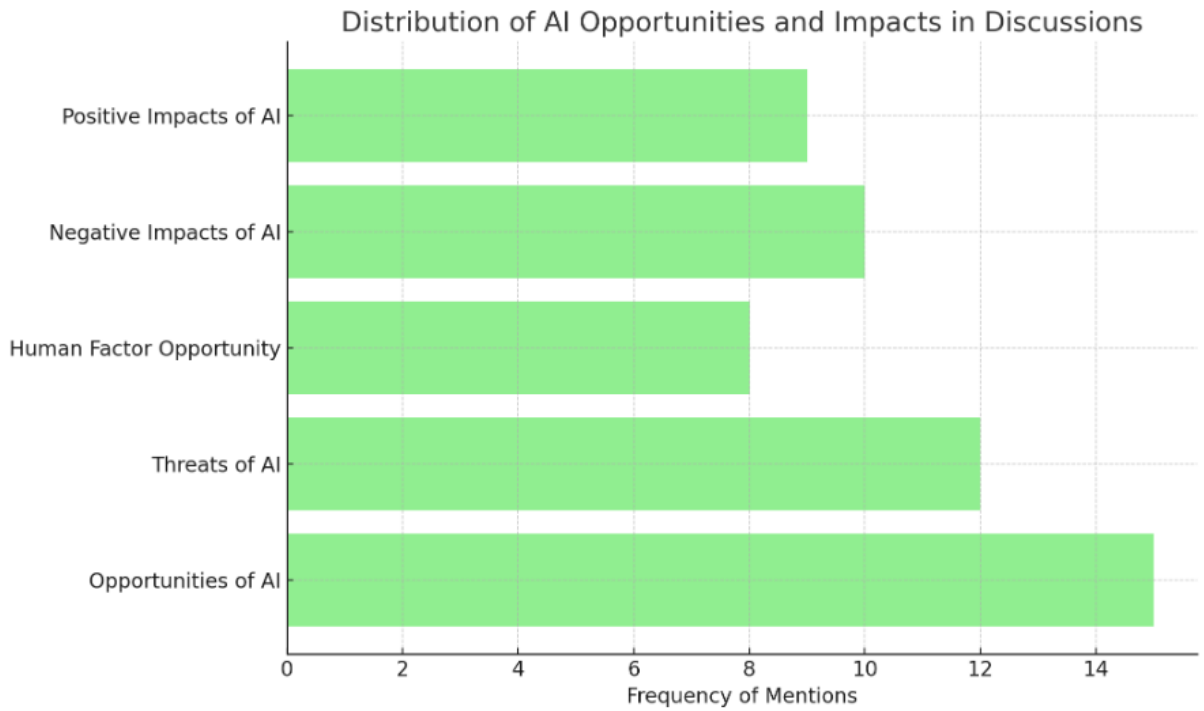



**Figure 5-6 Visualized summary of the position statements analyzed using a grounded theory process (made by the students at California State University, Long Beach)**

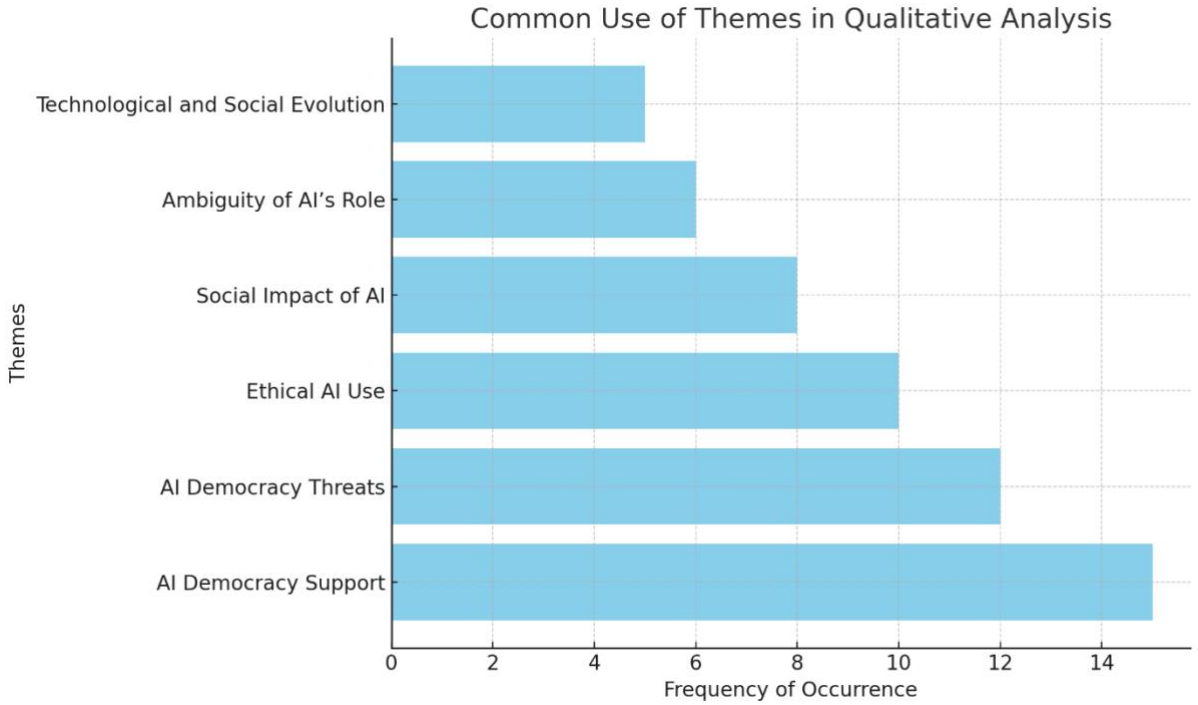



**Figure 5-7 Visualized summary of the position statements analyzed using a grounded theory process (made by the students at California State University, Long Beach)**

**Opportunities:**

Enhanced Decision-Making: AI can analyze vast amounts of data to provide insights that improve policy-making and governance, leading to more informed and effective decisions.

Increased Transparency: AI-driven systems can enhance transparency in governmental operations

by tracking and reporting activities, potentially reducing corruption and increasing public trust.
Citizen Engagement: AI-powered tools can facilitate greater citizen engagement by making information more accessible and enabling more direct forms of participation in the democratic process.

**Threats:**
Manipulation and Misinformation: AI can be used to create and spread misinformation on an unprecedented scale, undermining the integrity of democratic processes and eroding trust in institutions.
Surveillance and Privacy Invasion: Governments or other entities could exploit AI for mass surveillance, infringing on privacy rights and stifling free expression.
Bias and Discrimination: AI systems, if not properly regulated, can perpetuate and even exacerbate existing biases, leading to unfair treatment and disenfranchisement of certain groups.
The impact of AI on global democracy will largely depend on how we choose to develop, implement, and regulate these technologies. By proactively addressing the threats and harnessing the opportunities, we can ensure that AI contributes positively to the democratic ideals we cherish.

In conclusion, AI is a double-edged sword. With thoughtful governance and a commitment to our core values, we can mitigate its risks and unlock its potential to strengthen global democracy.

# Annexes

## Annex 1 - Agendas of the panel sessions

**Session 1 Current State of Play**
June 21, 2024 (Noon PST)
8:00-8:10 Welcome / Survey Findings
8:10-8:35 Panel Perspectives
8:35-8:55 Discussion
8:55-9:00 Closing

**Session 2 The Opportunity & Progress Toward Inclusion**
August 21, 2024 (Noon PST)
8:00-8:05 Welcome / Survey Findings
8:05-8:10 Moderators: Recap 1st Session/ Frame Discussion
8:10-8:30 Keynote Address / Q&A
8:30-9:00 Panel Perspectives
9:00-9:25 Moderated Discussion
9:25-9:30 Closing

**Session 3 Defining Next Steps: Research, Development, Funding Priorities**
September 25, 2024 (Noon PST)
8:00-8:04 Welcome / Survey Findings
8:04-8:10 Moderators: Recap 1st 2 Events Session/ Frame Discussion
8:10-8:35 Panel Insights (7 min ea)
8:35- 8:55 Moderated Discussion
8:55-9:00 Closing

## Annex 2 - Position statements provided via the online survey

*Note: Position statements are included, largely verbatim as submitted, with some spelling edits.*

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| • All technologies amplify people. AI Digital Twins of people can help accelerate learning, election participation, and development of self-control. |
| • Pro-Democracy people need to proactively develop the capabilities to use AI constructively and intentionally plan for using those capabilities to promote democracy. |
| • I think at the end the opportunities will dominate the AI effect for Global Democracy. The main reason is the possibility to set the rules for AI governance and to systematically reduce the threats for democracy. |
| • AI as it rapidly emerges is a gift and a peril for citizens and governance depending on your perspective and intentions. It promises to be a way for citizens to be more fully aware of all services relevant to people, families, and businesses - and make useful connections for navigating the complexity of government. Indeed, AI has the potential to be a great way to make federal, state and local government services easier to use. For people in government, AI can help draft legislation, read and evaluate legislation and proposed regulations, and more effectively and thoroughly audit the records of the largest buyer of goods and services in any economy - the government - and let taxpayers know how their tax payments are being allocated and spent. On the other hand, AI poses a risk to national security as one of the most powerful engineers of guided misinformation in the hands of economic competitors and adversaries to democracy and sometimes in parallel to capitalism along with free flows of goods and services, and ideas grounded in reality necessary for informed citizens and customers. AI frames itself through the lens of what any government wants to accomplish. The only thing for sure is AI in citizenship and governance is coming to a country near you, and now is the time to get interested, involved, and AI-literate. |
| • As AI is rapidly evolving and the societal implications are unknown, its application could significantly level the playing field across all levels of society. It has the potential to reinforce, and in some cases enable, access and participation in the democratic process and -ultimately- increased equity. |
| • In the short run it appears that AI is more a threat than an opportunity for democracy, such as through AI-generated disinformation, cyber-disruption, and concentration of power. In the somewhat longer term AI may turn out to be also an opportunity for fact-finding, exposing disinformation, and empowering better argumentation, provided that access to AI and AI-skills are democratized. |
| • AI as a technology will become more and more a commodity - and neither good or bad. So when thinking about threats and opportunities it's all about service design and taking care of ethical principles. |
| • The key threat is bad actors using AI to spread disinfectant and manipulate people. The opportunity is good actors using it to get to higher levels of communication capability for an informed population to vote their true views accurately. |
| • The ability to harness the power of AI for the betterment of society in a way that is equitable and accessible to everyone is critical to the future of AI as a change agent for good. |
| • Education and understanding obscure concepts<br>• The threat is from the wrong use and how the bad actors exploit the user data. Opportunity comes with some of the automation where human beings are not skilled. |

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| ● AI's possible role in democracy needs to be linked to the very fundamentals of democracy, which is as much about (direct and indirect) representation realized through elections, as about participation (direct and indirect). Liberal democracy is effective in protecting (negative) human and civil rights that citizens acquire with birth and ensuring that they are protected from state intervention and a guarantee to change ruling powers by electing new representatives. Yet it is not effective in enabling participation in communication-based decision-making outcomes (opinion and will-making) between elections that citizens would accept. The latter is almost impossible to achieve due to the Echo Chamber effects and the inability to talk with other-minded people resulting in lower public trust and polarization. Transparent and understood AI algorithms might potentially offer solutions for 'automating' possible versions of participatory outcomes to enhance similarities and lower differences in opinion through discussion. AI and social scientists need to work together to build relevant context-dependent discursive models and scenarios. However, lay citizens will never fully understand the workings of even open and transparent algorithm-based AI, hence the greatest challenge will be in building trust to AI outcomes in each instance. That in effect could eventually result in an unhelpful but inevitable love-hate relations towards AI in general, just like the existing one towards social media. Consequently, decision-making might be manipulated in favour of certain groups. |
| ● Threats: inaccuracies, biases, disinformation, misinformation. Opportunity: enhanced search capability |
| ● AI needs to be regulated and guided as much as possible in order to eliminate or lower the associated risks |
| ● Misuse of the AI capabilities can influence people's views on several important issues |
| ● Throughout history, from the Industrial Revolution to the Information Age, new technologies have consistently brought both opportunities and risks. The impact of these technologies has always depended on how we, as humans, choose to manage them. It is crucial to understand who we are, where we come from, and which values are important to us and worth protecting, especially now as we navigate the complexities of artificial intelligence. By addressing these questions and establishing robust mechanisms for protection, we can mitigate the risks and focus on the opportunities.<br>AI is a powerful tool that offers the potential to enhance efficiency, productivity, and overall human well-being. By leveraging AI, we can focus more on our humanity, live more fulfilling lives, and work towards a better future for ourselves and future generations.<br>AI presents both significant opportunities and substantial threats to global democracy. |

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| ● It can help increase free time that can be used for increasing participation in democracy. |
| ● When used as a tool the power of AI enhances the opportunities individuals may have for knowledge accessibility, however the generations that do not know a world before the introduction of AI, have become more apt to using this tool as a crutch, causing our society to become a population of people who are told what to think rather than taught how to think. |
| ● As AI affects employment for less skilled labor, it will have adverse effects on individuals livelihood, ability to live, and mental health. Mental health crisis that will disrupt participation and focus of performance within democracy |
| ● Be cautious and be aware |
| ● While AI is a very awesome tool, it must be used ethically and without bias. The greatest threat to AI is the inequality it perpetuates due to systemic racism. People can totally use it |

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| for evil and a machine will not know better. As elections come closer, I can see bad actors creating deep fakes, etc which could sway a lot of folx to fall for fictitious things. |
| ● AI poses a huge threat to those who don’t check sources and are easily swayed by propaganda (pretty much all of us). But it is also an invaluable tool that helps people learn at a rate never before seen. It’s up to the people to define its effects. |
| ● I believe AI offers a significant opportunity for global democracy by enabling the interpretation of meaningful data, which can lead to faster decision-making and prompt actions that benefit society. However, a major threat is that AI should not be the primary decision-maker. Our global institutions should use AI as a supportive tool rather than the leading path that we can easily follow blindly. We still have much to learn about how AI can assist in global democracy, and it is crucial to ensure that AI upholds principles of equity and justice. We must remain vigilant in keeping AI aligned with these values. |
| ● AI, like children and staff, can be influenced to do great and terrible things. The driver of this future is us. The real question IMO is, "are our values, incentives, and character leading to a bright or dangerous future?" |
| ● AI amplifies the opportunities and threats to global democracy. Our challenge is to continue to seek nuance and connection between opposing perspectives. And to ensure that the voice of the relevant minority maintains a place in our democracy. |
| ● It is important to understand and address the threats and opportunities posed by AI. Carefully integrating AI into democratic processes can strengthen the resilience of democracy and ensure that technological advancements contribute positively to it. |
| ● AI has the potential to enable a massive improvement in humanities ability to help other. Of course, that means it also has the potential to undermine the ability of humans to work together. Because misinformation is "flooding the zone" of human systems now, the risk that AI will be exploited first is quite high. |
| ● While there are always opportunities and use cases for good in AI, it must be handled with an equal consideration and responsibility to mitigate threats such as bias. If this is not done, then unintentional exclusion and harm may take place. A strategy of considering the threats and opportunities of AI can and should coexist. |
| ● More opportunities than risks |
| ● Humans and machines will keep learning so listen learn , be and apply the best and leave the rest. All angles communication possibly available so quite Democrat. |
| ● AI is able to manipulate all video and change the message to something that suits the human mastermind. Already, AI created videos of Elon Musk have minted new millionaires and I doubt those millionaires have any care for Democracy. In addition, the power consumption behind AI is also not helping our planet out of the downward spiral. |
| ● High functioning democracy requires an informed citizenry actively engaged in the governing process, making choices and decisions to shape society aligned to our values. Digitization and AI tools CAN improve accessibility and facilitate that engagement of a broader electorate. But the positive or negative impacts of these tools depends on the knowledge, morality and capabilities of the humans creating, deploying and regulating them. |
| ● Two factors give me pause when it comes to AI and any outcome. First is the power of AI tools to automate at scale in ways we've not dealt with before. Second is the pace of AI development and implementation -- meaning that we (educators, civil society... all of us) must think about intended and unintended consequences at a pace rarely demanded. COVID required adjustments at pace, but AI doesn't have the same triggers for action that COVID did (dramatic closing of offices, tragedy around the world). All of us have an obligation to bring others along in a way that other organizational and technological changes don't require. |

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| ● AI ultimately holds the promise to make us all smarter, to improve education and communication, which are bedrocks of effective democracy. But we must acknowledge that AI can also amplify the efforts of bad actors to spread disinformation and create chaos in service of undermining democracy, and we must take collective countermeasures to protect our democratic institutions and processes from these forces, |
| ● Biggest opportunity is to make participation more personal and analytical (information is more visualized, impacts of different choices analyzed etc). Threat- pre-maid choices based on wrong analytics (context not considered, some criteria left out) etc. |
| ● Can we create a society without war among our nations in a democratic way? This would not be through mere castration, but through deliberation and tolerance for others, something that cannot be achieved through the efforts of one side alone. |
| ● I think we have an opportunity to develop Global Democracy in our World, if we are able to build AI technologies based on citizens' needs, instead of the profit of big IT companies or the requirements of private special interests. |
| ● As the latest and greatest computer-based technology, AI offers profound benefits, but it is currently easily misused by AI creators and AI users. Humans are always the problem. Creating and testing guard rails to prevent misuse is the only way to minimize the risks and maximize the benefits. |
| ● In a democracy, the integrity of political processes relies on active discourse and the critical engagement of citizens. Without adequate human supervision and accountability, the capacity of AI to detect and link complex pattern, in particular, could be instrumentalized, e.g. to exploit cognitive biases and influence the public debate. Conversely, the same qualities of AI could turn it into a powerful tool for policy design and decision support. In any event, a high degree of transparency and disclosure on the use of AI-supported applications, combined with adequate regulation, will be essential for their safe deployment. |
| ● AI enhances decision-making, citizen engagement, and transparency. But it also poses serious threats to privacy, enables manipulation, and concentrates power in the hands of a few (the "Technofeudalists" --Y. Varoufakis). These risks challenge the fundamental principles of democratic governance. |
| ● AI is more effective |
| ● At Piercing Sun Consulting, we believe that AI has the power to improve democracy around the world, but we also recognize its potential risks. AI can make governments more transparent, help people engage more easily in the political process, and assist leaders in making better decisions by analyzing data. It can even help reduce corruption and improve the way voting systems work.<br>However, AI also comes with serious threats. It can be misused to spy on people, spread fake information, and manipulate public opinion. The development of AI is mostly controlled by large companies and governments, which can lead to an imbalance of power and a loss of accountability. Without proper regulation and ethical standards, AI could worsen inequality, invade our privacy, and weaken democratic institutions.<br>For AI to support global democracy, we need strong laws and regulations that ensure fairness, transparency, and accountability. We also need global cooperation to address these challenges and ensure that AI is developed in a way that upholds human rights and supports democratic values.<br>This approach aligns with both the UN Sustainable Development Goals (SDGs) and B Corp standards, as it promotes responsible innovation, equality, and sustainability. At Piercing Sun Consulting, we are committed to working with partners and clients to use AI in ways that protect democracy and promote a fairer, more just world. |
| ● AI can be misused for spreading disinformation, but it can also be used to tackle |

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| disinformation by verifying the accuracy and reliability of information before it goes viral. |
| ● In a nutshell, the threats and opportunities of AI are two sides of the same coin. What matters is how we use it for what purpose. |
| ● From my experience with recent social media activity, I believe that AI provides more threat than opportunity regarding democracy at this moment in time. AI-generated visualizations have spread more effectively throughout online platforms, which could be incredibly effective when packaged with deliberate misinformation. |
| ● AI is useful but also a lot of problems exist. |
| ● We can see what AI brings to the business sector — process automation, process discovery via ML, streamlining workflows, and, last but not least, generating tons of content. Contrarily, the previous point is, for me, the biggest threat. The situation can be different in other parts of the world, but in the countries of Eastern Europe, I am genuinely afraid of generated content that will support populism and not a democratic way to do politics. |
| ● Democracy shouldn't be overly technically complicated. The more moving parts, the more possibilities for failure. AI can help with other processes, but it should not be responsible for human decision making, especially in voting regards. |

## Annex 3 - Panelists and Speakers

**[Session 1]**



**Hiroaki Hamada, Senior Researcher, Araya**
Hiroaki is a Senior Researcher at Araya. He received his Ph.D. in systems neuroscience at Okinawa Institute of Science and Technology (OIST) in 2019. His research interests are cognitive neuroscience, computational neuroscience and phenomenology of consciousness.
He participated in the project as a principal investigator for Goal 9 "Realization of a mentally healthy and dynamic society by increasing peace of mind and vitality by 2050" of the Cabinet Office's Moonshot Research and Development Program.
https://www.linkedin.com/in/hirohamada/



**Ryuichi Maruyama, Interim COO, AI Alignment Network**
With a master's degree in engineering, he spent eight years working at a scientific book publisher, followed by three years at a government think tank for science and technology policy, the Center for Research and Development Strategy at the Japan Science and Technology Agency.
He is now working as the interim COO of the AI Alignment Network; a non-profit organization whose mission is to create an ecosystem of researchers and practitioners in the field of AI alignment/AI safety in Japan.
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**Kevin Clark, President, Content Evolution**
Kevin Clark is an author, innovator, federation and community leader, avid alpine skier, and business metaphysics pioneer. Leaders seek out Kevin for his vibrant and forward-looking perspectives, innovative organization frameworks and strategies, voice-of-people insights & research, enduring brand identities and ecosystems, and customer experience and presence design.
He is Director emeritus IBM Brand & Values Experience, and the first global brand steward for ThinkPad notebook computers. Kevin led strategy, branding, customer experience, and intellectual property management for IBM Personal Systems Group, including PC Company, Printer Systems Group, and Retail Store Solutions– with a seat on the corporate Market Management Executive Board and the global Market Intelligence Leadership team.
https://www.linkedin.com/in/kevin-clark-0057b81/



**Ivar Tallo, Director General, GovConsult Foundation**
With over 20 years in e-governance and ICT development in UN, Ukraine, etc., he specializes in driving digital transformation in the public sector. His career is dedicated to enhancing government efficiency, transparency, and service delivery through innovative technology solutions.
As the Director General at GovConsult Foundation, he leads a team of passionate individuals committed to advancing e-governance and e-government globally. His work involves spearheading strategic initiatives, promoting operational excellence, and building robust partnerships.
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**[Session 2]**



**Giselle Mota, Chief of Product Inclusion at ADP | Creator of NFTY Collective**

She is an inclusive futurist and innovative thought leader who is passionate about enabling inclusion in emerging technologies and product design. Currently the Chief of Product Inclusion at ADP, she built and leads the practice of inclusion and equity throughout a 200+ product portfolio, ensuring an inclusive, responsible, and ethical methodology in development, design, and delivery cross-functionally. She has been named Top 100 in HR and Future of Work Thought Leader and has formerly served at ADP as Principal Consultant, providing future of work strategy and guidance to client executives and practitioners. Giselle is also the creator of NFTY Collective, which focuses on bringing disability inclusion into web3, XR, and metaverse. She is also the founder of Versd, an inclusive innovation and strategic ventures group. She has also worked with NASA, PwC, and other organizations on inclusion and emerging tech projects.
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**Lee Rainie, Director, Imagining the Digital Future Center, Elon University**

He is the Director of Elon University's Imagining the Digital Future Center, a research initiative focused on the potential future impact of the digital revolution and what may lie ahead. The Center was established in 2000 and renamed with an expanded research agenda in 2024. Its mission is to discover and broadly share a diverse range of opinions, ideas and original research about the likely evolution of digital change, informing important conversations and policy formation.
Before that, he was founding Director of Internet and Technology research at the Pew Research Center, a non-profit, non–partisan “fact tank” that studies the social impact of the internet. He founded the Project in 2000. It was described by the American Sociological Association as the “most authoritative source of reliable data on the use and impact of the internet and mobile connectivity” and the ASA awarded him and the Internet Project its award for “excellence in the reporting on social issues award.”
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**Jeffrey Borek, WW Program Director, Open Technology & Supply Chain Security, Office of the CISO at IBM**

Experienced technology executive driving results through technology leadership, ecosystem engagement, and collaborative execution. Excellent cross-functional team skills which develop and drive business strategies. Highly regarded by clients, colleagues, and business partners for software industry knowledge, relationship skills, and the ability to drive ambitious goals in a highly competitive marketplace. International open source keynote speaker.
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**Ignacio Criado, Senior Lecturer / Associate Professor (with tenure). Director, ITGesPub Lab Research Group. Universidad Autónoma de Madrid**

J. Ignacio Criado is an associate professor at Department of Political Science and International Relations, Universidad Autónoma de Madrid, Spain. He has been visiting fellow at Oxford Internet Institute, University of Oxford, and postdoctoral visiting scholar at Center for Technology in Government, State University of New York (SUNY at Albany). He is the author or co-author of books, chapters, and articles published in internationally recognized editorials and journals. He has collaborated in training courses and delivered consultancy projects on open government, e-government, and public sector reform. They

include Latin American Center for Developing Administration (CLAD), UNESCO, OIJ, Spanish Agency for Policy and Service Quality Evaluation, Google Spain, and several other public agencies.
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**Takayuki Ito, Professor, Department of Social Informatics, School of Informatics, Kyoto University**
His main research interests include Multi-Agent Systems, Group Decision Support Systems, Collective Intelligence, Crowd Intelligence, Consensus, Automated Negotiation, Computational Mechanism Design, Game Theory, Auction Theory, Intelligent Agents, Distributed Artificial Intelligence, Agent-mediated Electronic Commerce, Information Economics, and Reasoning under Uncertainty. Recent Research Question: "Why People can Make A Consensus?" and "What is Consensus?"
He has tried to implement the consensus building AI agent in Afghanistan, where face-to-face consensus building is often risky in a social climate of constant ethnic conflict.
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**[Session 3]**



**Hiroaki Hamada, Senior Researcher, Araya**
Hiroaki is a Senior Researcher at Araya. He received his Ph.D in systems neuroscience at Okinawa Institute of Science and Technology (OIST) in 2019. His research interests are cognitive neuroscience, computational neuroscience and phenomenology of consciousness.
He participated in the project as a principal investigator for Goal 9 "Realization of a mentally healthy and dynamic society by increasing peace of mind and vitality by 2050" of the Cabinet Office's Moonshot Research and Development Program.
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**Lee Nackman, Software and Management Consultant**
Veteran software executive who combines technical depth with small- and large-team management expertise gained during a career spanning IBM Thomas J. Watson Research Center, IBM Software Group (WebSphere and Rational), Microsoft, HP, and a start-up.
Global technology experience in large enterprises, start-ups, integrations, and fast-growth business situations. Accomplished at product innovation, formulation and execution of product strategy, and building effective, innovative software development teams. Board member for early stage companies.
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**Paul Timmers, Research Associate Oxford University, Adjunct Prof European University Cyprus, Visiting Prof KU Leuven, Rijeka Univ, Chair Supervisory Board eGovernance Academy Estonia, CERRE Research Fellow, CEO iivii BV**
Previously, he was Director at the European Commission/DG CONNECT where he held responsibility for legislation and funding programmes for cybersecurity, eID, digital privacy, digital health, smart cities, and e-government. At the European Commission, he was also a cabinet member of European Commissioner Liikanen.
He worked as manager of a software department in a large ICT company and co-founded an ICT start-up. He holds a physics PhD from Radboud University (Nijmegen, NL), MBA from Warwick University (UK), EU fellowship at UNC Chapel Hill (US), and a cybersecurity qualification from Harvard. His main interests are digital policy, geopolitics, and Europe. He frequently publishes and speaks on the interplay of digital developments with sovereignty, cybersecurity, industrial policy, and sectoral policies such as digital health and is regularly advising governments and think tanks.
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## Annex 4 - Session organizers



**Michele Carroll, Executive Director, ISSIP**
Michele is the Executive Director of the International Society of Service Innovation Professionals (ISSIP) and president of Carrollco Marketing Services, which she founded in 1994. As executive director, she is responsible for overall operations of ISSIP's programs, platforms and volunteer activities. Carrollco has guided 800+ service and technology providers and startups on US market entry and growth acceleration. She is president emerita of the San Francisco/Silicon Valley Roundtable of the Council of Supply Chain Management Professionals (CSCMP), past president of Women in Logistics, and past president of MDUUC.org, a San Francisco East Bay non-profit recognized for its progressive witness and inter-faith justice work.
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**Christine Leitner, Senior Adviser, CEPA**
Dr. Christine Leitner is a Senior Adviser and co-founder of the Centre for Economics and Public Administration (CEPA) in London, and Vienna focusing on public sector innovation research and consultancy. Since 2013, she has served as a Senior Policy Advisor at the Austrian Ministry for Digital and Economic Affairs (now Labour and Economy). Previously, she headed the Centre for European Public Administration at Danube University, Austria, and directed the European e-Government Awards, a "lighthouse" project initiated by the European Commission. Previously, she was a Senior Lecturer at the European Institute of Public Administration (EIPA) in Maastricht and has extensive experience working with the European Commission, OECD, UNDP, and Government Excellence Programmes in the UAE, among others. https://linkedin.com/in/leitnerchristine



**Kazuyoshi Shimada, Manager, JST**
He is a manager of the Office for Diversity and Inclusiveness in Japan Science and Technology Agency (JST). He has been working on making stories, strategies, and communities throughout communications with scientists and wider stakeholders. He has incorporated stakeholder engagement into the strategy-making and community building initiatives, with the aim of increasing the social value of the JST. Since 2003, he has worked for JST at the Department of Basic Research, Center for Research and Development Strategy, Center for Science Communication, Department for Promotion of Science in Society, and director of the Washington D.C. Office prior to his present position.
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**Jim Spohrer, ISSIP Board Member**
Jim Spohrer is a student of service science and open-source, trusted AI. He is a retired industry executive (Apple, IBM). At IBM, he served as Director for Open Source AI/Data, Global University Programs, IBM Almaden Service Research, and CTO IBM Venture Capital Relations Group. At Apple, he achieved Distinguished Engineer Scientist Technologist (DEST) for authoring and learning platforms. After MIT (BS/Physics), he developed speech recognition systems at Verbex (Exxon), then Yale (PhD/Computer Science AI). With over ninety publications and nine patents, awards include AMA ServSIG Christopher Lovelock Career Contributions to the Service Discipline, Evert Gummesson Service Research, Vargo-Lusch Service-Dominant Logic, Daniel Berg Service Systems, and PICMET Fellow for advancing service science. In 2021, Jim was appointed a UIDP Senior Fellow (University-Industry Demonstration Partnership).
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