

READING PASSAGE

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Attitudes towards Artificial Intelligence

A

Artificial intelligence (AI) can help us predict what may happen in the future. For example, police can use AI to predict where crimes may happen. Doctors can also use it to predict when a patient may have a heart attack or stroke. AI can sometimes make better predictions than humans. However, many still prefer to trust human experts.

B

One example is Watson for Oncology, an AI programme made by IBM. It was designed to help doctors choose treatments for cancer patients. However, many doctors did not trust Watson. When it gave the same advice as them, they saw little reason to use it. When it gave different advice, they often thought the AI was wrong. The programme also could not explain its decisions clearly, so many doctors ignored its advice.

C

AI may be difficult to trust because it is new and unfamiliar. It can also be difficult to understand. When users do not know how a machine makes decisions, they may feel worried. The public also notices AI's mistakes more than its successes. AI often works in the background, so its successful results may go unnoticed. However, the media often reports its mistakes. This can make the technology seem unreliable.

D

There are several ways to increase trust in AI. Using AI regularly can help users become more comfortable with it. Another way is to give users more information about how AI works and how it makes decisions. Giving users some control over AI may also help. When users can make small changes to an AI system, they may feel more satisfied and more willing to use it.