

FINAL REPORT

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By Lambert Hogenhout and Toshie Takahashi



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A Future with Al

Voices of Global Youth

EXECUTIVE SUMMARY

We asked 254 youth from 36 countries to share their thoughts on the future of artificial intelligence (AI), by responding to a survey and submitting an essay. The objective was to learn about their experience with AI and their hopes, fears and ideas for the future of AI.

We found a high level of trust in AI and a positive attitude, even though most do not have a detailed understanding of how AI works. We found an equally high (75 percent percent) level of readiness to face a future in which humans and AI coexist.

Unemployment is the highest concern and youth are actively thinking about careers that are not affected by AI or that, in fact, leverage AI. There was strong interest in AI or even regulation of AI.

Finally, the participants collectively adopted a Statement that captures their views of a future with AI.

BACKGROUND AND OBJECTIVE

The world is ever evolving; however, the change these days occurs quickly – and we are shaping the future with the actions and decisions we take today. Our youth will inhabit the world we are creating. One of the areas" of the Secretary-General's report on Our Common Agenda" is "Listen to and work with youth". Policymakers should benefit from the ideas of youth on topics that will affect this generation in years to come.

One such topic is Artificial Intelligence (AI). AI is being adopted rapidly and eagerly everywhere, but not all its uses are equally welcome. It is critical that we find ways to embrace AI in an intentional and sensible way that reaps the benefits and minimizes the risk of harm.

The goal of this project is to contribute towards a vision of a future where human wellbeing and happiness take center stage; therefore, we reached out to youth (10- to 24-years-old) around the world to understand their perceptions, fears, hopes and ideas regarding AI. Some attitudes may be universally shared, while others are more culturally specific. All, however, are essential if we hope to achieve a degree of mutual understanding and to promote solidarity and collaboration globally.



APPROACH

The study is composed of four parts:

- A questionnaire aimed at understanding participants' level of awareness of AI and their feelings towards AI.
- An "Imagination Challenge" that invited participants to submit a free-form essay about the future of AI, along one of three given topics: "AI for Good", "Bad AI" and "the Future of Work".
- We summarized the results of the study and worked with the participants to express their collective thoughts in a Statement.
- Following the publication of the report, there will be a workshop with youth, policy makers, industry representatives and others, to discuss how to turn the recommendations from youth into action.



We received 254 completed surveys and 47 essays from participants from 36 different countries. 79 of the participants contributed to refining the statements.

We asked youth about AI in general and some specific questions about robots, as a manifestation of AI that speaks to the imagination. The physical presence of robots makes it easier to personify them as "members of our society", but the same could apply to purely software-based AI systems.

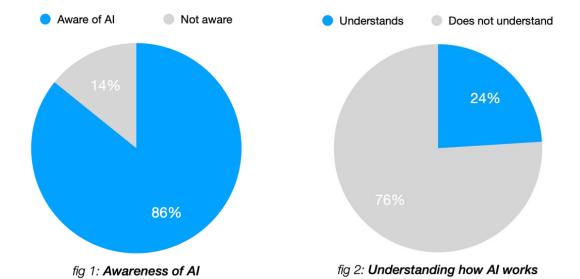
FINDINGS

AWARENESS AND UNDERSTANDING

Although there are differences in how often youth encounter AI in their daily lives, most (85.8 percent) are aware of AI; (fig. 1) [Q1]

When it comes to a more detailed understanding of AI, the figure is much lower: in fact, the majority (76 percent) does *not* understand how AI works. (*fig.* 2) [Q2]





PERCEPTION

The perception of AI and robots is positive (93.2 percent). We asked youth about the terms that come to their mind association with AI. The top keywords they mentioned were "Future" and "Innovation", followed by "Hope", "Convenient" and "Co-existence". All of these are positive terms. The first negative keyword that came up (with a low support of 30.7 percent) was "Unemployment". [Q3, Q4]



In an explicit question about trust, two thirds (68 percent) stated that they trust AI. This result seems surprising, given that the majority said they don't really understand how AI works. [Q6]

After assessing participants' understanding of AI, we inserted a brief explanation of what AI is in the Survey, to have a clear starting point for the remainder, where we discuss Youth's engagement with AI, and their hopes, fears and ideas. (See <u>Annex 2</u>)

ENGAGEMENT



How often do youth interact with AI? About 80 percent said they interact with AI multiple times a day.

This is quite high, and it was consistent around the world. The rate went up slightly with age, as was to be expected. Even among the youngest group (10-to 14-years-old), however, 69 percent said they interacted with AI multiple times a day. The most common uses of AI were in searching for information and learning.

"Youth is highly interested in exploring, discussing or creating Al, and participating in its future."

Youth also feels engaged with issues around AI: 93 percent expressed interest in "discussing AI use and regulation". In addition, 86 percent "want to collaborate with AI" in the future.

Some quotes from the imaginations:

- "Al means more than replacing unskilled labor. I envision them more as partners with humans having specialized responsibilities". (Omkar, age 24, India)
- "Some jobs require both humans and AI cooperation in order to be done the right way such as investigations, security, and medical research". (Omar, age 16, Lebanon)
- "I hope that instead of seeing AI as a threat, we can see it as a friend who helps to keep our information safe and secure". (Yoyo, age 17, China/Canada)

In general, youth are highly interested in working with AI, exploring, creating and participating in its future. They are not apathetic! However, keep in mind that our test group are early adopters - the fact that they participated in our (online) survey means they had internet access and were probably interested in technology in general. [Q5, Q6]

RISKS

Regarding the risks of AI technology, a majority of youth (76.3 percent) answered that the risks are serious, but they can be controlled. [Q8,]

In terms of specific risks, the top concerns mentioned were "unemployment as a result of AI" (75 percent), "military uses of AI" (74.3 percent), "malfunctioning of AI" (67.2 percent), "invasion of privacy" (57.3

"The more responsibility you give AI, the more dangerous it becomes"

percent), "dependency on Al" (56.8 percent), discrimination (53.5 percent), and "government control" (51 percent). [Q9]

The topic of risk was also explored in essays written by youth as part of the Imagination Challenge. Topics included: unemployment, prejudice and discrimination, AI getting out of control and dominating humans, invasion of privacy, information leakage and hacking; military use of AI (including AI systems triggering a war), and the loss of human skills.

Some quotes from the imaginations:



- "The struggle that I am facing today is searching for a major to study that I can later practice without robots taking over the job". (Sophia, age 16, Lebanon)
- "The more responsibility you give AI, the more dangerous it becomes. Like: nuclear weapons system, electricity grid system, water pipelines system, aircraft auto landing at airports, train tracks control, auto pilot". (Rayan, age 16, Lebanon)
- "A risk that we run today from AI is the violation of our privacy through data collection, facial
 recognition cameras and bad practices of different companies. [original: Un riesgo que corremos hoy
 en día por parte de la IA, es la violación de nuestra privacidad por medio de la recolección de datos,
 cámaras de reconocimiento facial y malas practicas de diferentes empresas.]" (Vincente, age 21,
 Chile)
- "Some of the potential risks of AI in 2050 include [...] loss of skills" (Riya, age 17, India)

We asked about where to draw the line – tasks that AI should never be allowed to do. The number one answer was "kill people": 89.6 percent of youth find this an unacceptable thought. Other choices included "have the same rights as humans" (64 percent), and "create new AI that is even more powerful" (55 percent). Youth were evenly divided on AI making medical decisions (48 percent said "no") and caring for elderly people (40 percent said "no"). [Q10]

OPPORTUNITIES

Other uses of AI were met with enthusiasm – either with AI performing tasks by itself, or AI supporting humans. The use of AI and robots for simple and repetitive tasks such as factory work is a prime example: 40.4 percent sees AI performing such tasks by itself and 55.5 percent see AI as a support for humans in factories, meaning 95.9 percent see at least some role for AI in factories. Similarly, youth see a strong role for AI in making deliveries (92.5 percent) and housework (80.5 percent).

AI BY ITSELF	AI + HUMAN	NO USE OF AI
40.4%	55.5%	4.1%
53.9%	38.6%	7.5%
38.6%	41.9%	19.5%
19.2%	67.8%	13.0%
29.2%	52.5%	18.3%
18.6%	61.9%	19.5%
8.3%	71.3%	20.4%
	40.4% 53.9% 38.6% 19.2% 29.2% 18.6%	40.4% 55.5% 53.9% 38.6% 38.6% 41.9% 19.2% 67.8% 29.2% 52.5% 18.6% 61.9%



SURGERY	7.1%	65.1%	27.8%
SALES	26.3%	45.8%	27.9%
EDUCATION	6.2%	57.7%	36.1%

It is interesting to observe that while there is a high tolerance for AI if a human is in the loop, even for high-risk areas such as surveillance or surgery, there is low acceptance of AI acting on its own, even in areas where these efforts are already well-advanced such as driving vehicles, education and drug discovery.

On the other hand, creating art and culture, political decision making and care for both elderly people and children scored much higher as areas where youth feel that AI should not be used at all. [Q7]

CREATING ART & CULTURE	2.5%	39.8%	57.7%
CARE FOR ELDERY PEOPLE	2.9%	34.6%	62.5%
POLITICAL DECISION MAKING	4.6%	29.5%	66.0%
CHILDCARE	2.1%	19.6%	78.3%

The Imagination Challenge suggested good uses for AI in line with the SDGs: research and development in science and technology; good health and wellbeing, medicine, disability assistance, and human augmentation; urban design; environmental protection, marine conservation, and climate change; equality (education, information, resources, energy, gender, and economy); peacekeeping, conflict prevention, and crime prevention; and food security.

Here are some ideas participants sent:

- "It is obvious that artificial intelligence is already making significant progress toward the United Nations' goal to reduce food waste by half by the year 2030. [...] Food insecurity's relationship with artificial intelligence only illustrates a sample of how much information we can collect through and how much we can improve on through technological partnerships if we choose to be intentional about the decisions we make and the consumption we support. [...] It is ethically criminal for us to have so much food waste when there are people around the world who are still starving. Thankfully, our technological advancements will likely soon be able to fix these gaping losses in our society". (Angela, age 19, USA)
- "[...] if we can use the AI technology for rhinitis patients to smell the scent of food, flowers and plants etc. again, it is certain to improve their quality of life". (Zoe, age 17, China)
- "[...] the ability to predict extreme and dangerous natural disasters". (Ibrahim, age 16, Lebanon)
- "With AI we can find technological innovations that can be used for cleaning the sea such as nanotechnology, drones and satellite images for monitoring cleaning work, robots for surveillance".
 (Vania, age 16, Peru)



- "[...] an Artificial Intelligence for operating a smart tractor which will adapt and withstand the rugged terrain as well as temperate weather and climatic conditions of sub-Saharan Africa". (Chukwudi, age 22, Nigeria)
- "Robots absorb carbon dioxide". (Suzuka, age 19, Japan)

The opportunities identified by respondents regarding the future of work include reduced human workload, more efficient use of human time, acquisition of new skills, cost reduction, and the creation of innovative endeavors, industries and jobs.

The tasks that were deemed appropriate for AI robots to perform were as follows: routine work, data analysis and optimization/efficiency, prototyping, heavy or dangerous work, and physically ultra-precise or massive-scale work.

Regulation and Global Collaboration

The topic of regulation and collaboration was high on the minds of youth. Over 90 percent of respondents wish for international collaboration on AI. Regulation is seen as necessary to mitigate the risks of AI. Several respondents called for the creation of an international body, and some thought the United Nations (UN) should play a role.

- "To ensure AI is used for productive practices, certain guidelines need to be put into place". (Riya, age 17, India)
- "Countries [...] should work together to ensure the proper way of Al development, [...] build a committee for the most experienced scientists in the world to work together". (*Ibrahim, age 16, Lebanon*)
- "We need to consider our future with AI from this point on. And undoubtedly, the United Nations is a driving force to encourage these conversations". (Yoyo, age 17, China/Canada)
- "To watch over the robots and make sure the laws are always being adhered, a new community known as the "Human-Robot Coexistence Community" (HRCC) will [...] oversee the health and activities of robots". (Omar, age 16, Lebanon)

A FUTURE WITH AI

We explored, in several questions and through the Imaginations, how youth envision the future with AI.

We asked what, at a personal level, youth would like AI or robots to do for them in the future. The top three choices were: housework (80.9 percent), entertainment (53.5 percent), and career advisor (44.4 percent).

Some interesting statements also came from the Imaginations:

• [...] "Teens needed a friend that never gets tired of them, that's always here to listen to them and find solutions." (Hussein, age 16, Lebanon)



While the majority does not see the possibility of social intimacy with robots or AI occurring soon, 19.5 percent would want to have a robot as their best friend in the future, and 30 percent sees it as possible in principle. Given the early stage of robotics we are in, that is still quite a surprising level of acceptance

At the same time, answers to several questions draw a clear line between humans and robots at some point. There are tasks and responsibilities that youth think should not be delegated to AI and the majority believes that AI should never get the same rights as humans. [Q6, Q13]

As for the shape and function of robots, the majority of respondents want machine-type robots (47.9 percent approval rate), rather than robots that resemble a human (humanoid) or an animal (animaloid). We also asked whether youth wanted robots to have a heart, or a personality (a "self") and the answer was overwhelmingly "no". [Q12]

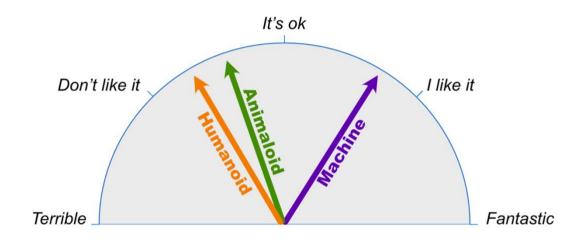


Fig 3: What does Youth think robots should look like?

Youth expressed clearly in several questions that they see AI as an unavoidable part of their future. In terms of preparing for such a world, one common plan is to acquire new skills. Most respondents (54.8 percent) chose human-specific skills that would be hard for AI to take over. What are human-specific skills that AI robots do not possess? From the Imagination Challenge, these skills can be broadly classified into two categories.

- Creativity, such as creating art and culture
- Tasks that require thoughtful communication such as childcare and care for the elderly

There were also tasks that respondents felt cannot be entrusted to AI, and therefore would also remain jobs for humans. These include political decision making (Q7, 66 percent) and monitoring and controlling AI (Imagination Challenge).

There are many tasks in which respondents thought it was best for humans and AI to collaborate, and ways in which humans could benefit from AI in their daily life.



We mentioned that one of the main concerns of the respondents was that AI would lead to unemployment. At the same time, several expressed hopes that new jobs would be created:

- "Moreover, some of the benefits of having robots and AI as part of our daily lives, are to be more resourceful and have the best usage of my time, therefore be more proactive in acquiring new skills as robots will be doing tasks that humans did". (Montserrat, age 17, Mexico)
- "Al has broken that loop and some jobs are going extinct, but with other jobs' extinction, new jobs are getting created". (Hussein, age 16, Lebanon)
- "The tasks that I'd assign humans involve their "uniquely-human" skills, namely compassion and artistic prowess". (Omkar, age 24, India)
- "The AI is not only helping us human beings enhance our abilities and work, but it also leads to societal growth [..] AI will continue to discover massive innovation that will improve many industries and could have the potential to create more jobs". (Reine, age 17, Lebanon)
- "I will assign humans to monitor how those AI tools works" (Sadiq, age 23, Nigeria)
- "By implementing artificial intelligence, different smart sensors can detect sources of emissions and their amounts which can be controlled and mitigated by few technologies such as carbon capture and storage. Moreover, the humans' duty would be developing the skill of taking responsibility of their actions that are affecting the earth's temperature thus their lives. Therefore, it is crucial that humans become more aware and responsible for what they have in terms of environment". (Oscar, age 21, Canada)

Even if robots do not take all human work in the future, it will change the way humans work, and the general challenge is how to adapt to this and take advantage of it as an opportunity. As for adapting to an Al society, 28.3 percent of respondents said they would like to actively use Al to make their dreams come true. In total, about 70 percent are looking

"More than 75% of youth are ready for a world in which humans coexist with AI"

forward to a world in which humans coexist with AI (40.9 percent agree and 28.3 percent strongly agree). [Q11]. Moreover, youth expressed a strong wish to collaborate with other people around the world on the creation of new AI and to discuss the use and regulation of AI internationally (84.6 percent and 92.5 percent, respectively). [Q6]

STATEMENT

We summarized the observations of the Survey and the Imaginations in several statements and asked the respondents with which statements they agree. The following statements were collectively adopted by the representatives of youth that participated in this survey:

- 1. Al is part of our future
- 2. We need to find a successful and happy coexistence of humans and Al
- 3. Collaboration between AI and Humans is a powerful combination
- 4. Al carries serious risks, but they can be controlled
- 5. Important areas where AI can help are equality and the environment
- 6. Al should never be allowed to autonomously kill people
- 7. There should be international rules on the design of AI by scientists and engineers
- 8. There should be international rules on the use of AI by companies or governments

Agreement on the first three points was practically unanimous, and the sentiment is generally positive. However, there are red lines that youth does not want to see crossed (autonomous lethal weapons) and participants see a strong need for international dialog and regulation. Importantly, the Statement shows that youth believe that humanity has the capability to overcome the new risks associated with AI.



CONCLUSION

To create a future with AI where human wellbeing and happiness take center stage, we must collaborate internationally with young people because they will be the main users of AI in 2050. Youth are excited about AI but recognize both risks and opportunities. As we see in this report, the risk that youth are most concerned with is unemployment. However, in their collective Statement, all participants agree that "collaboration between AI and Humans is a powerful combination".

While we can tailor AI to increase its benefice and reduce the risks, it is inevitable that humans need to adapt as well to a world in which AI plays a big role. In terms of preparing for a future with AI, some youth say they plan to acquire "human-specific" skills that AI is unlikely to be good at in the near future. Others want to learn the technical skills to leverage AI effectively to make their dream comes true. Global societies must empower their youth to prepare themselves for self-actualization in the AI age.

Collaboration needs to happen internationally as well. Without mutual understanding and solidarity, beyond any boundaries such as age, gender, ethnicity, we will never be able to create a future AI society where no one will be left behind.

This project hopes to contribute to the creation of such a society.

PROJECT LEADS

Lambert Hogenhout, Chief Data, Analytics and Emerging Technologies (United Nations)

Toshie Takahashi, Professor in the School of Culture, Media and Society (Waseda University, Japan)

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ANNEX 1: SURVEY QUESTIONS

ABOUT AI

Q1. Have you ever neard of Artificial Intelligence (AI)?
☐ I have never heard of it (→ skip to Question 4)
☐ I've heard about it, but I don't know what it means
☐ I know what it means but I have not used it
☐ I have used it
Q2. Do you understand how Al works?
☐ I don't know what it does or how it works
☐ I know what it does, but I don't know how it works
☐ I know a little bit about how it works
☐ I know a lot about how it works
Q3. Do you see AI as something positive or negative? (1 = very negative, 2 = a bit negative, 3
= a bit positive, 4 = very positive)
Q4. Which words come to your mind when you think about AI? (choose up to 5 words)
□ Threat
□ Hope
□ Danger
□ Violence
☐ Unemployment
□ Safety
□ Future
□ Convenience
□ Innovation
□ Co-existence
□ Friend



Q5. How often do you see Af around you?
□ Never
□ Once a month
□ Once a week
□ Once a day
☐ Multiple times a day
Q6. How much do you agree with the following? (rate from 1 = disagree 4 = agree)
☐ I search for information about AI (e.g., programming, new AI services)
☐ I study AI through the internet, books or classes.
□ I trust AI.
☐ I see AI as my friend or a family member (e.g., Siri, Alexa).
☐ I think AI or robots can be my best friends.
\square I want to keep my robot even though I buy a new one as I feel sad if I throw it away.
☐ I want to use AI in order to learn languages, mathematics, etc. at home.
\square I want to play games with AI in order to increase my skills.
☐ I want to collaborate with AI (e.g., playing games, creating arts).
\square I think human should be critical against any decision which is made by AI.
\square I want to create new AI or robots in collaboration with other people around the world.
$\hfill\square$ I want to discuss AI use and regulation with other people around the world.
☐ I want to create a world where humans and AI live together.
OPPORTUNITIES AND RISKS OF AI
Q7. For the following activities, do you prefer Al to do it, or human? Or Al and human
working together?" (choose one out of three: Al, Human, Together)
□ Doing manual labor in factories (robots with AI)
□ Housekeeping
□ Childcare
☐ Care for elderly people



□ Teaching
☐ Assessing students (e.g., grading tests)
□ Political decision making
☐ Surveillance (helping the government or police)
□ Surgery
□ Inventing new medicine
□ Driving cars
☐ Delivery (by drone, robots)
☐ Work as a salesperson (e.g. self driving cars or robots)
☐ The use of AI in weapons
☐ Creating Art and Culture (e.g. music, paintings, novels etc.)
Q8. How serious do you think the risks of AI are?
□ Not so serious - I don't worry about them
☐ The risks are serious, but they can be controlled
□ Very serious
☐ We must stop using AI now!
Q9. What do you think is the biggest risk of Al? (choose as many as you want)
Q9. What do you think is the biggest risk of Al? (choose as many as you want) □ Malfunctioning of Al (e.g. self driving cars or robots)
☐ Malfunctioning of AI (e.g. self driving cars or robots)
☐ Malfunctioning of AI (e.g. self driving cars or robots) ☐ The use of AI in weapons
 □ Malfunctioning of AI (e.g. self driving cars or robots) □ The use of AI in weapons □ Humans depending too much on AI
 □ Malfunctioning of AI (e.g. self driving cars or robots) □ The use of AI in weapons □ Humans depending too much on AI □ Humans losing their jobs to AI
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Q10. Which of the following should Al never be allowed to do? (choose as many as you
want)
☐ Select the best candidate for a job (AI in recruitment)
□ Teach children
☐ Care for elderly people
□ Nursing and Medical care (e.g. surgery)
☐ Automatically make medical decisions
□ Kill people
☐ Create new AI that is even more powerful
☐ Have the same rights as humans
Q11. How would you see yourself living in a world that is highly automated, where Al is powering most things around you?
☐ Great! - I want to use AI in order to make my dreams come true.
☐ It is OK. I see it as unavoidable. It doesn't bother me.
☐ It would scare me. Who knows what AI will decide to do.
☐ It makes me sad – I prefer dealing with humans.
Q12. If you had your personal Al powered robot, what kind of robots do you want? (rate from 1= like 4=don't like)
I want to have the shape of robots as human like (humanoid)
I want to have the shape of robots as animal like
I want to have the shape of robots as nonorganic machine
I want a robot to have human heart
I want a robot to have a personality (a "self") and behave in unpredictable ways, like humans
Q13. What kind of application of Al would you want for yourself? (choose as many as you



want)

☐ I want it to help with cleaning or cooking.
☐ I want it to help with my homework.
☐ I want it to be my career advisor.
☐ I want to implant it in my body to monitor my health.
☐ I want AI implanted in my body to make me smarter.
☐ I want an AI chatbot to talk to whenever you feel like it.
☐ I want it to entertain me – chat with me, play music, cheer me up.
☐ I want it to be my friend.
☐ I want it to be my counselor that listens to my worries.
☐ I want it to be my communication assistant.
Q14. "Suppose in the future we all have Al and robots to do most of the work for us
(including housework etc.). You will have lots of free time! What would you want to do? (choose up to 3 answers)
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(including housework etc.). You will have lots of free time! What would you want to do? (choose up to 3 answers) Eating, sleeping, playing and anything I feel like, but not work. Learn "technical" skills to use AI effectively in order to make my dream comes true. Learn "uniquely human" skills which AI cannot do. Connect with other humans via social networks and become popular. Spend time with my family. Spend time with my friends and colleagues. Spend time for my local community and country. Spend time for global communities to solve such global issues as climate change, racism etc. in

ANNEX 2: EXPLANATIONS OF AI AS PART OF THE SURVEY

Al in your life

Artificial Intelligence (AI for short) are smart computer programs that can be in devices or websites. AI has many different uses.



You may have seen an automated vacuum cleaner robot or a remote-controlled plane. They have AI inside.



Did you ever do a search on the Web? Most search engines use AI.







Your newsfeed on social media or on a video website - they all use AI to recommend content to you.

ANNEX 3: IMAGINATION CHALLENGE

We gave youth three topics to choose from for their essays on the future of AI.

TOPIC 1: USING AI FOR GOOD



There are many opportunities for AI. Robots can take on tasks that are dangerous for humans, like rescuing people from a fire or earthquake, or working in a factory.

Al is becoming better at understanding humans. Maybe one day Al can look after elderly people or teach children?

All is already used to discover new medicine (like Covid vaccines!). All is already used to discover new medicine (like Covid vaccines!).

All can also help us monitor the environment and predict the future of our oceans, forests and our climate.



Your challenge:

Imagine the ideal future society where you want to live in 2050. Now choose one social issue that you need to solve in order to create your ideal society above (e.g. one of SDGs). Describe how you would use AI to solve this issue.

TOPIC 2: BAD AI

If we are not careful, Artificial Intelligence may also have bad results. For example, when AI takes decisions (like grading your exams), how can we know it is being fair?

And AI may be used in weapons, for example drones, that can kill people. Some countries have started using such weapons.

Artificial Intelligence can learn. It becomes smarter over time. Some people are afraid AI may become so smart it will act on its own one day. There are some science-fiction movies about robots that take over the world.

Your challenge:

Choose the biggest risks of AI in 2050. Make your original AI Principles (you can look up the "Three Laws of Robotics"). Describe how everyone can adhere to your principles



globally. Who should take the most important roles? Should the UN play a role? Or propose your own new communities or organizations, virtually and/or non-virtually.

TOPIC 3: THE FUTURE OF WORK

When AI and Robots can take over many of our jobs, what will humans do?

Your Challenge:

Imagine you are the boss of a big business in 2050. What kind of tasks will you use AI for, and what kind of tasks will you ask humans to do? You may imagine new types of jobs for humans in the future. What kind of skills do you think will be important, not only technical but also "uniquely human" skills. What are "uniquely human" skills and how can you learn those?

