The Issue of Ensuring Responsible AI Use in Public Crisis Information Systems

Definitions:

Artificial Intelligence: the ability of a digital computer or computer-controlled robot to perform tasks commonly associated with intelligent beings.

Public crisis informations systems: communication systems used by governments, NGOs, or organisations to inform the public during emergencies.

Crises are inevitable, whether they are caused by natural disasters like floods and earthquakes, or by human made emergencies like terrorist attacks and political conflicts. And while we cannot prevent every crisis, we can control and improve how we respond to them. In recent years, Artificial Intelligence (AI) has been implemented to enhance public crisis informations systems. AI can work at immense speeds, reach millions of civilians across different platforms and languages, and update messages as complex situations change. Recently, AI has been used to issue evacuation alerts, translate health advice, and filter and remove misinformation. All of this makes AI a potentially life saving tool in emergencies.

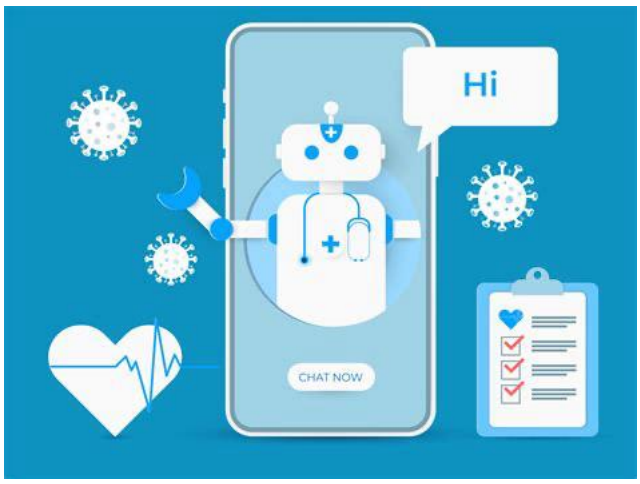
However, these technological advances also come with a variety of challenges. These range from ethical and political issues to technical ones. And without clear international standards, the use of AI in crisis communication may create a new set of problems.

Some problems you can consider:

- **Bias in the training data**: AI systems that are trained on incomplete or biased data may reinforce discrimination or exclude marginalised groups
- **Privacy concerns**: Crisis tools may collect large amounts of personal data without informed consent.
- **Government manipulation**: Authoritarian regimes may use AI to control the narrative in a political crisis.
- **Accountability:** If an AI system causes harm, who is legally responsible?
- **Lack of empathy**: AI lacks emotional understanding which may be essential in traumatic situations such as a crisis

The dual nature of AI (as a powerful tool but also potential risk) is clear when looking at the AI powered chatbots by WHO during the COVID-19 pandemic. These chatbots delivered up to date health advice to millions of people all across the globe. They helped combat misinformation and ensured wider access to the necessary medical information, whilst reducing the strain on the healthcare system. However there were limitations too. Some communities were excluded due to lack of internet access, others due to lack of language

representation. There were also issues with data privacy and the spread of automated misinformation through unofficial chatbots.



Some points to consider when writing clauses:

- Should lower-income countries receive funding to support implementation of AI crisis communication systems, if so who should it be funded by?
- In what types of crises should AI be used?
- What should be the consequences of the misuse of AI?
- Should there be an international framework or is that infringing on a country's sovereignty?

Useful links:

https://generisonline.com/ai-in-crisis-management-legal-and-ethical-considerations/

https://www.ipra.org/static/media/uploads/blog/2025/ipra_gold_paper_19.pdf

https://www.sciencedirect.com/science/article/pii/S0963868724000672

https://www.forbes.com/sites/edwardsegal/2025/03/09/how-ai-is-helping-to-improve-the-management-of-crisis-situations/

https://pmc.ncbi.nlm.nih.gov/articles/PMC10959167/

https://www.techtarget.com/searchenterpriseai/feature/AI-and-disinformation-in-the-Russia-Ukraine-war

https://hse.ai/en/blog-detail/ai-in-emergency-response-and-crisis-management/