

# HOMEWORK 4

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Explainable AI (XAI) is a term used to describe artificial intelligence approaches simplified to make them easier for humans to understand. The most significant hurdle that makes it inadequate to open and assess the black box for XAI is “who” and where the human stands in the loop. The challenge is of great concern since the “who” in the loop is responsible for every action behind the problem set.

The sociotechnical approach is highly recommended since it helps reflect and examine the practices in computing and how people interact with these systems in various settings. As a result, this makes it easier to curb implicit values, thus making it beneficial for organizations to optimize their technological designs.

The sociotechnical process makes it worthwhile to critically reflect on implicit values by re-evaluating issues such as equity, liability, and clarity of sociotechnical systems in the organization. The approach can be accomplished by providing a comprehensive picture of how the organization’s procedures and information technology are evaluated in the work environment. One should also have a good comprehension and deep knowledge of XAI systems and how they integrate with humans. Additionally, by incorporating the technical and social aspects of the work environment, the sociotechnical approach helps identify the “who” in the picture, thus allowing researchers to understand better how the AI system can have a significant impact on people’s confidence in response to machine-driven recommendations.

Finally, the sociotechnical approach is considered a valuable tool to help better understand the interaction between humans and machines. From this context, the biggest challenge is figuring out how this can be fulfilled and made possible. As a result, we, therefore, ask ourselves the following questions: what are the methodological approaches and strategies that have to be laid down for the process? Also, what are the challenges and implications that are to be encountered along the process?