**A dialectical view of the effectiveness of ChatGPT in influencing smart social governance**

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ChatGPT is a representative product of generative AI that integrates and innovates LLM (large language model) and RLHF (reinforcement learning based on human feedback) technologies. It promotes the consistency between language models and human intentions, and is a solid step from "weak artificial intelligence" to "strong artificial intelligence". It uses Web browser dialogue interaction, which can not only meet basic dialogue needs, but also handle various styles of writing, directly meet the needs of "search engines" and "question-and-answer communities", and the quality and scope of AIGC (artificial intelligence generated content) cover multiple dimensions, and the content production capacity has even reached a daunting breadth and height.

　　The report of the 20th National Congress of the Communist Party of China emphasized that "we should smooth and standardize the channels for people to express their demands, coordinate interests, and protect their rights and interests, improve the grassroots governance platform with grid management, refined services, and information support, improve the urban and rural community governance system, and promptly resolve contradictions and disputes at the grassroots level and in the bud." Therefore, it is crucial to keep pace with the times, widely and deeply embed digital technology into government management services, and enable intelligent social governance. The rapid rise of ChatGPT has provided a new direction for optimizing digital government construction plans.

**Smooth two-way communication channels to reshape public service mechanisms**

　　Compared with the traditional government-citizen communication and interaction process, the experience of public service supply and demand sides needs to be improved urgently. The effective use of ChatGPT, which is good at interaction, understanding language and generating content, will have the opportunity to bring all-round and in-depth promotion to government-citizen interaction, enabling the government and the people to achieve a higher level of symbiosis and win-win results.

　　It is worth noting that the large amount of content produced by ChatGPT with the help of computing power is not aimed at truth, but a concrete manifestation of public consciousness hidden in massive texts. If based on the innovative concept of "AI+government affairs", after several computational iterations, ChatGPT may become a "neutral expert" that conforms to the public psychology and is between the people and the government.

　　Administrative burden is a key factor affecting government performance and credibility, and the construction of digital government based on artificial intelligence technologies such as ChatGPT is an important means to reduce administrative burden. Using governance cases, policies and laws as training sets, ChatGPT, which is good at multi-round dialogues, can serve as an individual strategic consultant. As a more advanced search engine, it will reduce the difficulty and cost of citizens and enterprises dealing with government departments, effectively reduce administrative burdens and improve public service experience. With the help of intelligent technologies such as ChatGPT, the government can effectively publicize the policies it has introduced to various places, thereby improving the efficiency of government operations and the unity of national governance.

　　The report of the 20th National Congress of the Communist Party of China proposed that "whole-process people's democracy is the essential attribute of socialist democratic politics and is the most extensive, most authentic and most effective democracy". Artificial intelligence empowering whole-process people's democracy will be an important innovation in China's democratic practice. Using the discussion texts of the people as training sets, ChatGPT can help the government grasp the center point from the massive public opinion, extract the interests of the group, and inject vitality into the development of China's democratic politics. Compared with traditional channels for public opinion feedback such as petitions, ChatGPT will also accelerate the automation of government business and greatly improve the efficiency of the government in obtaining public demands. In addition, based on ChatGPT's excellent information processing and reorganization capabilities, it is possible to provide decision makers with policy solutions that have never been imagined, and promote the timely discovery, accurate identification and customized satisfaction of public service needs.

　　In the future, the communication and interaction between the public and the government will rely more on the assistance of artificial intelligence. Artificial intelligence technologies such as ChatGPT can help the government respond to public needs more quickly, handle the pain points of public demands more accurately and intelligently, and realize two-way interaction between the supply and demand sides of public services. However, although artificial intelligence is value-neutral at the technical level, due to the complexity of reality, coupled with objective data bias, closed source and other issues, ChatGPT may not be truly a neutral tool in the governance system in practical applications. The problem that may occur is that different social interest groups use these tools to generate "algorithmic power" along the path of "data-information-power", compete for the right to interpret "public opinion" or "policy", shake and change the overall power structure, and have a profound impact on the actual social governance practice. Technological innovation can bring opportunities, but the actual results are often not determined by the technology itself.

**Prevent cognitive security risks and be vigilant against the urban-rural digital divide**

　　While ChatGPT is popular, it also exposes some drawbacks. Sometimes its content output lacks accuracy in scientific facts. Since its generated content mainly depends on the source of information, and the model lacks interpretability, it is not responsible for the authenticity of the content, so users need to make their own judgments, and the anthropomorphic improvements of AI make these contents seem unquestionable and credulous. In the future, the widespread application and popularization of AIGC such as ChatGPT will inevitably lead to a large output of information, drowning many people in a massive flow of information that is difficult to distinguish between true and false, or may trigger the risk of "cognitive warfare" in the international perspective.

　　The report of the 20th National Congress of the Communist Party of China emphasized that "a socialist ideology with strong cohesion and leadership should be built". At present, after the dual training of big data and artificial intelligence in European and American countries, the relevant ChatGPT applications are influenced by Western values, and cater to Western positions and preferences on issues such as ethnicity, religion, and human rights, posing a huge challenge to my country's ideological security. In this regard, the "Beijing Artificial Intelligence Industry Development White Paper 2022" issued by the Beijing Municipal Bureau of Economy and Information Technology on February 13, 2023 proposed that it is necessary not only to comprehensively consolidate the foundation of the development of the artificial intelligence industry, support my country's leading enterprises to build large models that match ChatGPT, and focus on building an application ecology of open source frameworks and general large models, but also to actively explore artificial intelligence security and scientific and technological ethics governance mechanisms, and build a diversified path that combines laws, markets, code architectures, and social norms.

　　At the same time, faced with the massive amount of information brought by AIGC, once people get used to seeking help from artificial intelligence and lose the ability to think independently, these programmed and stereotyped AI answers will cause people to be unconsciously trapped in the information cocoon woven by the program, leading to further solidification or even degradation of cognition, and bringing huge obstacles to the innovative development of social governance.

　　It must be pointed out here that while ChatGPT empowers digital government and reduces administrative burdens, it will also further aggravate problems such as "information islands" and "digital divides", making it difficult for vulnerable social groups to coexist with intelligent society. In response to the problem of unbalanced and insufficient development among various regions and departments in my country, ChatGPT, as a pre-trained language model, needs to rely on a large number of parameters and data for training, which makes the comprehensive promotion of "AI+government affairs" face many difficulties. In addition, the elderly, disabled people with reduced social interaction skills, and residents in remote rural areas with inadequate digital infrastructure construction, the so-called "digital refugees", when faced with artificial intelligence applications such as ChatGPT, may face information barriers that increase their administrative burdens instead of reducing them, making it difficult for them to enjoy the benefits of intelligent government affairs. Based on this, the academic community should focus on building and improving the theoretical system of social governance in the Chinese context, effectively explore the internal logic and mechanism of the impact of artificial intelligence applications such as ChatGPT on public services, and help build a new situation for digital government.

**Deepen the human-machine coupling model and improve the warm governance system**

　　Artificial intelligence applications such as ChatGPT are booming around the world, and are bound to profoundly change people's production and lifestyle. However, current artificial intelligence is still not real intelligence. This "search-integration-generation" model does not have a real thinking and creative process, and does not achieve real functional collaborative innovation. Therefore, it is impossible to produce innovative results and generate real emotional value. People and machines are still in a state of separation. Artificial intelligence is shaping the innovative practice of social governance. We should consider how to make the improvement of the governance system both powerful and warm. Man is the measure of all things, especially for social governance. In fact, products such as ChatGPT may not be able to fully compensate for the quality and efficiency of truly humane governance.

　　Compared with the academic community, which discusses more major rigid issues such as the rule of law and the system in national governance, the special field of flexible emotional governance is often neglected. China's practice, which is committed to the modernization of the national governance system and governance capacity, needs to pay more attention to the people-centered emotional level. The report of the 20th National Congress of the Communist Party of China emphasized that "we should go deep into the masses and the grassroots, and take more measures to benefit the people's livelihood and warm the hearts of the people." The party and the government pay great attention to "people's hearts" and "people's feelings", aiming to always put the people first, know the people's hearts, warm the people's hearts and gather the people's hearts, and do practical things for the people with deep emotions. This fully shows that the emotional governance model of constructing the political form of people's hearts is also a practical embodiment of the party's purpose of "serving the people wholeheartedly", and it must be a basic and indispensable element in the national governance system.

　　The key to a successful civilized society lies in harmonious coexistence and win-win, not a zero-sum game. Therefore, given the lack of real service emotions and practical wisdom in artificial intelligence technology, we must dialectically view the effectiveness of ChatGPT in influencing social governance in the future, which is a natural consequence of improving the level of intelligent social governance.

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