In what ways can UI/UX design contribute to the transparency and trustworthiness of AI systems in legal and regulatory applications?

In the current moment, there is a sense that AI is on the precipice of triggering society-wide transformations in how we interact with both technology and each other. This transformation is reflected in companies like NormAI, who hope to "enable the integration of AI into daily life" and ensure AI-driven business processes remain compliant through AI regulatory oversight.

Naturally, this can make people apprehensive. Our laws touch every part of our lives, and many may not trust AI to be responsible for such consequential tasks. When interfacing this kind of technology with the public, thoughtful UI/UX design can be one of the most impactful ways to build trust.

I believe the user experience should be able to achieve two primary goals:

(1) Demonstrate how AI systems are reaching their conclusions using evidence
(2) Demonstrate that AI systems are aligned with human values

To accomplish (1), AI systems should be able to "show their work". In most cases, this would involve providing relevant legal documentation and explaining how certain portions of content are compliant or non-compliant. UX features like highlighting text and generating alternatives to non-compliant content would be especially illustrative here.

By utilizing evidence-based decision making, AI systems can build trust with their human co-workers that they are coming to conclusions in a rational manner.

Accomplishing (2) requires AI systems to understand why regulations exist and to agree with the ideals at their foundation. It would be concerning to users if an AI system could not explain how certain regulations were beneficial for society, or expressed skepticism at the very laws they were tasked to oversee.

For this requirement, I'm imagining features that enable users to ask for more context about specific regulations and laws. In response, an AI should give a historical breakdown of the policy in question and explain the rationale behind it.

This would be a great opportunity to transfer knowledge within the product and build confidence in AI's alignment with a morally-just, law-bound society.