CHAPTER 29 – Artificial Intelligence

What are we talking about and what do we mean? Most people wouldn't know, even if they have heard any reference to such a phrase.

Societies around the world have done a remarkably clever job of *"dumbing down"* society through the very process of convincing people that they are smarter because they can use a piece of software or control a piece of equipment through the use of software. That equipment may be purposed for playing games, or transporting people/equipment, or undertaking some aspect of employment or entertainment.

The dumbing down has occurred progressively and cumulatively over the last fifty plus years. On what basis have I formed this *"dumbing down"* opinion?

In the 1970s, Australia experimented with a new form of tertiary education. The college with which I was directed involved was a combination of a primary and secondary teachers college, a music education college and an art college.

In my seven years there, I was responsible administratively for the admission, examinations and progression of students into and through the college. Mostly, they came directly from secondary schools. Even if they didn't their secondary school examination results were relied on very heavily.

During that period, on average across all subject training areas we reduced the entry level requirements from secondary studies by about 32% across all students. In one subject area *(which had implications for the construction industry)* the entry level came down by 47% to get intake admission numbers of student numbers sought "for output".

Broadly, it became a case of lesser ability students training to teach students while having lesser ability themselves.

This was not necessarily the case for all such teacher-products of the system. But those that were brilliant didn't get their dedication from this system, they achieved it by other means.

Ultimately, this new form of college was abandoned. People wanting to teach were required to undertake university studies and a one-year post-degree professional teacher training course.

Having also had the privilege of teaching undergraduate and post-graduate students in two tertiary establishments myself, I saw reflected some of this poorer quality of education that had been delivered to many of the students previously who were then in my classes.

So, back to intelligence. What is intelligence?

Many would tell you that it's about *"people who are smart".* And by smart, they often mean *"people who know a lot!"* Often such people are referred to as being *"experts"*.

Let's ignore the old joking definition of *"experts"* – though often I consider it quite apt – ***"a has-been drip under pressure!"***. Think about it?

A person's intelligence is about that person's ability to acquire or gather information about particular topics. It doesn't *per se* centre around whatever *"label"* has been planted onto a particular body of knowledge but is much more generic. You could perhaps expand a person's information gathering capability through asking more and more questions and coupling those answers into the conversation.

But when you run a search engine online to find out and gather answers to your questions you've no idea from what databases it has gathered information. You don't know exactly what the rules are that it's applying to databases or how those rules are being applied. Furthermore, you've no idea what the search engine has gathered or could gather from that search or if any of the potentially gatherable information has been gathered to change how the search operates in future.

All searches are about the application of rules. Rules that are crafted by humans or reviewed or moderated by humans in the process of any refinement. I'm becoming increasingly frustrated by underlying and unseen AI bots that "correct" what I've written and do so incorrectly. And anyone

who has a reasonable command of any language can see the poor-quality language product from usage or intervention by AI bots.

Do we have the cleverest and most intelligent people on the planet writing (coding) and/or testing these rules? Sometimes maybe but often not. The average intelligence of people on this planet is not exceedingly commanding and praiseworthy. That's not to say that it should be ignored, but inordinate brilliance ought not be expected from its information gathering ability.

Unfortunately, too many people in the AI aspects of the ICT industry are seeking desperately to exceed the limits of their own human intelligence and flatter themselves in the process.

No form of AI has the abundance of neural networks included in the human brain that we are not striving adequately to explore and develop for the benefits of the human race.

If, for example, let's suppose you were to ask me a question and I were to answer you. You might suppose that because you asked and I answered, then the answer was for you. But in reality, it isn't!

I don't go to sleep inside your brain nor you inside mine. The answer is really for me since it's been answered within **my context of understanding your question**. And my answer has been understood within the context of your question. There is often a lack of understanding on both sides of the question.

Language might well be a palatable way to conduct to-and-fro between two or more people, but it's an imperfect tool for total exchange between such people. The complete answer to your question is inside you. **We need to strive to draw out your answers from inside you and the context within which you are asking them.** My understanding begone except to any extent it might help in the explanation and understanding for each party.

The moral rectitude of software or machines making decision "to get things done" needs to be taken into account also. There are some humans who also don't care about the impact on other humans in terms of getting things

done. But some leverage can be applied to, at least, some of them. It's likely to be much more difficult for any such correction to be made and forthcoming from software and machines when *"getting things done"* far outweighs any other parameter.

Overall, people further up the chain of human command are less likely to see things that are going wrong because most are not versed in AI and will believe what others, perhaps more corrupt or inept, down the line or otherwise will advise them to do. Invariably they are steeped in the age-old Iceberg of Ignorance.

More rules around the world to reduce crime waves, especially among younger people, are not working in any discernible fashion. We have to develop much more strategic solutions across our peoples of the human race.

Strategic thinking must be applied also to development and exploitation of *"so called"* Artificial Intelligence.

I find it particularly insulting to have a bot (AI) tell me that I've made "a wise decision" --- it wouldn't know!

Most people will take praise regardless of where it come from; and most people wouldn't know when they are talking to a machine.

Machine learning: *deus ex machina* --- the concept has been around for a long time. A theatrical illusion of ancient times that was embedded into theatre again some 300 or so years ago to help resolve problems that had no logical or natural solution. It made no serious sense.

But it began to be applied to all devices that were *"not natural"*. The farmer who began to use a hoe or worse a tractor and plough to till the land were using *deus ex machina* and were worthy of condemnation in many religious contexts of the time and culture.

We need desperately to improve intelligence among the people of this planet. We need to find ways to improve abilities of humans to gather information and to analyse it critically. So long as we believe or foster the belief that

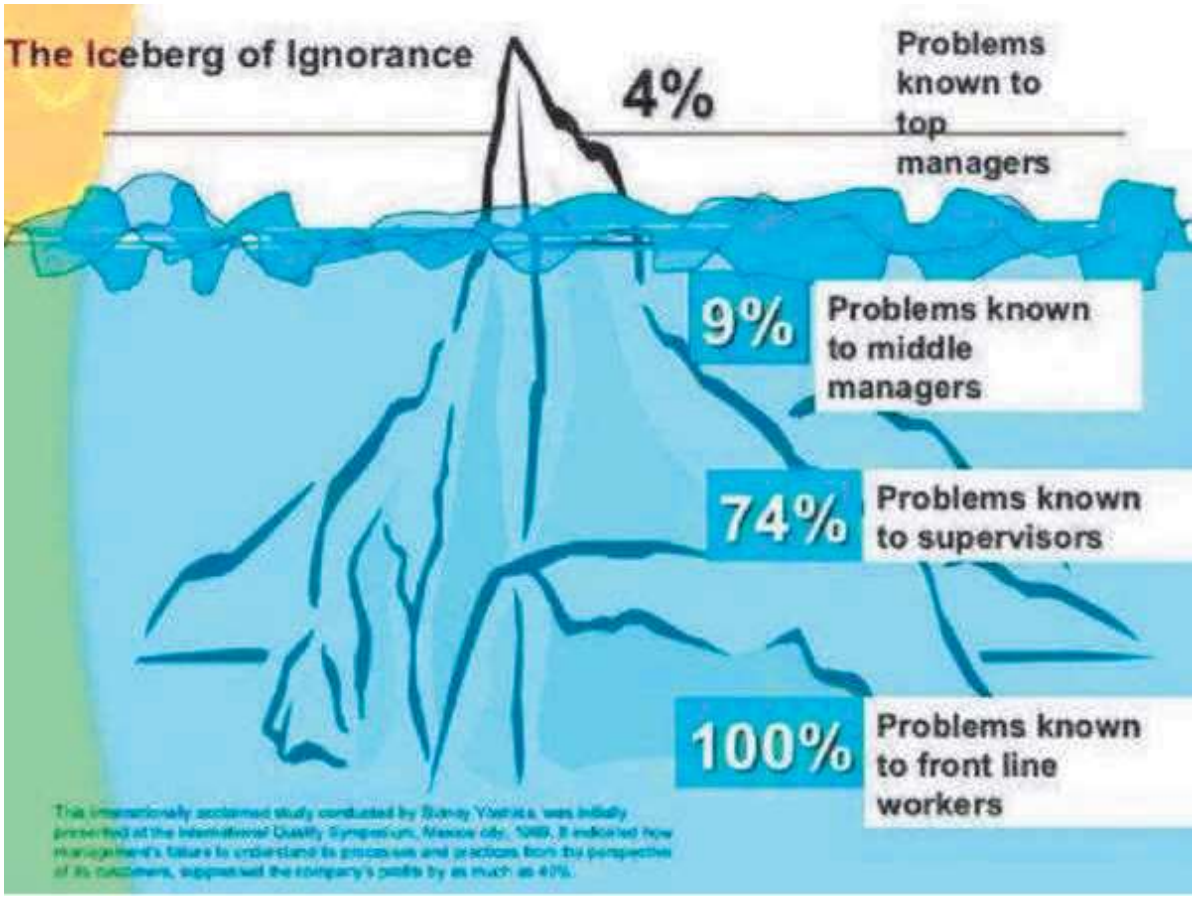
software is the next *deus ex machina* which will resolve our human problems, the more we will shuffle off resolution of the many problems on this planet.

There is no intelligence in what we refer to as AI.

There is only human coding of rules and perceived solutions that may not adequately encompass the full context of the solution that's desired.

The delivered solution may be useful or it might not be useful.

AI does not go to sleep in our head at nighttime *(or anytime)* nor do we go to sleep in its coding.



I'd urge you to reflect on what this means for you & your leadership.