

# Argumentation-based Conversational Agents for Social Protection Delivery in the Global South

Towards Explainable AI for Human Capital Systems

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# Argumentation-based Conversational Agents for Social Protection Delivery in the Global South

## Towards Explainable AI for Human Capital Systems

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### Why This Matters

#### Background / Motivation



Human capital development crucial for poverty reduction in Global South



Trust between beneficiaries and implementing agencies eroded by opacity



Conversational AI offers scalable solutions for information access

#### Research Problem



**Explain decisions:** How can AI justify eligibility outcomes?



**Dialogue:** How can agents engage in meaningful interactions?



**Trust:** How can we build beneficiary trust in AI systems?

### How We Do It

#### Approach



##### Argument Schemes

Identifying patterns of reasoning in social protection



##### Critical Questions

Challenging premises and conclusions



##### Explainable AI (XAI)

Transparent justification of reasoning



##### Case Studies

#### Case Studies

##### Cash Transfers

Examining eligibility explanations

##### Jobs

Guiding through employment support

##### Public Works

Clarifying participation criteria

### What We Deliver

#### Expected Contributions



##### Enhanced Trust

Beneficiary confidence through transparent AI



##### Improved Communication

Clear dialogue between AI and beneficiaries



##### Actionable Policy Insights

Data-driven feedback to refine programs

#### Next Steps

##### Prototype Development

Initial construction focusing on core functionalities

##### User Studies & Feedback

Rigorous testing with target beneficiaries

##### Integration & Scalability

Strategies for broader deployment in Global South

"Towards trusted and explainable AI for social protection."