# Artificial Intelligence and its Impact on Social Policy-Making

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## Abstract

*This study aims to analyze the role of artificial intelligence (AI) in shaping social policies, focusing on its impacts on poverty, unemployment, education, and healthcare. The research explores the concept, origins, types, and dimensions of AI, as well as the stages of social policymaking. It highlights how AI technologies contribute to building simulation models that support governmental decision-making and enhance civic engagement through interactive platforms that allow citizens to express their opinions and participate in policymaking. Additionally, AI facilitates monitoring and analyzing social trends, enabling governments to respond swiftly to social and economic changes and crises, such as pandemics and natural disasters. The study concludes that AI plays a crucial role in improving transparency, building trust in governments, and offering innovative solutions to social challenges.*

**Keywords:** *Artificial Intelligence, Social Policies, Poverty, Unemployment, Education, Healthcare, Civic Engagement, Crisis Response.*

## Introduction

In an era of rapid technological development, artificial intelligence has emerged as one of the pivotal factors affecting various aspects of life, especially in the field of public policymaking. Governments and regulators seek to harness the potential of AI to improve the efficiency and effectiveness of policy decisions, by analyzing vast amounts of data to provide deeper insights into citizens' behaviors and needs (Khattak & Abukhait., 2024). This allows policymakers to prioritize and allocate resources more accurately, enhancing the ability of governments to address socio-economic challenges.

While AI offers opportunities to improve transparency and accountability in policymaking through an objective assessment of its effectiveness, its application raises ethical questions and challenges related to privacy and bias (Ahmad et al., 2025). Accordingly, this research aims to examine the growing impact of AI technologies on public policy formulation, with a focus on social and economic policies.

It also seeks to analyze the benefits and challenges associated with the use of artificial intelligence in this field, and review examples and case studies that highlight its ability to enhance or hinder the decision-making process, with the aim of providing a comprehensive vision of its role in shaping modern policies.

*Importance of the Study*

This study gains importance from shedding light on the role of artificial intelligence technologies in enhancing the effectiveness and efficiency of social policies, as it seeks to understand the positive and negative effects of these technologies on the government decision-making process. The study shows the importance of linking AI and social public policy-making by analyzing its potential to improve governments' responses to social and economic challenges, and evaluating its applications in promoting transparency and accountability.

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## Objectives of the Study

- Explore the role of AI in social policymaking: This includes learning how to analyze and use data to prioritize social policy and resource allocation.
- Analyze the benefits and challenges of integrating AI into social policy: examine how to improve transparency and efficiency with a focus on challenges of privacy, ethics, and bias.
- Provide practical insights and solutions to enhance the role of AI in social policymaking: propose strategies to ensure the effective use of these technologies while minimizing their negative impacts.

### *Study Problem*

The problem of the study is to answer the main question: How much do AI technologies affect social policymaking in governments?

Several sub-questions arise from this main question:

- What is the general concept of artificial intelligence, and what is its relationship to the social policy-making process?
- How do AI technologies contribute to the development of social policymaking?
- What are the key benefits that governments bring by integrating AI?
- What are the main challenges that governments face when using artificial intelligence technologies?

Linking the objectives and the problems of the study:

The study aims to link theoretical analysis with the practical effects of artificial intelligence on social policies, which helps in answering the questions of the study and clarifying the relationship between the goals and the problem by focusing on realistic applications, benefits and challenges related to the use of these technologies.

## Study Methodology

The study relied on the analytical approach as the most appropriate to analyze the degree of impact of artificial intelligence on the social policy-making process of governments. This approach helps to study the relationship between AI applications and the ability to improve the effectiveness of social policies, through data analysis and theoretical models that highlight the benefits of using AI.

The analytical approach also allows for identifying the challenges and risks associated with the application of AI technologies in this field, including privacy issues, bias, and ethical aspects. Based on the in-depth analysis, the study seeks to provide recommendations that enable governments to develop effective strategies that leverage the potential of AI while taking into account core values such as justice, transparency, and accountability, thus contributing to the sustainable achievement of social policy objectives.

The first topic: artificial intelligence and the process of social policy-making.

In the information age, where social issues are becoming increasingly complex, artificial intelligence (AI) has become one of the revolutionary tools reshaping the way governments operate. AI can contribute

significantly to public policymaking, helping decision-makers deal with and analyze big data in ways that were not previously possible.

Modern-day public policymaking requires a deep understanding of the changing needs of societies, and AI has the potential to improve governments' response to those needs by providing accurate insights and data-driven analytics. Through the use of machine learning algorithms, governments can predict trends and assess policy impact faster and more effectively, enhancing the efficiency of decision-making.

This study examines how AI can change the policymaking landscape, highlighting the potential benefits, as well as the challenges governments may face in implementing these technologies. By understanding this dynamic, smarter and more responsive public policies can be developed that better meet the needs of citizens.

The first requirement: the concept of artificial intelligence, its origin, its most important types and dimensions

First:  The concept of artificial intelligence.

Artificial intelligence idiomatically:  The American scientist  McCarthy John is the one who coined the term artificial intelligence  in 1591, and he defined it: He knew that it is the engineering of the intelligent machine industry  , that is, the automation of activities that actually link human intelligence, so that these systems provide  their users with various services of education and guidance Interaction, decision-making, etc., in other words, God's ability  to perceive and respond to its environment  independently and perform tasks that normally require human intelligence (Salem El-Desouky Abdel Nabi, 2022, p. 1592).

Artificial intelligence  has also defined the theory of developing computer systems capable of performing tasks that require human intelligence, such as visual perception, speech recognition  , decision-making, not to mention translation into different languages (Ghofran & others, 2022, p. 129).

Second: Artificial intelligence: its origins,types and dimensions.

When talking about the emergence of artificial intelligence  , we go back in time to distant periods, as artificial intelligence is associated  with its first appearance  and in its final form, but it is closely related to the sciences, knowledge and endeavors that led to its emergence, so the outcome  of artificial intelligence returns to the product of two thousand years of philosophical theories, humanities,  cognitive theories and the development  of educational foundations, in addition to To 522 years of mathematics, logic and probability sciences, which led to the result in access to information technology, as it was developed and designed to simulate the human mind, until the efforts to reach artificial intelligence began to unfold  in its final form (Salem El-Desouky Abdel Nabi, 2022, p. 1592)

As for the stages of access to artificial intelligence  in its mental concept, it dates back to 1591 when the scientific conference was held at Dart Mouth University in the United States of America, and the term artificial intelligence was revealed  in this conference by the scientist John Ma as a legacy, and  this name was launched on computers with enormous capabilities that match the human mind  in thinking and processing information)Ehab Khalifa, 2017, p. 22)

Studies and technical experiments have begun to appear in public and quickly to reach the best system that can simulate the human mind within the framework of artificial intelligence, as in 1571 it was concerned with speech recognition  and processing, that is, it meant receiving speech signals and responding to them in proportion to the axis  of speech under discussion between man and machine, and in 1512 the artificial

intelligence system was reached that enables the user to interact with The machine, which in turn carries an integrated database through which commands can be received and stored, and information retrieved and disclosed to the user within the framework of what was stored in the computer of information, and in the nineties of the last century, integrated artificial intelligence systems were updated within the comprehensive information environment that is based on linking the machine with databases and global networks, which enables one to deal with the machine as he deals Man with another human being in asking questions and obtaining the information that a person desires more accurately, clearly and richer in the available information (Rasha Muhammad Saem Ahmed, 2022, p. 11).

In 2016, the White House Conference on the Future and Ethics of Artificial Intelligence reviewed the vital issues associated with the development of this technology, where participants called for the establishment of a regulatory framework that ensures responsible use and protects privacy and the rights of individuals. The need to observe ethical principles such as transparency and fairness was emphasized, in addition to discussing the impact of artificial intelligence on the labor market and the need to qualify the workforce. The importance of international cooperation to set global standards and encourage investment in research to develop safe technologies was also emphasized. and reliable (Samia Gamoura et al., 2018, p. 3).

Types of artificial intelligence (Ziyad, 2019, pp. 4–9) include:

Narrow Artificial Intelligence (Weak AI):

Also known as limited artificial intelligence, it is designed to perform specific tasks without awareness or understanding, andfocuses on certain tasks such as voice recognition, machine translation, or movie recommendations, for example:

Voice assistants like Siri and Google Assistant.

Recommendation systems such as Netflix and Amazon.

Gaming software such as Chess AI.

*General Artificial Intelligence (Strong AI):*

Also known as general artificial intelligence, it is a type of artificial intelligence that has the ability to think and learn like a human, andcan perform any human mental task, such as understanding, planning and creativity, and this type is still in the research and development stage and has not yet been achieved.

*Superintelligent AI*

It is a type of artificial intelligence that exceeds human intelligence in all fields, including creativity, problem solving and emotions, andhas the ability to continuously improve itself, making it smarter than any human being, and is a theoretical concept and raises a lot of discussions about the risks and ethics associated with its development.

As for the dimensions of artificial intelligence, it includes several main aspects related to how it works and its impact, including (Hassan bin Muhammad Al-Omari, 2021, p. 312):

*Technical Dimension*

Algorithms: Rely on techniques such as machine learning, neural networks, and natural language processing.

Data: AI needs large amounts of data to train its models and improve its performance.

*Ethical Dimension*

Privacy: includes issues of data protection and how personal information is used.

Bias: Models can be affected by the bias in the data, leading to unfair decisions.

*Economic Dimension*

Impact on jobs: AI can improve efficiency, but it can also lead to the loss of some jobs.

Innovation: Fosters the creation of new opportunities in areas such as healthcare, manufacturing, and trade.

*Social Dimension*

Human interaction with machines: changes how individuals interact with technology, affecting social relationships.

Public acceptance: includes how society responds to new technologies and how confident it is in artificial intelligence.

*Environmental Dimension*

Environmental impacts: Operating AI systems requires significant energy, which affects the environment.

Sustainable use: Research on how artificial intelligence can be used to solve environmental problems.

Each dimension plays a vital role in shaping the future of AI and its impact on the world.

The second requirement: the nature and analysis of social policies

The importance of social policies stems from their broad impact on members of society of all spectrums and levels, as well as in their ability to develop and promote the individual and unleash his capabilities, and to provide equal opportunities and justice in the distribution of the capabilities and gains of society, and social policies are considered one of the most important axes of public policies of the state, so this section dealt with the concept of social policy and its pillars and the factors affecting it, in addition to the analysis of social policies and models.

The concept of social policy was previously associated with social welfare programs that are directed to the poor, disadvantaged, disabled and unable to adapt to economic conditions and systems, but this concept limited social policies to a specific category of society, and recently research and studies focused on a new perspective of social policies, which are programs and services that are provided in various educational, health and cultural fields, whether provided to individuals, groups or communities suffering from difficult conditions, or generally provided to all individuals. Society, regardless of their societal conditions and conditions, as a kind of social responsibility of the state towards its members without any discrimination (Ahmed Abdel Fattah Naji, 2012, p. 12).

Young people are the most important components of society and the most in need of enhancing social care directed to them, as they represent a high percentage of the total population in societies, especially Arab societies, where the percentage of young people may reach (50%) in some countries, and young people constitute the future of society leadership, construction and development, and they are the active and driving energy in society that does not accept stillness or stability, and they constitute a pressing force towards change and achievement, and most countries try to take advantage of the characteristics of young

people in developing comprehensive development policies and planning their projects, they are Youth is considered the tool and goal of development, in order to ensure that the driving force for implementation is available in the appropriate size, the required quality and in the expected time (Faisal Mahmoud Gharaibeh, 2010, p. 31).

First: The concept, factors and pillars of social policies.

Talk about the concept of social policy began recently, specifically in the last quarter of the nineteenth century, when social problems and challenges resulting from the great disparity between the different classes of society began to appear, and the emergence of disadvantaged and marginalized classes and individuals, and directing social care to specific groups without other groups, and the concept of social policy did not appear suddenly, as the problems suffered by members of different societies and the efforts made to confront these problems contributed to the emergence of social policies initially in the form of efforts and programs Projects and legislation aimed at meeting the requirements and needs of individuals and components of society and facing societal problems in proportion to the possibility and capabilities of countries.

The term social policy is divided into two parts, the first refers to the word "Policy", and the second is social, which is everything related to the aspects of society and its members of services and processes that contribute to their development and securing adequate livelihoods for them or the development of various aspects of life in society (Talaat Mustafa Al-Srouji, 2004, p. 19).In the language, the word social returns to the verb gathered, and the intercourse of the thing collected, and the plural is the name of the group of people, and the thing gathered made it all (Ibn Manzur, 2005, p. 54), and the people met joined each other, united and agreed, and gathered the people gathered from all sides, and the group the number of many people, a group of people united by one purpose (Arabic Language Academy, 1994, p. 116)Thus, social policies in language are measures taken by governments towards people or groups within society.

T.H Marshall describes  social policy as government policy that includes a set of programs and systems directed, to achieve public assistance, social insurance, social security services and housing (Belkacem Nowaiser and Karima Hatti, 2017, p. 347), as William Brigman defines it as policies that deal with societal issues related to social justice and the rights and duties of individuals, as it is a government guidance process to address public problems and societal issues.(Talaat Mustafa Al-Srouji et al., 2015, p. 18)Social policy refers to the description of actions aimed at promoting well-being, as it is related to how to address and alleviate social problems, to analyze the success or failure of policies aimed at improving well-being, and to study the institutionalization and appropriateness of structures and institutions aimed at implementing social policies" (Ahmed Abdel Fattah Naji, 2012, p. 12).

Through the above, the researcher finds the following:

- Social policy is one of the most important aspects of public policy.

- Social policies consist of a set of programs, systems and plans carried out by the government and governing authorities.

- This authority and institutions shall have sufficient institutional, technical, administrative, financial and technical capacity to implement these policies.

- Social policies aim to avoid anticipated social problems or to meet current social needs and requirements.

- Social policies include actions related to the well-being of society and the solution of the problems of poverty, unemployment, education, health, housing, social protection and human services.

The process of making social policies is the practical basis through which what these policies offer to societies and their members is crystallized, which is the transition of policy from its theoretical place to the applied, and in any book or study dealing with public policies of any kind, it must be allocated to the policy-making process to the sufficient extent that fulfills its right, as many researchers believe that policy-making is its essence (Amer Khider Al-Kubaisi, 2008, p. 87).Social policy-making is defined as the design of a set of government policies enacted to protect and care for citizens, including: income support policies, educational systems, treatment and rehabilitation of offenders, provision of health care, health insurance and care for the elderly and the destitute" (Kirch, 2008, p. 1319), and also defined as: "continuous dynamic processes and interconnected steps to identify issues, analyze associated problems and needs, and formulate and agree on goals, which are often centered on achieving social justice and human rights through decision-making, legitimacy to implement their programs, means of achieving them, assessing their expected results, and the surrounding political, economic and social forces and conditions" (Talaat Mustafa Al-Srouji, 2004, p. 19), and also defined as the steps and processes carried out by decision-makers to reach the formulation of decisions that define strategic objectives, areas of social welfare, binding directions and the mode of action included in social policy" (Ahmed Ibrahim Hamza, 2015, p. 110)This definition indicates that the policy-making process may begin before identifying social problems and needs, as it helps in searching for them and directing them to decision-makers to formulate appropriate policies for them.

Through the previous definitions of the social policy-making process, the researcher sees the following:

- Social policies aim to achieve some goals related to community service and care for its members.

- These goals revolve around the provision by governments to individuals of health, education, living, work, care, social protection and human rights.

- Social policy-making is a set of steps to identify the problems and needs of society and its members.

- The process of making social policies begins with making appropriate decisions, then implementing them, and assessing their expected results, forces and circumstances.

- Social policy-making aims to come up with decisions to determine the areas of welfare and social service and the method of working on them.

As for the factors affecting social policy-making, the social policy-making process is affected by a set of determinants, factors and circumstances surrounding it and at each of its stages, there are factors that contribute to pushing the social policy-making process forward, and there are what brings it back, and the most important of these factors are the following (Muhammad Ahmed Abu Al-Ela Al-Sharif, 2021, p. 465):

- Participants and actors in social policy-making, including experts, decision-makers and implementers.

- The prevailing or expected future social conditions and the ideology of society, and the ability to diagnose these conditions so that social policies are commensurate with them.

- The amount of balance between societal desires, needs and available resources, and the amount of gap between them.

- The extent to which decisions related to social policies are mandatory, or the atmosphere of legislation regulating them.

- The ability to prioritize the needs of society, and this requires that policymakers be aware of what is necessary and what is not necessary, and therefore it is necessary to involve the target groups in society in the process of social policy-making as this gives them some realism.

- The extent to which community members participate in the social policy-making process and transform them from beneficiaries of these policies to participants and actors in decision-making.

The social forces, the prevailing cultural framework in society, ideological trends, the availability of data necessary for social policy-making, and the existence of a clear philosophy for the social reform process pursued by the state or the authority responsible for formulating, making and implementing policies are all factors that negatively or positively affect the social policy-making process, so the process must take into account all these factors, and that all segments of society have the opportunity to participate in the social policy-making process by providing the necessary data that help In achieving the goals of social policies in society (Siham Al-Qabandi, 2013, p. 68).

From the above, the researcher believes that the youth category is one of the most important and in need of involving it and highlighting the importance of its role in the processes and procedures related to social policy-making, so it is necessary to be active individuals in social policy-making, and that plans and studies are focused towards providing appropriate conditions, and opening horizons for them by securing a future that provides them with the appropriate ability to make decisions or influence and pressure social policymakers, and it is necessary to allocate the necessary expenses and legislate regulations and laws Which allows them to participate effectively in everything that benefits them and their communities.

**As for the pillars of social policies:**

Social policies are based on a set of pillars from which their frameworks and organization processes are derived, and there are many pillars from which decision-makers can derive social policies, and rely on the legislation and principles they came, which constitute one of the most important pillars to provide and implement them for society and its members, and social policies are affected by their effectiveness from individuals, government institutions and civil society organizations, and the researcher in this requirement has been talking about the pillars and effects of social policies, as social policies are based on many pillars, the most important of which are the following: (Siham Al-Qabandi, 2013, p. 70):

*Heavenly Laws*

All monotheistic religions have paid attention to young people in all respects, and this interest was reflected in the Qur'anic texts and honorable hadiths of the Prophet that urged attention to all groups of society in terms of education, rights, duties and health, and all monotheistic religions approved the need to provide appropriate means of social welfare, and the monotheistic religions are an important pillar of social policies, and decision-makers in this area must take into account the principles and legislation they contain, especially everything related to establishing the rules of solidarity. Social and deepening the concepts of social welfare and the responsibility of the state and society towards young people and showing their rights and duties towards themselves and their communities (Alaa Ali Al-Zaghal, 2019, p. 637).

*Constitution*

The Constitution is the basis for any political or social system through the legislative texts and instructions it contains that regulate and determine the relationship between the ruler and the governed, and indicate the foundations on which social policies are built, and in any constitution there must be legislative articles that define rights and duties, and the legislation of the Constitution in any state or system seeks to achieve welfare, social security, justice and equality and ensure the achievement of basic social strategies such as education, health, family, social security, combating unemployment and poverty and caring for vulnerable groups in Society such as the elderly, women and children also focuses on youth as the most influential and affected in comprehensive development (Talaat Mustafa Al-Srouji, 2010, p. 9).

The constitution is considered one of the most important references for social policies and determining their objectives and fields and organizing them based on the ideologies of society, and decision-makers are bound by constitutional texts on the need to build, plan and implement social policies in a way that achieves integration, justice and social solidarity (Ahmed Ibrahim Hamza, 2015, p. 72).

*International Conventions and Covenants*

Many international conventions and covenants have approved the right to provide social welfare to all members of society and have also worked to organize social welfare policy for them, and devoted social protection to them, as Article (22) of the Universal Declaration of Human Rights issued in (1948) stipulated that every person as a member of society has the right to social security, and the World Sustainable Development Plan for the year (2030) came on the need to provide social protection as one of the basics of achieving sustainable development goals (United Nations, 1948, Article 22)Article 25 of the Universal Declaration of Human Rights states that everyone has the right to a standard of living adequate to ensure health and well-being for himself and his family, especially in terms of food, clothing, housing, medical care and necessary social services, and the right to security in cases of unemployment, sickness, disability, widowhood, old age or other circumstances beyond his control (United Nations, 1948, Article 25).

Article 9 of the International Covenant on Economic, Social and Cultural Rights (1966) recognizes the right of everyone to social security, including social insurance (International Covenant on Economic, Social and Cultural Rights, 1966, Article 9), as stated in Article 5(e) of the International Convention on the Elimination of All Forms of Racial Discrimination that all individuals are equal before the law in their right to work, housing, access to health, social security and education.(International Convention on the Elimination of All Forms of Racial Discrimination, 1965, art. 5e) .

From the above, we see that researchers in the field of social policies agreed that there are three main pillars of social policies from which their values and laws are derived and applied in the light of their texts governing societies and the relationship of the authority with them, and what is the duty to provide and how to present it, and regulate the availability of equality, justice and equality in the implementation of these policies. Policies and directing them to the target group of society, international conventions and covenants and the legislation they contain regulating social life.

*Second: Analysis of Social Policies*

The process of analyzing social policies is the theoretical basis that is relied upon in the processes of planning, making and practicing them, and to clarify the concept of social policy analysis, it is necessary to address the concept of analysis in the dictionary of social work, where it is defined as: It is an organized study and research of the elements or parts that make up anything, and the relationship of these elements or parts to each other (Alaa Ali Al-Zaghal, 2019, p. 637).

The process of social policy analysis is defined as a systematic assessment of the effectiveness of a community-oriented policy in achieving its goals, and includes examining all policies and all programs resulting from these policies for evaluation (Ahmed Ibrahim Hamza, 2015, p. 73).

The process of social policy analysis represents determining the impact of social issues and associated values and goals, and who are the targets of the policies to be analyzed, and are related to the ideological, cultural and economic conditions of the target community, and the concept of social policy analysis is related to describing the legislation and regulations issued on social policies, and developing plans for social policy programs and their implementation, and amending them to suit all that is new, and to be appropriate to the political, economic, social, ideological and cultural conditions prevailing in society. The target (Alaa Ali Al-Zaghal, 2019, p. 637).

Based on the above, the researcher believes that social policy analysis is a systematic process aimed at identifying the strengths and weaknesses of directed social policies, what results from them, to whom they are directed, and their impact on society.

Many researchers stressed the importance of policy analysis in general and social in particular, including Dr. Talaat Al-Srouji, who believes that the importance of analyzing social policies stems from the fact that it is (Talaat Mustafa Al-Srouji, 2012, p. 232):

- Identify the effectiveness of social policies in terms of the changes that have occurred as a result of their application.

- It contributes to the amendment of current social policies, in a way that pushes them to suit societal and regional developments, and increases their effectiveness.

- Identify and measure the effects resulting from the application of social policies and the extent to which members of society and its institutions interact with them, and their ability to achieve goals.

- Contribute to the making of new social policies, by knowing the issues that should focus on them, and identifying the pillars and elements of social policies and their targets.

Pawar argues that the process of analyzing social policies is carried out from two perspectives (Pawar, 2019, pp. 15–27):

- Analysis of current social policy: by identifying its objectives, the extent to which it is achieved, the difficulties it faces and evaluating them.

- Analysis for the development of a new social policy: It includes understanding the objectives and strategies of the policy and its potential impact, including the social, economic, political and cultural conditions of society associated with politics, or the analysis of a specific social problem to develop and plan appropriate policies for it.

Kirst-Ashman stated that social policies can be viewed from three perspectives (Kirst-Ashman, 2017, pp. 6–9):

- Therapeutic: that individuals rely on themselves within the framework of society in securing social services, and that they take responsibility for their own needs, and resort to society in the event that they fail to achieve this, where the role of decision-makers in this case is to help them so that they can again rely on themselves.

- Institutional: Society shall achieve and secure social welfare and welfare services for its members.

- Developmental: by identifying social welfare services that have a positive impact on development of all kinds.

The process of analyzing social policies goes through a set of sequential and sequential stages, starting from identifying the problem until the final evaluation process, and social policy is considered in its stage like any other policy, as it is necessary to collect information about the problem that the policy will be developed in order to solve it, and then use appropriate methods and strategies through which this policy will be implemented in order to achieve the goals for which it was developed, and the process of analyzing social policies passes through four main stages, which are as follows (McCarthy-Cotter, 2019, pp. 1–31):

- Identifying the societal problem and collecting data about it by specialists, and this information revolves around the nature of the problem in terms of its origin, impact, and dimensions, in addition to that data may be collected about whether the problem has occurred previously and how to deal with it.

- Setting priorities, and these are the responsibility of officials and decision-makers by determining the importance of societal problems and arranging them accordingly, or identifying the groups affected by the problem, finding alternatives and then arranging them according to their importance and choosing the appropriate alternative.

- Implementing the policy, introducing it into community practice and then collecting information on the effects of its application.

- After the implementation of the policy and through the information collected, the policy is evaluated based on feedback from the community and then either adopted or returned again to the development of a new appropriate policy or modification and development of the existing policy in a way that avoids weaknesses that appeared during its implementation.

The state and institutions are interested in the process of making social policies due to their contribution to the development of societies, the crystallization of goals, the assessment of needs and the arrangement of needs according to their importance for society and its various individuals and institutions and ensuring their realism, and it also reduces the confusion that occurs during the implementation of community plans and programs, as well as it is considered an aid to decision-makers to draw plans within the framework of the rules contained in the policy in a way that achieves the long-term goals for which it was found (Siham Al-Qabandi, 2013, p. 60).

Michel Hill specifies that the process of social policy-making must be seen as a political process so that its analysis is not isolated from the rest of the activities in society, and he also believes that it is necessary to focus on the role of political elites, decision-makers, pressure groups and beneficiaries in policy-making and how to apply, practice and evaluate it, and that this should be within the framework of current or expected social and economic conditions that may give rise to the need for social policies or Work on modifying existing social policies in proportion to what exists or what is expected (Siham Al-Qabandi, 2013, p. 61).

The process of social policy-making goes through three basic stages, namely policy-making, implementation and finally evaluation, and can be detailed as follows (Ibrahim Abdul Mohsen Hajjaj, 2020, p. 57), (Ahmed Ibrahim Hamza, 2015, pp. 110-112):

*Policy Mode*

This stage is the first and most important stage of social policy-making because all subsequent stages are built on it, and at this stage the needs of society are studied and analyzed, then the options available to meet these needs are identified and alternatives are identified, and what is commensurate with achieving the long-term goals of society participates in this stage, and a group of governmental and popular participates in this

stage, and this stage goes through a set of steps, which are as follows (Ahmed Ibrahim Hamza, 2015, pp. 110-112):

Identifying ideological and cultural trends in society, and this step is important because through it is known the amount of expansion allowed in social programs, the extent to which society accepts them, and its ability to spend on them.

Determine the general objectives of the policy to be set, then present them to the community in a general proposal or for a specific group active in social programs, and determine the appropriateness of the goals with the available possibilities.

Forming the draft policy and presenting it to the legislative authority for amendment and legal approval.

Issuing the law implementing the policy, and presenting it to all members of society and its institutions.

*Policy Implementation*

 After the issuance of the legal legislation of the social policy and presented to society in its final form, it is applied to society and this stage includes four main steps, which are as follows (Ibrahim Abdul Mohsen Hajjaj, 2020, p. 61):

Organizing implementation: In this step, responsibilities and roles are determined and distributed to those who will implement them, and then the resources and capabilities that contribute to the implementation of the policy are identified, and the required performance is determined.

Implementation and follow-up: The responsibilities that were distributed in the first step are implemented and followed up to determine the difficulties and problems facing the process and work to solve them when they appear.

Evaluation: In this step, the extent to which the social policy achieves the general objectives set at the stage of developing the social policy is assessed.

Feedback: In which evaluation data is taken for the outputs of the programs implementing the policy and the difficulties and problems they face in the implementation stages and then the appropriate and necessary adjustment is made.

*Policy Calendar*

At this stage, the impact of the policy and the extent to which it achieves the general objectives are assessed, and it is considered a feedback process in order to make new or alternative policies through which broader and more goals are achieved, and this stage includes evaluating available resources and capabilities, processes and results and focusing on all aspects of the policy (Nagel, 2018).

The second topic: the role of artificial intelligence techniques in the development of social policies.

Artificial intelligence technologies are witnessing rapid development in various fields, especially in the formation and formulation of social policies. Governments are increasingly relying on AI to analyze big data and provide accurate insights into social challenges, enhancing their ability to make informed and effective decisions. These technologies open up new opportunities to improve resource allocation, enhance transparency, and develop innovative solutions to complex social problems such as poverty, unemployment, and health care. In addition, AI is improving citizens' engagement with public policies, directing governments' response to crises faster and more accurately, driving the evolution of social policies to become more equitable and efficient.

The first requirement: the characteristics of artificial intelligence and its impact on social policies.

Artificial intelligence technologies enable prediction of the future and proactive solutions to social problems, enhancing the effectiveness of government actions. These characteristics also contribute to improving the efficiency of policy implementation and increasing transparency in decision-making, leading to social justice. In this introduction, we will review how the characteristics of AI affect the design and implementation of social policies, contributing to building a more sustainable and progressive society.

Among these characteristics are as follows (Mohammed Al-Khuzami Aziz, 2023, p. 35):

*Ability to Analyze Big Data*

Features: AI is characterized by its ability to process huge amounts of data quickly and effectively. Big data analysis makes it possible to detect hidden social patterns and problems that may not be evident through traditional methods.

Impact: This helps in developing accurate social policies based on real data, such as identifying the groups most in need of support or analyzing social and economic trends in society.

*Machine Learning and Adaptation*

Characteristics: AI systems have the ability to learn from past experiences and improve their performance over time. These systems can adapt to new data and environmental changes without the need for significant human intervention.

Impact: This helps in continuously improving social policies based on available information, allowing governments to adapt quickly to changing social challenges, such as economic crises or population changes.

*Predicting the Future and Making Proactive Decisions*

Features: AI techniques rely on predictive models that analyze data and make accurate predictions about potential future problems, such as high unemployment or health crises.

Impact: Policymakers can use these forecasts to plan ahead and take proactive measures to mitigate damage or limit the impact of crises before they occur.

*Efficiency and Speed of Implementation*

Features: AI systems can perform tasks superfast compared to humans, enhancing the efficiency of government and social operations. These systems can process requests and inquiries instantly.

Impact: Improving the speed of government response to social problems, and providing social services more efficiently and quickly to citizens, such as health care or the distribution of social support.

*Transparency and Data Analysis*

Characteristics: AI enables transparent data analysis, reducing human biases and enhancing the accuracy and objectivity of decisions based on those analyses.

Impact: This improves transparency in social policy development and reduces corruption or unfair biases, helping to build policies that promote social justice and equitable distribution of resources.

*Interact With Citizens and Improve Access to Information*

Features: AI systems can interact with citizens through interactive tools such as chatbots or smart applications, facilitating access to government information and services.

Impact: Enhancing citizens' ability to participate in decision-making and access information on social policies, increasing public trust in government institutions and improving transparency.

*Addressing Issues of Discrimination and Equality*

Characteristics: AI systems can accurately analyze social data to monitor inequalities and discrimination in various fields such as education or employment.

Impact: This helps in the development of policies aimed at achieving equality and social justice, which reduces discrimination and improves the conditions of marginalized groups.

In short, AI technologies contribute significantly to improving the design and implementation of social policies by enhancing efficiency, immediate response, and transparency, and providing tools that enable a deeper understanding of social challenges and effectively address them.

Artificial intelligence technologies are one of the most prominent technological developments in the modern era, as they possess unique characteristics that make them a powerful tool in shaping social policies. These technologies are capable of processing and analyzing vast amounts of data, providing accurate insights into social and economic issues. It is also characterized by the ability to learn and adapt, which enables it to improve its performance based on new information, and these policies include:

First: Characteristics of artificial intelligence, poverty and unemployment:

The characteristics of artificial intelligence affect poverty and unemployment by automating many jobs that used to provide a source of income for the less skilled, leading to the loss of many traditional jobs and increasing unemployment rates. While AI helps improve efficiency and productivity, it can exacerbate poverty due to the growing gap between skilled and unskilled labor. In turn, AI can contribute to poverty reduction by creating new jobs in technology and analytics data, but these opportunities need to rehabilitate and train the workforce. Therefore, social policies and investments in education and training are urgently needed to ensure that the benefits of AI are distributed equitably.

*Second: Characteristics of Artificial Intelligence and Education*

The characteristics of AI positively impact education by providing advanced tools for personalized learning and analyzing student data to improve their performance. Using machine learning and predictive intelligence, AI can customize educational content according to each student's abilities and needs, enhancing the learning experience and increasing its effectiveness. It also contributes to the development of interactive learning platforms and provides immediate support through smart assistants such as robots and chatbots. However, this requires expanding the use of technology in the classroom and training teachers to use it effectively, to ensure equal educational opportunities for all.

*Third: Characteristics of Artificial Intelligence and Health*

The properties of AI significantly impact health by improving disease diagnosis, accelerating the discovery of treatments, and personalizing medical care. Thanks to its ability to quickly and accurately analyze huge amounts of medical data, AI can identify hidden patterns and predict health problems before they arise, aiding prevention and early treatment. Medical robots and smart systems also improve surgeries and remote care, increasing the efficiency of health services and reducing costs. However, this requires policies to ensure the privacy and security of health data and to provide this technology fairly to all groups.

*The Second Requirement: The Applications of Artificial Intelligence and Their Impact on Social Policies*

AI applications help enhance public engagement through better interactions with citizens, and the delivery of personalized and effective social services. These technologies also enable governments to respond faster to social and economic crises, contributing to improving the quality of life for citizens. In this introduction,

we will review how AI applications contribute to the development of social policies, and their impact on the ability of governments to meet the needs of society more effectively and sustainably.

The applications of artificial intelligence and its impact on social policies are multiple, making it an effective tool to enhance efficiency and achieve justice.

Here are some of the key applications and their implications for social policies (Khadra Brak and Boukhris, 2024):

*Big Data Analysis*

Application: AI techniques are used to analyze vast amounts of socioeconomic data, helping to detect patterns and trends.

Impact: This contributes to evidence-based policies, such as improving social support programmes and channelling resources to those most in need.

*Predicting Social Problems*

Application: AI-based forecasting models are used to predict economic or social crises, such as high unemployment or health emergencies.

Impact: Governments can take proactive action to mitigate the effects of crises, improving public response and reducing potential damage.

*Resource Allocation*

Application: AI is used to identify the actual needs of communities, enabling more effective resource allocation.

Impact: Improving the distribution of aid and social support, ensuring that it reaches target groups quickly and effectively.

*Improving Health Care Services*

Application: AI techniques are used to analyze health data, provide personalized recommendations to patients, and facilitate early detection of diseases.

Impact: This helps to enhance the quality of health care and reduce treatment costs, thereby enhancing the effectiveness of health policies.

*Promoting Civic Engagement*

Application: AI platforms are used to collect citizens' opinions and enhance public participation in decision-making.

Impact: Improving transparency and increasing trust between citizens and governments, leading to the strengthening of democracy and raising the level of community participation.

*Monitoring Policy Implementation*

Application: Artificial intelligence techniques are used to monitor how public policies are implemented and periodically analyze their results.

Impact: Enables decision-makers to adjust policies based on actual results and achieve continuous improvements.

*Reducing Discrimination and Prejudice*

Application: AI models are used to analyze social data and detect discrimination in areas such as employment or education.

Impact: This helps in developing policies that promote justice and equality, reducing social discrimination and enhancing the chances of success for marginalized groups.

*Dealing With Crises and Emergencies*

Application: AI techniques are used to coordinate efforts during crises, such as natural disasters or epidemics.

Impact: Enhances the ability of governments to respond quickly and efficiently, contributing to protecting society and minimizing negative impacts.

AI applications are a powerful tool to enhance the effectiveness of social policies, contributing to building more sustainable and prosperous societies. By improving data analysis, allocating resources, and enhancing public participation, governments can better meet the needs of citizens and respond to future challenges more effectively.

AI applications are revolutionary tools that are reshaping many areas, including social policy. AI encompasses a variety of technologies such as machine learning, natural language processing, and big data analysis, giving governments and decision-makers the ability to understand social challenges more deeply and more accurately. These applications are used to improve the effectiveness of public policies by analyzing data related to unemployment, health, and education, leading to informed decision-making.These policies include:

First: Applications of artificial intelligence, poverty and unemployment:

AI applications affect poverty and unemployment in dual ways. On the one hand, automation contributes to the reduction of many traditional jobs, especially those that require low skills, which increases unemployment rates and exacerbates poverty in some groups. On the other hand, artificial intelligence can create new job opportunities in high-tech fields, such as data analysis and software development, but these jobs often require high skills. Therefore, the applications of artificial intelligence lead to a widening gap between skilled and unskilled labor, which calls for strengthening educational and training policies to qualify workers to adapt to changes in the labor market.

*Second: Artificial Intelligence and Education Applications*

AI applications have significantly impacted education by promoting personalized learning and providing interactive learning tools. Thanks to AI, educational systems can analyze students' performance and deliver personalized learning content that meets their individual needs, improving the quality of education and increasing the effectiveness of learning. AI applications also contribute to the provision of smart educational solutions such as robots and virtual assistants, which provide immediate support to students and teachers. However, this requires training teachers to use this technology effectively and ensuring equal access to these applications to improve the EFA experience.

*Third: Artificial Intelligence and Health Applications*

Artificial intelligence applications have significantly impacted health by improving the accuracy of diagnostics, accelerating the development of treatments, and personalizing healthcare. AI can quickly

analyze huge amounts of medical data, helping doctors identify diseases at an early stage and predict health risks. The applications also contribute to the development of smart tools such as surgical robots and telecare systems, which enhance the quality of care and reduce costs. However, health policies must keep pace with these developments to ensure the security of personal data and provide these technologies fairly to all patients.

## Conclusions

Improving the quality of decision-making AI shows the ability to enhance the quality of decision-making in social policies by providing accurate data and advanced analytics that help decision-makers better understand the needs of society.

Effective resource allocation AI technologies contribute to improving the allocation of social resources by analyzing data to identify the groups most in need, ensuring that aid and services reach the actual beneficiaries.

Enhancing civic engagement AI applications can contribute to enhancing civic engagement by providing interactive platforms that allow citizens to express their opinions and contribute to decision-making, enhancing transparency and trust in government.

Social Trend Analysis AI helps monitor and analyze social trends, enabling governments to respond quickly to social and economic changes.

Crisis Response AI enables governments to respond effectively to social crises such as pandemics or natural disasters, by providing quick and effective solutions that contribute to reducing damage.

## The End

Artificial intelligence is a powerful tool in shaping social policies, as it contributes to improving the efficiency and effectiveness of decision-making, and enhances transparency and community participation. By analyzing data and allocating resources intelligently, governments can better meet citizens' needs and respond to social challenges effectively.

However, integrating AI into social policies requires addressing some challenges, such as ensuring privacy is protected and avoiding biases. Therefore, there must be an ethical and regulatory framework that guides the use of these technologies to ensure social justice and equality. Ultimately, AI represents a tremendous opportunity to improve the quality of life and promote social well-being, making it necessary to exploit its potential responsibly and sustainably.

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