

Artificial Intelligence-Generated Information and Public Trust: Exploring Filipino Voters' Perceptions of Flood Control Projects

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Abstract

Artificial Intelligence (AI)-generated information has transformed the way citizens access, interpret, and evaluate public information, influencing public trust in government communication and infrastructure initiatives. Despite the increasing use of AI-generated content, limited qualitative studies have examined its role in shaping public trust within the context of government projects. This study explored how Artificial Intelligence-generated information shapes public trust in relation to Filipino voters' perceptions of flood control projects. Guided by Social Support Theory and Trust Theory, the study employed an exploratory qualitative research design. Eighteen (18) purposively selected Filipino registered voters participated in semi-structured interviews, and the collected narratives were analyzed using Narrative Discourse Analysis. The findings revealed that AI-generated information enhances public understanding by improving access to governance information and encouraging information verification through credible sources. It also promotes greater awareness of government transparency and accountability while fostering critical evaluation of public infrastructure projects. However, participants emphasized that public trust remains dependent on the credibility, consistency, and reliability of official information rather than on AI-generated content alone. The study concludes that Artificial Intelligence serves as a complementary informational resource that supports informed civic engagement without replacing the need for transparent government communication. The findings highlight the importance of responsible AI use and credible public communication in strengthening public trust and promoting informed participation in governance. ...

Keywords Artificial Intelligence-generated information, public trust, flood control projects, Filipino voters, governance

INTRODUCTION

Artificial Intelligence (AI) has fundamentally transformed the way information is produced, disseminated, and consumed, creating new opportunities and challenges for public communication. The emergence of generative AI technologies, including AI-powered chatbots, automated news summarizers, and intelligent search systems, has significantly changed how citizens access and interpret information about public affairs. Rather than relying exclusively on traditional media or official government announcements, individuals increasingly consult AI-generated information to obtain immediate explanations, summarize complex issues, and support decision-making. This transformation has altered not only the speed of information dissemination but also the processes through which citizens construct knowledge, evaluate credibility, and develop trust in government institutions (Nasrolahi et al., 2024). As AI becomes more integrated into everyday information seeking, understanding its influence on public trust has become an important concern for governance and public administration research. Public trust remains one of the fundamental pillars of democratic governance because it influences citizens' confidence in government institutions, acceptance of public policies, and participation in civic affairs. Trust develops when government actions are perceived as transparent, accountable, and responsive to public needs, whereas perceptions of corruption weaken institutional legitimacy and reduce citizens' willingness to cooperate with government initiatives (Gebrihet, 2024; Okafor et al., 2020). Empirical evidence likewise demonstrates that declining political trust creates conditions that may further reinforce perceptions of corruption, resulting in a

continuous cycle of skepticism, disengagement, and reduced confidence in democratic institutions (Nasrolahi et al., 2024). Consequently, maintaining public trust requires not only effective governance but also credible and accessible communication that enables citizens to evaluate government performance accurately.

The Philippine context presents a compelling case for examining this relationship. Flood control projects have become highly visible components of public infrastructure due to the country's recurring exposure to typhoons, heavy rainfall, and widespread flooding. In recent years, these projects have received significant public attention following allegations of irregularities in procurement, project implementation, and the utilization of public funds. Reports indicating that thousands of flood control projects amounting to hundreds of billions of pesos were implemented by a relatively limited number of contractors intensified public scrutiny and generated widespread discussions regarding transparency and accountability (GMA Network News, 2025). As a result, citizens increasingly seek information from multiple sources to understand whether government resources are being managed effectively.

The rapid expansion of digital communication has further transformed how citizens obtain and interpret information regarding government projects. Social media platforms, online news portals, and digital discussion forums have become primary spaces where public opinions are formed, challenged, and reinforced. Previous studies have shown that communication environments significantly influence perceptions of corruption because repeated exposure to governance-related narratives affects how individuals evaluate institutional integrity and government performance (Corrado et al., 2023). Likewise, Jimoh et al. (2025) found that social media substantially shapes political trust by continuously exposing citizens to public reactions, discussions, and interpretations of governance issues. These findings suggest that citizens' perceptions are no longer based solely on official government communication but are increasingly influenced by technologically mediated information ecosystems.

Artificial Intelligence introduces an additional layer to this evolving communication environment. Unlike conventional digital media, AI-generated information actively synthesizes data from multiple sources, produces contextual explanations, summarizes extensive reports, and provides personalized responses to users' inquiries. Consequently, AI has become an emerging intermediary between government information and public understanding. While these technologies improve information accessibility and efficiency, they also raise important questions regarding credibility, verification, and the formation of public trust. Because AI-generated content can aggregate both verified and unverified information, citizens are increasingly required to exercise critical judgment when evaluating the reliability of AI-assisted outputs. This suggests that AI has the potential not only to improve public understanding but also to influence how government transparency, accountability, and institutional integrity are perceived.

The relationship between information and trust is further explained through Social Support Theory, which argues that individuals develop perceptions through continuous informational, emotional, and social interactions within their networks (Suaib, 2024). Information exchanged through communities, interpersonal relationships, and digital environments provides cognitive frameworks that shape how individuals interpret complex social and political issues (Luo et al., 2024). Similarly, Noviaty (2026) emphasized that informational support strengthens users' confidence and trust by facilitating knowledge sharing and reducing uncertainty during decision-making processes. Although these studies were conducted in commercial and social networking contexts, they demonstrate that informational support functions as a mechanism through which trust is constructed. Extending this perspective to governance suggests that AI-generated information may likewise serve as a new form of informational support that influences citizens' trust in public institutions.

Previous investigations have extensively examined corruption perceptions, political trust, media influence, and social support as independent research domains (Gebrihet & Mwale, 2024; Corrado et al., 2023; Jimoh et al., 2025; Suaib, 2024). However, limited qualitative studies have explored how Artificial Intelligence-generated information influences citizens' trust when evaluating government infrastructure projects. Existing literature has primarily focused on traditional information sources such as mass media, interpersonal communication, and social networking platforms, with relatively little attention given to AI-generated information as an emerging source of public knowledge. Moreover, most studies examine public trust from institutional or political perspectives without investigating how citizens themselves interpret AI-generated information when forming perceptions about government transparency and accountability.

Addressing this research gap is increasingly important because Artificial Intelligence is expected to become a permanent component of public communication and digital governance. As governments and citizens continue to utilize AI-assisted technologies for accessing and interpreting public information, understanding how these technologies shape public trust becomes essential for strengthening transparency, promoting responsible AI use, and enhancing democratic participation. Anchored on Social Support Theory (Suaib, 2024) and the literature on political trust and governance (Gebrihet & Mwale, 2024), the present study seeks to explore how Artificial Intelligence-generated information shapes public trust in relation to Filipino voters' perceptions of flood control projects.

METHODOLOGY

Research Design

This study employed an exploratory qualitative research design to examine how Artificial Intelligence-generated information shapes public trust in relation to Filipino voters' perceptions of flood control projects. An exploratory qualitative approach was deemed appropriate because it enables an in-depth understanding of participants' experiences, interpretations, and attitudes toward emerging phenomena that remain insufficiently investigated. Since the influence of AI-generated information on public trust within governance contexts is still evolving, this design facilitated the collection of rich narratives that captured how participants construct meanings regarding government communication and flood control initiatives (Coli et al., 2023).

Participants and Sampling

The study involved eighteen (18) Filipino registered voters who were selected through purposive sampling. This sampling technique was employed to ensure that participants possessed relevant experiences and sufficient familiarity with flood control projects and the use of Artificial Intelligence-generated information. The inclusion criteria required participants to: (1) be a registered Filipino voter; (2) be at least 18 years of age; (3) have resided in their community for at least one year; (4) have encountered information regarding flood control projects through AI-generated platforms, digital media, or online communication channels; and (5) be willing to participate in a one-on-one interview. Selecting information-rich participants enabled the study to obtain meaningful insights regarding how AI-generated information influences public trust and perceptions of government infrastructure projects.

Research Instrument

Data were collected using a researcher-developed semi-structured interview guide consisting of three open-ended questions aligned with the objective of the study. The interview guide explored participants' experiences with Artificial Intelligence-generated information, its influence on their understanding of flood control projects, its impact on public trust, and its role in shaping perceptions of government transparency and accountability. Follow-up probing questions were employed whenever necessary to encourage participants to elaborate on their responses and provide richer descriptions of their experiences. Prior to data collection, the interview guide was subjected to expert validation to establish its clarity, relevance, and content validity.

Table 1. Guide questions asked during the one-on-one interviews

Objectives	Interview question
To explore how Artificial Intelligence-generated information shapes public trust in relation to Filipino voters' perceptions of flood control projects.	How has Artificial Intelligence-generated information (such as AI-generated news summaries, chatbots, or AI-assisted online content) influenced your understanding of flood control projects? How does Artificial Intelligence-generated information influence your trust in the information you receive about flood control projects? How does Artificial Intelligence-generated information influence your perceptions of transparency and accountability in the implementation of flood control projects?

Data Gathering Procedure

After securing the necessary permissions, eligible participants were identified through purposive sampling and invited to participate in the study. The purpose of the research was explained, and informed consent was obtained before the interviews were conducted. Individual semi-structured interviews were carried out either face-to-face or through online platforms, depending on participants' availability. Each interview lasted approximately 30 to 45 minutes, was audio-recorded with participants' permission, and was subsequently transcribed verbatim for analysis.

Data Analysis

The collected data were analyzed using Narrative Discourse Analysis, which examines how individuals construct meanings through narratives and discourse (Elsner, 2024). Interview transcripts were carefully reviewed to identify recurring narratives, patterns of interpretation, and shared meanings regarding Artificial Intelligence-generated information and public trust. The analysis focused on how participants described their experiences, interpreted AI-generated information, and explained its influence on their perceptions of flood control projects. Similar responses were grouped into themes that reflected common patterns across participants' narratives while remaining consistent with the study's objective.

Ethical Consideration

Ethical principles were strictly observed throughout the conduct of the study. Participants were informed of the study's purpose, procedures, voluntary participation, confidentiality measures, and their right to withdraw at any time without penalty. Written informed consent was obtained before data collection commenced. To ensure anonymity, pseudonyms or participant codes were assigned during transcription and analysis. All interview recordings and transcripts were securely stored and used solely for academic research purposes. The study adhered to established ethical standards for qualitative research by protecting participants' privacy, confidentiality, and overall well-being throughout the research process.

RESULTS

Research Objective. To explore how Artificial Intelligence-generated information shapes public trust in relation to Filipino voters' perceptions of flood control projects.

Interview Question 1. How has Artificial Intelligence-generated information (such as AI-generated news summaries, chatbots, or AI-assisted online content) influenced your understanding of flood control projects?

Theme 1. Enhanced Understanding

Nine participants generally shared that Artificial Intelligence-generated information helps them better understand flood control projects by presenting information in a simplified and more accessible manner. They explained that AI-assisted platforms summarize lengthy news reports, explain technical terms, and provide concise descriptions that make government infrastructure projects easier to comprehend. Several participants noted that AI-generated explanations enable them to understand the objectives, expected outcomes, and implementation processes of flood control projects more efficiently than reading lengthy reports or official announcements.

"AI summarizes long news articles, so I understand the project more easily without reading everything."

"When I ask AI about flood control projects, it explains them in a way that is easier to understand."

Theme 2. Information Verification

Although participants appreciated the accessibility of AI-generated information, nine participants emphasized that they do not completely rely on it. Instead, they compare AI-generated responses with official government announcements, news reports, and community discussions before accepting the information as accurate. Participants recognized that AI can sometimes generate incomplete or inaccurate information, making verification an essential part of responsible information use.

"I still check official government pages because AI can make mistakes."

"AI gives me an overview, but I verify it using trusted news sources before believing everything."

Interview Question 2. How does Artificial Intelligence-generated information influence your trust in the information you receive about flood control projects?

Theme 1. Information Accessibility

Six participants expressed that AI-generated information allows them to obtain information more quickly and conveniently, enabling them to stay informed about ongoing flood control projects. They explained that AI assists them in locating relevant information from different sources, making it easier to understand government initiatives and project updates. This accessibility contributes to greater awareness of public infrastructure projects and encourages participants to seek additional information before forming opinions.

"AI helps me find different information about the project in just one search."

"Instead of searching many websites, AI provides a summary that saves time."

Theme 2. Source Credibility

Twelve participants consistently explained that their trust does not depend solely on Artificial Intelligence but on the credibility of the information used to generate responses. They emphasized that official government announcements, established news organizations, and firsthand community experiences remain important references when evaluating AI-generated information. Participants viewed AI as a helpful information tool rather than the ultimate authority on public issues.

"I trust AI only if the information matches official announcements."

"The credibility of the source is still more important than the AI itself."

Interview Question 3. How does Artificial Intelligence-generated information influence your perceptions of transparency and accountability in the implementation of flood control projects?

Theme 1. Transparency Awareness

Ten participants shared that AI-generated information enables them to compare government announcements with information from various news reports and public discussions. This broader access allows them to identify inconsistencies, monitor project developments, and better understand how public infrastructure projects are implemented. Participants believed that AI encourages citizens to become more informed and attentive to issues related to transparency in government projects.

"AI helps me compare different reports, so I can see whether the information is consistent."

"I become more aware of project updates because AI gathers information from different sources."

Theme 2. Critical Evaluation

Eight participants explained that AI-generated information encourages them to think more critically about government accountability. Rather than immediately accepting information, they use AI to gather different perspectives before evaluating whether flood control projects are being implemented responsibly. Participants believed that AI supports informed decision-making but emphasized that citizens should continue exercising independent judgment when assessing government performance.

"AI helps me understand different viewpoints before I decide whether the project is really effective."

"It encourages me to ask more questions instead of simply believing what I read online."

DISCUSSION

Enhanced Understanding. Artificial Intelligence has emerged as a transformative information intermediary that enables citizens to process complex governance issues more efficiently. Rather than requiring individuals to examine lengthy reports or multiple news sources independently, AI-generated information organizes and synthesizes relevant content into more understandable formats, potentially strengthening citizens' capacity to engage with public affairs. This changing information environment reflects broader developments in digital governance, where technological innovations increasingly support civic learning and public participation. This finding is consistent with Nasrolahi and Jalilvand (2024), who argued that technological media strengthen citizens' engagement with governance by improving access to public information and facilitating informed participation. Likewise, Jimoh et al. (2025) emphasized that digital communication technologies increasingly shape how citizens understand governance issues by making political information more accessible. Similarly, Dwivedi et al. (2023) explained that generative AI improves knowledge accessibility by synthesizing complex

information into understandable and contextually relevant outputs, enabling users to engage more effectively with technical and policy-related issues. The present study extends these findings by demonstrating that AI-generated information functions not merely as a communication platform but as an interpretive tool that simplifies governance-related information for ordinary citizens.

Within the framework of Social Support Theory (Suaib, 2024), AI-generated information may be viewed as an emerging form of informational support that reduces uncertainty and facilitates knowledge construction. Unlike traditional interpersonal support, AI provides immediate informational assistance that enables individuals to interpret public issues while remaining actively engaged in civic discourse.

Information Verification. Although Artificial Intelligence improves information accessibility, technological convenience alone is insufficient for establishing public trust. The participants' emphasis on verification suggests that trust continues to depend on the credibility and consistency of information sources rather than on the technology that delivers them. This demonstrates that AI is perceived primarily as a facilitator of information rather than as an unquestionable authority.

This observation supports Corrado et al. (2023), who found that perceptions of governance are strongly influenced by the quality and credibility of available information. Similarly, Gebrihet and Mwale (2024) reported that institutional trust develops when government communication is transparent, accurate, and consistent. UNESCO (2023) likewise emphasized that while generative AI enhances information accessibility, users must continue verifying AI-generated outputs because they may contain inaccuracies, fabricated content, or contextual limitations. The present findings contribute to this literature by indicating that AI-generated information does not eliminate citizens' responsibility to critically evaluate information before accepting it as credible.

From a trust perspective, the findings suggest that technological innovation cannot substitute for institutional credibility. Instead, AI appears to strengthen public trust only when its outputs correspond with reliable government communication and verifiable evidence.

Information Accessibility. Improved access to governance information appears to encourage more informed civic engagement by reducing barriers associated with locating and interpreting public information. AI-generated information enables citizens to obtain explanations from multiple sources within a relatively short period, allowing them to evaluate public issues more efficiently. This reflects an important shift in contemporary governance communication, where accessibility itself contributes to citizens' ability to participate in democratic processes. These findings align with Nasrolahi and Jalilvand (2024), who observed that digital technologies empower citizens by improving access to governance-related information. Likewise, Noviaty (2026) demonstrated that informational support reduces uncertainty by providing accessible knowledge that facilitates decision-making. The present study broadens this perspective by illustrating that AI-generated information strengthens civic awareness through efficient information access rather than through direct persuasion.

From the perspective of Social Support Theory, informational accessibility represents a form of social support that enhances individuals' capacity to interpret public issues independently while reducing uncertainty associated with complex governance topics (Suaib, 2024).

Source Credibility. The findings indicate that technological advancement has not displaced traditional determinants of public trust. Despite increasing reliance on AI-generated information, participants continued to evaluate information based on the credibility of its original sources. This demonstrates that institutional legitimacy remains central to trust formation even within AI-assisted information environments.

This finding is congruent with Gebrihet (2024), who concluded that public confidence depends largely on perceptions of institutional integrity and government performance. Similarly, Okafor et al. (2020) emphasized that transparency and accountability remain fundamental drivers of public trust regardless of communication channels. The present study contributes new evidence by suggesting that AI-generated information serves as an informational gateway, whereas trust ultimately remains rooted in institutional credibility rather than technological capability.

These findings therefore suggest that governments cannot rely solely on emerging technologies to improve public trust; transparent governance and credible communication remain indispensable. This supports the OECD (2024), which emphasized that trustworthy Artificial Intelligence depends on transparency, accountability, and the reliability of information sources rather than on technological capability alone. Accordingly, AI-generated

information can strengthen public trust only when supported by sound governance practices and credible institutional communication.

Transparency Awareness. The increased availability of AI-generated information appears to strengthen citizens' awareness of government transparency by allowing them to compare multiple perspectives and identify inconsistencies across information sources. Rather than accepting single narratives, individuals become more capable of examining government actions within a broader informational context. Such comparative evaluation reflects an increasingly informed public that actively participates in governance oversight.

This observation supports Jimoh et al. (2025), who argued that digital communication environments broaden citizens' opportunities to evaluate government performance through continuous information exchange. Likewise, Corrado et al. (2023) reported that perceptions of transparency are closely associated with the accessibility and consistency of governance information. The present findings extend previous work by positioning AI-generated information as an emerging mechanism that facilitates comparative assessment of government communication. From the perspective of Social Support Theory, broader access to information strengthens individuals' interpretive capacity by expanding the informational resources available within their social environment (Suaib, 2024).

Critical Evaluation. Perhaps the most significant contribution of the study is the finding that Artificial Intelligence encourages more reflective forms of civic engagement. Rather than passively consuming governance information, participants described using AI-generated information to compare viewpoints, examine inconsistencies, and develop independent judgments regarding public accountability. This suggests that AI may promote more deliberative decision-making instead of merely accelerating information consumption.

This finding is supported by Luo et al. (2024), who explained that informational support enhances cognitive processing by enabling individuals to evaluate information more critically. Similarly, Noviaty (2026) argued that access to diverse informational resources strengthens confidence in decision-making by reducing informational uncertainty. Unlike previous studies, however, the present investigation demonstrates that AI-generated information facilitates critical evaluation within the specific context of government infrastructure projects and public accountability.

Overall, the study suggests that Artificial Intelligence-generated information functions less as a determinant of public trust than as a catalyst for informed civic judgment. While AI enhances access to information and supports citizens' capacity to evaluate governance issues, public trust ultimately remains dependent on institutional transparency, accountability, and the credibility of official information. These findings contribute to the growing discourse on AI in public governance by demonstrating that technological innovation is most effective when complemented by responsible governance and transparent public communication.

CONCLUSION

This study explored how Artificial Intelligence-generated information shapes public trust in relation to Filipino voters' perceptions of flood control projects. The findings revealed that AI-generated information enhances citizens' understanding of flood control initiatives by improving access to relevant information, simplifying complex governance issues, and encouraging greater awareness of government transparency and accountability. AI also supports more informed public engagement by enabling individuals to compare information from multiple sources before forming opinions about public infrastructure projects. However, the findings indicate that while AI facilitates information access, it does not independently determine public trust.

Public trust continues to depend primarily on the credibility, consistency, and reliability of information provided by government institutions and other trusted sources. Participants viewed Artificial Intelligence as a complementary tool that supports information seeking and critical evaluation rather than a substitute for credible governance communication. The study underscores the need for government agencies to strengthen transparent and timely public communication while promoting responsible use of AI-generated information and digital information literacy. Such efforts can foster informed civic participation, reinforce institutional credibility, and enhance public trust in government infrastructure initiatives..

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