

Algorithmic Empathy in Institutions

Efficiency, responsibility and human values

Empatia algoritmica nelle istituzioni

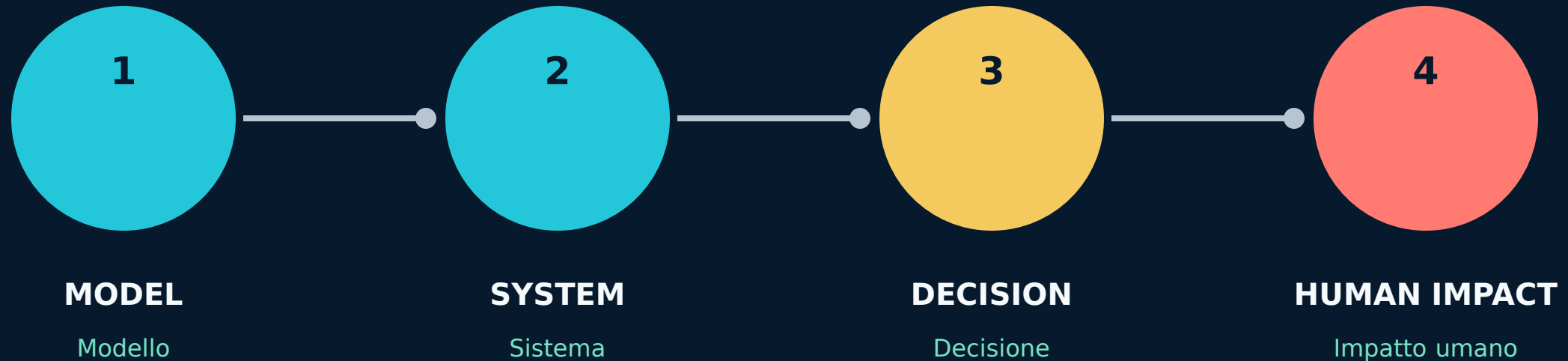
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When empathy enters an institution

Quando l'empatia entra in un'istituzione



The problem changes once a simulated response acquires institutional power.

Management: where does authority sit?

Management: dove si colloca l'autorità?

PROMISE

Faster analysis

Consistent decisions

Personalized services

?

RISK

Data define relevance

Models inherit choices

Managers defer to scores

Good management requires the capacity to question the recommendation.

Responsibility must remain visible

La responsabilità deve rimanere visibile

“The system decided.”

SELECT

Who chose the
system?

VALIDATE

Who approved its
criteria?

CORRECT

Who can reverse a
decision?

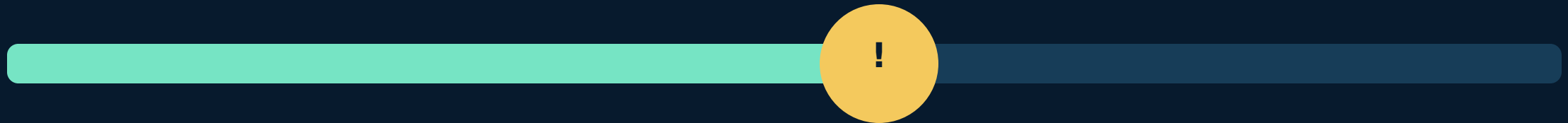
Algoritmi assistono. Le istituzioni rispondono.

Professional autonomy under pressure

Autonomia professionale sotto pressione

ADVISED

EXECUTOR



Human review

Contextual judgement

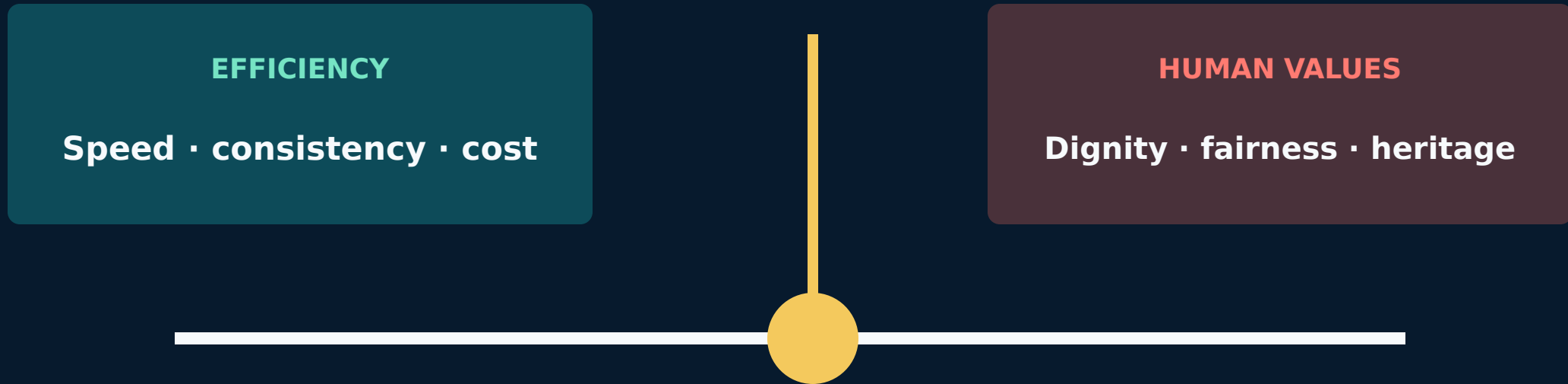
Automatic compliance

**Meaningful oversight = competence + information + real
authority to disagree**

Supervisione umana effettiva

Efficiency and human values

Efficienza e valori umani

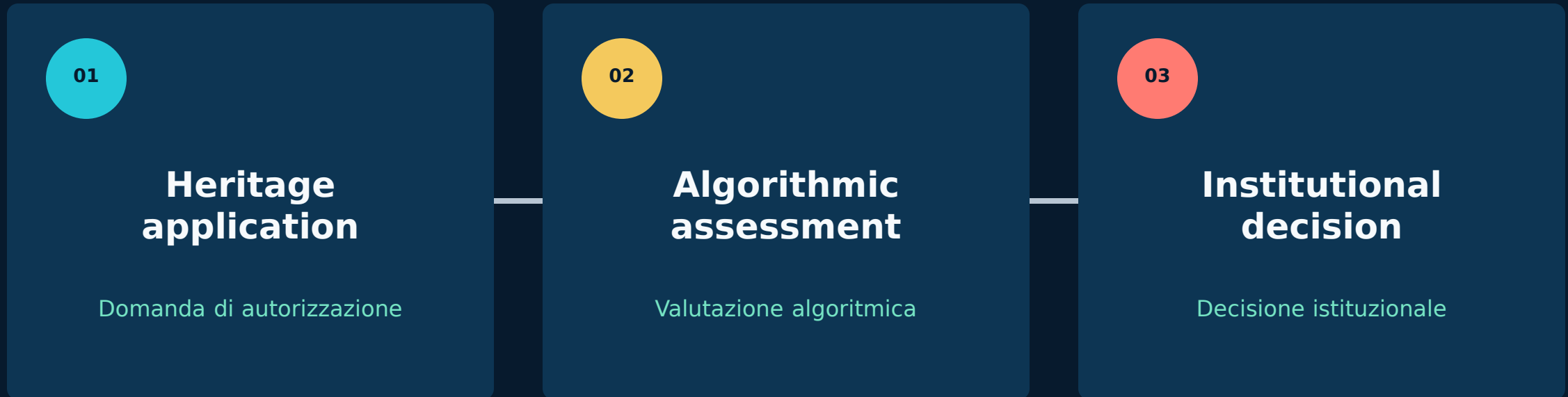


A fast decision can still be unfair.

Una decisione rapida può essere ingiusta.

A cultural heritage administration case

Un caso nell'amministrazione del patrimonio culturale



Efficiency can support the procedure. It cannot determine cultural value.

Institutional safeguards

Garanzie istituzionali

1

GOVERNANCE

Clear roles and authority

2

AUDIT

Bias, impact and outcomes

3

REVIEW

Human explanation and appeal

4

TRAINING

Professional judgement

Technology should serve human values, not silently redefine them.

Can the institution remain responsible, fair and human?

Può l'istituzione rimanere responsabile, equa e umana?

International Observatory on Algorithmic Empathy

Interdisciplinary research · applied laboratory · academic cooperation



Thank you

Grazie

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