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ARTIFICIAL INTELLIGENCE AND CITIZENSHIP IN LATIN AMERICAN GOVERNMENTS

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Abstract. This paper examines the transformative role of artificial intelligence (AI) in public administration in Mexico City, Santiago de Chile and Buenos Aires, focusing on how AI has reshaped the relationship between government and citizens through enhanced transparency, efficiency and civic engagement**.**

Using case studies and analysis of open data platforms, judicial automation and AI-based public safety measures, this work highlights the diverse applications and impacts of AI in each city.

Mexico City's Open Data platform exemplifies the role of open data in increasing government transparency and accountability, providing citizens with real-time access to information on infrastructure, budget and safety initiatives.

Santiago de Chile has positioned itself as a regional leader in ethical AI governance through the "Santiago Declaration", which establishes intergovernmental collaboration for the responsible use of AI, particularly in areas such as urban mobility and public safety.

Buenos Aires has achieved unprecedented administrative efficiency in the justice system with its Prometea system, reducing case processing times and streamlining citizen access to public records with a blockchain-based digital identity system.

The findings suggest that while AI has effectively modernized governance in these cities, challenges such as the digital divide, data privacy concerns and algorithmic biases must be addressed. The paper concludes with recommendations for inclusive policy frameworks and robust regulations to ensure that the benefits of AI are equitably distributed and aligned with citizens' rights.

Keywords: artificial intelligence, public governance, citizen participation.

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Introduction

Artificial intelligence (AI) has been a key tool in the governmental digitalization process across Latin America, and its adoption is redefining the relationship between citizens and their governments. In cities such as Mexico City, Santiago de Chile, and Buenos Aires, local governments have embraced AI to enhance administrative efficiency, increase transparency, and foster greater citizen participation. However, Hilbert (2020, p. 191) states: "Industrial revolutions have contributed to creating much wealth but also significant inequality and economic challenges. The same is true for the current period of digital technology and social change".

Governments today use algorithms to analyze large volumes of data, improve decision-making, and automate key services. Yet, this transformation also brings ethical and social challenges, especially regarding equitable access, data privacy, and the potential for algorithmic bias. This article examines how AI is impacting the relationship between governments and citizens in three Latin American cities, focusing on issues of transparency, citizen participation, and ethical challenges.

In this way, the study questions how AI adoption affects public governance processes and the government-citizen relationship in Latin America, considering both opportunities and challenges, along with fundamental rights.

The accelerated penetration of AI in Latin America with its various applications underscores the need to evaluate its impact on public governance and citizens' lives. In this regard, the United Nations notes that current inequalities have been further exacerbated, weaknesses heightened, and trust in governments significantly eroded. In response, governments must protect their citizens from the misuse and abuse of digital technologies (UN, 2022).

Methodology

A comparative case study methodology is used to analyze the adoption and impact of AI in the governance systems of three major Latin American cities: Mexico City, Santiago de Chile, and Buenos Aires. Each city implemented a unique approach to AI integration, addressing similar governance objectives, such as transparency, efficiency, and citizen engagement, but through varying applications and challenges.

1. Case study selection
   The cities of Mexico City, Santiago, and Buenos Aires were chosen due to their early adoption of AI-driven governance technologies and their diversity in AI applications. This allows for a nuanced comparison of how different political, cultural, and socio-economic environments affect AI implementation in governance.
2. Data collection and sources

– Document analysis: A content analysis of official documents was conducted, including digitalization plans, AI strategic frameworks, and relevant policy papers published by the digital innovation departments or public administration of the respective city. Primary sources were derived from government publications and open data platforms, such as Mexico City's Open Data CDMX and the official digital governance reports of Buenos Aires and Santiago.
– Bibliographic and statistical review: A thorough review of the literature was undertaken to contextualize the findings within the broader landscape of AI governance in Latin America. Scholarly articles, statistical reports, and regional studies on the adoption of digital technologies were referenced to gather historical and socio-economic data impacting the use of AI. This review also included insights from organizations such as the Inter-American Development Bank (IDB) and the United Nations (UN), which provide assessments on digital transformation and technology adoption in the region.
– Secondary data: Relevant indicators were examined, including digital literacy rates, internet penetration, and public spending on AI in the three cities. This data was essential to understand the socio-economic factors influencing AI access and adoption.

3. Qualitative analysis

– Official documents and policy frameworks were analyzed using qualitative coding to identify recurring themes such as transparency, citizen participation, algorithmic bias, and privacy concerns. This allowed for the comparison of commonalities and differences in AI policies and practices across the three case studies.

4. Limitations: The study is limited to publicly available documents and reports, which may not fully capture the internal challenges and strategic decisions behind AI implementation. Additionally, the rapid development of AI technologies means that the study's findings may only represent a snapshot in the evolving field of AI governance in Latin America.

By employing this multi-faceted methodology, this research aims to deliver a robust, comparative understanding of the role of AI in public governance in Mexico City, Santiago de Chile, and Buenos Aires, offering insights applicable to other cities considering similar technological transformations.

Artificial intelligence and public governance

Public governance in Latin America has evolved significantly over the last two decades, largely driven by digitalization and the use of emerging technologies such as artificial intelligence. This concept refers to the ways in which govern-

ments utilize digital technologies to manage public resources, make decisions, and respond to citizen needs, promoting principles such as transparency, accountability, and inclusive participation.

The digitalization of governments has modernized their processes, making them more efficient and accessible, and facilitating the implementation of platforms that promote citizen participation and inter-institutional collaboration. These platforms, such as open data and real-time public policy monitoring tools, have transformed the way citizens interact with the state.

Among the most advanced technological developments, AI is viewed as a set of technologies capable of analyzing large amounts of data, automating processes, and generating informed recommendations for public decision-making. It has the potential to revolutionize the public sector, its institutions, and how citizens interact with it. However , solid investment in digital infrastructure by the government is crucial.

According to Filgueiras (2021), the use of artificial intelligence systems in public administration has the potential to reduce bureaucracy while being more responsible and effective, with the potential for user self-service. Based on this, it could be argued that the use of AI in governments can improve administrative efficiency and reduce operational costs. Hilbert (2020) further notes that Latin American governments have adopted these technologies, primarily in areas such as health, public safety, and administrative management, allowing for service optimization.

Digital governance is profoundly transforming the relationship between government and citizens in Latin America. Initiatives as Digital Government in Chile allow citizens to monitor public policy progress in real time and actively participate in its design. This initiative complements participatory budgeting projects, where citizens decide how certain public resources are allocated, creating a closer and more collaborative relationship between government and society (Gob Digital Chile, 2024).

In Mexico City, the Digital Public Innovation Agency has launched various platforms integrating AI technologies to manage citizen requests for urban infrastructure services and other needs. These platforms not only enable better decision-making but also facilitate accountability by making all relevant information public for citizens (ADIP, 2024).

Moreover, transparency is a fundamental pillar in the digitalization programs of governments in Latin America, contributing to strengthening the relationship between the state and its citizens. The implementation of open data platforms has facilitated citizens' access to public information, and enabled the visualization of budgets, contracts, public policies, and other government data in real time. These efforts aim to promote accountability and facilitate oversight by civil society.

For example, in Mexico City, the Open Data platform was launched, allowing users to access databases on mobility, health, finance, and public safety. This initiative has been used to identify inconsistencies in public works contracts, detect potential cases of corruption and improve the efficiency of public administration (ADIP, 2024).

In Buenos Aires, the BA Data platform enables citizens to monitor key city indicators, such as budget execution and the quality of public services. Through this tool, citizen participation has been strengthened, and better practices of data-driven governance have emerged. This has resulted in greater efficiency and reduced information gaps, allowing citizens to actively participate in the design and evaluation of public policies (Buenos Aires Ciudad, 2024).

On the other hand, in Santiago, Chile, the use of AI and algorithms has been promoted in platforms such as Digital Government Chile, which allows real-time project tracking and impact assessment. Through digitalization, the government has facilitated access to information on environmental policies and urban development, generating an environment characterized by greater transparency and inclusive participation (Gob Digital Chile, 2024).

From this, it is evident that open data platforms and digitalization not only provide citizens with access to relevant information but also promote a culture of participation and social oversight, ensuring that governments act in a more transparent and responsible manner.

Another important application of AI in the public sector is to build a pathway for citizens to participate in governmental decision-making. This use of AI to democratize decision-making aligns with Araya and Peters (2016), who emphasize that technology can level the playing field and enable more inclusive participation.

However, the digitalization of governance also faces significant challenges, particularly in terms of access to technology and the digital divide that persists in many regions of Latin America. Despite advancements, a high percentage of the population still lacks internet access or does not have the necessary skills to use digital platforms, which limits the participation of some sectors in governance processes. According to the Inter-American Development Bank (IDB, 2020), at least 77 million people in Latin America still do not have an internet connection, which affects their ability to interact effectively with the government.

In addition, the use of AI in the public sector poses various ethical challenges. First and foremost, data privacy and algorithmic biases are among the most prominent concerns. According to UNESCO (2021), such biases can lead to discrimination, inequality, digital divide, and exclusion, posing a threat to cultural, social, and biological diversity and generating social or economic divisions. For example, facial recognition cameras used in public spaces have been criticized for their high false positive rates, which particularly affect low-income communities.

A key aspect is the algorithmic bias, which occurs when the data used to train artificial intelligences reflect existing social prejudices. In this sense, Binns (2018) suggests that AI is not neutral; it is as biased as the data on which it is based .

Thus, digitalization and the use of AI in public governance represent a unique opportunity to transform the way Latin American governments interact with their citizens, improve transparency and foster accountability. However, it is essential that these efforts are accompanied by inclusive policies that address the digital divide and the ethical challenges of using these technologies ensuring that digital transformation benefits all citizens equally.

Comparative analysis: political, economic, and cultural context

For a better understanding of the characteristics of each city analyzed in this article, a comparative analysis of the political, economic, and cultural situation that affects the digitalization process is presented.

1. Mexico City

– Legal and political context: Mexico has transparency-oriented policies, reinforced by institutions such as the National Institute for Transparency, Access to Information and Protection of Personal Data (INAI). However, its legal framework for AI is still incipient, which limits the formalization of projects in specific areas.
– Economic and cultural conditions: The adoption of AI in Mexico is uneven, and influenced by high socioeconomic disparity. Although there are initiatives for citizen participation through digital platforms such as Open Data CDMX, limited internet access in certain areas limits equity in the use of these tools.

2. Santiago de Chile:

– Legal and political context: Chile leads in ethical AI governance in the region thanks to the Santiago Declaration. This intergovernmental declaration encourages the responsible use of AI and seeks to align with human rights principles, and promote collaboration in the region.
– Economic and cultural conditions: Chile presents a homogeneous environment in terms of digital infrastructure, which facilitates the implementation of AI in public administration. However, differences in digital literacy affect the adoption of technologies, especially in rural areas.

3. Buenos Aires

– Legal and political context: Argentina has a decentralized approach to AI adoption, which allows Buenos Aires to implement specific projects, such as the Prometea system in the judicial field. This flexible framework has allowed for significant local innovations.
– Economic and cultural conditions: In contrast to other regions of the country, Buenos Aires has a better technological infrastructure and digital access, which facilitates the adoption of AI in public services. Nevertheless, the challenge remains regarding the inclusion of low-income citizens in these digital processes (Pereira, 2023).

As can be seen, the implementation of AI in public administration in Latin America is diverse and shaped by country- and city-specific political, cultural, and socio-economic conditions. These conditions create both opportunities and constraints, and partly explain why AI has not been uniformly implemented across the region.

Regulatory frameworks and government support are essential for the implementation of AI in public administration. In Chile, political backing has been evident through the Santiago Declaration, which sets out the ethical principles and human rights for the use of AI in the public and private sectors. This regulatory and intergovernmental collaborative approach gives Chile an advantage, providing clear guidelines that encourage ethical and citizen-oriented imple-

mentation (Ministry of Science, 2023). In contrast, in Mexico and Argentina, the lack of centralized regulation for AI means that implementation is less uniform, relying on local initiatives in cities such as Mexico City and Buenos Aires. This creates fragmentation and limits data protection at the national level, restricting the expansion of AI in key areas (Corvalán and Le Fevre, 2020).

Civic culture and trust in institutions also influence the acceptance of AI. In Chile, high trust in institutions facilitates the adoption of technologies such as AI-based surveillance, as citizens often perceive them as improving public safety. However, in other Latin American cities, such as Mexico City, citizens are more skeptical due to experiences of corruption and inequality, which affects the acceptance of surveillance technologies and other AI tools in the public sphere (Lara, 2024). These variations in public perception are critical, as citizens' willingness to interact with and trust government AI platforms largely depends on the credibility of institutions.

On the other hand, the economic and digital infrastructure is another crucial factor in the implementation of AI. Buenos Aires, for example, has developed the Prometea system in the judicial field, which uses the city's advanced digital infrastructure to automate judicial processes and improve administrative efficiency. However, in other Argentine cities with less access to technology, the impact of AI is limited. According to data from the Inter-American Development Bank, the digital divide in Latin America is a major barrier, limiting the access of the most vulnerable sectors to digital platforms and the benefits of AI (IDB, 2020). In Mexico, the lack of connectivity in rural and low-income areas also prevents equitable access to platforms such as Open Data CDMX and limits the benefits of transparency to those who have constant access to the internet (Hilbert, 2020).

The combination of these political, cultural, and socio-economic conditions explains why the implementation of AI in Latin America has not been full or uniform. The lack of a unified regulatory framework and a robust digital infrastructure makes AI difficult to implement equitably, especially in rural areas and in low-income communities. The digital divide and varying citizen trust also limit participation, leaving certain sectors without the benefits of modernizing public services. Furthermore, differences in readiness and political support in each country mean that AI projects are largely dependent on local initiatives, which fragments the overall impact of AI in the region.

Findings

Public governance in the era of artificial intelligence and digitalization faces significant challenges, especially in Latin America, where the integration of new technologies has transformed interactions between government and citizens. Transparency has been one of the central objectives in these digitalization efforts, driving the adoption of open data platforms that allow citizens to access relevant information in real time.

Mexico City has made progress in implementing open data platforms as part of its digital government strategy, aiming to strengthen transparency and citizen participation. The open data portal of Mexico City includes information on trans-

portation, security, city finances, citizen participation and water management, among others, allowing citizens to monitor and evaluate government performance (Sistema Ajolote, 2024). Such initiatives not only enhance accountability, but also facilitate integration with other strategies and applications developed by civil society and the private sector to solve local problems.

Furthermore, the government has begun to use AI to optimize the management of public services. An example is the use of algorithms for predicting leaks in the drinking water system, which has enabled a more efficient and effective response from the authorities (Sistema Ajolote, 2024).

On the other hand, in Santiago, Chile, the city has adopted digitalization plans and strategies approved at a national level, aligning with the governing structure of the Andean country, where such projects are designed, budgeted, and executed by the central government. This means that the digitalization process has not only greater uniformity across the territory, but also benefits from a more robust infrastructure.

In this regard, it is necessary to observe what happens at the national level to conduct a local analysis. According to the latest data, Chile leads AI governance initiatives in Latin America. In collaboration with other countries in the region and organizations such as UNESCO, Chile has been selected to lead strategies that promote the ethical use of AI in Latin America (Ministerio de Ciencia, 2023).

The selection of Chile as the lead country for the proposal on AI governance in Latin America represents a significant advance for the region, as it involves creating a regulatory framework based on ethical principles and respect for human rights. This initiative arises in a context where the proliferation of emerging technologies poses risks and challenges, especially concerning equity and privacy. The "Santiago Declaration" establishes the foundations for coordinating efforts around AI at the intergovernmental level, and promotes the development of technological capabilities and regional cooperation (Ministerio de Ciencia, 2023).

By assuming this leadership role, Chile commits to creating a conducive environment for the safe and equitable adoption of AI, promoting inclusion and reducing inequalities that could arise from the indiscriminate use of these technologies. Through this governance, there is a push to consolidate an intergovernmental council to oversee the implementation of AI policies, ensuring that each participating nation can adapt these strategies to its specific contexts while adhering to the fundamental principles of transparency and accountability.

Chile's strategic position strengthens its regional influence on technology issues. It also provides an example of how Latin American countries and their cities can collaborate to address the challenges and opportunities of digital transformation. This aligns with global efforts to create international standards that guide the evolution of AI and ensure that its applications benefit society.

At the local level, the city of Santiago, Chile, has used AI to improve urban mobility management and security. The city uses algorithms to analyze traffic patterns and optimize public transport routes in real time (Universidad de Chile, 2023). Additionally, AI-based surveillance systems have been developed to monitor high-risk areas and prevent criminal incidents. This technology analyzes unusual behaviors in real time and uses advanced algorithms to prevent

crime and optimize police resource allocation, thus enhancing citizen safety and improving authorities' response capacity of authorities (Eberlein, 2024).

In Buenos Aires, the city has primarily utilized AI in urban service management and surveillance. To this end, the Urban Mobility Management and Monitoring Center was created, which processes and manages information from the centralized traffic system to improve transit by managing traffic light data, car flow, bus line locations, highway conditions, parking availability, roadside assistance, and street closures due to construction or scheduled events (Buenos Aires Ciudad, 2024).

The Intelligent Traffic System also uses AI, together with cameras, algorithms and machine learning systems, to reduce unnecessary waiting times at red lights. The system is able to learn patterns and perform tasks without specific programming to facilitate traffic in the city (Agencia CTyS, 2024).

One of the most notable advances in the implementation of intelligent systems in Buenos Aires is the Prometea system, an AI used in the city justice system. It helps automate bureaucratic tasks such as creating judicial documents and predicting the resolution of court cases in less than 20 seconds with a 96% accuracy rate. This system has enabled a drastic reduction in case processing times by up to 937% and optimized the administration of justice (Corvalán and Le Fevre, 2020).

In practice, Prometea can significantly reduce administrative times, allowing the judicial system to be relieved through expedited case resolutions. This type of technological development, which is specific to Buenos Aires, also serves as a regional reference for the appropriate use of artificial intelligence in the work of local government.

The implementation of artificial intelligence in the governments of Mexico City, Santiago, Chile and Buenos Aires reveals a common approach to modernizing and improving public services, albeit with different emphases. In Mexico City, the advancements have been focused on transparency and citizen participation, as well as the de-bureaucratization in procedures. Santiago, Chile, has prioritized AI governance assuming regional leadership role with the development of ethical policies and transparent regulations, as reflected in the "Santiago Declaration." Finally, Buenos Aires has excelled in adopting judicial and digital identity technologies as Prometea, facilitating justice and the effectiveness of public services.

These findings suggest that the implementation of artificial intelligence technologies in Latin America is making significant progress, placing the region in an important transition phase in which local governments need a holistic vision capable of overcoming the various challenges that this transformation entails.

In terms of constraints in the region, it was found that the lack of equitable access to the internet in Latin America is one of the main factors preventing many citizens from taking advantage of the opportunities of digitalization, and particularly the benefits of AI in public administration. Approximately 30% of the population in Latin America still lack access to the internet, representing around 244 million people. This problem is especially critical in rural areas and low-income communities, where internet coverage is significantly lower. On aver-

age, only 35.8% of rural households have access to the internet, compared to 74.8% of urban households, and in some rural regions access is less than 20% (World Economic Forum, 2021; United Nations Development Programme, 2024).

Economic disparities are also a key factor exacerbating this situation. In Latin America, only 46.4% of low-income households have a fixed internet connection, compared to 84.6% of higher-income households. This suggests that although AI technologies are available in certain cities and sectors, the lower-income population cannot access these benefits due to economic barriers and a lack of digital infrastructure (United Nations Development Programme, 2024).

The lack of access to the internet and technological devices limits citizens' ability to participate in government digital platforms and benefit from services that are now automated and optimized by AI, such as digital justice systems in Buenos Aires or transparency platforms in Mexico City. According to the World Bank, an increase in public investment in digital infrastructure and digital skills training programs is required to close this gap and prevent digitalization from increasing existing inequalities in the region (World Bank, 2023).

The persistent digital divide in Latin America therefore reveals that, despite digitalization efforts, a large part of the population remains excluded from the benefits offered by artificial intelligence in public administration. This inequality in access to the internet and technology limits the ability of certain groups to interact with government digital platforms and take advantage of AI-optimized public services, deepening existing barriers rather than reducing them.

For the digital transformation to be truly inclusive and contribute to closing socio-economic gaps, it is essential that governments strengthen their commitment through investments in digital infrastructure, as well as digital literacy programs that train citizens in the use of new technologies.

Discussion of results

The results of this research show how the use of artificial intelligence in the public governance of Mexico City, Santiago de Chile, and Buenos Aires has transformed the relationship between governments and their citizens. Through digitalization, these cities have implemented platforms and AI systems that improve transparency, citizen participation, and administrative efficiency, although with distinct approaches and levels of development.

In Mexico City, the use of open data platforms has been central to enhancing transparency and accountability. These platforms allow citizens to access real-time data on budgets, contracts, infrastructure projects, and public policies, facilitating civil society oversight of government actions. A key example is the CDMX Open Data platform, which has been used to detect irregularities in public works contracts, and thus improve the fight against corruption.

Moreover, AI has been integrated into areas such as infrastructure management, for example, by using predictive algorithms to optimize responses to water supply problems. However, one of the main challenges for Mexico City remains digital inclusion. Many citizens still do not have full access to the internet, which limits equality in the use of these platforms.

In Santiago de Chile, AI has been a fundamental element of public governance, especially at the national level. The "Santiago Declaration" has established Chile as a frontrunner in developing an ethical and regulatory framework for the use of AI in Latin America.This framework promotes the principles of human rights, non-discrimination, and transparency, and has been accompanied by initiatives such as the use of algorithms to optimize urban mobility and improve public safety.

The use of AI in real-time surveillance systems has enabled authorities to react more efficiently to incidents, which has contributed to a reduction in crime in specific areas. However, the deployment of these technologies also raises concerns about data privacy and algorithmic biases, underscoring the need to strengthen regulatory frameworks to prevent violations of civil rights.

Buenos Aires has excelled in its adoption of AI in the judicial and administrative sectors, with the Prometea system being one of the most important achievements. Prometea has transformed the efficiency of the judicial system by automating routine tasks such as document drafting and case resolution, achieving a reduction in response times for certain cases.

This use of AI has not only improved the administration of justice but has also served as a model for other jurisdictions in Latin America. Additionally, the blockchain-based digital identity project being implemented in Buenos Aires represents a significant advance in terms of governmental security and efficiency, allowing citizens to manage their credentials autonomously and securely. These advancements, however, require a careful approach to data protection and digital inclusion to ensure that the benefits of these technologies reach the entire population, without leaving behind the most vulnerable sectors.

At the regional level, the adoption of AI has been varied but consistent in its focus on improving transparency and administrative efficiency. However, the use of these technologies has also highlighted ethical challenges that require the creation of inclusive policies and robust regulatory frameworks to mitigate the risks associated with data misuse and the automation of government decision-making.

The introduction of artificial intelligence in public administration in Mexico City, Santiago de Chile, and Buenos Aires has significantly changed the interaction between citizens and government authorities, increased transparency, optimized access to services, and improved government response.

With the implementation of the CDMX Open Data platform, citizens can access public information in real time on the use of government resources, contracts, and infrastructure projects. This openness has facilitated citizen oversight and made it possible to detect irregularities in public administration, promoting greater social control and increasing trust in the authorities. Since its launch, the use of this platform has reduced response times to requests for information, which reflects a positive change in the interaction between citizens and government, making access to public information more efficient and accessible.

In Santiago, the use of AI in urban surveillance and mobility systems has allowed authorities to monitor traffic and improve security in real time. Additionally, the Santiago Declaration has also established ethical principles for the use

of AI, promoting responsible implementation aimed at protecting citizens' rights. This policy has increased confidence in the use of AI to improve security and mobility, making citizens perceive their government is more responsive to their everyday urban needs.

In Buenos Aires, the Prometea system has revolutionized the judicial field by automating case resolution processes, which has significantly reduced response times for citizens. The implementation of this type of technology offers citizens more efficient access to government services, reflecting a substantial change in the relationship between authorities and citizens.

1. The following points highlight the positive impacts on citizens and the limitations observed in each city following the implementation of AI. Mexico City:

– Positive impacts: The CDMX Open Data platform has improved transparency, allowing citizens to monitor government contracts and projects in real time. This has facilitated the identification of corruption and promoted greater citizen control over public resources.
– Limitations: The lack of infrastructure in rural areas limits access to these technologies, and creates a digital divide that prevents marginalized sectors from taking advantage of these tools.

2. Santiago de Chile:

– Positive impacts: With the adoption of AI in urban mobility, citizens have experienced improved traffic management, reduced travel times and optimized routes. In addition, urban surveillance has reduced crime rates in certain areas.
– Limitations: AI-based surveillance raises privacy concerns and potential biases in facial recognition, which can lead to discrimination against certain groups. There are also concerns about the use of personal data in security systems without a robust data protection framework.

3. Buenos Aires:

– Positive impacts: The Prometea system in the judiciary has significantly reduced case processing times, and improved access to justice. This represents an advance in efficiency and in the public perception of the judicial transparency.
– Limitations: The adoption of AI in digital services remains limited for low-income citizens, suggesting the need for policies that address digital inclusion and technological education.

Conclusions

The use of artificial intelligence in the governments of Mexico City, Santiago de Chile and Buenos Aires has shown significant advances, highlighting how these technologies can improve efficiency, transparency, and citizen participation in public management. This in turn, has generated profound effects on the interaction between citizens and authorities, transforming the dynamics of transparency and government efficiency, as well as the perception of public services. However, this transformation has not been equitable, which shows the limitations arising from the constant gaps of inequality in the region.

One of the most notable effects has been the increase in accessibility to public information, where AI has facilitated transparency through the analysis and presentation of data in real time. This has allowed citizens to exercise more effective social control, and promote accountability in key areas such as public spending and resource management. This change has strengthened trust in government, although in a differentiated way between sectors, since accessibility to these tools remains limited in lower-income areas, where the digital divide prevents many citizens from participating in these advances.

Furthermore, AI has promoted a more agile and efficient government, and reduced response times in areas such as justice and transportation, which has been evident in projects such as Prometea in Buenos Aires and mobility systems in Santiago. However, the unequal access to these services reflects that there is still a disconnect between digital policies and the socio-economic realities of each city. Those citizens without a constant access to the internet or with limited digital skills continue to be marginalized from these benefits, which poses a fundamental challenge for governments when trying to make AI a tool for inclusion and equitable development.

However, there are still ethical and technical challenges in data privacy and algorithmic biases that can arise when using AI in public services. The digital divide remains a major obstacle in Latin America, limiting the access of large groups of the population to the benefits of digitalization. To address these issues, governments need to adopt inclusive policies that ensure the benefits of AI are equitably distributed and develop regulatory frameworks that guarantee respect for fundamental rights.

The comparative analysis revealed that, although AI transformed key aspects of governance in Mexico City, Santiago and Buenos Aires, the magnitude and scope of these changes depend on legal, economic, and cultural factors. Mexico City stands out in transparency, although it faces challenges of digital inclusion. Santiago de Chile, being a leader in ethical AI governance, has managed to establish a solid regulatory base, which positions Chile as a regional benchmark in the responsible application of AI. Buenos Aires, with its innovative Prometea system, has shown the benefits of AI in the administration of justice, although it also faces limitations regarding social inclusion in its AI technologies.

To maximize the positive impact of AI, it is crucial that local governments adapt their policies according to their socio-economic and cultural contexts, promoting equitable access and the protection of citizens' fundamental rights. In addition, closer intergovernmental collaboration, such as that established in the Santiago Declaration, is recommended to share experiences, and establish ethical and operational standards that ensure the inclusive implementation of AI throughout the region.

The implementation of AI in public governance in Latin America is therefore constantly evolving and presents both opportunities and challenges. The advances observed in the three cities not only underline the transformative potential of AI but also highlight the importance of developing ethical frameworks and clear regulations to maximize its benefits and minimize the associated risks.

Ultimately, for AI to achieve a comprehensive positive impact on the relationship between citizens and authorities, it is essential that Latin American governments promote inclusive access, regulate privacy, and adapt to the capabilities and needs of their diverse populations. Going forward, it will be crucial for governments to continue adapting these technologies to their local contexts, with a long-term vision that prioritizes equity, inclusion, and transparency.

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