

Trust in AI: Why even the professionals

Nitin Shrotri

14/07/2026

Till a few weeks ago, we were all talking about the issue of public trust in AI. A lot was written on how we should try to obtain the trust of the population in the use of AI. But earlier last week, a paper from Professor Kate Devlin was published. Titled AI: The growing pushback, her group demonstrated the decreasing trust in AI. Even medical professionals now had decreased trust in the use of AI. That is interesting, and perhaps concerning, but is the result of waking up to the risks of AI. The risk doesn't just come from the unknowns of the tool itself, and the possibility of irreversible rabbit holes that professionals might find themselves in, but also from the UK regulator of the medical fraternity, the General Medical Council (GMC). Why is that? Let's think broadly about what's happening in our world today which may shed some light on the matter.

World politics over the past couple of years, and more, has been tumultuous. Leadership around the world functions differently than it did a few decades ago, and principles and policies are not always what they used to be. Rules are sometimes interpreted according to convenience, and facts vary according to the one who states them. Wars are being fought which result in a lot of harm to the average citizen around the world, who is not always engaged with the battles that leaders are fighting. Opinions are often polarised within a group itself, let alone different groups, and these change from day to day.

Trust within leadership is itself an issue because public opinion is also getting polarised. As it gets polarised, we get a chasm dividing the two groups, both on either side digging their heels in. These groups are

sometimes large, and sometimes small. But size doesn't matter, because small groups can be so vociferous and loud in expressing their opinion that the volume of the noise appears to take over the substance and the breadth of opinion.

It is quite possible that the average Joe isn't opinionated either way, and their opinion lies somewhere in the middle. But we have seen small vociferous, loud and occasionally aggressive groups, who create an impression of being a large body of opinion, leading to leaders being unable to ignore them. Their opinion is unchangeable, and new leaders even end up getting elected on that basis.

There are other leaders who are trying their utmost to keep a balanced view of what's happening in the world. They are then seen as not being leader-like because they appear to sit on the fence, and not take sides in battles and wars that don't always concern them, or concern them deeply enough. Their primary desire is to look after their own people and protect their own people's interests. This is sometimes viewed to be a narrow, unleader-like sense of opinion and these leaders who tread their own moral path are heckled repeatedly, and end up having to resign. Many leaders and politicians easily change sides, don't stick to their guns and make promises that they cannot keep.

Personally, I don't believe that many of these leaders are bad. People or politicians are not always bad either. Many of them, I believe, are in some ways uninformed and do not realise the force of opinion from hidden pressure groups, who do not manifest themselves until the person is in a true decision making leadership position. When the tidal wave of influences from these hidden sources hits them, it makes them realise their inability to deal with these forces and in some instances even the risk to their lives.

Politicians have been killed in this country for their opinion, such a crime being completely unpardonable absolutely ever. Most politicians and leaders probably get these communications suddenly, in very subtle fashion or in hidden messages. This is when they realise that the world is not all that it seems. What we see is the tip of an iceberg with all the cryptic activity below surface. Some might say that I am being paranoid in my thinking while others may quietly nod, or better still, not to choose to say anything, akin to a convenient blank stare, as I have seen, when I have raised a controversial subject to individuals in person. Some of my experiences are indelible in my own mind.

This then, is exactly why trust in AI is falling, because no one thinks that anyone higher up cares. The true higher ups are the frontier labs, whose tools are already embedded in our day to day lives. The public is fighting back, by a few of us trying to shun social media, in paranoid fashion. But the majority of us, sheep, me included, happily give our data to these super-juggernauts. Each of us will be left to pick up the pieces that we create, because AI tools without proper backup will take us down proverbial rabbit holes from which there is no way back. At present, I am so deeply down Apple's rabbit-hole, that I have forgotten how to use the other system, Android. For our medical fraternity, the GMC can pounce upon us crushing aspirations and even our lives at any point in time.

So unless we can change the world, nothing's going to happen, and nothing is going to change. Those super-giants pushing their agendas strongly and with force, will get their way, and AI will be foisted upon us. Be it for the greater good or not! Or for whose benefit! Us, ordinary people, will just need to role with the punches, and fight to maintain its ethics and governance. Like it or not!