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ARTIFICIAL INTELLIGENCE AS A GOVERNMENT

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Abstract, This paper discusses the increasing importance of Artificial Intelligence (AI) in present day government systems and how it is changing the face of public administration. As technology advances, countries are starting to harness AI to make public services quicker, cheaper and more efficient for all. We look at how AI helps in critical sectors like controlling traffic lights in cities to reduce pollution, detecting financial fraud in taxes and sorting large amounts of health data to help doctors. In a world where we have more data than ever before, AI is a critical tool in making sense of all of this data and help leaders make better decisions based on facts. It really works as a "force multiplier" allowing governments to meet the needs of a growing population with limited staff or resources. However, to algorithms in the state is not just about speed. It also brings up some serious challenges that we need to talk about. It tackles big questions, like "algorithmic bias" when a computer discriminates against people because of the data it was trained on. There are also big questions about data privacy and how to protect people's personal information from hackers. The main aim of this research is to prove that although AI is a great tool for the "digital age" of politics, governments have to be very careful. We argue that for AI to work, we must have a "human in the loop" so that the technology is transparent, ethical and fair for every citizen.

Key words: AI, Government, Technology, Public Service, Ethics, Digital Transformation, Efficiency, Data Privacy, Innovation.

ИСКУССТВЕННЫЙ ИНТЕЛЛЕКТ В КАЧЕСТВЕ ПРАВИТЕЛЬСТВА

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Аннотация. В данной статье рассматривается растущая роль искусственного интеллекта (ИИ) в современных системах государственного управления и то, как он меняет облик публичной администрации. По мере развития технологий страны начинают использовать ИИ, чтобы сделать государственные услуги более быстрыми, доступными и эффективными для всех. Мы анализируем, как ИИ помогает в таких критически важных секторах, как управление светофорами в городах для снижения уровня загрязнения, выявление налогового мошенничества и обработка больших объемов медицинских данных для помощи врачам. В мире, где данных больше, чем когда-либо, ИИ является важнейшим инструментом для их осмысления и помогает руководителям принимать более обоснованные решения, основанные на фактах. Он действительно действует как "множитель силы," позволяя правительствам удовлетворять потребности растущего населения при ограниченном штате и ресурсах. Однако внедрение алгоритмов в государственное управление — это не только вопрос скорости. Этот процесс также порождает серьезные вызовы, которые необходимо обсудить. Он затрагивает такие важные проблемы, как "алгоритмическая предвзятость," когда компьютерная система дискриминирует людей на основе данных, на которых она обучалась. Также возникают серьезные вопросы, связанные с конфиденциальностью данных и способами защиты личной информации граждан от хакеров. Основная цель данного исследования — доказать, что, хотя ИИ и является превосходным инструментом для "цифровой эпохи" в политике, правительства должны проявлять большую осторожность. Мы утверждаем, что для эффективной работы ИИ необходимо обеспечить участие человека в процессе ("human-in-the-loop"), чтобы технология была прозрачной, этичной и справедливой для каждого гражданина.

Ключевые слова: ИИ, государственное управление, технологии, государственные услуги, этика, цифровая трансформация, эффективность, конфиденциальность данных, инновации.

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Annotatsiya. Ushbu maqolada zamonaviy davlat boshqaruvi tizimlarida sun’iy intellektning (SI) o‘rni tobora ortib borayotgani va uning davlat boshqaruvi qiyofasini qay tarzda o‘zgartirayotgani ko‘rib chiqiladi. Texnologiyalar rivojlangani sari mamlakatlar davlat xizmatlarini barcha uchun tezroq, qulayroq va samaraliroq qilish maqsadida sun’iy intellektdan foydalana boshlamoqda. Biz sun’iy intellektning ifloslanish darajasini kamaytirish uchun shaharlardagi svetoforlarni boshqarish, soliqqa oid firibgarliklarni aniqlash hamda shifokorlarga yordam berish uchun katta hajmdagi tibbiy ma’lumotlarni qayta ishlash kabi o‘ta muhim sohalarda qanday yordam berayotganini tahlil qilamiz. Ma’lumotlar har qachongidan ham ko‘paygan dunyoda sun’iy intellekt ularni anglash uchun muhim vosita bo‘lib, rahbarlarga dalillarga asoslangan holda puxta qarorlar qabul qilishga ko‘maklashadi. U hukumatlarga cheklangan shtat va resurslar bilan o‘sib borayotgan aholi ehtiyojlarini qondirish imkonini beruvchi “kuch-qudrat multiplikatori” vazifasini haqiqatan ham o‘taydi. Biroq algoritmlarni davlat boshqaruviga joriy etish shunchaki tezlik masalasi emas. Bu jarayon, shuningdek, muhokama qilinishi lozim bo‘lgan jiddiy muammolarni ham yuzaga keltiradi. U kompyuter tizimi o‘zi o‘rgatilgan ma’lumotlar asosida odamlarni kamsitadigan “algoritmik tarafkashlik” kabi muhim muammolarga to‘xtaladi. Shuningdek, ma’lumotlar maxfiyligi va fuqarolarning shaxsiy ma’lumotlarini xakerlardan himoya qilish usullari bilan bog‘liq jiddiy savollar paydo bo‘lmoqda. Ushbu tadqiqotning asosiy maqsadi — sun’iy intellekt siyosatda “raqamli davr” uchun ajoyib vosita bo‘lsa-da, hukumatlar yanada ehtiyotkor bo‘lishlari kerakligini asoslashdan iborat. Bizning fikrimizcha, sun’iy intellekt samarali ishlashi uchun texnologiya har bir fuqaro uchun shaffof, axloqiy va adolatli bo‘lishini ta’minlash maqsadida jarayonda inson ishtiroki (“human-in-the-loop”) bo‘lishi shart.

Kalit so‘zlar: sun’iy intellekt, davlat boshqaruvi, texnologiyalar, davlat xizmatlari, etika, raqamli transformatsiya, samaradorlik, ma’lumotlar maxfiyligi, innovatsiyalar.

Most people think of government as a slow-moving system that’s filled with long lines at the DMV, endless stacks of paperwork, and confusing bureaucracy. But this old picture is changing very fast. What we are witnessing today is the paradigm shift in the functioning of the state that has been produced by Artificial Intelligence. People are using computers to do simple things like write and keep records. But governments are using “smart” systems to make big decisions that affect everybody. This shift, often called AI-enabled governance, is fundamentally changing how citizens engage with their leaders and how services are delivered to the public.

Today's world is full of enormous, complex problems, from climate change to global economic shifts to public health crises, often too big to be solved by humans acting alone. AI can help as a "force multiplier," which would enable a small number of people to process huge amounts of information much faster and more accurately than any human team can. An AI can pore over years of traffic patterns to solve congestion problems in a city in seconds, or can scan millions of tax documents to find people cheating the system. It is interesting for a student who is just beginning to study how the world works to see how technology can make the government much more "proactive" instead of just waiting for problems to occur and then reacting to them.

But the shift to a "algorithmic state" is not just about cool new gadgets; it raises some very difficult questions about power and ethics, too. If a computer program makes a mistake on a housing application or an insurance claim, who is liable? Big concerns are also being raised about "algorithmic bias." This is the idea that a computer trained on biased or old data could inadvertently discriminate against certain groups of people. And then there's the issue of privacy, how much of our personal data should the government be able to leverage to make these systems work? This introduction we will take a look at how we can use these exciting new tools to improve life and make things more efficient while still ensuring the government is transparent, safe and fair for each citizen.

Government adoption of AI began relatively recently, lagging behind some private firms. Early data suggests government adoption of AI is most prominent in areas such public services, civic participation, and justice – areas with high transaction volumes and direct citizen interaction. Areas such as policy evaluation, tax administration, and civil service management have seen more limited adoption. In addition to governing AI for society by setting the conditions and regulations for it's trustworthy use, governments are striving to integrate the technology to better government with AI. Similar to the private sector, the use of AI in government promises tremendous benefits while posing a number of risks and challenges. In fact , a Deloitte survey (2024) of 2770 senior leaders across 14 countries found public sector leaders were twice as a likely as industry leaders to foresee AI- driven transformation in their organisations in the near term, but they felt more cautious and were less optimistic that it would result in productivity gains. Yet the subject has only recently become a focus of mainstream public management literature and many governments

(Mergel et al, 2023, Mellouli, Janssen and Ojo 2024). This is due to a combination of factors, including recent technological breakthroughs resulting in AI applications that are more practical and effective for government use government access to vast amount of data that can be used as inputs for AI systems , and ongoing fiscal pressures that make AI attractive as a way to streamline operations and reduce costs . As a result , government use of AI trails that of the private sector .While some lessons learned and success factors can be derived from industry efforts (Santos et al 2024) the purpose of and context within government are unique and present a number of specific opportunities and challenges. In addition, the field of AI is complex , progressing rapidly and has a steep learning curve for public servants and policymakers. If successful, however the application of AI in government promises to significantly impact the wider company and society by enhancing the quality and outcomes of public services, policies and government operations.

Governments have huge influence over and impact in people's lives, bringing with it a duty of care for the public good – one that goes above that of companies (OECD,2023 Santiso,2023). Thus, they have a special responsibility to deploy AI in a way that minimizes harm and priorities the well-being of individuals and communities. This is specially the case when deploying AI in sensitive policy domains such as law enforcement, immigration control, welfare benefits and fraud prevention(OECD, 2024).

Key opportunity areas and benefits for AI in government. Opportunities for governments as developers and users of AI include the potential to transform service delivery, policymaking, internal operations and oversight. This is a pivotal moment for governments worldwide. Grappling with the rapid advances in AI technologies, they are trying to seize the opportunities provided by AI to innovate and modernize public administration, while managing and mitigating the associated risks, discussed below and implementation challenges.

Embracing AI in government unlocks new possibilities. Through years of research on the topic and working with governments around the world, the OECD (2024) has identified three concrete opportunity areas for government use of AI:

- **Productivity** with more efficient internal operations and more effective policy design, decision-making and service delivery. For example, using predictive AI systems for more effective policy planning, automating processes for more accelerated service delivery, and boosting performance by allowing civil servants to focus less on mundane tasks and more on mission-critical activities.
- **Responsiveness** of public policies and service through enhanced design and delivery approaches that better meet evolving needs of citizens and specific communities, as well as through improved civic participation mechanisms . This includes offering more personalized public services proactively.
- **Accountability** by enhancing capacity for oversight and transparency, for instance through real-time monitoring. This shift may boost overall public satisfaction and enhance the perception of government as competent, fair and responsive, thereby strengthening public trust in government's capacity for innovation and transformation.

Key benefits for AI in government. To guide investment decisions, it is crucial for public servants, especially decision-making in leadership positions, to understand the benefits AI can offer. A study by the European Commission (EC) (2024) which surveyed 576 public managers across seven countries, found that AI's perceived benefits significantly influence its adaptation. AI has the potential to enhance decision- making at various stages of the policy cycle. The sections below outline key benefits of using AI in government. These benefits are not mutually exclusive and indeed are highly complementary with some overlap in four concepts: automated, streamlined and tailored processes services, better decision-making, sense-external stakeholders through AI as a good for all. It is important to note, however that the use of AI in government can also pose risks. Several of these risks can be the converse of or undermine the potential benefits. The next section provides a dedicated discussion on risks.

As discussed above, governments are seeking to use AI to increase productivity, with more efficient internal operations and more effective policies and services, responsiveness through tailored approaches that meet the evolving needs of citizens and businesses, and accountability by enhancing their capacity for oversight. However there is a tremendous untapped potential for governments to use today's AI technologies and prepare to unlock the opportunities presented by tomorrow's AI. Even so, a vision of a future where governments successfully develop and adopt trustworthy AI is beginning to emerge.

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