

The Role of Artificial Intelligence in Public Service Delivery

Jordan Perez
PhD
Australian National University
Canberra ACT 0200, Australia

Jordan Anderson
PhD
University of Melbourne
Parkville VIC 3010, Australia

Drew Edwards
PhD
University of Sydney
Camperdown NSW 2006, Australia

Abstract. This article explores the integration of artificial intelligence in public service delivery. It analyzes the benefits and challenges of AI implementation in enhancing efficiency and personalization of public services.

Keywords: artificial intelligence, public service, efficiency, personalization, AI implementation

Introduction

Artificial Intelligence (AI) is rapidly transforming public service delivery by enabling more efficient and personalized services. This paper examines the various ways in which AI technologies are being integrated into public administration. It discusses the potential benefits, such as increased efficiency and enhanced service personalization, while also addressing the challenges and ethical considerations of AI implementation. The study provides an overview of successful AI applications in different government sectors and offers recommendations for policymakers to harness AI's full potential responsibly. As AI continues to evolve, its role in public administration will likely expand, making it essential for governments to adapt and innovate.

This is a preliminary version. To read the full version of the article, please purchase a subscription.

References

1. Дідик, О. (2024). Роль чутток і пліток у формуванні та трансформації особистих брендів у політичному ландшафті Ірану. Науково-теоретичний альманах Грані, 27(2), 116-123.