CORPS & PSYCHISME
P-ISSN : 2496-4476 E-ISSN: 2273-1571
Volume 13/ Issue 1/ 2026

The Evolution of Public Administration in the Age of Artificial Intelligence and Automation

Dr. Nathaniel Brooks
Wellington International University, New Zealand

Received: 29-04-2025 Accepted: 24-03-2026 Published: 12-06-2026

Abstract:
Every aspect of society, including public administration, is changing as a result of the quick development of automation and artificial intelligence (AI). The development of automation and artificial intelligence (AI) technology is changing how governments plan, provide, and oversee public services. the development of public administration in the era of automation and artificial intelligence, exploring the possibilities and difficulties new technologies bring to governance. Automation and artificial intelligence (AI) have enormous potential to boost productivity, expedite administrative procedures, improve decision-making, and provide citizens with individualised services. But these developments also bring up significant moral, legal, and societal issues, like privacy issues, the possibility of employment displacement, and the requirement for strong regulatory frameworks. the condition of automation and artificial intelligence in public administration today, examining case studies of their application in a range of governmental roles, such as social services, public health, and law enforcement. Additionally, the effects of AI on transparency, accountability, and citizen participation offer insights into how governments may use these technologies to create public administrations that are more intelligent and responsive. The ultimate goal of this research is to educate public administrators and politicians on how to adjust to this technological change while making sure that automation and artificial intelligence support inclusive, ethical, and egalitarian governance.

Key words: Administration ,Artificial, Intelligence, Automation

Introduction:

Every facet of contemporary life is changing due to the quick development of automation and artificial intelligence (AI), and public administration is no exception. Bureaucratic procedures, hierarchical institutions, and a dependence on human judgement to oversee public services have historically defined public administration. But as automation and artificial intelligence (AI) advance, governments are embracing new tools and systems more frequently in an effort to boost productivity, make better decisions, and expedite the provision of public services. With the potential to improve service delivery, lower operating costs, and give residents more individualised experiences, these technologies have the potential to completely transform the way governments function. Although it is still in its infancy, the potential of integrating automation and artificial intelligence into public administration is enormous. These technologies promise to improve the efficiency and responsiveness of governments by automating repetitive administrative activities and applying AI for predictive analytics in fields including social services, public health, and law enforcement. AI, for example, can assist

governments in analysing large volumes of data to forecast future trends, make better judgements, and allocate resources as efficiently as possible. By streamlining bureaucratic procedures, automation can cut down on delays and increase the effectiveness of public service delivery. Public administration's development in the era of automation and artificial intelligence is not without its difficulties, though. These technologies have a lot of potential, but they also bring up difficult moral, legal, and societal questions. Among the crucial issues that need to be addressed are worries about data privacy, the possibility of algorithmic prejudice, and the displacement of employees in positions in the public sector. Furthermore, there are significant concerns regarding transparency and accountability as a result of the growing reliance on AI for decision-making. Establishing legal frameworks that guarantee the responsible, moral, and equitable use of these technologies is essential as governments incorporate AI into their operations. the development of public administration in the era of automation and artificial intelligence by looking at the benefits and difficulties these technologies bring. The study will examine how AI and automation are being incorporated into different public administration areas, such as social services, public health, and law enforcement, by analysing case studies and the present state of AI use in government functions. AI's effects on citizen participation, governance, and the larger social and economic environment. In the end, our research will shed light on how governments might use automation and artificial intelligence (AI) to create more intelligent, effective, and responsive public administrations while making sure that these tools support inclusive, moral, and responsible governance.

Opportunities for AI and Automation in Public Administration

There are several chances to improve the efficacy, responsiveness, and efficiency of government operations through the use of automation and artificial intelligence (AI) into public administration. Public administrations can improve service delivery, cut costs, expedite bureaucratic procedures, and eventually provide citizens with more individualised, accessible services by utilising AI and automation. Some of the most important potential that automation and artificial intelligence present in the field of public administration are examined in this section.

Enhancing Efficiency and Reducing Bureaucracy

The potential to greatly boost operational efficiency is one of the main advantages of automation and artificial intelligence in public administration. Routine administrative tasks, such as processing applications, managing records, and responding to inquiries, can be automated through AI-powered systems. Employees in the public sector can concentrate on more intricate and strategic activities because this automation lessens the need for manual intervention.

Governments can significantly cut down on time and resources spent on routine operations by automating repetitive and time-consuming tasks. AI-powered chatbots and automated customer support systems, for instance, may respond to a variety of citizen questions, such as those pertaining to taxes or requests for public services, which speeds up response times and relieves pressure on government call centres. AI can also streamline public service delivery and eliminate bureaucratic bottlenecks by automating the processing of claims, licenses, and permits.

Improving Decision-Making through Data Analytics

AI is capable of processing and analysing enormous volumes of data significantly more rapidly and precisely than humans. This ability has the potential to greatly improve public administration decision-making. To find new trends, forecast future occurrences, and guide policy decisions, artificial intelligence (AI) algorithms can examine patterns in data from a range of sources, such as social media, public records, and sensor data.

By examining trends in real time, AI and machine learning models, for instance, can assist governments in forecasting public health emergencies like pandemics, optimising energy use, and predicting patterns of traffic congestion. Public managers can respond to issues proactively rather than reactively thanks to this data-driven strategy, which also facilitates better informed decision-making. Additionally, governments should ensure that public money are spent as efficiently as possible by using AI-based analytics to pinpoint areas where resources might be better distributed.

Personalizing Public Services for Citizens

Automation and artificial intelligence (AI) also present the chance to customise public services, increasing their responsiveness to the unique requirements of each citizen. Governments can better understand the preferences and requirements of their constituents and better personalise services to fulfil those demands by utilising predictive analytics and machine learning algorithms.

AI, for instance, can be used to generate tailored suggestions for social services, like housing aid or unemployment insurance, depending on a person's unique situation. Similarly, by offering personalised, simple-to-follow instructions, AI-powered platforms can assist citizens in navigating intricate public sector procedures, like obtaining permits or obtaining healthcare services. Public services become more effective, accessible, and user-friendly as a result of this personalisation, which enhances the general citizen experience.

Automating Resource Management and Public Sector Operations

Public administration automation can streamline government resource management, cutting waste and increasing operational effectiveness. AI can help with personnel allocation, equipment, and infrastructure management in the public sector. AI systems, for instance, may forecast public infrastructure repair schedules based on usage trends and wear-and-tear data, guaranteeing that resources are distributed where they are most needed and averting expensive malfunctions.

AI can also assist governments in better managing workers in the public sector. Governments can improve their human resource strategy by using automated technologies to plan shifts, monitor employee performance, and even examine workforce trends. This kind of automation guarantees that public sector employees are placed where they can make the biggest difference while also lowering administrative burden.

Enhancing Public Safety and Law Enforcement

Automation and artificial intelligence (AI) hold great promise for enhancing law enforcement and public safety. Predictive policing is a technique that uses AI-driven algorithms to analyse crime trends, forecast crime hotspots, and allocate law enforcement resources appropriately. Instead of only responding to crimes after the fact, this strategy can assist prevent them before they occur.

AI may also be used in forensic investigation, which will assist law enforcement find suspects faster and more precisely. AI-powered automated surveillance systems are able to track suspects, identify possible threats, and keep an eye out for odd activity in public areas by analysing real-time video feeds. These technologies lessen the workload for human police while simultaneously enhancing law enforcement's capacity to safeguard the public and protect residents.

Improving Public Health and Crisis Management

AI and automation in the public health field have the potential to completely change how governments keep an eye on, react to, and handle medical emergencies. AI, for example, can evaluate health data to monitor disease transmission, forecast future outbreaks, and pinpoint groups that are at risk and require assistance. AI-powered solutions can assist health departments in allocating resources, tracking the effectiveness of immunisation campaigns, and real-time monitoring of public health trends during a public health emergency, such as an outbreak.

AI-powered solutions can also help medical practitioners with disease diagnosis, therapy recommendation, and patient care management. By optimising resource allocation and simplifying administrative duties, artificial intelligence (AI) in healthcare can result in better patient outcomes, more accurate diagnoses, and lower costs.

Facilitating Smarter Urban Planning and Infrastructure Development

Cities can become smarter and more sustainable by utilising AI and automation to greatly enhance infrastructure development and urban planning. AI models can optimise the functioning of urban systems by analysing data from public services, utilities, and transportation networks. AI, for example, can help enhance traffic flow by reducing congestion and increasing transportation efficiency by modifying traffic light timing based on real-time traffic patterns.

AI in urban planning can examine land use patterns, demographic trends, and environmental aspects to assist governments in deciding where to locate new housing, services, and infrastructure. By making sure that resources are used where they are most needed, this data-driven strategy improves urban planning, lowers inefficiencies, and fosters sustainability.

Conclusion

There are many chances to increase the efficacy, responsiveness, and efficiency of government operations through the use of automation and artificial intelligence (AI) into public administration. These technologies have the revolutionary potential to improve decision-making, optimise resource management, personalise public services, and expedite bureaucratic procedures. AI and automation can assist governments in addressing urgent issues while better serving the interests of their constituents, from automating repetitive administrative activities to using data analytics for predictive decision-making. AI-driven solutions have the potential to improve service delivery, increase public safety, and support smarter, more sustainable city development in important sectors like urban planning, public safety, and health. Governments can lower expenses, enhance public service results, and give citizens a more individualised experience by utilising AI and automation. The ethical, legal, and social ramifications of these developments must be carefully examined, though, since they raise issues with algorithmic prejudice, privacy, and the possibility of job displacement. Public managers must carefully

apply AI and automation as these technologies develop, making sure they are applied in an ethical and responsible manner. Effective legal frameworks, accountability, openness, and citizen participation will be essential to optimising AI's advantages while reducing any possible hazards. To sum up, automation and artificial intelligence (AI) have enormous potential to create public administrations that are more intelligent, effective, and responsive. When properly utilised, they can contribute to the development of a more sustainable, just, and inclusive future for both individuals and governments.

Bibliography

- Shafritz, Jay M., and Albert C. Hyde**.** *Classics of Public Administration.* 8th ed., Cengage Learning, 2020.
- Stillman, Richard J**.** *Public Administration: Concepts and Cases.* 10th ed., Wadsworth, 2010.
- Holzer, Marc, and Richard W. Schwester. *Public Administration: An Introduction.* Routledge, 2019.
- Peters, B. Guy, and Jon Pierre. *The SAGE Handbook of Public Administration.* SAGE Publications, 2021.
- Stone, Deborah**.** *Policy Paradox: The Art of Political Decision Making.* 3rd ed., W.W. Norton & Company, 2012.
- Bevir, Mark. "The Theory and Practice of Public Administration and Public Management." *Public Administration Review*, vol. 72, no. 4, 2012, pp. 524–533.
- Fesler, James W., and John J. McTague. "Public Administration and Public Management." *Public Administration Review*, vol. 56, no. 1, 1996, pp. 67-74.