ARTICULATOR GAZETTE
News, Features, and Essays
2026 Volume 1 Issue 1

Artificial Intelligence in Public Administration: Opportunities, Ethical Challenges, and Future Directions

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Artificial intelligence (AI) is rapidly transforming the field of public administration by enhancing the efficiency, responsiveness, and quality of government services. As governments increasingly adopt AI technologies for decision-making, service delivery, and policy implementation, public administrators are expected to possess both governance expertise and technological literacy. This articulator gazette highlights the interdisciplinary relationship between governance and technology, emphasizing the need for higher education institutions to integrate AI-related competencies into public administration curricula to prepare graduates for the evolving demands of the public sector.

The integration of AI into governance presents significant opportunities to improve public service delivery. AI-powered systems can analyze large datasets, automate administrative processes, detect fraud, and support evidence-based policymaking. According to Straub et al. (2022), governments can benefit from standardized AI frameworks that combine principles from computer science, public administration, and public policy. Such interdisciplinary approaches enable government agencies to deliver more efficient, transparent, and citizen-centered services.

Despite these advantages, the adoption of AI also introduces complex ethical challenges. Issues related to algorithmic bias, privacy, accountability, transparency, and data security require careful governance and regulatory oversight. Sigfrids et al. (2022) emphasize that ethical AI implementation depends on strong governance mechanisms that promote fairness, human rights, and public trust. Public administrators must therefore understand both the technical capabilities of AI and the ethical principles that guide its responsible use.

The evolving role of AI also requires future public administrators to develop interdisciplinary competencies that extend beyond traditional administrative knowledge. Trajkovski (2024) argues that public administration education should incorporate digital governance, data analytics, AI literacy, and ethical leadership into its curriculum. These competencies enable graduates to collaborate effectively with technology experts while making informed policy decisions that serve the public interest.

Future directions in AI governance call for balanced approaches that maximize innovation while minimizing potential risks. De Fine Licht and de Fine Licht (2025) propose that AI-assisted public decision-making should always be evaluated through ethical and philosophical frameworks that consider both societal benefits and potential harms. This perspective reinforces the importance of maintaining human oversight and democratic accountability when governments deploy AI technologies in critical public functions.

Similarly, Malawani (2025) highlights that successful AI adoption in public administration depends on interdisciplinary collaboration among policymakers, public managers, information technology professionals, legal experts, and academic institutions. By integrating governance principles with technological innovation, governments can build resilient digital institutions capable of addressing complex

societal challenges while maintaining transparency, inclusiveness, and public confidence.

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ARTICLE DETAILS
AG-0000015; Received: January 7, 2026; Accepted: January 10, 2026; Published: January 13, 2026
CITATION:
Asiri, Masnona S. (2026). Artificial Intelligence in Public Administration: Opportunities, Ethical Challenges, and Future Directions. DOI: 10.62596/rebnwq51