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AI APPLICATION IN PUBLIC ADMINISTRATION : THE EXPERIENCE OF POLAND AND UKRAINE

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The introduction of artificial intelligence (AI) technologies in public administration is gaining importance due to their potential benefits in improving the efficiency of government operations. This material analyses various aspects of AI use in the public administration using the example of Poland and Ukraine.

Artificial intelligence (AI) in public administration of Poland is used to automate processes, improve the quality of services for citizens and support the decisions of officials, which can bring significant savings to the administration. Applications range from simple chatbots to advanced data analysis systems, and 67% of Poles support its wider use.

Here are the key areas of application of artificial intelligence in public administration:

Citizen Service and Communication:

- Chatbots and virtual assistants: AI-based systems (e.g. on gov.pl websites) answer citizens' questions 24/7, helping them complete applications or administrative procedures.
- Automatic translations and sentiment analysis: Tools for quickly translating documents and analyzing social sentiment on social media, which allows offices to better respond to the needs of residents.

Automation of internal processes (Back-office):

- Intelligent Document Processing (IDP): AI recognizes data from invoices, letters and reports, automating their accounting and error correction, which speeds up the work of offices.
- Workflow automation: AI systems can automatically classify incoming correspondence and route it to the appropriate departments.

Decision support and data analysis:

• Predictive analysis: Using data to forecast trends, e.g. in the labor market, road traffic or demand for public services.

• Fraud detection: Algorithms analyze large data sets to identify irregularities, e.g. in social security, taxes or public procurement.

Smart City and Infrastructure (Smart City):

• Traffic management: Intelligent transport systems analyze traffic flow in real time and optimize the operation of traffic lights.

• Monitoring of urban space: AI supports services in ensuring security through intelligent analysis of images from surveillance cameras.

Generative AI (GenAI) in the work of an official:

• Content creation: Support in writing letters, reports, analyses and summarizing long legal documents, which significantly reduces office work time.

• Guides for offices: Special guidelines are being created, such as those developed by the Ministry of Digital Affairs, to help safely implement generative tools in everyday tasks.

Artificial intelligence (AI) in public administration of Ukraine has practically the same areas of application as in Poland.

It should be noted that AI in the field of public administration in Ukraine is proposed to be used to analyze large amounts of data more quickly and efficiently and increase the efficiency of decision-making based on objective facts, which should be reflected in their quality. In the public sector, it can be used to forecast demand for services, analyze the effectiveness of measures, detect fraud, analyze public opinion, and much more. AI can be used to enhance security and minimize risks in the public sector. AI can also be used to predict threats and develop risk management strategies so that the public sector can make informed decisions to prevent crises. The use of artificial intelligence in the public sector can promote innovation and economic progress.

Therefore, the public sector can become a catalyst for the development of AI, promoting collaboration with the private sector and academia.

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