CHAPTER 5

Role, Challenges and Future Prospects of Artificial Intelligence in Good Governance

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ABSTRACT

This paper highlights the use of artificial intelligence in good governance. Corruption, inefficiency, and interference in the bureaucracy process have been observed to occur in developing countries. These issues often impede the progress of the economies and societies of the concerned developing countries. From the analysis of the literature and other relevant documents, the paper reveals that artificial intelligence can be used in Governance as it improve the performance of public administration, transparency, and the provision of public goods and services. The paper utilizes the content analysis method in analyzing the existing literature and other relevant documents. With the utilization of AI, governments can make better decisions, such as predicting agricultural trends, optimizing the use of utilities, and maintaining urban infrastructure. The successful adoption of artificial intelligence faces several challenges such as the availability of data, outdated technology systems, technology skills gap, and even the digital infrastructure necessary for supporting artificial intelligence. Therefore, the use of AI should be cultural and contextual so that people can come up with the appropriate use of artificial intelligence.

Introduction

Corruption is widespread in developing nations and it stands as one of the principal obstacles to sustainable development. There are various factors responsible for it. For instance, government officials are granted considerable bureaucratic discretion, which they can misuse. Besides, there is a lack of enforcement of laws, and there is no suitable framework for accountability. It has intensified over the past several years leading to problems including public sector service failures and widening income gaps between rich and poor. Governments of many developing nations are utilizing artificial intelligence technology within their agencies to help mitigate both the causes and effects of corruption. AI enables government organizations to recognize signs of corruption even before they become serious issues that need to be addressed urgently. Without the aid of AI, the problem could worsen and become extremely difficult to solve. AI plays a crucial role in ensuring good governance. By utilizing the technology in fields like optimizing government operations, developing accurate prediction systems to be used in the creation of public policy, and automating audits to ensure accountability, artificial intelligence becomes extremely useful in promoting the effectiveness of governance. There are three main uses of artificial intelligence that can help increase the efficiency of governance: offering personalized services to citizens; helping detect fraud; and optimizing citizen-government interaction[1]. In South Asia, governments are looking to AI as a means of improving accountability, transparency and efficiency in services by reducing the human bias that has been used to make administration decisions and automating administrative processes. A number of key initiatives have been launched that concentrate on using big data to track progress against the SDGs, improve public services, and add enhanced capabilities to infrastructure development. The countries in this region are on the forefront in terms of developing AI strategies through various national policies. However, there continue to be difficulties faced in the region due to limited digitization of data, inadequate data infrastructure in the countries, and low levels of digital literacy. Pakistani National AI Policy was launched in July 2025. According to this policy, AI technology is seen as a disruptive technology that can contribute to improved service delivery, enhanced transparency, and developing a knowledge economy. Key elements of this policy include the establishment of a National AI Council; launching a national innovation fund for AI research and development activities; and the use of AI in tax compliance,

[1] Moundeka, Bhargav R., Sohinm Fulwariya, and Prof. Sagar, Kshirsagar. 2025. "The Role of Public Administration in Achieving SDG Targets." *International Journal of Novel Research and Development*, 10(1): a473-a481. https://ijnrd.org/viewpaperforall.php?paper=IJNRD2501052

healthcare services and combating smog. AI applications in Pakistan's provincial government focus on improving service delivery; increasing transparency; and decreasing bureaucratic delays through the implementation of tools including predictive analytics, chatbots and automated workflows[2]. The integration of artificial intelligence into the realm of public administration has the potential to completely change how we think about public administration and the role that it plays in society. The use of AI could also create economic value around the world through services that are predictive, personalized, and proactive in nature. Additionally, AI can greatly improve transparency, reduce government administrative costs and make policy creation more efficient, and effective. Furthermore, AI has the ability to provide real-time and custom-tailored services to citizens on a 24/7 basis via chatbots and other automated systems. This feature of AI will have a large effect on increasing citizens' level of satisfaction with the government. Due to its ability to collect and analyse large amounts of data, AI will also support evidence-based policy decisions, with less subjective bias, and ensure equitable and just outcomes. The use of AI in automating some of the processes in governments will result in an end to human dishonesty and immorality in the process, hence improving efficiency in government and enhancing fidelity within the system. The general objective of the chapter is to examine the relevance of AI to good governance in developing countries[3].

Methodology

The current study uses qualitative research methodology to conduct this research for establishing the significance of AI in promoting good governance in the development countries. The main aim of this research is to explore the significance of artificial intelligence in good governance. Literature review of other available sources in form of literature review, journal articles, and governmental sources has been conducted to come up with certain conclusions after analyzing them. Qualitative methods have been adopted for conducting this research through descriptive analysis, analytical content analysis, and textual analysis; therefore, secondary data have been used.

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[2] Taeihagh, Araz. 2021. "Governance of Artificial Intelligence." *Policy and Society*, 40 (2): 137–157. https://doi.org/10.1080/14494035.2021.1928377

[3] Butcher, James, and Irakli, Beridze. 2019. "What Is the State of Artificial Intelligence Governance Globally?" *The RUSI Journal*, 164 (5–6): 88–96. https://doi.org/10.1080/03071847.2019.1694260