

# **Role of Artificial Intelligence in Public Administration: Data-Driven Governance, Opportunities, and Challenges**

**Dr. Bhupender**

Administrative Staff in Public Administration

Kalpana Chawla Government Medical College, Karnal

**Abstract:** The rapid advancement of Artificial Intelligence (AI) has significantly reshaped public administration by enabling data-driven decision-making, automation of administrative processes, and enhanced citizen service delivery. Governments across the world increasingly rely on AI technologies such as machine learning, natural language processing, predictive analytics, and intelligent decision-support systems to improve efficiency, transparency, and policy outcomes. This research paper critically examines the role of AI in public administration using conceptual analysis, secondary data, and illustrative empirical indicators. It presents structured data tables and figure descriptions to demonstrate AI adoption trends, functional impacts, and governance outcomes. The study also addresses ethical, legal, and institutional challenges, including algorithmic bias, accountability, data privacy, and workforce implications. The paper concludes with policy recommendations and a future research agenda for responsible and inclusive AI-enabled public administration

**Keywords:** Artificial Intelligence, Public Administration, E-Governance, Digital Government, Algorithmic Governance