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THE USES OF ARTIFICIAL INTELLIGENCE IN THE PUBLIC SECTOR: CHALLENGES AND PROSPECTS

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Abstract. *This article examines the integration of artificial intelligence (AI) in the public sector, highlighting its transformative potential and associated challenges. AI has the capacity to revolutionize public administration by enhancing service delivery, decision-making, and operational efficiency through advanced data analysis, predictive analytics, and automation. Despite these opportunities, the adoption of AI in government faces significant obstacles, including technical limitations, ethical concerns, legal constraints, and organizational resistance. Key issues such as data privacy, system security, algorithmic bias, and accountability for AI-driven decisions are explored. This study employs a theoretical framework based on literature analysis, document review, and value interpretation. The article also discusses the varying levels of AI deployment, from simple automation to fully autonomous systems, and the strategic approaches needed for successful implementation. The research objectives are to identify the principal challenges and opportunities associated with AI integration in public administration and to answer key questions regarding effective governance, ethical management, and policy formulation. The study also aims to contribute to both academic discourse and policy practice by proposing actionable recommendations for optimizing AI deployment in the public sector. It emphasizes the need for robust governance frameworks, ethical guidelines, and international cooperation to ensure AI technologies enhance public value while preserving trust and democratic principles. The findings underscore the importance of a balanced approach to AI integration, promoting innovation while safeguarding societal interests.*

Keywords: *artificial intelligence, public sector, welfare state, technologies, applicability, governance*
Reikšminiai žodžiai*: dirbtinis intelektas, viešasis sektorius, gerovės valstybė, technologijos, pritaikymas, valdymas*

Introduction

Artificial intelligence, as a radical innovation, transforms the functioning of various systems. The functions and conditions of work, the ways of providing services, production activities, forms of com-

munication, educational systems, knowledge and information management, the legal environment, organizational structures, management techniques are changing. Although these processes take place in various sectors, academic discourse usually focuses on the private rather than the public sector (Vida Fernandez 2023), although in the public sector the possibilities of adaptability of artificial intelligence are extremely wide - from identifying military drone targets, improving cybersecurity systems, increasing the effectiveness of health and social services, effectively serving citizens in the digital space to new infrastructure project planning, intelligence analytics, complex immigration, pandemics, public security problem management (Surya 2019; Alhosani and Alhashmi 2024; Brandão et al. 2024; Sun and Medaglia 2019). Artificial intelligence is particularly actively applied in the public sector in countries such as United States, United Kingdom, Singapore, South Korea, Israel, China, Brazil and others (Jakub, n.d.)

In recent years, rapid advancements in AI — especially the emergence of generative AI, large language models (LLMs), and agentic AI (Chiu, n.d.; Fui-Hoon Nah et al. 2023; Hagos, Battle, and Rawat 2024; Mukherjee and Chang 2025; Abuelsaad et al. 2024) —have begun to reshape both theoretical perspectives and practical applications in public administration. These innovations introduce novel opportunities and challenges that require updated analytical approaches.

AI applicability initiatives create not only opportunities, but also significant challenges. These challenges are presupposed by the lack of effective implementation strategies, a routineized and bureaucratic institutional environment, the dependence of public sector institutions on the often surrounding inflexible legal environment, the abundance of stakeholders, the lack of digital competences of civil servants, the specifics of public policy implementation areas, and the change in political interests and priorities. Authors such as B.W.Wirtz, J.C. Weyerer, C. Geyer distinguish between artificial intelligence security, data privacy, the quality of systems and data integration, and sensitive ethical and moral challenges. On the other hand, according to the Organisation for Economic Co-operation and Development, as many as 50 countries are implementing or planning to implement national AI strategies. Of these 50 countries, as many as 36 countries have or plan to publish separate AI strategies for the public sector in the near future (Berryhill et al. 2019). Various prototypical projects are being developed, attempts are being made to develop and apply AI solutions in various organizational fields, but there is still a lack of systematic evidence of the potential public value that would be created by the application of artificial intelligence tools and the automation of public services, how systemically they should be applied and at what level of management they are most appropriate (Wirtz, Weyerer and Geyer 2019).

The analysis of the article aims to explore this research question: how can public sector organizations harness emerging AI technologies to overcome traditional bureaucratic and technological constraints, thereby enhancing service delivery while effectively addressing ethical and governance challenges?

This theoretical article examines the development and use of artificial intelligence in the public sector and identifies the key challenges involved. Our analysis proceeds from the idea that both cognitive insights and axiological (value-based) considerations are equally important. Accordingly, we combine descriptive-analytical and interpretive methods, drawing on recent scientific literature (2019-2024), public policy documents such as the EU Artificial Intelligence Act, World Bank reports, and other authoritative sources. The literature was selected for its direct relevance to the topic, ensuring that all cited works address AI's role in public administration. By framing AI through a socio-humanitarian lens, we aim to highlight principles and strategies that can foster effective—and ethically sound—implementation of AI initiatives in government.

In the following sections, the article first reviews the theoretical foundations of AI and recent technological advancements—including generative AI, LLMs, and agentic AI. Next, it examines the challenges and opportunities associated with AI implementation in the public sector, with a particular focus on ethical, legal, and operational issues. The discussion then presents a conceptual framework for understanding AI integration, and the article concludes with actionable policy recommendations and suggestions for future research.

The concept and applicability of artificial intelligence in the public sector

In academic discourse, definitions of artificial intelligence vary by highlighting its different aspects, but essential qualities are associated with the ability to replicate people's ability to think and learn, and to solve problems of varying complexity. Artificial intelligence can be defined as the ability of a computer system to demonstrate intellectual behaviors close to human, characterized by such fundamental competencies as perception, understanding, action and learning (Wirtz, Weyerer, and Geyer 2019). The very concept of artificial intelligence originated in the sciences of computer science, which in the modern sense began to be used in the 1950s, and in public administration studies it has been observed since about 1980 (Uzun Ozsahin et al. 2023). The concept of artificial intelligence is often divided into general artificial intelligence (General AI) and narrow artificial intelligence (Narrow AI). The content of these concepts differs in that the idea of general artificial intelligence is associated with the possibility of surpassing human abilities in many areas in the long term, uniting them and even challenging humanity as such. This concept is more seen as a vision of the future, but is extremely widely used in popular culture. Narrow artificial intelligence is explained by its application in a specific field in which a technological system can create a variety of types of value (Berryhill et al. 2019). At present, the strong focus on artificial intelligence as a transforming innovation is associated with three reasons: (1) the advancement of deep learning, which leads to the formation of possible solutions to new problems; 2) the capabilities provided by big data, which make it possible to capture, store and store huge amounts of data; (3) increasing computing power capabilities that allow artificial intelligence to process data faster and solve problems (Vida Fernandez 2023)

In the public sector, the processes for the deployment of artificial intelligence are inseparable from the dominant models of public administration, the institutional set-up, the general and organisational culture. Continental Europe is dominated by a more centralised, also known as traditional, public administration, while Anglo-Saxon countries are characterised by new public management as a public sector based on ideas based on market principles. These models presuppose various directions and problem areas for the implementation of artificial intelligence. For example, in the context of the new public management model, artificial intelligence can be focused on improving quantitative institutional indicators, while in the context of the traditional model of public administration, the priority area could be the improvement of decision-making processes (Entsminger 2022), or the development of simulations for evaluating the impact of potential legislation (Vida Fernandez 2023).

When examining the possibilities and practices of public sector bodies regarding the application of AI, it can be observed that the strategy often used is related to pilot applications for the application of artificial intelligence and projects in narrow areas, which are mainly aimed at improving public services delivery processes and increasing the satisfaction of citizens. Often these projects take the form of public-private partnerships. The 2020 report of the US consulting company states that the introduction of artificial intelligence in the public sector makes it necessary to invest in research and development, to form a supportive organizational culture, to ensure effective interaction with the private sector, and to foster international cooperation (Maalla 2021). The prospects for the deployment of AI in the activities of public sector bodies must also be characterised by the involvement of stakeholders, the assessment of their interests and consultation. Although the private sector has extensive experience in the deployment and application of AI, it is important to involve non-governmental organisations as well, to understand the needs and interests of local communities and citizens (Surya 2019).

Given the public sector's dependency on political-legal frameworks, policymaking processes play a critical role in AI adoption. This includes the development of international and national AI programs, industry-specific rules, certification procedures, and impact assessments of algorithms. However, these processes often lag behind technological advances, making it difficult to measure long-term social impacts. Moreover, the diversity of legal systems and management traditions complicates the formation of supranational strategies (Chhatre 2024). For example, the OECD's ethical principles — accountability;

strength and safety; openness and explainability; human rights, democratic values, privacy, and fairness; and inclusive growth — provide a normative basis for adapting these principles into national strategies and legal frameworks (OECD, 2019). Recent case studies illustrate these challenges: the City of Los Angeles implemented an AI-driven predictive policing system that improved response times but also raised issues about algorithmic bias and accountability (Lapowsky 2018). Similarly, the UK's NHS piloted an AI-based diagnostic tool that enhanced emergency triage yet encountered difficulties in data integration and transparency (Townsend et al. 2023). Additionally, investments in digital competences, infrastructure updates, and competitive compensation for specialists are essential for preparing public institutions to adopt these technologies effectively (Jakub, n.d.).

The general areas in the public sector, where artificial intelligence could be applied, are associated with various institutional and societal problems, ways to solve them, increasing the effectiveness of internal and external processes, programs, projects. In the public sector, artificial intelligence could help to collect, analyse, transform and share knowledge and information, increase the quality of services provided and automate standard tasks, carry out activities that are dangerous to humans, communicate with citizens through chatbots, perform translation, predictive analytics, information filtering functions, improve decision-making processes, risk identification, reduce costs, the impact of climate change, avoid pollution, fraud, increasing public security (Wirtz, Weyerer, and Geyer 2019; Vida Fernandez 2023). Here is a couple of examples of applications of AI in the public sector. Singapore's urban planning initiatives have successfully utilized AI for infrastructure development, yet they highlighted the need for robust data governance to mitigate privacy risks ("Virtual Singapore - Building a 3D-Empowered Smart Nation" n.d.). In another example, a European municipality employed AI for waste management and resource optimization, demonstrating significant cost reductions but also encountering challenges in integrating legacy systems with new technologies (Ferrer and Alba 2019).

One of the advantages of artificial intelligence, often mentioned in academic discourse, is the ability to analyze information faster than humans are capable of, and then this process is characterized by cost-cutting opportunities and the possibilities of developing new models of public services (Mergel et al., n.d.). The speed of information analysis is crucial for making national security, health, education, economic and other public policy implementation or legal decisions, such as assessing the level of potential recidivism of a citizen in the courts (Vida Fernandez 2023), conducting financial audits to stop operations of a corrupt nature, introducing personalized public services, for example, for reports sent by artificial intelligence about the need to update driver's license (Jakub, n.d.).

Analysis of the challenges of the application of artificial intelligence in the public sector

A primary challenge in implementing AI is the struggle to attract and retain qualified personnel, given that AI tools demand specialized technical and analytical skills that are in high demand. Consequently, public institutions must compete with the private sector, which often offers more attractive working conditions and compensation packages. Moreover, these institutions are required to invest in advanced software and develop robust technological infrastructure — a process frequently hindered by the inefficiencies of existing legacy systems (Surya 2019). In any case, the capabilities and resources of public sector bodies should not be compromised by the opportunities provided by AI. Automation must enhance, not entirely replace, public servants; transferring all activities to external entities risks eroding both human and institutional capacity (Entsminger 2022). As Neumann and others (Neumann, Guirguis, and Steiner 2024) observed, the success of AI deployment in public projects often hinges on an institution's maturity. Organizations with limited AI experience tend to depend heavily on motivated staff and external partners, whereas those with more established practices require strategic, high-level management decisions. Institutions with extensive AI experience are better positioned to develop best practices and scale innovations across multiple agencies. Conversely, training existing for civil servants to effectively use AI remains a sig-

nificant challenge (Vida Fernandez 2023). This issue is particularly acute in Central and Eastern European countries like Lithuania and Slovakia, where demographic factors and constrained and budgets further complicate efforts to build the necessary digital expertise.

Another significant challenge in adopting AI is determining accountability for its decisions. When AI tools are used in decision-making, assigning responsibility for adverse outcomes becomes problematic. Who should be held accountable if an AI-generated decision results in harm? The technology itself cannot bear responsibility, nor can accountability be fully shifted to its developers or managers who deployed it to enhance public value (Henman 2020). For example, B. W. Wirtz and others (Wirtz, Weyerer, and Geyer 2019) note that when an autonomous public vehicle injures a pedestrian, it is unclear whether designers, software engineers, suppliers, operators, or managers should be held responsible. A similar dilemma arises in the health sector, when fully autonomous systems make critical decisions, such as diagnosing diseases or performing surgeries (Chhatre 2024). Moreover, in public-private partnership programs, conflicts of interest can further obscure accountability. Private companies, driven by shareholder goals, have different priorities from public institutions, whose mission is to serve citizens. Consequently, it remains uncertain who should ultimately be responsible for protecting citizens' data, managing big data analysis, or remedying mistakes made by AI systems (Maalla 2021).

The examples above illustrate that deploying AI in the public sector is fraught with complex challenges related to accountability and responsibility. The ethical implications of AI raise serious concerns, as decisions based on inaccurate or flawed data (Mergel et al., n.d.) can lead to socially disastrous, unjust, or unintended consequences, thereby straining democratic systems. One prominent example is the use of facial recognition technology, which has been harshly criticized for its pervasive and unjustified application, privacy violations, and the errors that may result in significant legal and financial repercussions for citizens (Entsminger 2022). Equally concerning is the risk of algorithmic bias and discrimination—where AI systems, trained on skewed data, may perpetuate or even amplify existing social inequalities and marginalize vulnerable groups (Chhatre 2024). Moreover, biases can emerge from the inherent limitations of even vast datasets, underscoring the need for continuous improvement of AI systems; in some cases, private companies have been found to manipulate data and algorithms intentionally to boost profits (Jakub, n.d.).

The introduction of AI is an extraordinarily complex process, far exceeding the challenges posed by previous digital government initiatives. In the public sector, where AI must be tailored to diverse policy contexts and institutional functions, systematic application is difficult. Each institution has unique operational needs, and the procurement process is often complicated by detailed contract requirements and lengthy approval timelines (Neumann, Guirguis, and Steiner 2024; Surya 2019).

To summarize these challenges comprehensively, B. W. Wirtz and colleagues (Wirtz, Weyerer, and Geyer 2019) developed a model that categorizes the challenges into four main areas:

a) **Technology introduction** – ensuring security, data quality, system integration, and access to financial and specialized resources;

b) **Legal regulation** – managing autonomous systems, delineating responsibilities, and safeguarding privacy and security;

c) **Societal impact** – addressing workforce transformation, ensuring social acceptance and trust, and fostering effective communication between humans and AI;

d) **Ethics** – establishing ethical guidelines, resolving moral dilemmas, and mitigating discrimination in AI systems.

This model is invaluable for public sector managers and policymakers as it not only facilitates a deeper understanding of strategic, operational, and tactical challenges but also supports the creation of normative frameworks and the development of effective AI strategies and research.

The rollout of AI systems in Western democracies — especially in Western, Central, and Eastern Europe — brings with it a profound socio-economic challenge of sustaining the welfare state (Carney 2020; James and Whelan 2022; Dencik and Kaun 2020) It is essential to recall that the welfare state has been one of the most pivotal models of socio-economic organization in the latter half of the 20th century and in the 21st century too. Its remarkable growth was driven by the scientific-technological revolution, which not only showcased human creative and technical potential but also transformed society by placing technology at the center of daily life. This revolution, marked by breakthroughs in the automotive industry, synthetic chemistry, and microelectronics, fueled the post-war "golden age" of the welfare state by triggering a substantial leap in economic productivity (Norkus 2008). Although the welfare state experienced a retreat in its practical implementation during the late 20th and early 21st centuries, its socio-humanitarian importance — especially in providing state social security — remained undiminished. The ongoing fourth technological revolution, driven by computerization and digitalization, has so far led to only incremental changes in welfare states. However, more radical shifts in social consciousness and the population's practical skills are anticipated, fundamentally altering state organization. A new technological wave — characterized by artificial intelligence and robotization — is emerging and raising critical questions: how will AI and robotization transform the welfare state and its social services, and conversely, how will the welfare state influence these technological processes?

One possible response is that the welfare state, traditionally centered on the middle class, may witness a disintegration of its social fabric. Those with advanced technological skills are likely to ascend economically, while others, particularly the less technologically adept and the elderly, may be marginalized. In this context, AI is expected to benefit the high-skilled and high-income segments disproportionately, exacerbating social exclusion among vulnerable groups.

A potential remedy to the resultant job losses could be the introduction of a universal basic income. However, if implemented universally, this measure might dismantle the traditional welfare state, eliminating both state and private social security systems. Without the distinctive social benefits — such as targeted support for the elderly, disabled, sick, widowed, or those affected by occupational hazards — the welfare state's role would be fundamentally altered, and its bureaucratic mechanisms rendered obsolete.

Moreover, society's readiness to adopt AI and robotics must be intertwined with lifelong technological education. In the future, rather than directing students towards narrowly specialized careers, education systems should focus on providing a broad, foundational knowledge base. Strengthening the exact sciences and reinvigorating social-humanitarian disciplines could foster a workforce equipped not only with technical skills but also with the empathy required for social services — skills that robots cannot fully replicate. Additionally, as technology evolves, society will face new challenges in crisis management, where malicious actors — terrorists, scammers, and others—could exploit AI for harmful purposes. Managing advanced AI safely will remain a critical task, particularly when addressing complex issues beyond simpler challenges like power outages or moderate natural disasters.

Thus, legal oversight of AI is crucial for ensuring its safe and effective use, though overly stringent regulations can sometimes stifle innovation. To date, the United States and China have offered limited detailed regulation on AI, whereas the European Union has taken a more proactive approach. In March 2024, the EU adopted its first comprehensive AI regulatory framework — the Artificial Intelligence Act ("AI Act | Shaping Europe's Digital Future" 2024) — which will come into full force in 2026. This binding regulation applies directly to all EU Member States without the need for national transposition and is based on a risk-based approach. Under the Act, AI systems are classified into tiers: (1) unacceptable risk, which are banned; (2) high risk; (3) limited risk; and (4) minimal or no risk, for which organizations are invited to voluntarily adhere to codes of conduct.

This pioneering framework reflects Europe's strong legal traditions and its historical leadership in establishing the welfare state. However, Europe's perception of risk is evolving: the focus is shifting from traditional social risks (such as those associated with old age, disability, or illness) to the emerging "po-

tentially manipulative" risks posed by AI. The AI Act seeks to prevent the manipulation of cognitive behavior, the unauthorized collection of facial images from surveillance, emotion recognition in workplaces and schools, and discriminatory biometric categorizations (e.g., by sexual orientation or religious beliefs). Its goal is to safeguard fundamental rights, democracy, the rule of law, and environmental sustainability against high-risk AI systems, while requiring that AI tools interacting with humans — such as chatbots — clearly inform users when content is AI-generated.

Conclusions

The application of artificial intelligence (AI) in the public sector presents both significant opportunities and considerable challenges. This article has explored the multifaceted impact of AI on public administration, highlighting its potential to revolutionize service delivery, enhance decision-making processes, and improve efficiency across various government functions. AI's capabilities in data analysis, predictive analytics, automation of routine tasks, and citizen engagement through digital platforms suggest a transformative potential that could fundamentally reshape public sector operations. However, the effective implementation of AI in government settings is not without its hurdles.

The challenges associated with AI integration in the public sector are complex and varied, encompassing technical, ethical, organizational, and legal dimensions (Bianchini et al. 2024; Mikhaylov, Esteve and Campion 2018). Key issues include the need for robust data governance frameworks to protect privacy and ensure data security, the management of ethical concerns related to bias and discrimination in AI algorithms, and the establishment of clear accountability and responsibility structures for AI-driven decisions. Additionally, the public sector faces unique constraints, such as budget limitations, a lack of digital competencies among civil servants, and a traditionally bureaucratic environment that may resist rapid technological changes.

The development of AI strategies tailored to the public sector's specific needs is essential for maximizing the benefits of AI while mitigating associated risks (Hjaltalin and Sigurdarson 2024). This requires a comprehensive approach that includes fostering digital literacy, investing in technological infrastructure, and encouraging a culture of innovation and adaptability within public institutions. Moreover, collaboration between public and private sectors, as well as international cooperation, can provide valuable insights and resources for developing effective AI solutions.

Policy implications: To facilitate AI adoption, policymakers should implement concrete measures such as launching targeted digital literacy programs for civil servants, upgrading legacy IT systems to support advanced AI applications, and establishing independent oversight bodies to ensure transparent accountability in AI decision-making. Additionally, incentives for public–private partnerships in technology innovation and regular training workshops can help embed AI more deeply into public sector operations.

Looking forward, the public sector must balance the pursuit of technological advancement with the preservation of public trust and democratic values. Policymakers and public managers should focus on developing AI applications that are transparent, fair, and accountable, ensuring that these technologies enhance rather than undermine the public good (Chen, Ahn, and Wang 2023). The ongoing evolution of AI regulations, such as the European Union's AI Act, reflects a growing recognition of the need for a well-defined legal framework to guide AI use in public administration.

This study provides novel insights by systematically categorizing the challenges of AI integration in the public sector and highlighting the interplay between technical, ethical, and organizational dimensions. The actionable recommendations presented here — ranging from digital literacy enhancements to infrastructural upgrades and transparent accountability mechanisms — offer a roadmap for future research and practical AI governance. These insights can shape subsequent studies on AI's societal impact and guide policymakers in developing robust, inclusive AI strategies for improved public service delivery.

Thus, while AI offers tremendous potential to improve public sector performance and citizen services, its successful integration will depend on addressing the significant challenges outlined in this article. By adopting a strategic and cautious approach, grounded in ethical considerations and regulatory compliance, the public sector can harness the power of AI to foster innovation, efficiency, and better governance outcomes. Future research should continue to explore the dynamic interplay between AI technologies and public administration to guide effective policy development and implementation strategies.

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DIRBTINIO INTELEKTO PANAUDOJIMAS VIEŠAJAME SEKTORIUJE: IŠŠŪKIAI IR PERSPEKTYVOS

Anotacija. *Straipsnyje nagrinėjamas dirbtinio intelekto (DI) taikymas viešajame sektoriuje, daugiausia dėmesio skiriant jo transformaciniam potencialui ir keliamiems reikšmingiems iššūkiams. Dirbtinis intelektas keičia įvairius viešojo administravimo aspektus – nuo paslaugų teikimo ir sprendimų priėmimo procesų iki veiklos efektyvumo didinimo. Jis siūlo duomenų analizės, nuspėjamosios analizės, įprastų užduočių automatizavimo ir geresnio piliečių įsitraukimo per skaitmenines platformas galimybes. Tokia pažanga rodytų dideles dirbtinio intelekto galimybes įtakoti viešojo sektoriaus veiklą ir pagerinti viešųjų paslaugų kokybę. Tačiau dirbtinio intelekto integravimas į viešojo sektoriaus aplinką susiduria su daugybe iššūkių. Tai apima techninius klausimus, susijusius su duomenų saugumu ir sistemų integravimu, etinį susirūpinimą dėl šališkumo ir diskriminacijos bei organizacines kliūtis, tokias, kaip biurokratinis pasipriešinimas ir valstybės tarnautojų skaitmeninių kompetencijų trūkumas. Be to, viešojo sektoriaus priklausomybė nuo griežtos teisinės aplinkos ir veiksmingų įgyvendinimo strategijų apsunkina dirbtinio intelekto diegimą. Taip pat dėl dirbtinio intelekto, kai gresia neigiamos pasekmės, yra neišspręstų klausimų sprendimų priėmimo procesuose, kurie yra susiję su atskaitomybe ir atsakomybe. Straipsnyje aptariamos įvairios dirbtinio intelekto pritaikymo galimybės viešajame administravime. Numatomas jo naudojimas tokiose srityse kaip kibernetinis saugumas, sveikatos ir socialinės paslaugos bei infrastruktūros planavimas. Autoriai apibūdina įvairius dirbtinio intelekto diegimo lygmenis – nuo paprasto duomenų įvedimo iki visiškai automatizuotų sistemų, kurioms nereikia žmogaus įsikišimo. Be to, straipsnyje pabrėžiama, kad svarbu kurti tokias dirbtinio intelekto strategijas, kurios būtų pritaikytos konkretiems viešojo sektoriaus poreikiams. Siekiant šio tikslo būtina skatinti skaitmeninį raštingumą, investuoti į technologinę infrastruktūrą ir skatinti inovacijas viešosiose institucijose. Viešojo ir privačiojo sektorių bendradarbiavimas ir tarptautinis bendradarbiavimas turi didelę reikšmę kuriant veiksmingus dirbtinio intelekto sprendimus ir skatinant inovacijų kultūrą. Siekiant padidinti dirbtinio intelekto naudą ir sumažinti jo riziką, viešajame sektoriuje reikia laikytis strateginio požiūrio, kuris apimtų tvirtas duomenų valdymo sistemas, etikos gaires ir aiškią reguliavimo politiką. Straipsnio pabaigoje teigiama, kad nuolatinis dirbtinio intelekto reglamentų tobulinimas gali pozityviai suderinti technologinę pažangos siekius su visuomenės pasitikėjimo ir demokratinių vertybių saugojimu.*

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