Chapter 8
Navigating Public Administration 5.0:
Embracing AI for Smarter Governance

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ABSTRACT

This chapter investigates the ways in which artificial intelligence (AI) is changing public governance. AI is emerging as a major force behind change as societies transition from Digital Public Administration (4. 0) to a Super Smart Society (5. 0) improving decision-making streamlining administrative procedures and boosting citizen engagement. This chapter explores how AI is transforming conventional governance models through the automation of repetitive tasks, the provision of individualized public services and the facilitation of data-driven policymaking. This change is expected to improve government operations responsiveness efficiency and transparency. The chapter also discusses the difficulties and moral dilemmas posed by AI in government. Accountability transparency and data privacy concerns need to be resolved in order to guarantee that AI systems are impartial, equitable and reliable.

INTRODUCTION

This is a brief chronicle of the evolution of public administration, the technological changes and societal requirement that define the essence of governance and innovations. Public Administration 5.0 which is a concept derived from the concept of Society 5.0 which can be translated as 'Super Smart Society', replaces the Digital Public Administration 4.0. While the latter focused on digitisation and connectivity and integration of digital into the delivery of public services, the former goes further by extending these boundaries further by embracing AI and other emerging technologies as a means of putting into place a governance model that is both proactive, intelligent and where a human at the centre (Shaikh & Ratnakaram, 2024). The change from Digital Public Administration 4.0 toward Public Administration 5.0 may then be seen as a shift in both scale and purpose. Digital Public Administration 4.0 set the stage up by utilizing big data, cloud computing and the Internet of Things (IoT) to optimize work and increase openness. E-governance frameworks were implemented globally by the governments for enablement

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of citizens for receiving government services, minimizing the stage management, and facilitating the democracy. However, as these technologies evolved the weaknesses of replanning/reaction and process driven systems were highlighted. The international environment called for a system of governance that can predict the requirements of society; and respond swiftly to changing dynamics; or even cope with emerging issues such as climate change, global health crises, and income disparity. Welcome Public Administration 5.0 which not only advances from the digital but reinvents the concept of governance for the future (Wolniak & Stecuła, 2024; Tariq, 2025).

AI is the core of Public Administration 5.0—A revolutionary agent that holds the key to achieving outstanding progressive breakthroughs. Prior technologies focused on the routine and mechanistic of work that could be transferred to computer systems while introducing AI means a real-time analysis of big data and using policy recommendations in policy-making processes. This change in functional focus is from transactional to intelligent government where she, and decisions are made based on the context and needs range from needs of a certain population. Another advantage of this model is that unlike other models of public administration where the method remains stagnant once developed, AI's capability to learn and adapt guarantees constant improvement every time it is corrected to fit emerging one-challenge or one-opportunity (Shaikh & Ratnakaram, 2024). Perhaps one of the most interesting applications of AI in the governmental system is public service improvement. Case in point, artificial intelligence solutions such as the chatbots and virtual assistants help governments of nations offer prompt and accurate answers to numerous queries from citizens or address complaints from citizens at any given time of the day. Machine learning algorithms are capable of identifying embezzlement and loss, which are common pitfalls in the public domain or need assessment of organizational performance can be done effectively with these tools since public funds must be well spent. Furthermore, the attribute of using Artificial Intelligence for predicting need not only informs policymakers about trends but also enables them to develop solutions that prevent occurrence of problems that range from healthcare to climate change as well as planning issues (Carayannis & Zotas, 2024).

AI augments the qualitative measures of social service delivery in the domains of governance, decision as well as policy making. In the past, public policy has used statistical data, the opinions of scholars and consultants, and meetings with the interested public. Despite these, AI brings another degree of analysis that is needed to weigh huge amounts of information and find patterns that can easily be overlooked. For instance, we have artificial intelligence-based applications that can approximate possible consequences of policy choices, which are useful to those in leadership positions to formulate correct solutions (Putra & Gunadi, 2024).These capabilities are especially important today when it comes to furthering an understanding of wicked problems, which are difficult issues that are dynamic in nature and can't be solved by one right answer; here is how the analytical capabilities of AI can shine brightly as it can reveal avenues that allow for the achievement of a good balance of priorities (Shaikh & Ratnakaram, 2024). Lastly, Public Administration 5.0 has also emphasized on the aspect of inclusion and or even individualization of governance. Because AI can analyse populations based on socio-economic, geographic or cultural parameters it means that special ideas and strategies can be presented to the populace before they can be initiated. This is important in the sense that it makes governance not deterministic but specific to the need and desires of continent's citizenry. For example, AI-based individualized learning opportunities may solve the problem of educational inequality in developing states, and specified health care measures can help save the lives of high-risk groups (Wolniak & Stecuła, 2024).