


Chapter 9

Public Administration 5.0 in Super Smart Society: Focusing Policies and Innovative Solutions

Bhupinder Singh

 <https://orcid.org/0009-0006-4779-2553>

Sharda University, India

Anjali Raghav

 <https://orcid.org/0009-0004-0248-7956>

Sharda University, India

Kittisak Wongmahesak

 <https://orcid.org/0009-0000-2129-4691>

North Bangkok University, Thailand

ABSTRACT

Public Administration 5.0 represents a paradigm shift in governance where cutting-edge technologies like artificial intelligence (AI), Internet of Things (IoT), and blockchain are harnessed to develop efficient, citizen-centric, and sustainable systems. Informed by Society 5.0 principles, this new vision stands out for its emphasis on balancing technology with human-centric principles to produce inclusivity, equity, and well-being. These involve digital transformation, ethical AI deployment, participatory decision-making, and equitable access to technology. It also emphasizes the need for viability building, public-private partnerships, and international cooperation to overcome challenges like infrastructure gaps, digital divides, and ethical dilemmas. This chapter emphasizes the transformational capacity of Public Administration 5.0 in tackling wicked problems and realizing Sustainable Development Goals (SDGs) by providing a clear implementation pathway. The Chapter ends with insights and directions for research leading toward realizing this vision.

DOI: 10.4018/979-8-3693-9286-7.ch009

1. INTRODUCTION

After drafting and if necessary, the revision of their respective syllabus, public administration has experienced changes over time. Bureaucratic hierarchies, rule-based governance, and resource management efficiency have traditionally characterized public administration. They evolved through several stages with the rise of participatory governance, market mechanisms, and more recently, the introduction of digital technologies. Public Administration 5.0 is born as a response to the challenges of a Super Smart. Originating in Japan in the context of its national strategy, Society 5.0 is a vision of a human-centered society fully incorporating advanced technologies, IoT, big data, and robotics into all aspects of human activity. Industry 4.0, its predecessor, emphasized industrial and technological efficiency, while Society 5.0 focuses on harmonizing technological progress with social value, inclusiveness, and sustainability (Sharma & Gupta, 2024). Public Administration 5.0 is thus not just a refinement of preceding models of governance but rather a revolutionary reset that harnesses technology-based approaches to get over complex societal problems. It seeks to establish data-driven, transparent, and citizen-centric systems of governance, employing digital solutions to guarantee efficacy whilst encouraging inclusiveness. This is just a glimpse into how Public Administration 5.0 can change the face of governance through AI, Blockchain for transparency, IoT for real-time service delivery, and many more. This transition has the potential to solve global problems from climate change and urbanization to socio-economic disparity all while supporting the Sustainable Development Goals (SDGs) (Hasan et al., 2024).

2. THEORETICAL FRAMEWORK PUBLIC ADMINISTRATION 5.0

Public Administration 5.0 is a transformative evolution of governance that integrates technology and human-oriented values. It revolutionizes conventional governance by integrating cutting-edge technology whilst also focusing on inclusivity, transparency, and citizen-centric decision-making. This new model of governance seeks to provide solutions to complex challenges facing modern societies like climate change, urbanization, and social inequality by taking advantage of Artificial Intelligence (AI), Blockchain, the Internet of Things (IoT), and Big Data, among others. Public Administration 5.0 aims to build flexible, creative, and citizen-centered governance systems that are highly integrated with citizen life. This is essentially an organization of Public Administration 5.0, which relies on data-driven decision-making as the core component of evidence-based formulation and implementation of policies and programs (Jin et al., 2024). Societal needs can be pre-empted, resources can be optimally used and the accuracy of public services can be fine-tuned with the help of large data analytics being used by the governments. This ensures that decisions are based not only on real-time information but also on wider socio-political trends and priorities. Citizen-centric Governance: This element focuses on the active participation of citizens in the development of policies and services. This approach does not conform to traditional governance models that are typically characterized by strict hierarchies and bureaucratic structures but rather embraces fluidity and creativity. Lastly, the incorporation of emerging technologies like AI for automating standard tasks, Blockchain for secured and transparent transactions, and IoT for real-time surveillance lays the groundwork for the efficient operations of Public Administration 5.0.

12 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage:

www.igi-global.com/chapter/public-administration-50-in-super-smart-society/372319

Related Content

Towards Ontological Structures Extraction from Folksonomies: An Efficient Fuzzy Clustering Approach

Marouf Zahia and Benslimane Sidi Mohamed (2014). *International Journal of Intelligent Information Technologies* (pp. 40-50).

www.irma-international.org/article/towards-ontological-structures-extraction-from-folksonomies/123943

Fraud Detection in the Era of AI: Harnessing Technology for a Safer Digital Economy

Urshita Bansal, Sunita Bharatwal, Dhana S. Bagiyam and Early Ridho Kismawadi (2024). *AI-Driven Decentralized Finance and the Future of Finance* (pp. 143-164).

www.irma-international.org/chapter/fraud-detection-in-the-era-of-ai/355305

AI-Powered Risk Assessment: Innovations, Challenges, and Future Prospects

Wasim Khan, Mohammad Ishrat and Syed Mohd Faisal (2025). *Artificial Intelligence for Financial Risk Management and Analysis* (pp. 59-92).

www.irma-international.org/chapter/ai-powered-risk-assessment/374360

The Emotional Touch: Revolutionizing Technology With Emotional Intelligence

Priyanka Agarwal, Sneha P. Negandhi and Nitendra Kumar (2024). *Human-Machine Collaboration and Emotional Intelligence in Industry 5.0* (pp. 268-287).

www.irma-international.org/chapter/the-emotional-touch/351567

Automatic Folder Allocation System for Electronic Text Document Repositories Using Enhanced Bayesian Classification Approach

Wou Onn Choo, Lam Hong Lee, Yen Pei Tay, Khang Wen Goh, Dino Isa and Suliman Mohamed Fati (2019). *International Journal of Intelligent Information Technologies* (pp. 1-19).

www.irma-international.org/article/automatic-folder-allocation-system-for-electronic-text-document-repositories-using-enhanced-bayesian-classification-approach/225066