Chapter 7
The Role of Digital Transformation in Enhancing Transparency in AI-Assisted Public Administration

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ABSTRACT

This study examines the transformative impact of digital transformation and artificial intelligence (AI) on transparency, accountability, and efficiency in public administration. It explores AI-driven governance initiatives that combat corruption, streamline processes, and enhance citizen engagement. Using a benchmarking approach and quantitative research focused on Chief Information Officers, the study assesses AI's role in governance. Findings show that AI-powered digital transformation improves transparency through real-time data monitoring, predictive analytics, and

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automated decision-making. While AI enhances public access to information and reduces inefficiencies, challenges persist, including ethical concerns, algorithmic biases, and infrastructure gaps—only 22% of public organizations have the capacity for full AI implementation. This research highlights the need for strong governance frameworks, ethical AI deployment, and strategic investment in digital infrastructure to foster open governance, strengthen public trust, and drive sustainable administrative innovation.

1. INTRODUCTION

In this era of digitization and information age, is the order of modern governance. AI in public sector delivery is transforming the delivery of services and redefining key terms like transparency, accountability and citizen engagement. Open government There is nothing magic about involving the people in how their government works, only that the establishment is distrustful when it is secret. Governance is not just administration, but policies and rule of law (International Monetary Fund, 2021; Mergel et al., 2016). To be truly effective, governance has to focus on transparency, fairness, and on delivering services in a more efficient manner to maximize the use of resources and minimize the red tapes (Wirtz et al., 2019).

These traditional governance structures promised much but are often weighed down under red tape, risks of corruption and inefficiencies of how public services are actually delivered. In the era of AI-led digital transformation, governments now have a chance to address these issues. These technologies enable real-time data mining, automate routines, and forecast phenomena of interest to enhance decision-making, and to maximize accountability in the public domain (Osborne et and al.,2022). AI is used because it works well for a range of purposes: from services efficiency in governments of countries of the world, to stimulating open data initiatives, to cutting through administrative bottlenecks across sectors (Osborne and al., 2022). Yet even if digital transformation fosters transparency, it also introduces issues of privacy (Antonakis and Jacquart, 2013), algorithmic biases and ethical issues (Wu et al., 2020).

A number of countries have established specialized bodies for facilitating the use of AI in governance. The United Arab Emirates (UAE) has, for instance, formed a Ministry of AI, UK has created an AI Council and Office for AI. Meanwhile, countries such as China, Japan and the USA have integrated AI initiatives into existing government structures and significantly increased public funding for AI infrastructure research and development (Aayog, 2018). If India can use AI to ensure transparent governance, the country will lead the world in digital transformation. The government's vision is "Minimum Government and Maximum Governance" so