

# CURRENT AWARENESS SERVICE (CAS)

## APRIL 2024

ARTIFICIAL INTELLIGENCE (AI) IN PUBLIC SERVICES



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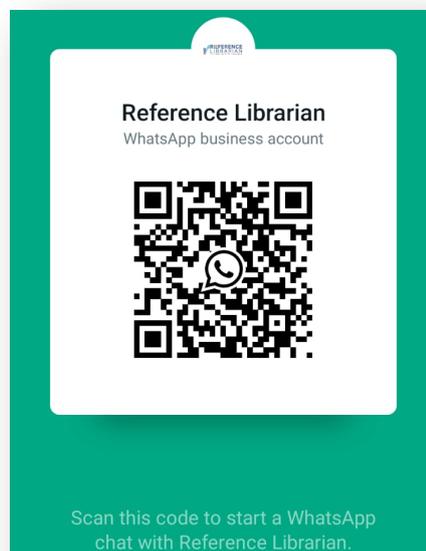
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TOPIC OF CURRENT AWARENESS SERVICES@PUSTAKA FOR APRIL:  
**ARTIFICIAL INTELLIGENCE (AI) IN PUBLIC SERVICES**

Artificial intelligence (AI) is revolutionizing public service delivery across various sectors, leveraging advanced algorithms and data analytics to enhance efficiency, effectiveness, and accessibility. From customer service chatbots and predictive analytics for resource allocation to fraud detection in welfare programs and AI-powered healthcare systems, the integration of AI enables governments to optimize operations, improve decision-making, and better serve citizens. As AI continues to evolve, its application in public service holds promise for streamlining processes, enhancing responsiveness, and fostering innovation to address complex societal challenges.

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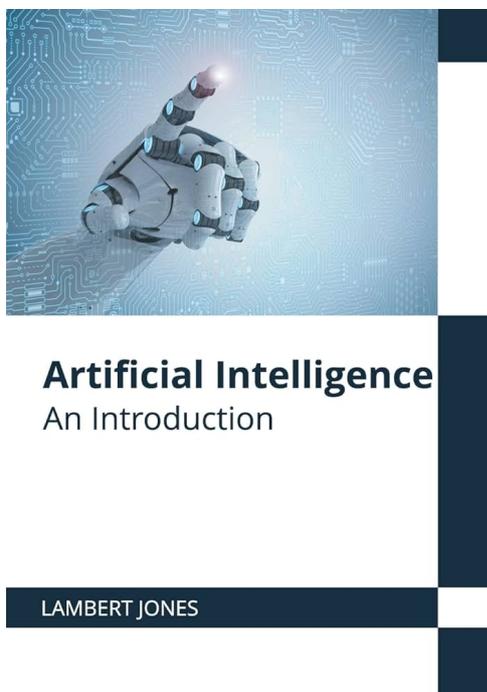
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## List of Resources on Artificial Intelligence in Pustaka's Collection

### LIST OF BOOKS

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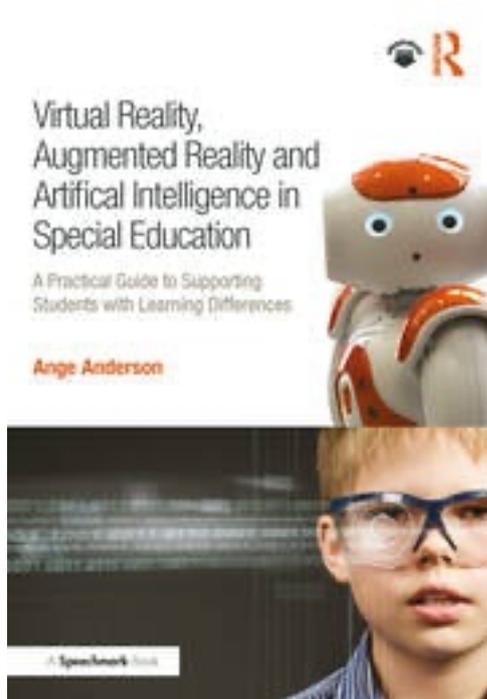


Title : Artificial Intelligence: An Introduction  
Author : Lambert Jones  
Publisher : Willford Press, 2020  
Call : 006.3/JON  
Number  
ISBN : 9781682859438  
Location : Pustaka Negeri Sarawak (Miri)  
Format : Book material



#### Description:

The intelligence displayed by machines is known as artificial intelligence. Autonomously operating cars, intelligent routing in content delivery networks, natural-language understanding, etc. are some of the modern machine capabilities which are generally classified as AI. There are three types of artificial intelligence systems- humanized, human-inspired, and analytical artificial intelligence. The long-term goal of artificial intelligence is to develop general intelligence. A few of the other goals are planning, learning, reasoning and perception. Artificial intelligence finds its applications in many fields such as software engineering, operations research and computer science along with healthcare, economics and video games. This book unfolds the innovative aspects of artificial intelligence which will be crucial for the progress of this field in the future. Some of the diverse topics covered in this book address the varied branches that fall under this category. It will serve as a valuable source of reference for graduate and postgraduate students.

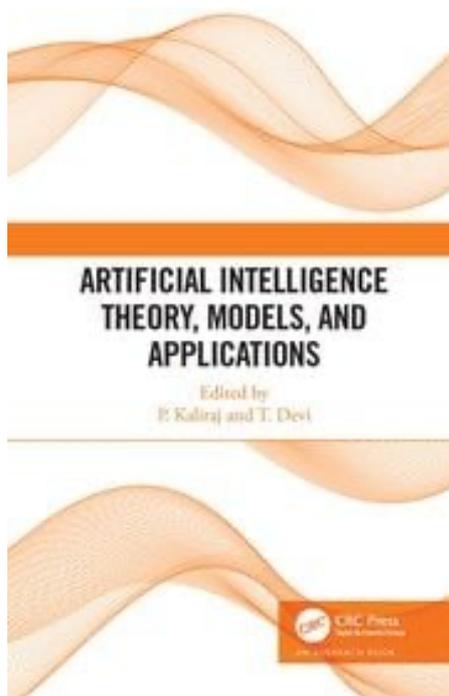


Title : Virtual Reality, Augmented Reality and Artificial Intelligence in Special Education: a Practical Guide to Supporting Students with Learning Differences  
Author : Ange Anderson  
Publisher : Routledge  
Call Number : 371.90433468/AND  
ISBN : 9780367024536  
Location : Pustaka Negeri Sarawak (Kuching)  
Format : Book material



#### Description:

New technologies and ongoing developments in the fields of Virtual reality, augmented reality and artificial intelligence are changing the ways in which we facilitate learning. Recognising the positive role these technologies can play in the learning and progress of students assessed as having special educational needs, this practical guide explains the characteristics, benefits, risks and potential applications of new technologies in the classroom. An innovative and timely resource, *Virtual Reality, Augmented Reality and Artificial Intelligence in Special Education* offers a background in the evidence-based theory and practice of using new technologies in an educational context. Accessible and free of complex jargon, chapters provide information on the development, intended uses and most current terminology used in relation to technologies, and explains how modern equipment, approaches and possibilities can be used to promote improved communication skills, independent learning and heightened self-esteem amongst students diagnosed with SEND. Offering a wealth of practical tips, downloadable resources and ideas for engaging with technology in the classroom, the text will support teachers to ensure that students can benefit from exciting technological advances and learn to use them appropriately.



Title : Artificial Intelligence:  
Theory, Models and  
Applications  
Editor : Boca Raton  
Publisher : CRC Press  
Call : 006.3/ART  
Number  
ISBN : 9781032008097  
Location : Pustaka Negeri Sara-  
wak (Kuching)  
Format : Book  
material



#### Description:

This book examines the fundamentals and technologies of Artificial Intelligence (AI) and describes their tools, challenges, and issues. It also explains relevant theory as well as industrial applications in various domains, such as healthcare, economics, education, product development, agriculture, human resource management, environmental management, and marketing.

## LIST OF ARTICLES

**Note:** Kindly scan the QR Code for full text online.

Title : **Artificial intelligence in public services: When and why citizens accept its usage**  
Authors : Tanja Sophie Gesk and Michael Leyer  
Online Database : ScienceDirect  
Format : e-Article



### Artificial intelligence in public services: When and why citizens accept its usage

Tanja Sophie Gesk<sup>a,\*</sup>, Michael Leyer<sup>a,b</sup>

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#### ARTICLE INFO

**Keywords:**  
Artificial intelligence  
Public services  
Acceptance  
Behavioral reasoning theory

#### ABSTRACT

Interest in implementing artificial intelligence (AI)-based software in the public sector is growing. First implementations and research in individual public services have already been carried out; however, a better understanding of citizens' acceptance of this technology is missing in the public sector, as insights from the private sector cannot be transferred directly. For this purpose, we conduct policy-capturing experiments to analyze AI's acceptance in six representative scenarios. Based on behavioral reasoning theory, we gather evidence from 329 participants. The results show that AI solutions in general public services are preferred over those provided by humans, but specific services are still a human domain. Further analyses show that the major drivers toward acceptance are the reasons against AI. The results contribute to understanding of when and why AI is accepted in public services. Public administration can use the results to identify AI-based software to invest in and communicate their usage to perceive such investments' high acceptance rates.

#### 1. Introduction

Interest in the potential of artificial intelligence (AI) is not only evident in the private sector but also growing rapidly in the public sector (e.g. Lindgren, Madsen, Hofmann, & Melin, 2019; Rosemann, Becker, & Chasin, 2020). The introduction of AI in organizations promises greater efficiency and higher-quality services (Sun & Medaglia, 2019). However, although there is already much research on AI in general, little attention has been paid to AI in the public sector (Sun & Medaglia, 2019). This is an important gap, as knowledge gained in the private sector cannot be fully transferred to the public sector because of citizens' perceptions of services (Radnor & Osborne, 2013; Schaefer et al., 2021). The public sector has goals other than maximizing value generation for paying customers (Kowalkiewicz & Dootson, 2019; Rosemann et al., 2020). Moreover, a multitude of services offered by the public sector affect many citizens, as they are provided in general without specific demand (e.g., traffic lights) (Walsh, 1991). Hence, public services can be divided into general (generally provided) and specific (individually requested) services (Halaris, Magoutas, Papadomichelaki, & Mentzas, 2007).

Nevertheless, public services have great potential for digital development (Kowalkiewicz & Dootson, 2019; Misuraca, van Noordt, &

Boukli, 2020; Rosemann et al., 2020; Thierer, Castillo O'Sullivan, & Russell, 2017). eGovernment is the name applied to the digitization of the public sector (Wang & Liao, 2008). The use of information and communication technology (non-AI-based software) and its impact in the public sector have been widely studied (e.g. Alruwaie, El-Haddadeh, & Weerakkody, 2020; de Róiste, 2013; Esteves & Joseph, 2008; Wang & Liao, 2008).

A review of the literature by de Sousa, de Melo, Bermejo, Farias, and Gomes (2019) found growing interest in the use of AI applications in the public sector, with a particular focus on general public services and business and environmental protection. Since AI differs in perception from simple non-AI-based software due to its special characteristics, a separate study is necessary (Leyer & Schneider, 2021; Rzepka & Berger, 2018). Artificial neural networks are the most commonly used type of AI, and research has analyzed the potential from a conceptual perspective to foster efficiency gains (Misuraca et al., 2020), to increase public safety (Henman, 2020), and to support the use of the Internet of things (IoT) (Kankanhalli, Charalabidis, & Mellouli, 2019).

While there is great potential regarding AI in public services, the concerns of citizens regarding its growth and use present a major hurdle (Dirican, 2015; Galloway & Swiatek, 2018). Hence, understanding general public acceptance of AI in public services is of major importance

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Title : The loopholes of algorithmic public services: an “intelligent” accountability research agenda  
Authors : Enrico Bracci  
Online Database : Emerald Insight  
Format : e-Article

The current issue and full text archive of this journal is available on Emerald Insight at:  
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# The loopholes of algorithmic public services: an “intelligent” accountability research agenda

Accountability  
in algorithmic  
public services

Enrico Bracci

*University of Ferrara, Ferrara, Italy*

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## Abstract

**Purpose** – Governments are increasingly turning to artificial intelligence (AI) algorithmic systems to increase efficiency and effectiveness of public service delivery. While the diffusion of AI offers several desirable benefits, caution and attention should be posed to the accountability of AI algorithm decision-making systems in the public sector. The purpose of this paper is to establish the main challenges that an AI algorithm might bring about to public service accountability. In doing so, the paper also delineates future avenues of investigation for scholars.

**Design/methodology/approach** – This paper builds on previous literature and anecdotal cases of AI applications in public services, drawing on streams of literature from accounting, public administration and information technology ethics.

**Findings** – Based on previous literature, the paper highlights the accountability gaps that AI can bring about and the possible countermeasures. The introduction of AI algorithms in public services modifies the chain of responsibility. This distributed responsibility requires an accountability governance, together with technical solutions, to meet multiple accountabilities and close the accountability gaps. The paper also delineates a research agenda for accounting scholars to make accountability more “intelligent”.

**Originality/value** – The findings of the paper shed new light and perspective on how public service accountability in AI should be considered and addressed. The results developed in this paper will stimulate scholars to explore, also from an interdisciplinary perspective, the issues public service organizations are facing to make AI algorithms accountable.

**Keywords** Artificial intelligence, Public services, Accountability governance, Algocracy, Intelligent accountability

**Paper type** Research paper

## 1. Introduction

Accountability is core tenet of public service principles and more widely of democracy. Public service organizations experience increasing demands for internal and external accountability (Mulgan, 2000), leading to the use of multiple forms and means to provide and demand reasons for conduct (Messner, 2009). Given the highly contextual and relational nature of accountability, its malleability, problems and limits are not surprising (Roberts, 2009; Sinclair, 1995).

The digital transformation of public services is posing new opportunities and challenges not only from a managerial and organizational point of view but also for accountability (Agostino *et al.*, 2022). By digital transformation we mean, not only the introduction of new technologies in the delivery of public services, but a more comprehensive change in terms of strategy, organizational culture and the whole eco-system in general (Otia and Bracci, 2022). The coronavirus disease 2019 (Covid-19) has accelerated the digital transformation pace of

The thoughts and reflections at the base of this article were presented during the APIRA 2022 INTERDISCIPLINARY ACCOUNTING RESEARCH WEBINARS on “The Accountability Research Agenda” held on June 8, 2022. The author wish to sincerely thank Prof. Lee Parker for encouraging and inviting him to submit the manuscript, as well as prof. James Guthrie for his editorial support and the two anonymous reviewers. The paper also benefited from the valuable comments received by Dr. Hans-Jürgen Bruns and Prof. Ileana Steccolini to whom goes his gratitude.



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Title : Integration of artificial intelligence of things (AloT) in the public sector: drivers, barriers and future research agenda

Authors : Fredrick R. Ishengoma, Deo Shao, Charalampos Alexopoulos, Stuti Saxena and Anastasija Nikiforova

Online Database : Emerald Insight

Format : e-Article



# Integration of artificial intelligence of things (AloT) in the public sector: drivers, barriers and future research agenda

Fredrick R. Ishengoma, Deo Shao, Charalampos Alexopoulos, Stuti Saxena and Anastasija Nikiforova

## Abstract

**Purpose** – With the development of information technology (IT), governments around the globe are using state-of-the-art IT interfaces to implement the so-called 3E's in public service delivery, that is, economy, efficiency and effectiveness. Two of these IT interfaces relate to Artificial Intelligence (AI) and Internet of Things (IoT). While AI focuses on providing a "human" garb for computing devices, thereby making them "intelligent" devices, IoT relies on interfaces between sensors and the environment to make "intelligent" decisions. Recently, the convergence of AI and IoT – also referred to as Artificial Intelligence of Things (AloT) – is seen as a real opportunity to refurbish the public service delivery formats. However, there is limited understanding as to how AloT could contribute to the improvisation of public service delivery. This study aims to create a modular framework for AloT in addition to highlighting the drivers and barriers for its integration in the public sector.

**Design/methodology/approach** – This descriptive-explanatory study takes a qualitative approach. It entails a thorough examination of the drivers and barriers of integrating AI and IoT in the public sector. A review of literature has led to the development of a conceptual framework outlining the various factors that contribute to creating public value.

**Findings** – Value creation occurs when AI and IoT coalesce in the public service delivery mechanisms.

**Originality/value** – AloT is a cutting-edge technology revolutionizing health care, agriculture, infrastructure and all other industrial domains. This study adds to the growing body of knowledge on the public sector's use of AI and IoT. Understanding these disruptive technologies is critical to formulating policies and regulations that can maximize the potential benefits for the public-sector organizations.

**Keywords** AloT, Artificial Internet of Things, Internet of Things, IoT, Artificial Intelligence, AI, Public sector, Public service delivery, Drivers, Barriers

**Paper type** Research paper

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## Introduction

Information technology (IT) interfaces have found applications across a diverse set of sectors – public and private. The public sector is tapping IT interfaces to improvise its administrative activities besides bringing about the economy, efficiency and effectiveness in public service delivery. Of late, with the emergence of the novel techniques and tools in IT like Artificial Intelligence (AI), which is better defined in terms of the "human" capabilities of the computer systems, and the Internet of Things (IoT), which is defined as the environment-computer interaction through sensors, the public sector is poised to adopt these state-of-the-art IT interfaces, especially the convergence of AI and IoT or what is better termed as the Artificial Intelligence of Things (AloT). Extant literature on the AloT focuses on the technical dimensions of AloT (Ullah *et al.*, 2022; Wang *et al.*, 2021a, 2021b; Xu *et al.*, 2021; Yu *et al.*, 2022) while discounting the possible implications for the different economic and social sectors. The present study seeks to plug this gap by addressing three research questions:

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## LIST OF CASE STUDY

**Note:** Kindly scan the QR Code for full text online.

Title : An attention-based view of AI assimilation in public sector organizations: The case of Saudi Arabia  
Authors : Albandari Alshahrani, Denis Dennehy, and Matti Mantymäki  
Online Database : ScienceDirect  
Format : Research Article

Government Information Quarterly 39 (2022) 101617



### An attention-based view of AI assimilation in public sector organizations: The case of Saudi Arabia

Albandari Alshahrani<sup>a,\*</sup>, Denis Dennehy<sup>a,\*</sup>, Matti Mäntymäki<sup>b</sup>

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<sup>b</sup> Information Systems Science Department, University of Turku, Turku, Finland

#### ARTICLE INFO

**Keywords:**  
Artificial intelligence  
Decision making  
Attention-based view  
Public sector

#### ABSTRACT

Artificial Intelligence (AI) has been suggested to have transformative potential for public sector organizations through enabling increased productivity and novel ways to deliver public services. In order to materialize the transformative potential of AI, public sector organizations need to successfully assimilate AI in their operational activities. However, AI assimilation in the public sector appears to be fragmented and lagging the private sector, and the phenomena has really limited attention from academic research community. To address this gap, we adopt the case study approach to explore three Saudi-Arabian public sector organizations and analyze the results using the attention-based view of the organization (ABV) as the theoretical lens. This study elucidates the challenges related AI assimilation in public sector in terms of how organizational attention is focused situated and distributed during the assimilation process. Five key challenges emerged from the cases studied, namely (i) misalignment between AI and management decision-making, (ii) tensions with linguistics and national culture, (iii) developing and implementing AI infrastructure, (iv) data integrity and sharing, and (v) ethical and governance concerns. The findings reveal a re-enforcing relationship between the situated attention and structural distribution of attention that can accelerate the successful assimilation of AI in public sector organizations.

#### 1. Introduction

AI has the potential to transform the development and delivery of public sector services (OECD, 2020). The use of AI has been suggested to lead to an annual productivity increase 2% over the next 15 years (Wirtz, Weyerer, & Geyer, 2019) through better resource allocation (Jensen, 2020), automation of repetitive tasks (Eggers, Schatsky, & Viechnicki, 2017; Sun & Medaglia, 2019), decreased dependency on human decision-making (Eggers et al., 2017; Jakob & Krmar, 2018), and addressing the limitations of the previous e-government initiatives (Barth & Arnold, 1999). Thus, it is hardly surprising that deployment of AI applications in sectors such as healthcare has increased significantly in public sector organizations (Davenport & Ronanki, 2018; Duan, Edwards, & Dwivedi, 2019; Misuraca, Van Noordt, & Boukli, 2020). Moreover, the use of AI has been suggested to reduce the administrative burden of public sector organizations (Androustopoulos, Karacapilidis, Loukisa, & Charalabidisa, 2019) for example through robotic automation of immigration processes will reduce the processing time and increase efficiency (Wirtz et al., 2019). Furthermore, since healthcare constitutes a major part of public spending, deployment of AI

applications in healthcare and medical research has increased significantly in public sector organizations (Davenport & Ronanki, 2018; Duan et al., 2019; Misuraca et al., 2020).

AI technologies have diffused from academic research to become essential to the functioning of organizations across sectors (Pappas, Mikalef, Giannakos, Krogstie, & Lekakos, 2018) and to sustaining a competitive advantage (Berns et al., 2009; Davenport, 2018). Global spending on AI is predicted to be nearly \$98 Billion in 2023, more than double what was spent in 2019 (International Data Corporation), and by 2025, nearly a quarter (24%) of global GDP will come from AI technologies (World Economic Forum, 2018).

In response to the anticipated economic and social benefits of AI, many high-profile AI-enabled digital transformation initiatives have been put forward by governments around the world (Butcher & Beridze, 2019; Jimenez-Gomez, Cano-Carrillo, & Lanas, 2020) including, Singapore (Tung & Rieck, 2005), New Zealand (Wirtz & Müller, 2019), Germany (Jakob & Krmar, 2018), China (Allen, 2019), and the United Kingdom. For example, the government of China has spent \$1.2 billion in AI development, and across Europe over €700 million has been invested in public-private partnerships (Wirtz et al., 2019). Moreover, as

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## LIST OF NEWSPAPER ARTICLE

**Note:** Kindly scan the QR Code for full text online.

Article Name : **Progress of AI technology calls for regulation and cooperation**  
Authors : N/A  
Newspaper : China Daily (Hong Kong)  
Date of Published : 12 April 2024  
Online Database : PressReader

### Opinion Line

# Progress of AI technology calls for regulation and cooperation



In a recent interview with the CEO of Norges Bank Investment Management, Elon Musk, CEO of Tesla, said artificial intelligence may become smarter than any human by the end of next year.

It is true that AI breakthroughs achieved over the past 18 months, including video generation tools and chatbots, have accelerated the development of AI. The Financial Times reported that Musk actually predicted last year that humans will "fully" achieve general artificial intelligence by 2029. Musk has long been optimistic about AI development, believing it is so powerful that it can beat the most capable human in any field.

However rapid its development, AI needs policy, resources and technological support. Yet its cultivation in many fields now lacks this kind of support. Cooperation among coun-

cooperation is subject to geopolitics and other restrictive factors, hindering the smooth development of AI. At the same time, AI development is also limited by some cultural factors, such as ChatGPT's answers being more in line with the Western discourse, which means the development of AI with a single national power may increase the imbalance of global AI development. All this calls for precise connection between capital and the market, and extensive international cooperation for AI development.

The fast development of AI in recent years has reduced production costs and improved production efficiency, opening the door to new business formats in multiple areas. Despite bringing in efficiency, the use of artificial intelligence is also fraught with problems and risks. The technology continues to

vacy and so on, leading to increased calls for the formation of moral boundaries and legal norms applicable to this new technology.

According to experts, the power consumed by human brains is much lower than the power lost to artificial intelligence operation, and there is still a gap between the levels of artificial intelligence and human intelligence. However, from a long-term perspective, they believe that artificial intelligence, which now has many shortcomings compared with the human brain, may eventually surpass human intelligence supported by algorithms and data, depending on how some hardware and software such as chips and algorithms develop.

The era of artificial intelligence is an era of risks and opportunities, and the uncertainty brought by this technology to human society may

Article Name : **Biden, Kishida enlist Amazon, Nvidia to fund AI re-  
search**  
Authors : Bloomberg  
Newspaper : Business Standard  
Date of Published : 11 April 2024  
Online Database : PressReader

# Biden, Kishida enlist Amazon, Nvidia to fund AI research



**US President Joe Biden and first lady Jill Biden greet Japanese PM Fumio Kishida and his wife Yuko Kishida upon their arrival at White House**

PHOTO: AP/PTI

President Joe Biden and Japanese Prime Minister Fumio Kishida have enlisted Amazon.com and Nvidia to fund a new list

regulations designed to minimise the risks of AI technology, which has developed as a key focus for tech companies. The White House

Article Name : **Federal government used AI in hundreds of initiatives, new research database shows**  
Newspaper : Lethbridge Herald  
Date of Published : 12 April 2024  
Online Database : PressReader

## Federal government used AI in hundreds of initiatives, new research database shows

**Anja Karadeglija**  
THE CANADIAN PRESS - OTTAWA

Canada's federal government has used artificial intelligence in nearly 300 projects and initiatives, new research has found - including to help predict the outcome of tax cases, sort temporary visa applications and promote diversity in hiring.

Joanna Redden, an associate professor at Western University, pieced together the database using news reports, documents tabled in Parliament and access-to-information requests.

Of the 303 automated tools in the

Immigration, Refugees and Citizenship Canada said two pilot projects from 2018 to help officers triage temporary resident visa applications have become permanent. The department uses "artificial intelligence tools to sort applications and determine positive eligibility."

The register also says the department employs AI to review study permit applications by people from other countries, though a spokesperson said it does not use AI for "final decision-making."

The department's automated systems can't reject an application or recommend a rejection, the spokesperson said.

Research uses labour relations decisions software. It compares a specific situation to previous cases and simulates how different facts might affect the outcome, the register outlines.

At the Office of the Superintendent of Bankruptcy, AI flags anomalies in estate filings.

A spokesperson said the system detects "potential debtor non-compliance based on key attributes found in insolvency filings." Cases flagged by the system are evaluated by analysts.

The register also includes examples of AI being employed by the RCMP. A spokesperson confirmed the RCMP has used AI to identify child sexual assault



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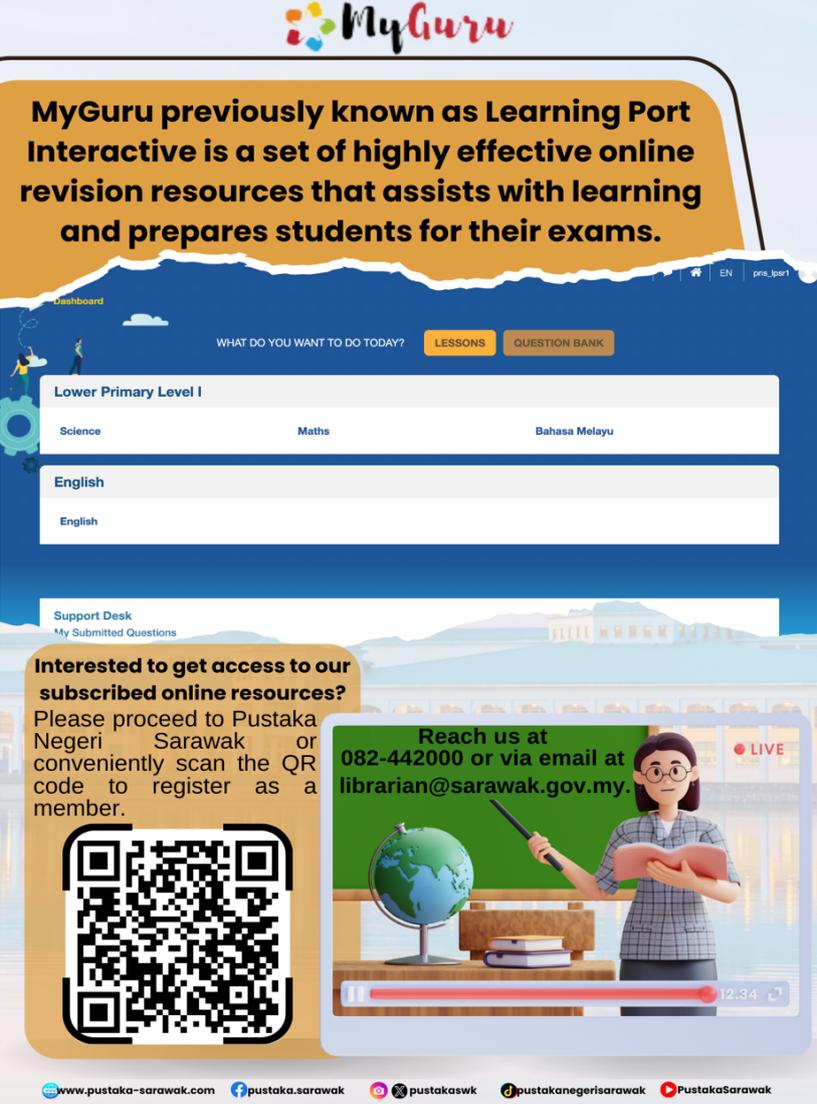
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## MyGuru

Pustaka Negeri Sarawak subscribes to a MyGuru database which is related to school curriculum. MyGuru, previously known as Learning Port Interactive, is a set of highly effective online revision resources that assists with learning and prepares students for their exams. This database provide lesson component which features hundreds of lessons for each school subject. To achieve the best learning outcome, each lesson is presented with full interaction and animation and scores of interactive activities. The Question Bank component features many thousands of sample questions and answers. Each question comes with a detailed answer and a full explanation. MyGuru is 100% aligned with the latest curriculum for primary and secondary school.



The image shows a screenshot of the MyGuru website interface. At the top, the MyGuru logo is displayed. Below it, a large orange banner contains the text: "MyGuru previously known as Learning Port Interactive is a set of highly effective online revision resources that assists with learning and prepares students for their exams." The website's main navigation bar includes a "Dashboard" link, a search bar, and buttons for "LESSONS" and "QUESTION BANK". The content area is divided into sections for "Lower Primary Level I" (with sub-sections for Science, Maths, and Bahasa Melayu) and "English" (with a sub-section for English). A "Support Desk" section is also visible. A prominent promotional overlay in the bottom left corner asks if the user is interested in getting access to subscribed online resources, providing contact information for Pustaka Negeri Sarawak and a QR code. A video player in the bottom right corner shows a teacher at a desk with a globe, with contact information and a "LIVE" indicator. The footer contains social media links for the organization.

**MyGuru**

**MyGuru previously known as Learning Port Interactive is a set of highly effective online revision resources that assists with learning and prepares students for their exams.**

Dashboard WHAT DO YOU WANT TO DO TODAY? LESSONS QUESTION BANK

Lower Primary Level I

Science Maths Bahasa Melayu

English

English

Support Desk  
My Submitted Questions

**Interested to get access to our subscribed online resources?**  
Please proceed to Pustaka Negeri Sarawak or conveniently scan the QR code to register as a member.

Reach us at 082-442000 or via email at [librarian@sarawak.gov.my](mailto:librarian@sarawak.gov.my).

LIVE

12:34

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