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The European Citizen and Public Administration

Decision-Making Process in the Public Sector, in the Era of Artificial Intelligence

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Abstract

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The paper aims to analyze the transformations of the decision-making process in the public sector, in the context of the accelerated development of new digital technologies. Prior Work: The article explores the transition from classical models to the way in which artificial intelligence redefines the decision-making process of public institutions. Approach: The research encompasses the connection between the logical foundations, digital governance and automated decision-making, contributing to the need for a balance between human and algorithms. A theoretical-analytical approach is used, to which are added relevant models from the public sector, from EU member states. Results: The research results emphasize on the one hand, the transition in the decision-making process and AI role in improving the quality of decisions and institutional development, and on the other hand, the identification of constraints and limits. Implications: The paper emphasizes the relevance of new technologies in decision-making and the need to develop a framework for the use of AI by the public sector. Value: The contribution of the research consists in integrating a logical and administrative perspective on decision-making with new technological paradigms.