Public Administration and Strategic Decision-Making Support Based on Artificial Intelligence: Constraining Factors

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Introduction

The importance of artificial intelligence is growing. The adoption of it in public administration has the potential to enhance transparency, efficiency, and responsiveness, ultimately creating greater public value (Babšek et al. 2025). Using artificial intelligence technologies in government improves policy-making processes, public service delivery, and the internal management of public administrations (van Noordt and Misuraca 2022). This study aims to analyse constraining factors that influence the strategic decision-making support within public administration based on artificial intelligence.

Methods

This research reviews the scientific literature on public administration, decision-making, and artificial intelligence. It forms part of the broader research conducted in the field of public management and support for strategic decision-making from the perspective of artificial intelligence.

Key Insights

As an essential part of public administration, strategic decisions are increasingly made with more involvement and support from artificial intelligence. Using artificial intelligence to support strategic decisions in public administration depends not only on the development, implementation, and utilization of technical solutions but also on indirectly related factors. It is essential to recognize that using artificial intelligence to support strategic decision-making in the public sector is more than just the implementation and usage of a technological solution. Equal attention must also be given to external constraining factors influencing how these decisions are adopted, perceived, and applied in practice. The research analyses aspects not primarily related to technical implementation. Specifically, it examines how constraining factors influence the creation and utilization of artificial intelligence-supported strategic decisions in public administration.

Conclusion

Analysis of the literature indicates key constraining factors that are crucial when artificial intelligence is used to support strategic decision-making in public administration: ethics, regulations, security, privacy, and social trust. The findings indicate that these constraining factors, which are not directly related to technical implementation, have a significant impact on the use and effectiveness of artificial intelligence-supported strategic decisions in public administration. he research also explores the impact of constraining factors on decision-making supported by artificial intelligence in the public sector.

References

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Keywords

public administration, decision-making support, artificial intelligence, constraining factors