



E-Governance and Artificial Intelligence

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Abstract: Artificial Intelligence (AI) and e-governance are among the most important and essential aspects in today's world of study. E-governance guides government administration through the use of information and communication technology (ICT). Similarly, Artificial Intelligence is a human-created, technology-based system. There is a very close relationship between the two. The implementation of AI can be observed in almost all sectors, including governance. E-governance is technology-based, and the use of AI further strengthens it and enhances efficiency in administration. It also improves accuracy, speed, and effectiveness. AI and e-governance make it easier for citizens to access all government services and information. They encourage public participation and strengthen democracy. They simplify administrative processes and help in the easy implementation of government programs and schemes. They also improve communication, promote equality, and support secure data management. Additionally, they reduce duplication of work, improve administrative systems, and help deliver government services to even the most remote areas. They increase trust between the government and citizens. By making services available online, they enhance transparency and save both time and money by reducing the need for physical documentation. In this digital and computer-driven era, the use of AI has brought significant development to e-governance and is leading administration toward progress. However, it is important that policymakers, officials, and citizens use these technologies wisely to build an effective governance system.

Keywords: data management, e-governance, information and communication technology, policymakers, transparency.

I. Introduction

The modern era is considered the age of technology. Almost every activity of citizens is carried out with the help of knowledge and technology. Artificial Intelligence (AI) is being implemented at every stage of governance. The present government has adopted e-governance, where the use of AI can be clearly seen.

E-governance and Artificial Intelligence are like two sides of the same coin because both rely on knowledge and technology. AI and e-governance help improve government functioning, simplify processes, reduce complexity, increase efficiency, and bring innovation across various sectors. They make administration more effective and convenient.

At present, the need is to use both efficiently and overcome their challenges to optimize governance systems.

In political science, e-governance is important because it changes the relationship between the state and citizens. AI-supported systems can help governments identify service delays, monitor welfare delivery, detect anomalies, answer citizen queries and improve transparency. However, these advantages must be balanced with privacy protection, accountability, fairness and human oversight.

Knowledge-management and user-satisfaction models are relevant to e-governance because citizen services depend on accurate information access, feedback analysis and trust in institutions (Yogeesh et al., 2024; Girija et al., 2024; Yogeesh, 2022).

II. Meaning of E-Governance

E-governance refers to the administration of government through digital platforms (internet). It involves delivering public services to citizens using information and communication technology (ICT). It creates a digital relationship between the government and citizens through electronic systems.

III. Objectives of E-Governance and AI

1. **Efficiency:**
Use ICT to perform basic administrative functions effectively and improve outcomes.
2. **Transparency & Accountability:**
Improve openness, responsibility, and efficiency in governance processes.
3. **Better Relationships:**
Strengthen interactions between citizens and government institutions.
4. **Accessibility:**
Make governance processes easily accessible to citizens and encourage participation.



IV. Key Features / Characteristics

- **Reduced dependency on officials:** Citizens can directly access services.
- **Use of computers and internet:** Services like land records, e-courts, e-health, e-education, etc.
- **Simplification of rules:** Processes become easier and faster.
- **Empowerment of citizens:** Citizens gain more control over services.
- **Improved communication:** Better interaction between government and people.
- **Economic development:** Faster processes save time and money, boosting growth.
- **Transparency:** Government operations become more open.
- **Freedom of expression:** Citizens can share opinions on policies and decisions.

V. Benefits of E-Governance and AI

- Provides transparent, accountable, and equal services
- Enables access to services anytime, anywhere
- Saves time and cost by reducing paperwork
- Improves service quality and speed
- Helps reduce corruption
- Makes government information easily accessible
- Eliminates delays and inefficiencies

VI. Impact on Government and Citizens

- Strengthens democracy by increasing citizen participation
- Simplifies implementation of government schemes
- Improves coordination between departments
- Ensures services reach even remote areas
- Enhances fairness and reduces administrative bias

VII. Conclusion

Artificial Intelligence and e-governance have become an essential part of human life. Without them, modern daily life would be difficult. AI enables machines to perform tasks that humans do physically or mentally. However, despite technological advancements, human values like intelligence, relationships, creativity, ethics, and critical thinking remain fundamental to society.

The political science argument is strengthened by connecting governance, information access, user satisfaction and fuzzy cognitive modelling [5], [6], [8], [9]. This literature is relevant because public policy and digital governance increasingly require transparent, adaptive and citizen-oriented decision frameworks. Additional governance and AI-policy references are added for broader support [10]-[12].

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