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Organisation of public administration and artificial intelligence technologies

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DESCRIPTION

Adoption, implementation, and use of Artificial Intelligence (AI) are becoming more common in government organisations. Recent studies have highlighted the transformative capabilities of AI technologies in the public sector across various services and policy sectors, as well as their implications for people working in public administrations and how citizens interact with public authorities. Simultaneously, empirical evidence on the various implications of this new wave of technological innovations in public administration and their organisational challenges is limited. As a result, this article is intended to contribute to the discussion about the implications of AI implementation in (public) organisations by departing from the literature on technological frames and analysing case studies (CIOs of Spanish local city councils). Assessing studies (CIOs of Spanish local city councils).

The method is based on the work and most recent studies of our objective is

- Land original results on the frames of public sector technological leaders to get a first look at Chief Information Officers (CIOs) are framing Artificial Intelligence (AI).
- State theoretical propositions that can be tested in future research on AI design and implementation in public organisations, thus expanding the theory on technological frames in public administration.

The rise of new and disruptive technologies, such as AI, in recent years has changed the nature of the smart/ intelligent governance debate in the public sector. Smartness in government has been studied from various angles. As a result of the development of Artificial Intelligence in government, scholars are studying how to govern algorithms in the public sector, necessitating a more sophisticated interplay between public management and digital government to deal with increasingly difficult problems. Various authors have recognised Artificial Intelligence systems as a distinct set of technological innovations that will improve the efficiency and effectiveness of public services while also bringing significant changes to public administration and management and shaping the future of (public) organisations with their analysis of the Chinese health system, researchers recently sparked interest in the study of various actors involved in the adoption of AI systems. As a result, Chief Information Officers (CIOs) have gained prominence, allowing them to emerge as those shaping the future and potential success in the implementation of this new technological wave in the public sector. Understanding their perceptions, assumptions, and knowledge of technology and artificial intelligence has become a primary goal. To fill this research gap, we took socio-cognitive approach to Chief Information Officers (CIO's) interpretations of Artificial Intelligence in local public administrations. Socio-cognitive studies are based on the idea that people's minds contain cognitive structures that contain knowledge about the world. These cognitive structures function shaping our worldviews and influencing our behaviour in organisations, apply "technological framing" approach to ICTs in organisations. In terms of public sector settings, identifying CIO's existing cognitive structures on AI may aid in understanding key features in the design, adoption, and implementation of strategies and policies in public organisations. The purpose of this article is to advance this theoretical approach to the contribution of the public sector.

CIO's Roles in the Public Sector

In organisations that use applications in the public sector, we identified three social groups: managers, technologists, and users. In the case of public administrations, we identified managers as elected politicians, technologists as ICT professionals (primarily

Chief Information Officers (CIOs), and users as bureaucrats who work in government. Chief Information Officers (CIO's) role has grown among the three social groups mentioned above since the 1980, owes to the emergence of the socalled "infocracy," the digital transformation of the workplace, and the emerging algocracy.

The emergence of this new type of control configurations has only been made possible by the implementation of ICTs in the public sector, with Chief Information Officers (CIO's) playing a critical role. Because these "newly" emerging ideal types of public servants are in charge of designing and implementing new technologies in the public sector, they have gained prominence in recent decades and have become central figures in the new bureaucratic structures based on technology. Chief Information Officers (CIO's) are key players in public organisations because they direct technological strategies, ICT implementation processes, and, as a result, technological organisational changes. These public servants are capable of transforming technology related political proposals into tangible public services, digital transformation of the public sector, or responsible and accountable algorithmization.