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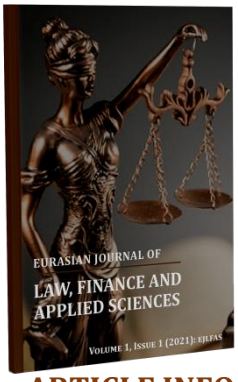

LEGAL ISSUES IN THE USE OF ARTIFICIAL INTELLIGENCE IN E-GOVERNANCE

Yuldasheva Yulduz Xamza qizi
Master's student at Tashkent State University of Law
yyuldasheva22@icloud.com
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ABSTRACT

This academic paper explores how artificial intelligence (AI) is reshaping e-governance, focusing on its potential benefits, challenges, and future directions. It begins with an introduction underscoring the necessity of AI in e-governance and proceeds to outline the AI technologies currently applied in this sector. The paper then examines the advantages AI brings to e-governance, such as improved service delivery and operational efficiency. However, it also addresses the obstacles encountered in adopting AI in e-governance, including legal, ethical, and societal concerns. Through case studies, the paper illustrates successful instances of AI integration in e-governance, demonstrating AI's ability to revolutionize service provision and citizen engagement.

Introduction

Nowadays, the demand for AI technologies is increasing day by day. Effective management of AI technologies remains one of the most pressing issues in e-governance. This article sheds light on the prospects, benefits, effectiveness and challenges of using AI in e-governance.

Computer scientist John McCarthy originally coined the term in 1956 and defined it himself as "the science and engineering of intelligent machines." Andreas Kaplan and Michael Heinlein define artificial intelligence as "the ability of a system to correctly interpret external data, learn from this data, and use that knowledge to achieve specific goals and tasks through flexible adaptation." This field was founded on the assumption that the faculty of intelligence can be accurately described to the degree that a machine can simulate. Artificial intelligence was and still is the cause of highly optimistic ideas, and it has suffered huge setbacks throughout history, and today it has become an essential part of the technology industry, carrying the burden of the most difficult problems in modern computer science.

The article explores the possibilities offered by artificial intelligence in e-governance, among others to improve service delivery and efficiency. Here are examples of systems with artificial intelligence that help with this: governments automate routine tasks and simplify citizen interactions, leading to faster response times and citizen satisfaction are higher. However, the article also points out Issues such as ethical, legal and social implications of

adopting AI in e-governance AI solutions should be carefully considered before implementation.

Methods

This article uses research approaches such as analysis, synthesis, and comparison. The effects, advantages and disadvantages of using AI in e-governance were analyzed through analysis and synthesis, and scientific articles and studies were studied. Artificial intelligence (AI) technologies have the potential to transform e-governance. It has been found that it has the ability to automate routine tasks, improve citizen interaction and decision-making, and offers various opportunities to increase efficiency in e-government. Governments can enhance their capabilities by using artificial intelligence technologies. It has been proven to increase the ability to provide more effective services to citizens.

In other cases, the role of artificial intelligence in the e-governance system and legal problems were analyzed using the comparative research method. For example, Canada, Jordan, Singapore, Estonia and India.

Results

Artificial intelligence mainly deals with the automation of processes related to e-governance and society. Machine learning is a widely used technique in the world. A domain of AI that helps predict the success of certain e-governance initiatives or other services for the benefit of society.

The following are some of the key AI technologies that are being used in e-governance:

1. Natural language processing (NLP): NLP is a subfield of AI that focuses on the interaction between computers and human languages. NLP can be used to enable citizens to communicate with government systems using natural language, making it easier for them to access government services and information.

2. Machine learning (ML): ML is a subset of AI that enables computers to learn from data without being explicitly programmed. ML algorithms can be used to automate tasks, such as fraud detection, document analysis, and image recognition, that would otherwise be time-consuming and costly for governments to perform manually.

3. Chatbots: Chatbots are AI-enabled software applications that can simulate human-like conversations with citizens. Chatbots can be used to provide citizens with personalized Transforming E-Governance with Artificial Intelligence:

4. Predictive analytics: Predictive analytics is a subset of data analytics that uses AI algorithms to analyze data and make predictions about future outcomes. Predictive analytics can be used to help governments anticipate citizen needs and improve service delivery.

5. Robotic process automation (RPA): RPA is a technology that automates repetitive, rules-based tasks. RPA can be used to automate back-office functions,such as data entry and record-keeping, freeing up staff time for more complex tasks.

These AI technologies have the potential to transform e-governance by improving efficiency, reducing costs, and enhancing citizen engagement. However, their implementation also requires careful consideration of ethical, legal, and social implications.

While the application of artificial intelligence technologies in e-governance offers many advantages, it also has several difficulties. These issues include legal, ethical, and social implications Considered in applying AI to e-governance.

Legal Issues: The use of artificial intelligence in e-governance raises legal issues related to data privacy, security and accountability. Governments collect, store, and use citizen information in accordance with applicable laws and regulations. By taking these steps, governments can successfully address the challenges of AI adoption and ensure that the use of e-governance and AI technologies is transparent, fair and efficient. This can lead to improved service delivery, increased citizen satisfaction and greater efficiency in government operations.

SUCCESSFUL IMPLEMENTATIONS OF AI IN E-GOVERNANCE

Singapore

Singapore's Virtual Assistant: In Singapore, the government developed a virtual assistant called Ask Jamie that uses natural language processing to provide citizens with information and services. Ask Jamie is available 24/7 and can answer over 90% of queries without human intervention. Since its launch in 2014, Ask Jamie has handled over 50 million queries and has been widely praised for its user-friendliness and effectiveness.

Estonia

Estonia's E-Residency Program: Estonia's e-residency program allows anyone to apply for an Estonian digital ID card and become a digital resident of Estonia. The digital ID card can be used to access government services, sign documents, and conduct business online.[1] The e-residency program uses AI-powered fraud detection algorithms to prevent identity theft and ensure the security of the system. The program has been very successful, with over 80,000 people from 170 countries applying for e-residency since its launch in 2014.

India

India's Umang App: India's Umang app is a single platform that provides access to over 1,200 government services, including utility bill payments, income tax filing, and passport services.[2] The app uses AI-powered chatbots to provide citizens with personalized assistance and support. The Umang app has been very popular, with over 300 million downloads since its launch in 2017. 4.

Canada

Canada's Immigration Services: The Canadian government has implemented AI-powered tools to improve the efficiency of its immigration services. For example, the government uses an AI-powered tool called the Global Case Management System to automate certain administrative tasks and improve the accuracy of decision-making in immigration cases. The system has led to faster processing times and improved decision- making.

Utilizing artificial intelligence (AI) in electronic governance offers extensive potential to enhance the efficiency, effectiveness, and transparency of governmental functions. Across various sectors like healthcare, education, transportation, and public safety, AI-driven tools and platforms have the capacity to streamline service delivery, optimize resource allocation, and boost citizen engagement. For example, AI applications can monitor public health trends,

[1] https://www.e-resident.gov.ee/

[2] https://web.umang.gov.in/

analyze vast datasets to improve educational outcomes, and streamline traffic management to reduce transportation expenses.

Nevertheless, integrating AI into e-governance also presents notable obstacles that require careful consideration to ensure ethical, responsible, and fair implementation. Legal, ethical, and societal concerns such as privacy protection, algorithmic bias, and accountability mechanisms must be addressed during the design and deployment phases of AI systems. Furthermore, there is a pressing need for technical expertise, capacity development, and financial resources to develop and sustain these AI-driven solutions, particularly in environments with limited resources.

Conclusion

In summary, integrating AI into e-governance offers substantial opportunities for enhancing the efficiency, effectiveness, and transparency of governmental functions, alongside improving citizen engagement and information accessibility. However, realizing its complete potential requires tackling the challenges and considerations linked with its implementation, and establishing responsible and ethical frameworks for its advancement and utilization. Through collaborative efforts to tackle these obstacles and embrace evolving AI trends, we can cultivate a more adaptive, citizen-focused, and democratic e-governance structure that serves the entire community.

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