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**ISSUES OF INCREASING THE ROLE OF ARTIFICIAL  
INTELLIGENCE TECHNOLOGIES IN THE FURTHER  
IMPROVEMENT OF MECHANISMS FOR THE PROVISION OF  
PUBLIC SERVICES.**

***Annotation:** This article is devoted to the issues of providing public services, the introduction of artificial intelligence into the activities of administration bodies, and the experiences of developed foreign countries in this regard, including Germany, Latvia, the United States of America and Thailand, are covered. The prospects for reducing the volume of work and achieving efficiency by increasing the role of artificial intelligence in the provision of public services are analyzed.*

***Key words:** artificial intelligence, The Government AI Readiness Index, “Citizens Advice Bureau”, chat-bot, service robot.*

The role of information and communication technologies in every aspect of our life is increasing in today's era, when science is rapidly developing. The achievements of artificial intelligence in particular serve to increase efficiency and reduce the human factor in public administration, economics, industry, social protection, education, medicine, employment, rural agriculture, defense, security, tourism and other fields.

Therefore, governments all over the world are also paying more attention to the issues of introducing artificial intelligence.

Governments are turning to AI to improve their public services and gain strategic economic advantages. But positioning themselves to make the most of this AI-powered transformation requires governments to have the right tools and

operating environment, governments need to be AI-ready. Oxford Insights presents the findings of the 2021 Government AI Readiness Index [1].

The Government AI Readiness Index answers the question How ready is a given government to implement AI in the delivery of public services to their citizens?

The USA tops the global rankings, in large part thanks to the unrivalled size and maturity of its technology sector. Singapore ranks second as a result of its institutional strength and government digital capacity. The other countries in the top 5 are Western European (United Kingdom, Finland, and the Netherlands). Uzbekistan ranked 93<sup>rd</sup> position among 160 countries in 2021.

Based on this rating, it is advisable to learn the experience of countries that rank high positions and introduce it into practice.

The Labor Statistics Bureau of the United States Department of Labor is tasked with analyzing hundreds of thousands of surveys related to workplace injuries and diseases in businesses and public sector organizations across the government. Starting in 2014, the bureau began using artificial intelligence to encode surveys. Today, the level of use of artificial intelligence has increased and is used in half of the requests. The bureau found that a highly trained artificial intelligence employee could code the work he would do within a month in one day [2] .

In Thailand, the network from artificial intelligence is used to control traffic jams and analyze large amounts of data and identify suspicious behavior of users (for example, simultaneous access from one login from a distance of hundreds of kilometers from each other) [3].

In November 2018, the German Federal Government launched an artificial intelligence strategy jointly developed by the Federal Ministry of education and research, the Federal Ministry of Economic Affairs and energy and the Federal Ministry of Labor and Social Affairs.

The strategy provides achievements in the field of artificial intelligence in Germany, goals to be achieved in the future and a clear political action plan for their implementation. The political initiatives outlined in the strategy are aimed at achieving the following goals:

- Increasing and strengthening Germany's future competitiveness by making Germany and Europe a leading center of artificial intelligence;
- To guarantee the development and deployment of artificial intelligence that serves the well-being of society;
- Integration of artificial intelligence in society in the context of ethical, legal, cultural and institutional broad social dialogue and active political action.

For the implementation of the strategy, the Federal Government of Germany allocated a sum of 3 billion euros in 2019-2025 [4].

In every territory of Germany, the achievements of artificial intelligence are widely used in public administration.

As an experiment in the municipality of Karlsruhe, the services of robots are used in the “Citizens Advice Bureau” to digitize certain services and reduce the workload of employees.

Citizens can now carry out special services, such as opening accounts and printing official documents, changing addresses, using a terminal that works with artificial intelligence systems.

In Berlin, The Bobby project is a Virtual service assistant developed in collaboration with DAI-Labor der TU Berlin, ITDZ Berlin and Senatsverwaltung in the field of relations with individuals and legal entities, Chatbot answers questions 24/7 and examines each dialogue. This chat bot has the ability to work in 7 languages. In the city of Hamburg, however, these chat-bot-like functions are carried out by “Frag den Michel”. In addition, this Assistant provides information about 115 services provided, the procedure for their use.

In the Ludwigsburg region, the L2B2 service robot (L2B2 service robot) is used in the field of relations with individuals and legal entities. This project is

funded by the Ministry of Internal Affairs, the Ministry of digitalization and migration. The L2b2 Robot meets all citizens in the "Bureau of tips for citizens" at the reception and takes them to the appropriate departments [5].

In Latvia, in the organization for state registration of legal entities, UNA is a virtual assistant chatbot, which 24/7 answers questions of interest to entrepreneurs and future entrepreneurs, information about the registration documents provided through this chatbot can be obtained. This chatbot service can be used through the website of state registration of legal entities, as well as Facebook Messenger. This is an alternative option for using the service by personally visiting the organization for state registration of legal entities or by phone.

Summarizing the possibilities of existing artificial intelligence technologies in relation to the modern requirements of digitalization of public administration, it should be noted that the most relevant and in-demand direction of using artificial intelligence is the solution of a wide range of administrative tasks related to the practice of providing public services to citizens and organizations. Moreover, artificial intelligence can be used in the practice of proactively providing several public services within the framework of a citizen's life situation, providing timely and relevant answers to citizens' questions, identifying and predicting the needs of individuals and groups of the population, as well as developing plans for the effective use of resources.

The artificial intelligence toolkit uses principles and approaches similar to human intelligence, allowing for automatic processing of significant amounts of data, which provides a more prompt and relevant solution to the tasks of state management. This is all the more important due to the fact that artificial intelligence technologies are improving every year and have significant innovative potential in the field of further improvement of public administration.

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