

ARTIFICIAL INTELLIGENCE - A THREAT OR FUTURE IN OFFICE WORK IN LOCAL GOVERNMENT

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Summary: The development of technology, including artificial intelligence, is primarily intended to make people's lives easier and more efficient. One of the basic goals that artificial intelligence has is to work faster and more efficiently, while involving as little human and financial resources as possible. However, with this comes a number of concerns about how it will operate, but also, most importantly, about safety. This also gives rise to responsibilities that fall on the state, including the legislature, which is supposed to, among other things, guarantee appropriate laws, or local authorities. For there is a growing risk of cybercrimes, which threaten not only the security of the state (e.g. various types of paralysis in the functioning of bodies), but also threaten people, whose sensitive data, for example, can be stolen. It is incumbent on public authorities to provide adequate solutions to ensure a sense of security at an appropriate level.

Artificial intelligence in Polish city offices is a real direction of change. From automating processes to better data management to personalizing services, Artificial intelligence offers many opportunities that can improve city operations and enhance the quality of life for residents. The key to success, however, is to implement the technology wisely, while striking a balance between efficiency and protecting citizens' rights. This is what determines whether Polish cities will become examples of smart public administration for the 21st century.

Abstract: The paper briefly outlines the opportunities and challenges facing local offices as they embark on a new path of working with artificial intelligence. Concerns that are associated with the use of artificial intelligence in offices and what are the prospects for using it in the future are indicated.

Key words: Local government, artificial intelligence, office work in local government

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Modern cities are evolving with advances in technology, and one of the significant factors that are shaping the future of cities is artificial intelligence. Over half of the global population currently resides in urban areas, a rate projected to reach 70 per cent by 2050². The rapid growth of urban communities around the world has created new challenges in the daily lives of residents and administrations, such as security, pollution and lack of adequate housing facilities. To make the city function better, people live more comfortably and more conveniently, sustainable development in cities is being pursued, including through the increasing use of artificial intelligence. Also in the work of local government offices, artificial intelligence is creating more and more opportunities, which are aimed primarily at making life easier for urban residents, but also at ensuring the smooth operation of local governments.

Benefits of AI in Local Government

As a result of rapid technological development, including, of course, the development of artificial intelligence, many conveniences for people are emerging. Many applications are being developed that not only make life easier, but also have a great impact. What's more, these are applications that have different territorial coverage and that are dedicated to different target groups, or to different types of tasks. The apps are local, national and even global in scope. They can be a convenience for residents of some localities (e.g. applications that allow us to deal with official matters without going to the office - for example, those that deal with tax matters or making some document), but there are also applications that serve tourists (e.g. those that help in booking accommodation or arranging transportation).

One of the major benefits of using artificial intelligence in the work of government offices is undoubtedly the dramatically faster processing of data that is necessary for administrative decisions. Moreover, artificial intelligence is able to process larger amounts of data with greater accuracy than humans, reducing errors and improving overall efficiency. Additionally, artificial intelligence, can analyze identify patterns and trends that humans may not notice, leading to more informed and personalized decisions. The consequence of using artificial intelligence in this regard, that is, by automating routine tasks, undoubtedly saves money by reducing the need for human labor and associated costs.

Offices, and not only offices, can make use of Chatbots or virtual assistants that can provide quick and effective assistance to the customer. It is definitely to the advantage of the

² <https://www.un.org/sustainabledevelopment/cities/>

office's customers to be able to use such solutions from home, and to do so at times that suit themselves, outside of office hours.

Today, artificial intelligence is being used in cities on various levels. Increasingly, cities are using the capabilities of artificial intelligence in city management, including, among other things, directing traffic using traffic lights, monitoring available parking spaces. But it also helps analyze footage from city surveillance cameras, which has a significant impact on ensuring security³.

Challenges of AI in Local Government

One of the biggest challenges that is posed to entities that use artificial intelligence in their work is to provide adequate technical facilities. This involves not only servers with adequate processing power, but also a team of people with the right qualifications. Also, securing the data that is processed in the offices is crucial, especially bearing in mind the increasingly frequent hacking attacks, during which personal data is stolen, not infrequently this sensitive personal data. The stolen data is later used for criminal purposes.

Quite a bit of concern about using artificial intelligence in the work of a local government office comes from officials. Clerks are worried about losing their jobs, that the existing work will be done for them by artificial intelligence, which, as was indicated above, is beneficial for financial reasons. This will save the offices considerable financial resources. It is also stressed that lacking the human element in the decision-making process or customer service itself, empathy will be lacking.

The future of employment in local government with artificial intelligence is likely to involve a shift in roles rather than outright job loss. Employees will need to develop new skills to work alongside artificial intelligence systems, such as data analysis, critical thinking, and problem-solving. Local governments that embrace artificial intelligence strategically can create new opportunities for innovation and public service. By investing in training and upskilling their workforce, they can ensure a smooth transition and reap the benefits of AI while mitigating potential risks.

³ <https://thinklodz.eu/sztuczna-inteligencja-w-zarzadzaniu-inteligentnym-miastem/>