2024 UN PUBLIC SERVICE FORUM AND AWARDS CEREMONY

WORKSHOP 6

Navigating the Future Government; AI and Public Administration

CONCEPT NOTE

Organiser: Ministry of the Interior and Safety (MOIS) and Ministry of Personnel Management of the Republic of Korea, National Information Society Agency (NIA) and Korea Local Information Research & Development Institute (KLID)

Introduction

The 2024 United Nations Public Service Forum will take place in Incheon, the Republic of Korea from 24 -26 June 2024 under the theme 'Fostering Innovation amid Global Challenges: A Public Sector perspective'.

The Forum will be comprised of a series of workshops where various elements related to the overall theme will be explored in more detail. Workshop 6 will look into the future landscape of government institutions, examining the integration of cutting-edge Artificial Intelligence (AI) technologies within public administration. Our discussions will encompass the current status of AI implementation within public administrative frameworks, potential domains for future integration, and an exploration of associated risks inherent in this transformative process.

Objective

The objective of this workshop is to explore the effective and safe utilisation of the latest AI technologies, which are rapidly reshaping our lives, within the realm of public administration. By proactively assessing both the opportunities and risks associated with AI application in public service, we aim to showcase best practices in leveraging AI within public administration.

Focus

The rapid advancement of modern AI technology holds transformative potential for public administration. This workshop will delve into strategies for effective and safe integration of AI technology within public administration to foster greater efficiency and innovation in governance while also envisioning the future trajectory of governmental operations.

Initially, we will analyse concrete examples illustrating how AI can be applied across various domains of public administration. By envisioning scenarios where AI enhances the quality of public services and streamlines administrative processes, we aim to advocate for the widespread adoption of AI technology across diverse spheres of governmental operation.

Furthermore, this workshop will meticulously address the technical, ethical, legal, and societal implications inherent in the integration of AI technology within public administration. It will explore strategies for maximising the benefits of technological advancements while also mitigating potential risks and challenges.

This workshop seeks to facilitate knowledge sharing and collaborative exploration of innovative approaches to governance in the digital age. Ultimately, our goal is to comprehend the profound impact of AI technology on public administration, identify pathways for delivering enhanced public services, and prepare for the transformative changes that lie ahead in governmental operations.

Structure

The rapid advancement of modern AI technology holds transformative potential for public

Session 1: Harnessing AI to Enhance Effectiveness of Work in Government

In today's rapidly evolving technological landscape, AI stands as a transformative force with immense potential to renew governance and public administration. This session aims to delve into the multifaceted applications of AI in work in government, exploring how it can enhance efficiency, improve decision-making, and foster innovation across various sectors.

Guiding questions:

1. *How is AI currently being utilised within government bodies to enhance the effectiveness of work?*
2. *What are the key factors contributing to the success of adopting AI and what lessons are learnt from your experience?*
3. *How can governments proactively address potential risks and challenges arising from the widespread adoption of AI?*
4. *What opportunities exist for international collaboration and knowledge sharing to advance the responsible use of AI in government and address common challenges across regions?*

Session 2: Expanding the Potential Areas of AI in Public Administration

In this session, the participants will look into current cases of AI implementation in public administration and propose specific areas where AI adoption will be needed in the future government. The objective of the session is to anticipate the future landscape of public administration following AI implementation across various sectors and discuss the changing role of government in response to these developments.

Guiding questions:

1. *What are the current cases of AI implementation in public administration, and what are the effects of this implementation?*

2. *In which future sectors of public administration do you believe AI should be implemented, and how do you anticipate these sectors will change post-implementation?*

3. *How will the role of government change with the introduction of AI?*

Session 3: AI-based HR Digital Transformation: Shaping the future

AI is already applied in numerous industries and is generating a big wave of change in the workforce structure as it replaces human manpower and jobs. In this regard, requirements in the future should be forecasted at the national level so as to develop AI-based HR policies. This session explores the transformative potentials of AI in HR in the public sector. Through expert presentations, engaging discussions, and interactive case sharing, participants will gain a comprehensive understanding of key trends, innovative solutions, and successful implementation strategies for AI-based HR practices. In addition, the AI-based HR cases of the

Korean government such as Intelligent Open HRD Platform, HR Management System (e-Saram) and Integrated Recruitment System will be introduced.

Guiding questions:

1. *What specific HR functions do you believe could benefit most from AI implementation (e.g. talent acquisition, performance management, learning & development)?*
2. *Could you share any related cases if you have any?*
3. *What are some of the challenges you face in your current HR processes that AI solutions might help?*
4. *What ethical considerations do you think are most important when implementing AI in HR practices (e.g. privacy, transparency, legal rights)?*
5. *What skills and knowledge do you believe will be most critical for HR professionals in the AI era?*
6. *How can organisations foster a culture of continuous learning and adaptation to embrace changes driven by AI in HR?*

Session 4: AI In The Public Sector: Potential and Pitfalls

This session will explore considerations and potential risks to be mindful of when implementing AI in public administration. Additionally, it will look into technological and legal limitations associated with AI and ethical concerns and discuss strategies for overcoming these challenges.

Guiding questions:

1. *When integrating AI technology into public administration, what factors and potential risks should be considered, taking into account its technological nuances and sector-specific traits?*

2. *What challenges arose during the implementation of AI in both public and private sectors?*

3. *What constraints exist in present AI technology, alongside ethical dilemmas related to AI usage, such as surveillance concerns ("big brother"), and privacy issues regarding data usage, including personal information? How can these limitations and challenges be addressed through strategic approaches?*

Organisational Details

- This workshop is organised by The Ministry of the Interior and Safety of the Republic of Korea.
- Participants are expected to come from central and local government officials, policymakers, public government experts, public sector institutions, practitioners, civil society, academics, and media.
- The workshop will be conducted in English and Korean.

Contact Persons

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