FROM AUTOMATION TO INNOVATION: HOW AI IS SHAPING THE FUTURE OF E-GOVERNANCE

J. SNEHA JAYALAKSHMI
Ph.D Research Scholar, Department of Commerce
Bharathiar University, Coimbatore

Dr. M. SUMATHY
Professor and Head, Department of Commerce
Bharathiar University, Coimbatore

Dr. G. ANITHA RATHNA
Assistant Professor, Department of Commerce (E-commerce)
PSG College of Arts and Science, Coimbatore

Abstract

Artificial Intelligence (AI) has emerged as a pivotal technology in the Fourth Industrial Revolution (Industry 4.0), playing a transformative role in e-governance by enhancing the efficiency, security, and responsiveness of public services. As AI integrates with e-governance systems, it offers innovative solutions to strengthen cybersecurity, protecting digital infrastructures from cyber-attacks, malware, and unauthorized access. However, the relationship between AI, e-governance, and cybersecurity remains context-specific, influenced by various stakeholders with diverse expertise. This study explores the intricate dynamics between AI, e-governance, and cybersecurity, investigating the direct and mediated impacts of e-governance on cybersecurity. Additionally, it assesses the moderating role of stakeholder involvement in shaping these relationships. The findings will offer critical insights for policymakers and governments aiming to build more secure, transparent, and resilient e-governance frameworks, particularly in smart city initiatives.

Keywords: *artificial intelligence, e-governance, cybersecurity, industry 4.0, smart cities, digital infrastructure, cyber attacks, public services*

Introduction

Amidst the vast array of government duties and obligations, implementing changing regulations, transferring files to other fronts, providing services, assisting businesses in surviving, upholding law and order, lowering living expenses, and more would be top objectives. Before a law, rule, or policy is enforced, the largest obstacle is the lack of communication and engagement between the government, the public, and business. In order to establish a straightforward, ethical, responsible, reasonable, responsive, and transparent environment that is more pleasant and less expensive for interactions between citizens, corporations, and the government, e-governance refers to the strategic integration of intelligent systems.

What part does AI play in e-Government?

1. It makes the process of obtaining and compiling government data about any department easier for businesses and citizens.
2. It facilitates the involvement of businesses and citizens in decision-making processes prior to the creation or implementation of new laws or policies.
3. By automating the services and guaranteeing that the information conveyed is transparent and easily accessible to the public, it is the most effective method of eradicating corruption.
4. The ease with which online applications make government services accessible to all citizens around-the-clock.
5. E-governance enables companies to quickly obtain critical information.

Statement of the Problem

Artificial Intelligence (AI) has emerged as a key facilitator of effective and responsive e-governance systems in the framework of the Fourth Industrial Revolution. However, the effectiveness of AI in promoting transparency, guaranteeing cybersecurity, and strengthening citizen-centric governance is called into question by its incorporation into public services. Even while AI-driven e-governance promises better service delivery, less corruption, and smarter city management, there are still issues with managing cybersecurity risks, coordinating stakeholder expectations, and negotiating the moral dilemmas associated with automation and data use. By concentrating on how AI changes governance frameworks, the degree to which it affects cybersecurity resilience, and the part that stakeholder involvement plays in this revolutionary process, this study aims to close the knowledge gap regarding the interactions among AI, e-governance, and cybersecurity.

Research Objectives

- To study the integration of AI in e-governance.
- To investigate how AI may improve cybersecurity in e-governance.
- To examine how AI affects citizen participation and government transparency.

Research Methodology

The dynamic interaction between AI, e-governance, and cybersecurity will be investigated using a mixed-methods approach that combines quantitative and qualitative techniques. A systematic survey was designed to gather information from the respondents. The questionnaire was created using proven constructs for cybersecurity awareness, e-governance effectiveness, and AI trustworthiness. The purpose of this factor analysis was to determine the main factors affecting AI-driven e-governance.

Analysis and Interpretation

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.631
Bartlett's Test of Sphericity	Approx. Chi-Square	6721.026
	df	496
	Sig.	.000

Source: Computed and compiled from SPSS

The data is appropriate for factor analysis, according to the KMO value of 0.631, although the degree of correlation between the variables may be stronger. The variables are sufficiently correlated to move forward with factor analysis, as indicated by the significant results of the Bartlett's Test of Sphericity ($p < 0.05$).

Communalities		
	Initial	**Extraction**
Age	1.000	.549
Gender	1.000	.523
Highest level of education	1.000	.783
AI1	1.000	.812
AI2	1.000	.710
AI3	1.000	.728
AI4	1.000	.716
AI5	1.000	.741
EG1	1.000	.718
EG2	1.000	.827
EG3	1.000	.700
EG4	1.000	.779
EG5	1.000	.766
EG6	1.000	.868
EG7	1.000	.828
EG8	1.000	.703
SI1	1.000	.695
SI2	1.000	.869
SI3	1.000	.743
SI4	1.000	.788
SI5	1.000	.865
SI6	1.000	.847
SI7	1.000	.639
SI8	1.000	.780
CS1	1.000	.714
CS2	1.000	.775
CS3	1.000	.733
CS4	1.000	.622

CS5	1.000	.628
CS6	1.000	.752
CS7	1.000	.784
CS8	1.000	.738
Extraction Method: Principal Component Analysis.		

Source: Computed and compiled from SPSS

With many communalities above 0.7, the extraction communalities show that the extracted factors adequately represent the majority of your variables, especially those pertaining to eGovernment (EG), Smart Cities (SI), and Artificial Intelligence (AI). Certain factors, such gender and specific cybersecurity claims, have lower communalities than others, therefore they might not have as much of an impact on the factor structure.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	13.229	41.339	41.339	13.229	41.339	41.339	5.997	18.740	18.740
2	2.611	8.158	49.498	2.611	8.158	49.498	5.266	16.458	35.197
3	2.045	6.390	55.888	2.045	6.390	55.888	2.987	9.335	44.533
4	1.685	5.264	61.152	1.685	5.264	61.152	2.842	8.881	53.414
5	1.517	4.740	65.892	1.517	4.740	65.892	2.618	8.183	61.596
6	1.447	4.522	70.414	1.447	4.522	70.414	2.470	7.719	69.316
7	1.189	3.716	74.130	1.189	3.716	74.130	1.541	4.814	74.130
8	.979	3.060	77.190						
9	.928	2.900	80.090						
10	.895	2.796	82.886						
11	.876	2.737	85.622						
12	.672	2.101	87.723						
13	.563	1.760	89.482						
14	.521	1.627	91.110						
15	.489	1.529	92.639						
16	.418	1.305	93.943						
17	.343	1.071	95.014						
18	.271	.846	95.860						
19	.229	.715	96.575						
20	.210	.655	97.229						
21	.184	.574	97.803						
22	.158	.495	98.298						
23	.117	.366	98.664						
24	.088	.276	98.940						
25	.079	.246	99.186						
26	.070	.220	99.406						
27	.061	.189	99.595						
28	.051	.159	99.754						
29	.036	.112	99.866						
30	.024	.075	99.941						
31	.011	.035	99.976						
32	.008	.024	100.000						
Extraction Method: Principal Component Analysis.									

Source: Computed and compiled from SPSS

The first five components may be worth keeping based on the extraction sums of squared loadings and rotation sums of squared loadings. This is because they account for a substantial portion of the variation (between 65% and 74%, depending on whether rotation is used).

Component Matrix[a]							
	Component						
	1	2	3	4	5	6	7
Age	.420	.453	.227	.084	.323	.068	.008
Gender	.140	.387	.236	.145	.381	.363	.008
Highest level of education	.190	.712	.319	.050	.260	.049	.256
AI1	.513	.306	.186	.560	.082	.298	.109
AI2	.324	.096	.410	.510	.151	.312	.217
AI3	.702	.034	.115	.265	.263	.259	.115
AI4	.595	.044	.143	.431	.024	.389	.038
AI5	.652	.148	.431	.157	.015	.007	.288
EG1	.563	.042	.359	.390	.164	.303	.014
EG2	.695	.132	.416	.279	.216	.154	.069
EG3	.718	.099	.293	.111	.200	.029	.187
EG4	.705	.009	.458	.149	.135	.095	.150
EG5	.577	.504	.283	.002	.097	.299	.017
EG6	.696	.211	.050	.219	.002	.219	.491
EG7	.773	.304	.248	.037	.058	.223	.148
EG8	.741	.247	.210	.001	.138	.015	.170
SI1	.769	.178	.102	.185	.133	.030	.093
SI2	.778	.332	.132	.117	.109	.262	.202
SI3	.762	.297	.041	.123	.047	.236	.003
SI4	.750	.144	.225	.102	.355	.120	.060
SI5	.800	.357	.145	.026	.102	.114	.226
SI6	.748	.192	.096	.352	.314	.022	.139
SI7	.606	.202	.430	.005	.075	.203	.012
SI8	.757	.084	.178	.126	.324	.141	.166
CS1	.686	.260	.126	.067	.124	.272	.258
CS2	.728	.233	.319	.114	.009	.182	.205
CS3	.696	.067	.148	.043	.431	.102	.154
CS4	.613	.193	.002	.324	.007	.085	.312
CS5	.494	.188	.280	.042	.506	.105	.028
CS6	.424	.654	.225	.128	.204	.016	.190
CS7	.651	.102	.095	.220	.240	.212	.435
CS8	.625	.203	.155	.283	.050	.442	.062
Extraction Method: Principal Component Analysis.							
a. 7 components extracted.							

Source: Computed and compiled from SPSS

Component 1 includes elements pertaining to cybersecurity, smart cities, and digital government. Component 2 appears to reflect elements pertaining to digital platform trust, AI integration, and government services. Perceptions on the impact of AI and digital rights appear to be represented by Component 3. Component 4 probably represents how the public views AI and digital security procedures. Component 5 seems to have to do with privacy issues and how AI affects government services. Aspects of digital security and smart city governance are reflected in Component 6. Component 7 appears to be a smaller, more specialized factor that might capture elements of IT companies' involvement in smart cities and cybersecurity.

Conclusion

A major step toward more intelligent and responsive public services is the incorporation of AI into e-governance platforms. The results of this investigation should show how AI can revolutionize the efficiency of service delivery, fortify cybersecurity, and promote governance transparency. However, issues like resistance to adopting new technologies, disparities in digital literacy, and data privacy concerns underscore how crucial it is to include all stakeholders in decision-making processes. To fully realize AI's promise in creating inclusive and resilient smart cities, policymakers must place a high priority on cooperative governance, moral AI application, and strong cybersecurity frameworks. This report offers governments a road map for establishing safe, open, and citizen-focused e-governance systems that are sustainable.

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