

A NOVEL APPROACH FOR E-GOVERNMENT SERVICES WITH ARTIFICIAL INTELLIGENCE USING ARTIFICIAL NEURAL NETWORKS

Ali ALQudah Mohammad
Khazar University, Baku, Azerbaijan

Artificial intelligence (AI), especially the rapidly growing field of artificial neural networks (ANNs), is an exciting and emerging area of computer science which has a very broad scope and can replicate and enable human decision making in the form of intelligent processors of information. As AI technology grows, there is a major concern/consideration for the requirement of public services in every walk of life, ranging from health to education to social welfare. This paper aims at the exploitation of AI technology in the development of public services (specially e-government) which can provide an intelligent decision making layer that can be beneficial to the populace. E-government is basically the employment of ICT (Information and Communication Technology) to exchange information and services in the public sector. This is kind of a revolution from the current manual and paperwork oriented public sector and provide round the clock services to the citizens. Govt. of any nation implements various decisions and projects them as policies for the benefit of the public. Then these public sectors have various institutions that provide services to the public. With time, information technology has also revolutionized the way the public gets access to these policies and services. E-government services have been an evolution from the last decade and have definitely made the governance simpler, cheaper, and quicker. But the services provided are more kind of an information exchange and the public has to make a lot of decisions (which services to choose to accomplish a task, what are the implications, and can he find the best possible solution) regarding those services that can be confusing. Also, there can be cases where the policies are not very well understood to have any services behind them as govts do not want to take a decision considering their implications and also implementing the decisions which are best for the public. There is a vast scope of simulation here, the decisions, the policies, an intelligent environment which can be a very good test bed for policies and which can provide the implications verified at the best interest of the public. Now this is a perfect ground for an intelligent environment which can be in the form of an intelligent agent or a knowledge base, but we are focusing on the employment of AI technology which is still an improvement from the previous decade