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## **Harnessing AI for Governance in Nigeria: Chatbot Communication and Process Optimisation**

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### **To cite this article:**

Yusuf Mu'azu, Fredrick Wilson, Jude Melea Moses & Ugochukwu Odimba (2025), Harnessing AI for Governance in Nigeria: Chatbot Communication and Process Optimisation in Digital Communication and Governance in Africa: Reimagining AI in Communication and Governance ACSPN Book Series 10, pp.251— 315

Retrieved from <http://www.acspn.com.ng>

(Institutional or Subscribed access may be required)

Please note that this is an electronic, pre-print version of this article published by the Evan Brothers (Nigeria Publishers) Limited for Association of Communication Scholars & Professionals of Nigeria (ACSPN).

The ACSPN Book Series is exclusive to the Association of Communication Scholars & Professionals of Nigeria.

**ISBN: 978-978-690-135-0**

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Layout/Design: Ashroph De Grafico Ventures.

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## CHAPTER 13

# Harnessing AI for Governance in Nigeria: Chatbot Communication and Process Optimisation

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The global advancement of Artificial Intelligence (AI) is rapidly transforming various aspects of life, offering unprecedented opportunities to enhance communication, efficiency, and service delivery. In governance, AI has the potential to revolutionise how governments interact with citizens, improve decision-making processes, and streamline administrative functions. From small villages in Nigeria to megacities in the United States, governments are increasingly seeking ways to leverage AI to improve citizen services (Mehr,

2017). For a developing country like Nigeria, where governance is often hindered by bureaucratic inefficiency, corruption, and limited citizen engagement (Rufai, 2022), the adoption of AI could bring about a transformative shift

The rise of digital communication technologies has opened new avenues for governance across Africa, significantly impacting the relationship between governments and their citizens. In Nigeria, the digitalisation of government processes, as outlined in the Federal Civil Service Strategy and Implementation Plan 2021-2025 (FCSSIP25), represents a crucial step toward addressing long-standing communication challenges that have impeded effective governance. Spearheaded by the Office of the Head of the Civil Service of the Federation (OHCSF), this initiative aims to fully digitise government processes across Ministries, Departments, and Agencies (MDAs) by 2025. Key advancements, such as the transition to paperless operations and the implementation of Enterprise Content Management Solutions (ECMS), have streamlined operations and laid the groundwork for integrating advanced technologies like AI. These efforts are further supported by the introduction of computer-based testing for civil service examinations and the government's recognition of AI's potential to enhance public service delivery. Collaborations with international partners, including the U.S. Department of Commerce, underscore Nigeria's commitment to leveraging digitalisation and AI to improve governance, strengthen digital infrastructure, and equip the workforce with the necessary skills for future advancements.

However, digitalisation alone is insufficient; there is a critical need for advanced communication tools that can bridge the gap between government institutions and the public. AI-driven chatbots, with their ability to provide real-time, personalised responses, represent a significant advancement in government-citizen interaction. These technologies democratise access to

information, ensure the timely dissemination of government policies, and facilitate active citizen participation in governance processes. It is crucial to understand how these tools can be used not just to automate processes but to fundamentally enhance the quality of government communication. The integration of AI, particularly chatbots, into governance marks the next logical step in the digital transformation of Nigeria's public service. Chatbots and virtual assistants offer the potential to revolutionise communication between government institutions and citizens by automating responses and enabling real-time interaction. This can help address key challenges that have historically plagued the public service, such as delayed responses and limited access to services.

Nonetheless, implementing chatbot technology in Nigeria is not without its challenges. The success of AI integration in governance depends on several factors, including the availability of digital infrastructure, public trust in AI systems, and the government's capacity to manage and maintain these technologies. Additionally, concerns about data privacy and the potential misuse of AI must be addressed to ensure the responsible deployment of these technologies (Ministry of Communications, Innovation, & Digital Economy, 2024).

The digitalisation efforts in Nigeria's public service have established a foundation for the integration of AI technologies, particularly chatbots, into governance processes. These initiatives align with global trends and present a promising solution to some of the longstanding challenges in Nigerian governance, such as inefficiency and limited citizen engagement. By building on the progress made through digitalisation, Nigeria has the opportunity to harness the transformative potential of AI to enhance service delivery, transparency, and good governance practices. However, successful implementation will require careful planning, robust infrastructure, and a commitment to

addressing the challenges associated with AI deployment. This chapter explores the integration of AI, specifically through chatbot communication and process optimisation, into Nigeria's governance framework. By focusing on the communicative aspects of chatbot integration, this study aims to contribute to the broader discourse on digital communication and governance in Africa, highlighting the transformative potential of AI in reshaping government-citizen interactions.

### **Statement of the Problem**

Nigeria's governance landscape is marred by significant communication challenges, including bureaucratic inefficiencies, delayed responses, and limited accessibility to government services. These issues have created a widening gap between citizens and government institutions, leading to frustration, diminished trust, and reduced citizen engagement (Rufai, 2022). Despite economic growth and the proliferation of mobile technology, the mechanisms for effective governance and citizen interaction have not kept pace with the evolving needs of the population.

In response to these challenges, there is a global movement towards adopting artificial intelligence (AI) technologies, particularly chatbots, to revolutionise government-citizen communication (Breger & Fuguet, 2023). Chatbots, as AI-driven virtual assistants, have the potential to play a pivotal role in enhancing governance processes by providing timely, efficient, and transparent interactions between citizens and government agencies. However, the integration of chatbots into Nigeria's governance framework poses its own set of challenges, including infrastructural limitations, public trust issues, and the need for comprehensive digital literacy among both citizens and government officials. One fundamental question that Breger and Fuguet (2023) posed is how will citizens and governments benefit from these new technologies in governance.

Given the potential benefits, this study seeks to explore the role of chatbots in transforming governance processes in Nigeria, identify the specific areas where they can be most effectively applied, and examine the challenges that must be overcome for successful implementation. This research's significance lies in its potential to provide insights that could lead to more responsive, efficient, and citizen-centric governance in Nigeria. Thus, it could bridge the communication gap between the government and its citizens and foster a more inclusive and participatory governance model. It is against the above backdrop that this chapter examines the role of chatbots in governance processes in Nigeria; identifies the various areas of application of chatbots in governance; and explores the challenges of implementing chatbots in governance processes in Nigeria. To achieve these objectives, document analysis was carried out whereby relevant documents such as journals, websites, books, newspapers, and historical documents both online and offline to identify patterns, themes, and relevant insights were reviewed.

### **Understanding Artificial Intelligence**

Artificial Intelligence (AI) is playing a transformative role in public administration through a variety of AI technologies, including machine learning, natural language processing, and big data analytics, which are crucial in automating tasks, enhancing decision-making, and improving public service efficiency (Benkirane and Benazzi, 2024). The historical development of AI, starting from symbolic AI to advanced machine learning and deep learning, highlights its growing importance in fostering innovation, improving public trust, and promoting transparent governance. Artificial Intelligence (AI) is an expansive field of technology designed to replicate aspects of human cognition and decision-making. At its core, AI involves creating systems that can perform tasks typically requiring human intelligence, such as understanding natural language, recognising patterns, solving problems, and making decisions.

Alan Turing's (1950) groundbreaking work laid the theoretical foundation for AI. In his seminal paper, Turing introduced the concept of machine intelligence and proposed the "Turing Test" as a criterion for assessing a machine's capability to exhibit intelligent behaviour indistinguishable from that of a human. The test involves an evaluator interacting with a machine and a human through a text-based interface without knowing which is which. If the evaluator cannot reliably distinguish between the two based on their responses, the machine is considered to have demonstrated a form of intelligence (Turing, 1950). Turing's work fundamentally challenged and expanded the notion of what machines could achieve, setting the stage for future developments in AI.

Further advancing the field, John McCarthy and his colleagues (1956) defined AI as the science and engineering of making intelligent machines. This definition, articulated at the Dartmouth Conference a seminal event in AI history emphasised the dual focus on both the scientific understanding and the practical engineering of intelligent systems. McCarthy's definition has become a cornerstone of AI research, framing the field as a discipline aimed at creating machines capable of performing tasks that require intelligence. The Dartmouth Conference also marked the formal inception of AI as a research area, with McCarthy, along with researchers like Marvin Minsky, Nathaniel Rochester, and Claude Shannon, outlining the ambitious goals and scope of AI research (McCarthy, Minsky, Rochester, & Shannon, 1956). Together, these foundational contributions, Turing's conceptualisation of machine intelligence and McCarthy et al's formal definition, have profoundly shaped the trajectory of AI research and development. They established key principles and objectives that continue to guide and inspire ongoing work in the field, from theoretical explorations to practical applications.

## **AI in Governance**

Artificial Intelligence (AI) has become an increasingly influential component in modern governance, offering advanced tools and methodologies to enhance decision-making, resource management, and public service delivery. AI's ability to analyse vast amounts of data enables more effective and responsive governance. According to Brynjolfsson and McElheran (2016), data-driven decision-making, facilitated by AI, allows governments to leverage large datasets to generate insights for policy formulation and resource allocation. This capability supports targeted and efficient interventions, improving the overall effectiveness of public administration by providing a clearer understanding of trends and potential impacts of policy changes (Brynjolfsson & McElheran, 2016).

AI's impact extends beyond data analysis to practical applications in service delivery and public engagement. Agerri and Vinciarelli (2019) highlight the use of AI in analysing public opinion and social sentiment, which offers valuable feedback for policymakers. By processing information from social media, surveys, and other sources, AI systems provide insights into public concerns and preferences, enabling governments to adopt policies and communication strategies in real-time. This application of AI allows for a more nuanced understanding of public needs and behaviours, leading to more responsive and effective governance (Agerri & Vinciarelli, 2019).

Furthermore, AI technologies contribute to operational efficiency within government agencies. Automating routine tasks and data processing can streamline administrative processes and improve resource allocation. By integrating AI into governance practices, public administration can achieve greater efficiency and adaptability. AI's capacity to generate actionable insights and facilitate dynamic policy adjustments represents a significant advancement in governance, underscoring AI's

potential to transform public administration and enhance citizen engagement (Brynjolfsson & McElheran, 2016; Agerri & Vinciarelli, 2019).

### **Generative AI and Applications**

Generative AI represents a transformative advancement within the field of artificial intelligence, focusing on algorithms and models that create new content rather than merely analysing or categorising existing data. Central to generative AI are models such as Generative Adversarial Networks (GANs) and Variational Autoencoders (VAEs), which have demonstrated impressive capabilities in generating realistic images, text, and even music. Goodfellow et al. (2014) introduced GANs, a novel approach wherein two neural networks—the generator and the discriminator—compete against each other, leading to increasingly sophisticated and high-quality generated outputs (Goodfellow, Pouget-Abadie, Mirza, Xu, Warde-Farley, Ozair, & Courville, 2014). Similarly, Kingma and Welling (2013) proposed VAEs, which use probabilistic methods to generate new data by learning latent representations of input data, offering another powerful technique for content generation (Kingma & Welling, 2013).

The practical applications of generative AI are broad and impactful, ranging from creative industries to scientific research. For instance, Radford et al. (2021) highlighted the capabilities of OpenAI's GPT-3, a large language model capable of generating coherent and contextually relevant text, demonstrating the potential of generative AI to revolutionise fields such as natural language processing and automated content creation (Radford, Wu, Amodei, & Clark, 2021). The advancement of these technologies not only opens new avenues for innovation but also raises critical ethical and practical considerations, including issues of content authenticity, intellectual property, and the potential for misuse. Thus, while generative AI offers significant opportunities, it also necessitates ongoing dialogue about its

responsible development and deployment (Binns, 2018).

The capacity to create content, interact with users, and deliver personalised services aligns with the broader concept of Generative AI, suggesting its potential to enhance communication and service delivery in public administration. Benkirane and Benazzi (2024), writing extensively on the application of AI in governance, illustrate its use in areas like predictive policing, smart city management, personalised healthcare, and automated public services. AI is presented in their study as a powerful tool for improving decision-making, enhancing service delivery, and addressing complex societal challenges within the public sector. However, their study also highlights potential risks, such as ethical concerns, data privacy issues, and the critical need for transparency and accountability in AI governance.

### **Chatbot communication and Process Optimisation**

Chatbots have emerged as a transformative tool in governance, offering a new approach to public communication and service delivery. By leveraging natural language processing (NLP) and machine learning, chatbots enable real-time interactions between government agencies and citizens, enhancing accessibility and responsiveness. For instance, Zhang et al (2018) explore how chatbots can streamline public services by providing instant, 24/7 support for routine inquiries and transactions, such as information requests and service applications. This continuous availability not only improves user satisfaction but also reduces the workload on human staff, allowing government agencies to focus on more complex tasks (Zhang, Zhao, & Chen, 2018).

In addition to enhancing communication, chatbots contribute significantly to process optimisation within government operations. According to de Lima et al. (2020), chatbots can automate repetitive administrative tasks, such as data entry and

processing, which enhances operational efficiency. By integrating chatbots into administrative workflows, government agencies can minimise human error and accelerate processing times, leading to more streamlined and cost-effective operations. This optimisation is particularly beneficial in high-volume settings where efficiency and accuracy are critical, as chatbots can handle large volumes of interactions without compromising performance (de Lima, Oliveira, & Silva, 2020).

Moreover, chatbots facilitate improved data collection and analysis in governance. They can capture and analyse interactions with citizens to identify trends, common issues, and areas for improvement. This data-driven approach allows government agencies to make informed decisions based on real-time feedback and usage patterns. As noted by Binns and Shadbolt (2021), the insights gained from chatbot interactions can guide policy adjustments and service enhancements, ultimately leading to more effective and responsive governance. The integration of chatbots thus represents a significant advancement in optimising both communication and administrative processes within the public sector (Binns & Shadbolt, 2021).

Benkirane and Benazzi (2024) emphasise the growing role of AI-powered chatbots in public administration. These chatbots are recognised for providing instant access to information, handling citizen inquiries, and offering support beyond regular office hours. Their implementation has been a significant step toward enhancing accessibility, reducing the workload of human staff, and improving citizen engagement with public services. Chatbots play a vital role in modernising communication within public administration by streamlining interactions and enriching the user experience.

## **Challenges of Implementing Chatbots in Governance**

Despite the potential benefits, implementing AI chatbots in governance, especially in developing countries like Nigeria, faces several challenges. Benkirane and Benazzi (2024) identify inadequate technological infrastructure, data privacy and security concerns, and the digital literacy gap as significant barriers. They also discuss ethical issues, such as biases in chatbot algorithms and the transparency of decision-making processes, underscoring the need for careful planning, robust infrastructure, and strong regulatory frameworks to ensure the successful and responsible use of AI chatbots in governance.

## **Empirical Review**

The study by Bailey (2023) explores the transformative potential of artificial intelligence (AI) in enhancing government service delivery, making it more efficient, responsive, and citizen-centric. The study emphasises the need for government agencies to move beyond traditional digitisation efforts, which focused primarily on migrating paperwork to online platforms, and to embrace the advanced capabilities of generative AI. The rationale for this study is based on the observed limitations of previous digital modernisation efforts in government, which often failed to significantly improve service delivery due to the complexity of program implementation and bureaucratic processes. The study argues that generative AI offers a unique opportunity to address these challenges by providing adaptive, accurate, and empathetic responses through AI-driven virtual assistants. These systems can enhance user experience by learning from interactions and offering personalised assistance, thereby improving satisfaction and efficiency in public service delivery. The study employs a descriptive approach, drawing on various use cases to illustrate the potential applications of generative AI in government services. These include personalised citizen interaction, streamlining licensing and permit processes, improving access to social services, decoding complex bureaucracy, and enhancing

government communication. For example, AI-driven chatbots can be used to guide users through government processes, answer frequently asked questions, assist with form completion, and provide real-time advice during tasks like tax filing. The findings suggest that generative AI can significantly improve the clarity and accessibility of government communications, automate administrative tasks, and reduce the administrative burden on agency staff. However, the study also highlights the importance of adopting a risk-based approach to AI implementation, as outlined in the National Institute of Standards and Technology's (NIST) Artificial Intelligence Risk Management Framework (AI RMF). This framework emphasises principles such as safety, security, explainability, privacy, fairness, accountability, and reliability, which are crucial for building trustworthy and ethical AI systems in government. The study concludes that while AI holds great promise for transforming public service delivery, its successful adoption requires strategic foresight, stakeholder engagement, and capacity building within government agencies. The study recommends identifying specific use cases where AI can solve pressing problems, investing in capacity building by hiring or training leaders with technical expertise, and ensuring that AI adoption is guided by robust frameworks like NIST's AI RMF.

The study by Androutopoulou, Karacapilidis, Loukis, and Charalabidis (2019) explores the transformative potential of AI-guided chatbots in enhancing communication between citizens and the government. The primary objective is to develop a new, richer digital communication channel that addresses the limitations of existing channels by leveraging AI technologies, such as natural language processing, machine learning, and data mining. The rationale for this study stems from the increasing adoption of AI technologies in the public sector, driven by the successes seen in the private sector. However, government adoption faces unique challenges, including the need for effective communication tools that can handle the complexity and

ambiguity inherent in citizen-government interactions. The study argues that current digital communication channels in the public sector are inadequate due to their limited capacity for expressiveness and their inability to handle complex inquiries. This study is motivated by the need to overcome these limitations and create a communication channel that can more effectively meet citizens' needs. The methodology employed in the study is grounded in the design science research paradigm, which is complemented by an action research approach. This combined methodology allows for the development of a new digital communication channel while simultaneously addressing real-world problems within government organisations. The study involved close collaboration with three Greek government agencies—the Ministry of Finance, a social security organisation, and a local government organisation—wherein workshops were conducted to gather qualitative data and co-create application scenarios for the proposed chatbot-based communication channel. The theoretical framework of the study is based on Media Richness Theory (MRT), which posits that communication tasks requiring high levels of expressiveness, complexity, and ambiguity are best served by richer communication channels. The study applies this theory to develop a chatbot system that enables more expressive interactions between citizens and the government, allowing for the communication of complex needs in everyday language. The findings of the study indicate that the proposed chatbot system has the potential to significantly enhance the richness and expressiveness of citizen-government interactions. The system is capable of processing natural language inputs, retrieving relevant information from a wide range of government data sources, and assisting citizens in conducting complex transactions. The chatbot system was shown to effectively handle a variety of citizen inquiries, providing timely and accurate responses that were previously unattainable through traditional digital channels. The study concludes that AI-guided chatbots can transform the way governments interact

with citizens by providing a more expressive, accessible, and efficient communication channel. However, the success of such systems depends on the quality of the underlying knowledge base and the ability to continuously update and refine the chatbot's capabilities based on user interactions. The authors recommend several actions for the successful implementation of chatbot systems in government. These include building a comprehensive knowledge base that integrates all relevant documents and data, ensuring the chatbot's ability to handle natural language inputs, continuously training the chatbot to improve its performance, addressing privacy and security concerns to build public trust, and conducting thorough evaluations to measure the system's effectiveness and user satisfaction.

Pislaru, Vlad, Ivascu, and Mircea (2024) conducted a study aimed at exploring the role of artificial intelligence (AI) in governance processes and how it enhances citizen engagement through AI tools, specifically chatbots and virtual assistants. The primary objective of this study was to assess the impact of AI on improving communication between citizens and public administration, focusing on variables such as residential environment, age, employment status, household income, and education level. The rationale for this study is based on the increasing digital transformation within public administration, which seeks to improve service delivery and citizen engagement. Given the socio-economic disparities in access to technology, the study sought to understand how different demographic factors influence the effectiveness of AI tools in mediating communication between citizens and government entities. This research is significant as it provides insights into the socio-economic drivers that affect the adoption and success of AI tools in governance. Methodologically, the study utilised a quantitative approach, gathering data through an online questionnaire distributed to 507 respondents. The data were analysed using various statistical tests, including the one-way ANOVA,

KruskalWallis test, and Spearman correlation, to identify patterns and correlations between the variables under study. The study's theoretical framework was built around the concept of citizen-centric governance, which emphasises the active participation of citizens in governance processes through the use of digital tools. The findings of the study indicated significant correlations between socio-economic factors and the use of AI tools in governance. Specifically, the study found that individuals in urban areas, those with higher levels of education, and those employed in technology-related fields were more likely to engage with AI tools for communication with public administration. Age was also found to be a determining factor, with younger individuals showing a greater propensity to use AI tools. However, the study found that household income did not significantly influence trust in AI tools, contrary to previous research. The study concludes that AI has the potential to transform public administration by enhancing citizen engagement and making government services more accessible and efficient. However, the success of AI tools in governance depends on addressing socio-economic disparities, improving digital literacy, and ensuring that AI systems are transparent and trustworthy. The authors recommend several measures to improve the effectiveness of AI in governance, including investing in digital infrastructure in rural areas, implementing educational programs to increase digital literacy, promoting the benefits of AI tools to the public, and addressing ethical concerns related to data privacy and algorithmic bias. These steps are essential to fostering a more inclusive and effective citizen-government interaction through AI technologies.

The study by Fares (2023) explores how advanced AI-driven chatbots can be integrated into government services in the United Arab Emirates (UAE). The study aims to understand the potential impact of these technologies on government-citizen communication and to forecast plausible future scenarios based

on their adoption. The rationale for this study is rooted in the UAE government's ongoing efforts to enhance public service delivery and communication with citizens, aligning with the UAE Government Charter for Future Services. As the country positions itself as a global leader in AI and digital transformation, understanding the role of LLM-driven chatbots becomes critical for future governance. Methodologically, the study employs a foresight approach using scenario planning to identify and analyse possible future outcomes. This involves reviewing existing literature, consulting with industry experts, and employing various foresight tools to map out scenarios based on key driving forces, such as political, economic, social, and technological factors. The research process includes creating influence maps and exploring different archetypes to understand the dynamic interactions between these factors. The theoretical framework is based on systems thinking, which allows the study to explore how different components of government-citizen communication systems interact when influenced by LLM-driven chatbots. This approach helps in identifying the complexities and potential outcomes of integrating such technologies into public services. The findings of the study present a range of possible scenarios for the future of government-citizen communication in the UAE. These scenarios highlight the opportunities and challenges associated with the widespread adoption of LLMs. For instance, in scenarios where LLMs are highly adopted with tight government controls, the UAE could position itself as a global leader in AI, with enhanced citizen engagement and efficient service delivery. However, challenges such as the digital skills gap, ethical concerns, and the need for robust data governance could impede progress. In scenarios where LLM adoption is high but controls are loose, the potential for innovation and cost savings is significant, but risks related to data privacy, cybersecurity, and job displacement are also heightened. Conversely, low adoption scenarios, whether coupled with tight or loose controls, suggest a slower pace of digital transformation, which could hinder the

UAE's competitiveness and the effectiveness of its public services. The study concludes that the successful integration of LLM-driven chatbots in government services requires a balanced approach that considers both the opportunities and risks. The study recommends developing clear regulatory frameworks, investing in digital literacy programs, and fostering public-private partnerships to drive innovation while ensuring the ethical use of AI.

Benkirane and Benazzi (2024) aim to explore the potential of Artificial Intelligence (AI) in transforming public administration, focusing on how AI can enhance efficiency, transparency, and service delivery. The study's rationale lies in addressing the limited adoption of AI in the public sector compared to its success in the private sector. To achieve this, the authors conducted a systematic literature review, synthesising academic articles, case studies, and reports on AI in public administration. The theoretical framework draws on technological innovation and governance theories, providing insights into the diffusion of AI technologies and their implications for transparency and accountability in the public sector. The study finds that AI offers substantial opportunities for improving service delivery, decision-making, and resource allocation in public administration. However, challenges such as data privacy, ethical concerns, and the need for robust technological infrastructure are significant hurdles to AI adoption. The authors also note the risks associated with AI, particularly regarding transparency in decision-making and potential biases in algorithms. The study's conclusions indicate that while AI has the potential to revolutionise public administration, its successful implementation requires careful planning, strong governance frameworks, and ethical considerations. The study recommends the development of robust governance frameworks, investing in technological infrastructure, promoting ethical AI practices, enhancing digital literacy, and encouraging collaboration and

research.

The study by Henman (2020) investigates the potential of AI to enhance public service delivery through automated decision-making, chatbots, and public governance. The study aims to explore how AI technologies, particularly those involving machine learning, can improve government operations, enhance public safety, and support compliance activities. Henman's research is driven by the growing deployment of AI in the public sector and the need to address the associated ethical, legal, and governance challenges. The rationale for this study is based on the rapid adoption of AI technologies in government functions, which offers significant opportunities for improving efficiency and responsiveness. However, this adoption also raises concerns about accuracy, bias, legality, and accountability, making it crucial to examine both the benefits and the potential pitfalls of AI in public administration. Henman (2020) adopts a descriptive and analytical methodology, reviewing existing literature and case studies to assess how AI is being used in various aspects of government operations. The study's theoretical framework is grounded in the intersection of digital governance and AI ethics, focusing on how AI can both enhance and complicate traditional governance structures. The findings highlight the transformative potential of AI in several areas. Automated decision-making powered by AI can improve the efficiency of government services by detecting patterns, sorting populations, and making predictions. For instance, AI can enhance resource allocation in healthcare and improve the targeting of social services. However, Henman (2020) also identifies significant challenges, such as the risk of bias and discrimination in AI algorithms, the legal complexities of automated decision-making, and the difficulties in ensuring accountability and transparency in AI-driven processes. The study concludes that while AI offers substantial opportunities for improving public services, its implementation must be carefully managed to mitigate risks. Henman

emphasises the need for robust governance frameworks that include clear guidelines on the use of AI, mechanisms for accountability, and processes for ensuring transparency and fairness in AI-driven decisions. The study's recommendations focus on developing technological innovations to enhance the explainability of AI systems, ensuring that AI algorithms are subject to regular audits and assessments to detect bias, and creating governance innovations that align AI usage with broader social and ethical objectives. These recommendations are crucial for harnessing AI's potential while safeguarding public trust and maintaining social equity.

The study by Chen, Gascó-Hernandez, and Esteve (2024) examines the factors that influence the adoption and implementation of AI chatbots in public organisations, particularly within U.S. state governments. The research is motivated by the growing use of chatbots to improve public services and the need to understand the determinants that either facilitate or impede their deployment in the public sector. Using a case study approach, the authors analysed 22 state agencies, conducting semi-structured interviews with government officials and employees responsible for managing chatbot projects. The findings reveal that the adoption of chatbots is driven by factors such as the perceived advantages and ease of use of the technology, dynamic interactions among citizens, government bodies, and IT vendors, leadership, and innovative organisational culture. In the implementation phase, success is influenced by factors including the creation and maintenance of knowledge bases, technology skills, system reliability, resource availability, cross-agency communication, regulatory compliance, and managing citizens' expectations. The study emphasises the need for public organisations to develop comprehensive strategies that address both the technical and non-technical aspects of chatbot deployment and highlights the importance of strategic collaboration with IT vendors. Chen et al. (2024) conclude that

while chatbots offer significant potential for enhancing public service delivery, their successful implementation requires careful consideration of various determinants that differ between the adoption and implementation stages. The study calls for further research to explore the interactions among these factors and the role of specific stakeholders in the deployment of AI chatbots in the public sector.

The study by Cortés-Cedielá et al. (2023) aims to analyse the current trends and challenges of e-government chatbots, particularly in their application to open government data and citizen participation. The rationale for this study is rooted in the growing use of chatbots in public administration and the need to assess their effectiveness and impact on government-citizen interactions. The study employs a holistic approach, combining literature review, analysis of chatbot deployments in the Spanish public sector, and empirical evaluation of two novel chatbots developed by the research team. The theoretical framework is based on public value creation, exploring how chatbots can contribute to the public sector by improving accessibility, transparency, and citizen engagement. The findings reveal that most e-government chatbots are designed for simple tasks, such as providing information or answering frequently asked questions. These chatbots are often limited in their capabilities, focusing primarily on textual interactions and basic functionalities. The study highlights significant challenges, including the need for more advanced chatbots that can handle complex tasks, support deeper citizen participation, and provide access to open government data in a more meaningful way. The authors conclude that while chatbots hold great potential for enhancing public administration, their current implementation often falls short of expectations. The study recommends focusing on developing chatbots that can support more sophisticated interactions, including G2G (government-to-government) and G2B (government-to-business) communications, and on

improving the personalisation and usability of these tools. Further research is suggested to explore the development of metrics and methodologies for evaluating the impact of chatbots on public value creation.

The study by Yigitcanlar et al. (2024) explores how AI technologies are utilised within local governments worldwide, aiming to generate best practice lessons for smart city initiatives. The study is motivated by the rapid technological advancements and the growing adoption of AI by local governments to enhance service delivery, address urban challenges, and improve community welfare. This research seeks to address a gap in the literature, as there has been limited empirical research on the practical implementations of AI in local government settings. The study employs a comprehensive review of grey literature, analysing 262 real-world AI implementations across 170 local governments globally, which helps avoid publication bias and captures a wide range of cases not documented in peer-reviewed academic journals. The theoretical framework focuses on the intersection of AI adoption and local government service provision, emphasising strategic implementation to optimise public services. Findings indicate that AI adoption by local governments has been consistently increasing over the past decade, with China, the US, and the UK leading in AI implementation. Natural language processing (NLP) and robotic process automation (RPA) are the most common technologies, especially in information management, back-office work, and transportation management. The study also identifies that local governments are deploying AI across 28 distinct service areas, with information management and back-office work being the most prominent. The study concludes that AI has the potential to transform local government operations by improving efficiency, enhancing service delivery, and addressing complex urban challenges. However, it also highlights challenges such as integrating AI with legacy systems, the need for robust data

governance, and addressing ethical concerns like bias and accountability in AI-driven decisions. Recommendations include developing strategic partnerships, securing financial support, investing in capacity building, and establishing comprehensive policy frameworks to guide ethical AI deployment. Additionally, local governments are advised to start with pilot projects to test AI applications in real-world settings before scaling up, ensuring these technologies align with community needs and values.

Ukeje, Elom, Ayanwale, and Umoke (2024) explore the integration of Artificial Intelligence (AI) into educational governance frameworks, specifically through the development and implementation of the Open Campus Model (OCM) in Southeast Nigerian universities. The research aims to evaluate the impact of AI on teaching and learning practices, examine the role of stakeholder engagement in enhancing education governance, and assess the challenges and opportunities associated with integrating AI into traditional educational settings. The rationale is grounded in the need to address educational challenges exacerbated by the COVID-19 pandemic, with a focus on leveraging AI to foster collaboration, inclusivity, and innovation. The study employs a qualitative methodology, including a comprehensive literature review and thematic analysis of data from interviews. The theoretical framework draws on participatory governance and collaborative learning theories, emphasising the importance of stakeholder engagement and data-driven insights in shaping educational policies. The findings by Ukeje et al (2024) highlight the potential of the OCM to enhance teaching and learning by providing accessible and flexible educational environments. AI is shown to personalise learning experiences and improve academic outcomes, although challenges such as corruption, resistance to change, and ethical concerns regarding data privacy and job displacement are identified. Ukeje et al. (2024) also identify several challenges related to implementing AI chatbots in Nigeria's governance

process, including inadequate technological infrastructure, data privacy and security concerns, low digital literacy, and ethical issues such as algorithmic bias and transparency. The study concludes that while the OCM, supported by AI, offers a promising solution to educational challenges, its success depends on addressing these challenges and developing robust infrastructure. The study recommends leveraging AI for personalised learning, addressing stakeholder engagement challenges, encouraging data sharing for collaboration, and increasing funding for equitable access to educational resources.

Okokoyo, Nwaham, and Nwachukwu (2024) explore the applications, challenges, and opportunities associated with leveraging Artificial Intelligence (AI) to enhance decision-making in educational institutions. The study is driven by the growing adoption of AI technologies across various sectors, particularly in education, where AI can significantly improve decision-making processes by providing personalised learning experiences, predictive analytics, and optimising administrative tasks. The authors aim to fill a gap in the existing literature by comprehensively examining how AI can transform educational decision-making, especially in Nigerian educational institutions. The study employs a qualitative methodology, analysing current AI applications and reviewing relevant literature and case studies to assess the impact of AI in educational settings. The theoretical framework is guided by technological determinism, which posits that technological advancements such as AI fundamentally shape societal structures, including educational governance. Key findings indicate that AI has substantial potential to enhance educational decision-making by analysing large datasets, providing real-time support through chatbots and virtual assistants, and increasing administrative productivity. However, the study also identifies significant challenges, including algorithmic bias, data privacy concerns, resistance to change among educators and administrators, and the need for robust

technological infrastructure. In the context of Nigeria, the study highlights specific challenges related to inadequate technological infrastructure, resistance to change, data quality issues, and concerns about algorithmic bias and data privacy, all of which must be addressed to effectively integrate AI into educational governance. The study concludes that while AI offers transformative potential for educational governance, successful implementation requires careful consideration of ethical issues, equity, and interdisciplinary collaboration. The authors recommend the promotion of AI education and training initiatives, encouraging collaboration among educators, administrators, researchers, and industry partners, prioritising equity and inclusion in AI adoption, establishing ethical guidelines and data governance policies, and supporting ongoing research to identify best practices and address emerging challenges.

Akwaeze, Olugbenga, and Okeke (2024) explore the potential of Artificial Intelligence (AI) in enhancing decision-making processes and creating value within organisations in Nigeria. The study, driven by the increasing reliance on data-driven decision-making, focuses on how AI can address challenges such as inefficiency, high operational costs, and the need for innovation. Through a qualitative approach that includes a review of existing literature and case studies, the authors examine AI's role in data analysis, predictive modelling, supply chain optimisation, customer insights, and risk assessment. The study finds that AI significantly improves decision-making by offering tools for real-time insights and predictive analytics. It also identifies substantial opportunities for cost savings, efficiency gains, and competitive advantage through AI-driven automation and optimisation in business operations. However, realising these benefits requires addressing critical factors such as data governance, ethical considerations, and interdisciplinary collaboration. The study concludes that AI has the potential to transform Nigerian

businesses by driving innovation and value creation, but this requires careful planning and responsible implementation. To achieve these goals, the authors recommend developing ethical frameworks, establishing robust data governance, promoting interdisciplinary collaboration, continuously monitoring AI systems, and investing in training programs for decision-makers.

Maragno, Tangi, Gastaldi, and Benedetti (2022) explore how the introduction of Artificial Intelligence (AI), specifically chatbots, affects microstructures within public organisations. The study aims to understand the roles, competencies, and tasks of both human and artificial agents, focusing on how AI functions as an organisational agent in public entities. The rationale for the study is based on the increasing adoption of AI in public sector customer service, which requires a rethinking of organisational processes and roles to effectively integrate human and artificial agents. Using a qualitative research methodology, the authors conducted a multiple case study across six European public organisations that had implemented chatbots. Data were collected through semi-structured interviews, observations, and secondary sources, with analysis following a grounded theory approach. The study finds that AI introduction necessitates new roles, such as AI trainers responsible for updating algorithms, and it alters task allocation by matching skills between human and artificial agents. AI takes over routine tasks while humans focus on more complex activities. Effective implementation requires collaboration between AI and human agents, supported by non-monetary rewards such as intrinsic motivation and career development opportunities. The study concludes that AI functions as a new organisational agent, requiring a rethinking of traditional structures and processes, and emphasises the need for cultural transformation within public entities driven by senior management. The authors recommend developing specialised training programs for AI trainers, encouraging collaboration between AI developers and public sector employees,

implementing regular monitoring and evaluation of AI systems, fostering a culture of innovation within public organisations, and addressing ethical considerations such as transparency and fairness in AI deployment.

Van Noordt and Misuraca (2019) explore the transformative impact of chatbots on public service delivery within European public administrations, aiming to assess whether chatbot technologies lead to significant organisational changes or merely automate existing processes. The study is driven by the increasing adoption of AI technologies in the public sector and seeks to understand the extent to which chatbots can transform traditional services into integrated digital public service transactions. Using a multiple case study design focusing on chatbot implementations in Latvia, Vienna, and Bonn, the researchers collected data through desktop research, analysing documents, reports, and online sources related to these chatbots. The study finds that the introduction of chatbots primarily leads to incremental improvements, automating routine tasks and freeing staff to focus on more complex activities. Chatbots like UNA in Latvia, WienBot in Vienna, and GovBot in Bonn have improved information provision and handled repetitive inquiries but have not significantly transformed public service delivery or integrated different public services. The study concludes that while chatbots enhance efficiency and reduce the administrative burden on public employees, they do not yet achieve the potential for transformative change in public services. The authors recommend that public organisations focus on integrating chatbot technologies with broader digital service platforms, enhance data sharing and collaboration between public entities, invest in technology infrastructure and employee training, and address ethical considerations such as transparency and data privacy to ensure public trust in AI-driven services.

Similarly, Androutsopoulou, Karacapilidis, Loukis, and Charalabidis (2019) conducted a study titled "Transforming the Communication between Citizens and Government through AI-Guided Chatbots," which primarily aims to explore the potential of Artificial Intelligence (AI) Chatbots in enhancing communication between citizens and government entities. The study is motivated by the increasing adoption of AI technologies in various sectors and the need to address the challenges of inefficient communication in the public sector. The rationale behind the study is rooted in the limitations of traditional communication channels, which often lack the capacity to handle complex, ambiguous, and uncertain interactions effectively. The researchers seek to develop a novel digital communication channel that leverages AI-guided chatbots to offer richer, more expressive, and more efficient communication between government and citizens.

Methodologically, the study employs a design science research paradigm combined with action research. The design science approach is used to create and test a new digital communication channel, while action research involves close collaboration with three Greek government agencies to develop and validate application scenarios. The theoretical framework is based on Media Richness Theory (MRT), which posits that communication channels vary in their capacity to carry information and that complex, ambiguous tasks require richer communication channels. The study leverages this theory to justify the development of a more advanced chatbot system capable of handling complex citizen-government interactions.

The findings of the study indicate that AI-guided chatbots can significantly improve communication between citizens and government by enabling more expressive interactions in natural language. The chatbots developed in the study were found to be effective in providing specific information and assisting citizens

in conducting transactions, thereby addressing the limitations of existing digital channels. The study concludes that while AI-driven chatbots offer substantial benefits in terms of communication richness and efficiency, their successful implementation requires careful planning, robust infrastructure, and a well-developed knowledge base.

The study recommends that government agencies invest in building comprehensive knowledge bases for chatbots, ensure the availability of high-quality data, and address potential challenges such as data privacy, trust, and the need for continuous learning and improvement of chatbot systems. These recommendations are essential for fully harnessing the potential of AI technologies to transform public-sector communication and improve citizen engagement.

## **Conclusion**

The ongoing digitalisation efforts in Nigeria's public service, particularly through initiatives like the FCSSIP25, have established a strong foundation for the integration of advanced technologies such as AI-driven chatbots into governance. These chatbots offer significant promise for improving service delivery, enhancing citizen engagement, and fostering greater transparency and efficiency in public administration. However, the successful adoption of chatbots in Nigeria's governance processes requires more than just technological readiness; it demands a strategic approach that carefully considers critical factors such as the development of robust digital infrastructure, the protection of data privacy and security, and the enhancement of digital literacy among both citizens and government officials.

As African nations, including Nigeria, increasingly adopt digital technologies in governance, effective communication strategies that leverage these innovations become crucial. Integrating AI-driven chatbots into government communication channels

presents a promising solution to longstanding challenges such as bureaucratic inefficiency and limited citizen engagement. It is essential to view chatbots not merely as tools for automation but as pivotal instruments that can transform the digital communication landscape.

The implementation of AI-driven chatbots has the potential to significantly improve the clarity, accessibility, and responsiveness of government communications, thereby bridging the gap between the government and the public. By facilitating more transparent and inclusive interactions, these technologies can foster a more informed and engaged citizenry. However, the success of these initiatives hinges on aligning communication objectives with the necessary infrastructural and educational support, ensuring that digital literacy, data privacy, and trust-building measures are prioritised. For communication scholars and professionals, the exploration of AI-driven chatbots in governance offers a rich field of study with profound implications for both theory and practice in digital communication. As Africa continues to navigate the complexities of digital governance, the insights gained from this study will be instrumental in shaping the future of government-citizen communication across the continent.

### **Recommendations**

Several key actions should be considered to effectively harness AI technology for governance in Nigeria, particularly through chatbot communication and process optimisation. First, it is crucial to invest in digital literacy programmes that target both citizens and public officials, ensuring they can interact effectively with AI tools. This will empower citizens to engage more meaningfully with government services and facilitate a smoother integration of AI technologies in public administration.

Developing a comprehensive AI communication strategy is also

essential. This strategy should outline the specific roles of chatbots in disseminating information, engaging with citizens, and collecting feedback, ensuring that responses are accurate, consistent, and aligned with government policies. Given the sensitive nature of the data handled by AI chatbots, prioritising data privacy and security is imperative. Governments must establish robust data protection frameworks to safeguard personal information and build public trust in AI systems.

Fostering public-private partnerships can accelerate the development and deployment of AI-driven chatbots by bridging the gap between technology development and practical implementation. These collaborations can ensure that chatbot solutions are innovative, scalable, and tailored to the public sector's needs. Furthermore, conducting ongoing evaluations and gathering feedback from citizens will be necessary to continuously refine and optimise chatbot technology, ensuring its effectiveness and responsiveness to public needs.

Ethical AI use and transparency should be encouraged by adopting clear guidelines that ensure chatbot interactions are transparent and accountable. This includes making it clear to users when they are interacting with a chatbot and providing options to escalate queries to human agents when necessary. Additionally, promoting inclusive access to AI-driven services is essential to avoid exacerbating existing digital divides. Governments should ensure that chatbot solutions are accessible to all citizens, including those in rural areas or with limited access to digital technologies. Finally, it is important to integrate chatbots into broader e-government initiatives, creating a seamless and cohesive digital ecosystem that enhances the overall effectiveness of digital governance. By implementing these recommendations, Nigeria can leverage AI-driven chatbots to achieve its communication objectives, fostering a more engaged, informed, and digitally inclusive society.

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