

Reflections on the Impact of ChatGPT in Digital Transformation of Government

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Abstract: With the great development of artificial intelligence technology, ChatGPT, as an emerging natural language processing technology, has a wide application prospect and technical potential in the process of digital transformation of government. Its widespread use can effectively promote the great development of the government's digital transformation, but equally, we cannot ignore the various negative impacts it brings to the government. Government agencies need to strengthen their e-government services to ensure that they can be developed legally, rationally and sustainably.

Keywords: ChatGPT; Digital Transformation of Government; E-Government; Sustainable Development

Introduction

In early 2023, ChatGPT sparked widespread discussion on the global internet, suddenly exploding in popularity due to its powerful information processing capabilities. ChatGPT is an intelligent question-and-answer tool based on artificial intelligence technology, featuring answers to questions posed by the questioner, and that answer has a significant degree of correctness, breadth, and unlike ordinary smart question-and-answer software, ChatGPT's fluidity of the answers and the uninterrupted question and answer approach has revolutionized the question-and-answer AI space. More and more people are using ChatGPT for work and study assistance, such as writing code, writing various reports, etc. Its powerful integration capabilities have greatly increased the productivity of users.

The emergence of this question-and-answer technology is destined to revolutionize various sectors, and its impact is no longer confined to the private sector, but will also be felt in the public sector, closely related to the field of e-government. In the new century, electronic information technology is flourishing, the people's production and life is increasingly inseparable from the means of information technology, the people's needs for some public areas also show diversification, personalization, complexity of the situation, in this context e-government this means of service was born. E-government is the use of information technology and the use of electronic devices by the government to carry out information, digital and networked management and services through the Internet, with the aim of improving the efficiency of government governance and the level of public services. This paper analyses the potential impact of ChatGPT on the digital transformation of the government, and explores possible paths for the future development of e-government.

1. The positive impact of ChatGPT on digital transformation in government

1.1 Upgrading of public services

The main responsibility of a modern service-oriented government is to provide public services to the public, such as health care, transport and education. In the process of serving the public, it is inevitable to interact with them. The traditional way of interaction is for people to arrive at the government office in person, fill in the relevant forms and submit the relevant documents, and then the

government will provide them with the corresponding services. This traditional service model has problems such as complex processes, high management costs and uneven business standards.

Firstly, it is available the whole day, 24 hours a day, and people can make requests from anywhere through their electronic devices. Secondly, with its powerful deep learning capabilities, ChatGPT can provide the fastest and most accurate service processes, avoiding errors caused by manual operations, saving time and manpower costs, and avoiding various management risks. This not only improves the efficiency of e-government services, but also greatly facilitates the public, providing them with a more comfortable and faster service experience.

1.2 Improving the efficiency of government decision-making

The government's decisions are based on the analysis of various types of information and data, which places relatively high demands on the government and requires decision-makers to have professional information analysis and data processing skills. However, the professional capacity of decision makers is limited and it is inevitable that they may make misjudgments when dealing with complicated information, resulting in wrong decisions. ChatGPT, as an information analysis and data processing tool, can learn and analyze massive amounts of information and data, integrate and process all kinds of information efficiently and quickly, and provide a relatively scientific, reasonable, accurate and effective decision assessment. At the same time, relying on arithmetic power, it can also track and analyze the whole process of policy implementation and make quick and efficient adjustments to various problems that arise during the implementation process, so as to improve the efficiency of government decision-making and the quality of policy implementation.

1.3 Enhancing the transparency and credibility of the government

The image of the government depends to a large extent on the transparency and credibility of its government affairs. Traditional governments have many limitations in terms of openness, often being passive, as people need to apply to the government for access to relevant content or search for it on their own, which to a certain extent creates an information gap between the people and the government and prevents efficient interaction between the government and society, thus affecting the government's credibility. With its powerful language processing and dialogue capabilities, ChatGPT can build a bridge between the government and the public, helping the public to communicate with the government online, providing them with the information they want to know about government affairs, enhancing the transparency of public affairs, promoting political participation, enhancing the positive interaction between the government and the public, and thus improving the government's credibility.

1.4 Improving government management and regulation

ChatGPT is an information processing tool that is always learning and processing a huge amount of information, which means that it is very sensitive to all kinds of events, and when there are risks and crises in reality, it can respond faster and inform the government of specific work. It can respond faster and notify the government of specific tasks, and after analyzing and studying the information it can also provide the government with solutions to deal with risks and challenges, greatly improving the government's management.

Similarly, ChatGPT's information processing can also be targeted at social enterprises and individuals, so that the government can be informed in a timely manner of any abnormal behavior of enterprises and individuals, and can carry out continuous supervision of enterprises and individuals, analyze and judge the movement of the regulated objects at any time, greatly enhancing the efficiency of government supervision and lowering the realistic and technical threshold of government supervision.

2. The negative impact of ChatGPT on digital transformation in government

2.1 Risks to the legitimacy of government powers

The digital transformation of government stems from the need for its efficiency to improve, and the essential roots of legitimacy remain unshaken. Elected governments derive their legitimacy in part from the votes of the electorate, and thus the need for the elected to be accountable to the electorate. The widespread use of ChatGPT smart technology tools, however, will inevitably bring up the issue of attribution of power, where the elected power is given to the elected, not the AI tools, and the attribution of power will be contested,

leading to a crisis of government legitimacy.

2.2 Information and privacy security risks

When using tools such as ChatGPT, various kinds of information are bound to be processed due to its powerful information processing capabilities, while the government has to grant considerable data permissions to the AI tool in order to ensure its efficient operation in order to better provide government services. Under this premise, information security becomes an issue that has to be ignored, and all external users may induce the AI to provide them with all kinds of information through various means, including but not limited to information that endangers public security.

One of the reasons for the efficiency of e-government is the public's trust in the technology, so it is inevitable that people will provide a lot of private and sensitive information, such as names, ID numbers, home addresses, etc., when they go through various procedures online. If the database is maliciously leaked or misused, people's privacy will be greatly threatened and huge losses will be incurred.

2.3 Moral and ethical challenges

When using AI tools on a large scale, we have to consider the moral and ethical risks involved. With the use of ChatGPT in the field of e-government, the jobs of government personnel will be challenged. The tedious tasks previously handled by government staff will be replaced and these staff will be at risk of losing their jobs. The loss of jobs will bring about various social issues that will lead to discussions on the ethics of machines and human values.

At the same time, due to their technological sophistication, people will need appropriate electronic equipment and knowledge of how to operate them in order to access their services. Does this lead to discrimination against the less educated, low-income groups and disadvantaged groups? Low-educated groups sometimes have difficulty in mastering the use of the technology well, and similarly, low-income and disadvantaged groups sometimes have difficulty in affording access to the technology. To avoid such moral and ethical risks, governments should be cautious in their use of the technology.

3. Conclusions and recommendations

With the great development of artificial intelligence technology, ChatGPT, as an emerging natural language processing technology, has a wide range of application prospects and technical potential in the process of digital transformation of the government. Its widespread use can effectively improve the efficiency of government work, enhance public services, improve the efficiency of issue decision-making, enhance communication with the public to promote the establishment of a good image of the government, effectively consolidate the credibility of the government, and thus promote the development of the government's digital transformation.

At the same time, we cannot ignore the challenges it poses to the legitimacy of government authority, the risks of information and privacy leakage and misuse, and the impact of the technology on the morality and ethics of society.

While there are risks and challenges associated with the use of this technology, the exploration and acceptance of new technologies should not be abandoned. Therefore, government agencies need to strengthen the relevant technical, legal and ethical studies, and formulate appropriate policies and technical regulations to promote the efficient use of ChatGPT technology to ensure its legal, reasonable and sustainable development.

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