

ASSESSMENT OF ARTIFICIAL INTELLIGENCE
INTEGRATION AND TRACKING WORKPLACE ROUTINE
ACTIVITIES IN LOCAL GOVERNMENT ADMINISTRATION

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ABSTRACT

This study examined the integration of Artificial Intelligence (AI) in tracking workplace routine activities within local government administration in Akwa Ibom State, Nigeria. Using a descriptive research design, the study explores the potential of AI technologies—such as machine learning, natural language processing, and robotic process automation—in improving efficiency, productivity, and decision-making processes. A structured questionnaire was the primary data collection instrument, targeting 300 respondents across various local government departments through stratified random sampling and purposive sampling techniques. The validity of the instrument was ensured through expert reviews, while a pilot study refined the questionnaire for clarity. Reliability was measured using Cronbach's Alpha, achieving a value above 0.70. Data collection was conducted online via Google Forms and email distribution, ensuring broad geographical representation. Analysis of data employed descriptive statistics, correlation, and regression analyses to evaluate relationships between AI integration, tracking efficiency, staff productivity, and satisfaction. Findings reveal a strong correlation between AI integration and tracking efficiency ($r = 0.75$), as well as staff satisfaction ($r = 0.80$). Regression analysis confirmed AI integration and tracking efficiency as significant predictors of staff productivity, explaining 85% of its variation ($R^2 = 0.85$). This study underscores the transformative potential of AI in enhancing workplace efficiency in local government administration, while emphasizing the need for improved infrastructure and strategic implementation to address existing barriers.

INTRODUCTION

The advent of artificial intelligence (AI) has transformed various sectors globally, ranging from healthcare and education to finance and public administration. In the context of local government administration, AI holds the potential to revolutionize routine activities by improving efficiency, accuracy, and decision-making processes. Akwa Ibom State, like many other regions in Nigeria, faces persistent challenges in its local government administration, including inefficiencies in task execution, lack of accountability, and delays in service delivery. The integration of AI in tracking workplace routine activities could provide a viable solution to these issues by automating processes and enhancing transparency.

Local government administration in Akwa Ibom State plays a critical role in governance, delivering essential services such as waste management, public health, and infrastructure maintenance. However, these institutions often grapple with resource constraints, bureaucratic bottlenecks, and inadequate technological infrastructure, which hamper their ability to function optimally (Ekong & Udom, 2020). The integration of AI systems, such as machine learning algorithms, natural language processing, and robotic process automation, could significantly improve operational efficiency by automating repetitive tasks, tracking staff performance, and facilitating data-driven decision-making.

Despite the growing adoption of AI in public administration globally, local governments in Nigeria, including those in Akwa Ibom State, have been slow to embrace this technological innovation. Routine workplace activities, such as attendance monitoring, task allocation, and performance evaluation, are often conducted manually, leading to inefficiencies and increased susceptibility to errors and corruption (Okon & Essien, 2021). The absence of a robust system to track these activities has contributed to delayed service delivery, reduced accountability, and poor employee performance.

Furthermore, the lack of technological infrastructure and expertise poses significant challenges to the integration of AI in local government administration. Concerns regarding data privacy, ethical considerations, and the potential displacement of human labor further complicate the adoption process (Abasi & Nkanta, 2019). These issues underscore the need for a comprehensive assessment of AI integration in tracking routine activities to provide evidence-based recommendations for policymakers and administrators. This study aims to assess the integration of AI in tracking workplace routine activities in local government administration in Akwa Ibom State. By examining the potential benefits, challenges, and implementation strategies, this research seeks to contribute to the discourse on leveraging technology for sustainable development in governance.

Objectives of the Study

The primary objective of this study is to assess the integration of AI in tracking workplace routine activities in local government administration in Akwa Ibom State. The specific objectives are as follows:

1. To examine the current state of workplace routine activity tracking in local government administration.
2. To evaluate the potential benefits of integrating AI systems in tracking routine activities.
3. To identify the challenges and barriers to AI integration in local government administration.

Research Questions

The study seeks to address the following research questions:

1. What is the current state of workplace routine activity tracking in local government administration in Akwa Ibom State?
2. What are the potential benefits of integrating AI systems in tracking routine activities?
3. What challenges and barriers hinder the integration of AI in local government administration?

Research Hypotheses

The study will test the following hypotheses:

- **H1:** The integration of AI significantly improves the efficiency of workplace routine activity tracking in local government administration.
- **H2:** There are significant barriers to the integration of AI in local government administration, including infrastructural and human resource challenges.
- **H3:** Effective implementation strategies can mitigate the challenges associated with AI integration in local government operations.

LITERATURE REVIEW

Artificial Intelligence (AI) has emerged as a transformative technology across multiple industries, fundamentally reshaping the way organizations operate. In the context of local government administration, AI's potential for optimizing routine workplace activities, improving service delivery, and enhancing decision-making is substantial. Local governments, typically responsible for a wide array of services ranging from public safety to healthcare, have begun adopting AI technologies to streamline operations, enhance citizen engagement, and improve overall productivity. This assessment explores the integration of AI within local government administration, particularly focusing on its role in tracking routine activities, improving administrative efficiency, and the associated challenges and benefits.

Local government administration often deals with complex, repetitive, and resource-intensive tasks, including processing public requests, managing budgets, scheduling meetings, and monitoring infrastructure. The integration of AI technologies into these routine processes can lead to enhanced automation, precision, and overall management. One of the primary ways AI is being implemented in local government administration is through the automation of routine activities. Robotic Process Automation (RPA) and AI-based systems are used to handle mundane tasks such as data entry, document processing, and scheduling. These activities often consume valuable time and resources, but with AI, they can be completed more efficiently. RPA systems, for instance, can automatically fill forms, retrieve relevant data from multiple sources, and track progress across various administrative workflows.

The application of AI also enables local governments to track and optimize workplace routines in real time. By using AI systems to monitor employee activities, local governments can assess productivity, identify bottlenecks in workflows, and ensure that resources are being deployed effectively. For example, AI tools can track how long it takes for employees to complete certain tasks, flagging delays or inefficiencies. This allows for the reallocation of resources and the streamlining of processes, ultimately contributing to higher operational efficiency. One of the key benefits of AI integration in local government administration is its

ability to track and analyze routine activities to enhance performance management. AI systems are capable of monitoring employee activities and generating reports on time management, task completion, and the overall efficiency of the workplace. Through AI-powered analytics, local government managers can gain insights into individual and team productivity, enabling more informed decision-making and resource allocation. For instance, AI systems can track how much time employees spend on specific tasks and highlight discrepancies or delays in task completion. This data can be used to improve workflows, redistribute workloads, and implement best practices to enhance performance. Additionally, AI can detect patterns of behavior or recurring issues that hinder productivity, which can then be addressed through targeted interventions or training.

Moreover, AI can help identify trends in workplace activities. By tracking employee behavior over time, AI algorithms can pinpoint areas for improvement or process inefficiencies. For example, an AI system may reveal that certain departments consistently take longer to complete administrative tasks, suggesting potential issues in communication, resource allocation, or workflow organization. The ability to track routine activities through AI also contributes to more accurate and data-driven decision-making. Local governments often face the challenge of making decisions based on limited data, anecdotal evidence, or manual tracking. AI systems, however, are capable of processing vast amounts of data in real time and generating actionable insights. For example, AI algorithms can analyze data related to traffic patterns, energy consumption, or public health trends, providing local government officials with a more comprehensive understanding of their community's needs. With AI-powered decision-support systems, local government managers can make better-informed decisions, allocate resources more effectively, and deliver services that are more aligned with the needs of the public.

AI can also enhance service delivery by improving response times, streamlining service requests, and automating routine inquiries. Local governments can implement AI chatbots to respond to citizen queries or use AI-based scheduling systems to optimize service appointments. AI systems can even predict demand for certain services, such as public transportation or healthcare, enabling local governments to better plan and prepare for periods of high demand. While the automation of routine tasks by AI can lead to increased efficiency, there are concerns regarding the impact on employees' job satisfaction and engagement. The automation of manual tasks can be seen as a threat to certain jobs, leading to anxiety among employees about potential job loss or redundancy. It is important, therefore, to ensure that AI integration is carried out thoughtfully and in a manner that enhances, rather than diminishes, the value of human employees. AI can assist employees in becoming more productive by handling repetitive tasks and allowing employees to focus on higher-level decision-making and strategic work. However, it is crucial that employees are provided with training and reskilling opportunities to adapt to new technologies. This can improve employee morale and increase job satisfaction, as employees will feel more confident in using AI systems to support their work rather than replacing their roles entirely. Furthermore, AI can play a role in improving workplace culture by enabling a more transparent and meritocratic work environment. By tracking routine activities and assessing performance data, AI systems can help ensure that employees are recognized for their contributions. This can foster a sense of fairness and accountability, encouraging higher levels of motivation and engagement.

Despite the many benefits of AI integration, there are also several challenges that local governments must address. One of the primary challenges is the cost of implementing AI systems. The development and deployment of AI technologies require significant investment, both in terms of financial resources and expertise. Local governments, particularly those with

limited budgets, may find it difficult to justify the upfront costs associated with AI implementation. Additionally, the successful integration of AI into local government administration requires significant planning and coordination. AI systems must be customized to meet the specific needs of the organization and its employees, and this often involves complex technical work. Furthermore, local governments must ensure that their employees are adequately trained to use these systems, which can add additional time and costs to the integration process. Another challenge is the issue of data privacy and security. AI systems often rely on vast amounts of data to function, and this data may include sensitive information such as personal identification details or financial records. Ensuring the privacy and security of this data is critical to maintaining public trust and complying with legal and regulatory requirements. Local governments must, therefore, invest in robust cybersecurity measures and data protection strategies to safeguard against potential breaches.

Moreover, the potential for AI to perpetuate bias in decision-making is a growing concern. AI algorithms are often trained on historical data, and if this data reflects biases, the AI system may inadvertently perpetuate those biases in its recommendations or actions. For example, AI used to monitor job performance could reflect existing inequalities in the workforce. It is essential that local governments work to ensure that AI systems are transparent, ethical, and designed to mitigate biases. As AI technology continues to evolve, its role in local government administration is expected to expand. In the coming years, AI will likely play an even larger role in streamlining operations, optimizing workflows, and enhancing public service delivery. However, the success of AI integration will depend on how well local governments can address the challenges outlined above, such as the cost of implementation, data privacy concerns, and employee engagement.

In the future, AI may become increasingly sophisticated, enabling even greater automation and predictive capabilities. Local governments could implement AI-driven systems that can not only track routine activities but also forecast future trends and needs. For instance, AI could predict future traffic congestion patterns or forecast demand for social services, helping local governments prepare more effectively for upcoming challenges.

Moreover, AI systems could facilitate more personalized services for citizens. By analyzing individual needs and preferences, AI could help local governments tailor their services to meet the specific requirements of different demographic groups. This level of customization could enhance citizen satisfaction and improve the overall effectiveness of government programs. The integration of AI into local government administration offers significant opportunities to improve efficiency, enhance service delivery, and better track workplace activities. By automating routine tasks and utilizing data-driven insights, AI can streamline operations, reduce costs, and optimize the deployment of resources. However, the successful integration of AI requires careful consideration of several factors, including costs, employee engagement, data security, and the potential for bias in decision-making. Local governments that are able to effectively leverage AI technologies will be better positioned to meet the evolving needs of their communities and provide high-quality services. As AI continues to evolve, it will play an increasingly central role in shaping the future of local government administration, ultimately driving innovation and improvement across the public sector.

THEORETICAL FRAMEWORK

Theory of Organizational Change

Organizational Change Theory examines how organizations transform in response to external and internal stimuli. Various models of organizational change have been proposed, including Lewin's (1947) three-step model of change (unfreezing, changing, refreezing), Kotter's

(1996) eight-step change model, and the Burke-Litwin (1992) model of organizational performance and change. In the context of AI integration into local government administration, Organizational Change Theory is highly relevant because AI adoption often requires significant transformation in organizational processes, roles, and culture. The introduction of AI systems to track routine activities and automate tasks may disrupt existing workflows, introduce new roles, and necessitate new forms of employee collaboration.

The theory suggests that AI integration must be managed in a way that aligns with the overall organizational goals and values. Local governments must go through a process of unfreezing, where current practices are questioned, and employees are prepared for change. This may involve addressing fears about job loss, educating employees about the benefits of AI, and creating a vision for the future of work. The changing phase involves the actual implementation of AI systems, while the refreezing stage ensures that the new processes are solidified within the organization, and employees adopt the new technologies. A critical aspect of Organizational Change Theory in the context of AI integration is addressing employee resistance. As AI begins to take over routine tasks, employees may feel a sense of insecurity or fear regarding their roles. Local government organizations must therefore create a supportive environment that encourages collaboration between humans and machines. Providing adequate training, offering reskilling opportunities, and involving employees in the decision-making process are essential strategies for managing the human side of AI integration.

A local government aiming to track employee routine activities with AI would need to first assess the usefulness and ease of use of the AI system (TAM), ensure that the system aligns with the specific needs of the organization (Contingency Theory), ensure they have the necessary resources and expertise (RBV), and manage the change process to ensure smooth adoption (Organizational Change Theory). In this way, the theoretical framework provides both a conceptual understanding and practical guidance for AI integration. The integration of AI into local government administration presents numerous opportunities, but also significant challenges. By grounding the analysis of AI adoption and tracking workplace routine activities within a solid theoretical framework, local governments can better navigate the complexities of AI integration. The combination of the Technology Acceptance Model, Contingency Theory, Resource-Based View, and Organizational Change Theory offers valuable insights into the factors that influence the successful adoption and implementation of AI technologies. A thorough understanding of these theoretical perspectives can help local governments optimize AI use, improve administrative efficiency, and ultimately enhance service delivery to citizens.

Methodology

Research Design

This study uses a descriptive research design to explore the integration of Artificial Intelligence (AI) in local government administration, specifically focusing on its role in tracking and optimizing workplace routine activities.

Population of the Study

The target population for this study consists of employees working in local government agencies where AI tools and automation are adopted or being implemented. The study focuses on employees from various departments, such as finance, public administration, human resources, and service delivery, who either use AI tools to track routine activities or are impacted by AI integration in their daily tasks. The research includes both AI adopters

(those who interact with AI tools regularly) and non-adopters (those who have not yet integrated AI into their routines).

Sample Size and Sampling Technique

The sample size for this research is determined using Krejcie and Morgan's (1970) formula for sample size determination, which provides a scientifically grounded method to calculate the appropriate number of participants based on the total population size. The final sample size is set at **300 respondents**, ensuring adequate representation of both AI adopters and non-adopters within local government departments. The study uses a combination of **stratified random sampling** and **purposive sampling techniques** to ensure that employees from different departments.

Data Collection Instruments

The primary tool for data collection in this study is a **structured questionnaire**, designed to gather both quantitative and qualitative insights regarding AI integration in routine activities within local government offices.

Data Collection Procedure

Data collection primarily occurs through **online surveys**, which facilitate efficient reach across various local government departments. The questionnaire is distributed via email and online survey platforms such as **Google Forms**. This approach allows for broad participation from a diverse group of local government employees, ensuring the data is collected from a geographically dispersed population.

Validity and Reliability of Instruments

To ensure the validity of the research instruments, the questionnaire undergoes expert review by specialists in AI technology and public administration. These experts assess the clarity, relevance, and comprehensiveness of the questions. A pilot study, involving approximately 30 respondents, is conducted prior to full-scale data collection to test the readability of the questions and gauge the initial responses. Feedback from the pilot study helps refine the questionnaire by addressing any ambiguities or confusing items. The reliability of the questionnaire is measured using Cronbach's Alpha, a commonly used statistic for assessing internal consistency. A Cronbach's Alpha value of 0.70 or higher is considered acceptable, ensuring that the instrument reliably measures the intended constructs and that the results can be trusted.

Data Analysis Techniques

The data collected from the survey is analyzed using a combination of descriptive statistics, correlation analysis, and regression analysis.

Result and Discussions

1. Descriptive Analysis

Variable	Mean	SD	Skewness	Kurtosis
AI Integration Level (Scale 1-5)	3.8	0.7	-0.2	2.1
Tracking Efficiency (Scale 1-5)	4.2	0.5	0.1	1.9
Staff Productivity (Scale 1-5)	3.6	0.8	-0.1	1.7
Time Saved (hours/week)	6.3	3.2	0.6	2.4

The analysis reveals that the average level of AI integration in the workplace is 3.8 on a scale of 1 to 5. This suggests that AI integration is generally well-received by employees, though it has not yet reached its full potential. On average, employees report saving 6.3 hours per week due to AI tracking, indicating significant productivity gains. Additionally, staff satisfaction with AI is relatively high, with a mean score of 4.0, pointing to a positive reception and acceptance of AI tools in the workplace.

2. Correlation Analysis

Variable 1	Variable 2	Correlation(r)	Sig (p-value)
AI Integration Level	Tracking Efficiency	0.75	0.01
AI Integration Level	Staff Productivity	0.45	0.03
AI Integration Level	Time Saved	0.60	0.05
AI Integration Level	Staff Satisfaction with AI	0.80	0.02
Tracking Efficiency	Staff Productivity	0.72	0.01
Tracking Efficiency	Time Saved	0.68	0.04
Tracking Efficiency	Staff Satisfaction with AI	0.70	0.03
Staff Productivity	Staff Satisfaction with AI	0.55	0.06
Time Saved	Staff Satisfaction with AI	0.48	0.08

The correlation analysis highlights strong positive relationships between key variables. AI Integration Level and Tracking Efficiency show a strong correlation ($r = 0.75$), implying that higher levels of AI integration are associated with more efficient tracking of workplace activities. Similarly, AI Integration Level and Staff Satisfaction with AI are strongly correlated ($r = 0.80$), suggesting that employees who experience higher levels of AI integration tend to report higher satisfaction with the technology. Furthermore, there is a moderately strong correlation between Tracking Efficiency and Staff Productivity ($r = 0.72$), indicating that better tracking of activities leads to improved productivity in the workplace.

3. Regression Analysis

Variable	Coefficient (B)	Standard Error	t-value	p-value
Intercept	2.1	0.5	4.2	0.01
AI Integration Level	0.25	0.08	3.1	0.03
Tracking Efficiency	0.35	0.09	3.9	0.02
Time Saved	0.15	0.06	2.5	0.04
Staff Satisfaction with AI	0.28	0.07	4.0	0.01

R²: 0.85

Adjusted R²: 0.80

F-statistic: 20.5

p-value: 0.001

The multiple regression model indicates that all the independent variables—AI Integration Level, Tracking Efficiency, Time Saved, and Staff Satisfaction with AI—have a significant

impact on Staff Productivity. Among these, AI Integration Level and Tracking Efficiency appear to have the strongest influence on productivity. The model explains 85% of the variation in Staff Productivity ($R^2 = 0.85$), suggesting a strong fit between the variables and the outcome. Furthermore, the model is statistically significant ($p\text{-value} = 0.001$), confirming that the relationships observed are not due to random chance.

Discussion of findings

The results from the analysis of Artificial Intelligence (AI) integration and its impact on tracking workplace routine activities in local government administration provide valuable insights into how technology influences organizational effectiveness. The findings suggest that while AI adoption has led to positive outcomes, there are areas where further integration could unlock even greater potential. The discussion of these findings will focus on the implications of AI integration, productivity, and staff satisfaction, as well as their interrelations.

The mean score of 3.8 for AI integration indicates that while the implementation of AI is generally well-received, it has not yet reached its optimal level. This suggests that there is room for further AI adoption, either through expanding its usage or improving its functionality to better align with workplace needs. AI is perceived as a tool that enhances tracking efficiency, with a strong positive correlation ($r = 0.75$) between AI integration and tracking efficiency. This relationship suggests that as AI tools are more integrated into workplace systems, they help in streamlining processes, improving data accuracy, and reducing human error. These findings align with the growing recognition of AI as a powerful tool for increasing operational efficiency in government administration and other sectors.

The average time saved per week (6.3 hours) due to AI tracking is a significant finding. It underscores the tangible impact of AI on employees' daily routines. The ability to save time by automating routine tasks likely enables staff to focus on higher-value activities, thereby boosting overall productivity. This is corroborated by the correlation between tracking efficiency and staff productivity ($r = 0.72$), which indicates that as tracking efficiency improves, so does staff productivity. This result highlights how AI can facilitate more efficient time management, thereby contributing to enhanced organizational performance. It also emphasizes the importance of continuous refinement of AI systems to maximize time savings and, by extension, productivity.

With a mean score of 4.0 for staff satisfaction, the results indicate that employees are generally positive about AI integration in their work routines. The strong correlation ($r = 0.80$) between AI integration and staff satisfaction suggests that employees who experience higher levels of AI integration in their workplace are more likely to be satisfied with the technology. This is an important finding, as employee buy-in is crucial for the successful adoption and sustained use of AI in any organization. High staff satisfaction likely contributes to greater engagement with the technology and willingness to leverage it for further improvements. However, it is important to note that satisfaction may vary across departments or job roles, and the potential for dissatisfaction exists if AI systems are not user-friendly or do not deliver on their promised benefits.

The multiple regression analysis further supports the significance of AI integration, tracking efficiency, time saved, and staff satisfaction as predictors of staff productivity. The model explains 85% of the variation in staff productivity, which is a strong indication that these factors are critical in driving productivity within the organization. The strongest predictors of staff productivity were AI integration and tracking efficiency, which emphasizes the importance of both improving the technology itself and enhancing its application in day-to-

day operations. This finding suggests that local government administrations looking to improve productivity should prioritize not just the integration of AI but also the optimization of its tracking capabilities. The statistically significant p-value (0.001) of the regression model provides further validation that the relationships identified in the analysis are not due to chance. The model highlights the potential for AI to transform workplace operations, and the strong fit ($R^2 = 0.85$) suggests that the combination of AI integration, tracking efficiency, and staff satisfaction is highly predictive of productivity outcomes.

The findings have significant implications for local government administration. The positive effects of AI integration on tracking efficiency and productivity underscore its potential as a tool for improving administrative operations, reducing costs, and increasing output. Local governments can benefit from investing in AI technologies that automate routine tasks, thereby enabling staff to focus on more strategic initiatives. Additionally, maintaining high staff satisfaction with AI systems will be crucial to ensuring that the technology is used effectively and adopted widely across the organization.

Conclusion

In conclusion, the study highlights the positive impact of AI integration in tracking workplace activities within local government administration. The strong relationships between AI integration, tracking efficiency, and staff productivity suggest that AI has the potential to significantly enhance organizational performance. At the same time, the findings indicate that there is still room for growth and improvement in AI adoption, which could lead to even greater gains in productivity and staff satisfaction. Local governments are encouraged to continue exploring AI solutions, focusing on both the technological and human aspects of implementation to maximize the benefits of AI in public administration.

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