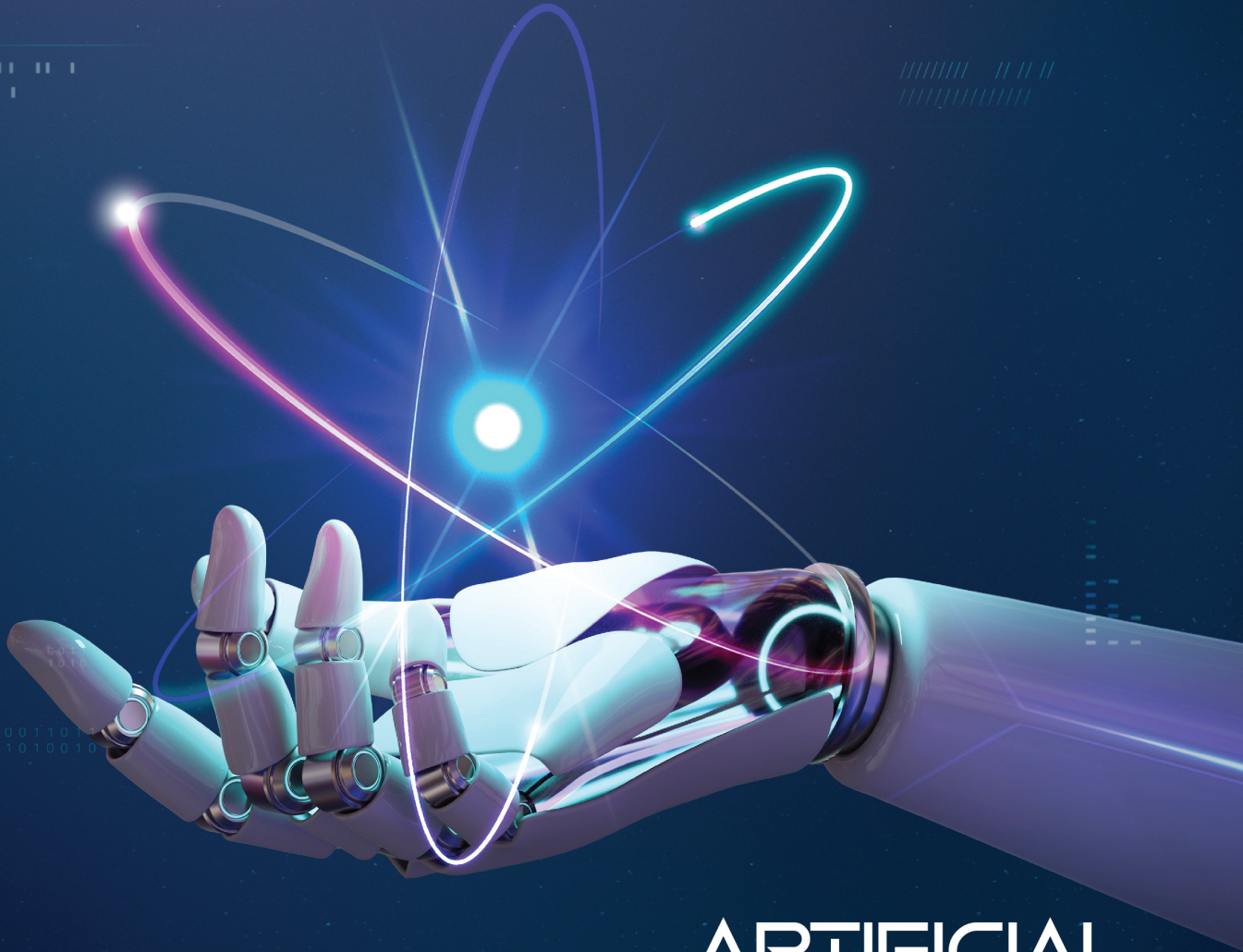


RISE

Catalysing Global Research Excellence



ARTIFICIAL
INTELLIGENCE (AI):
Embracing the Future

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ABOUT THE MAGAZINE

RISE Magazine is published by Office of the Deputy Vice-Chancellor (Research and Innovation) with aims to highlight a research and innovation on multidisciplinary expert of fields in UiTM. It serves as a platform for researcher to showcase their high quality and impactful findings, activities and innovative solution through publication. Contribution of these ideas come from academicians, researchers, graduates and universities professionals who will enhance the visibility of research and stride to elevate Universiti Teknologi MARA to global standards. This is an effort to promote research as a culture that is accepted by all expertise.

ABOUT UiTM

Universiti Teknologi MARA (UiTM) is a public university based primarily in Shah Alam, Malaysia. It has grown into the largest institution of higher education in Malaysia as measured by physical infrastructure, faculty and staff, and student enrollment. UiTM is the largest public university in Malaysia with numerous campuses throughout all 13 states in Malaysia. There is a mixture of research, coursework and programmes offered to the students. The Office of the Deputy Vice-Chancellor (Research and Innovation) also known as PTNCPI (*Pejabat Timbalan Naib Canselor (Penyelidikan dan Inovasi)*) serves as a *Pusat Tanggungjawab* (PTJ) for navigating the research and innovation agenda of the university to achieve UiTM's goals. The PTNCPI office strives to mobilize faculty and campuses, fostering collaboration among researchers, with the aim of transforming the University into a Globally Renowned University by 2025

Artificial Intelligence in Administrative Decision Making



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Administrators in Malaysia are a class of people who are responsible to carry out the executive function to complement the legislative function (Parliament) and the judiciary function (courts). Administrators or executives play the role of implementing the laws passed by the Parliament in their day-to-day activities. UiTM, as an example, has its own power to do things that are allowed by the legislation to execute necessary duties and responsibilities to function as a higher learning institution. Other examples include immigration, the police, or the tax department which have their own tasks according to the respective laws.

Decision making has always been an important task for an administrator. This power is conferred upon them through legislation so that they can solve issues relating to their daily internal functions according to the suitability of their organization. Hence, we can see from reports that one decision of an administrator could be different from another on the same issue. In internal inquiry involving staff disciplinary matters, for example, different interpretations

could be made of how a decision could be reached. Where the law is concerned, the court will look at whether the administrators have followed the required procedure in reaching any decision. If it is not observed, then the court will likely rule that the administrator concerned has violated the law.

It is interesting to consider whether Artificial Intelligence (AI) could have a place in the decision-making process of the administrators. It would be nice to have automatic predictions that promise speed, uniformity, and savings in cost over issues that are brought to internal proceedings. There are indeed pros and cons if it is applied, but the next question to ask is whether the decision is fair and just and whether it takes into account decision-making in workplaces that could easily make one jobless and most of the time have tarnished reputations.

If AI could spare the disciplinary proceeding panel, the time to attend it, the hassle to read the documents relating to it, and the attempt to put up with a nothing-is-going-on face when meeting with friends, it is definitely a plus. Imagine having to go through a disciplinary proceeding that starts from 9.00 am and which finishes at 9.00 pm. This occurs when the accused pleads "not guilty" to the charge read to him/her, which means that the panel has to hear evidence from both sides and ask questions to determine their findings. The accused is also given the opportunity to rebut the evidence by being represented by friends or colleagues



and by calling witnesses to help him/her with the case. All these are necessary to conform to the procedure mentioned earlier that will be observed by the court in the event the case goes to court for judicial review.

Imagine AI's application in decision-making at the administrative level. If there are internal issues that require an inquiry, the decision-making process will only be handled by the staff trained for that purpose. The necessary data will be keyed into the system and all possible questions will appear for the person to include in the spaces provided. After all information is given, the decision will be attained according to the content of the AI data. The accused shall know the result of the so-called "proceeding" much sooner.

The above process is ideal and bypasses any interruption from anyone where the decision can be reached promptly. This, of course, is on the assumption that all the necessary data are available and updated regularly. Given the accused's rights to bring witnesses and cross examine, the AI technology could be a valid and viable witness if the accused is given disclosure of all documents used in his trial. This can already be seen in trials carried out in courts of law in the United Kingdom as well as in the United States of America. The development of the machine learning system, which specializes in software, biomechanics, e-commerce, and others in the United Kingdom, has somehow expanded the opportunity and

potential of using AI to support the legal system. In America, AI technology is regarded as an expert and its testimony is admissible under the Federal Rules of Evidence 702 of the United States ('Rule 702'). Where Malaysia is concerned, we have yet to apply AI in our courts' decision-making even though technology could improve the court's decision on a certain subject matter to a greater degree, such as in expert machine learning or in detecting handwriting forgery. Another benefit is that AI relies on data stored to it, which can result in more consistencies in legal reasoning and sentencing. This is welcome compared to having humans as expert witnesses who may give evidence based on their skills, knowledge, and experience, which could be inconsistent from one expert witness to another since they are called to the court to give their opinions on any given fact of a case.

The above paragraph relates to the court's decision in using AI in the decision-making process. This writing concerns decision-making at the administrative level. It cannot be denied that the availability of AI can irrefutably save time for decision makers in organizations. Decisions over time can also be uniform and certain if the facts of a case are similar to the ones that are already in the data storage of the AI. For example, let us say that the disciplinary action taken against a member of staff for misconduct was suspension. Another case of staff misconduct in the future would be given the same judgment if AI is applied in the process of his/her internal inquiry.

However, it cannot be refuted that it will take a lot of hard work and preparation for the AI to work flawlessly in decision-making as there are many legal terms and principles that need to be present in the legal data storage. In addition, a predictive coding process must be present that could assist the staff in differentiating whether any one



document is likely to be relevant or not in a specific case. Where the case involves verifying signatures or handwriting, AI can help recognize the unique pattern of one's fingerprints and handwriting and predict its outcomes precisely. All this information is not easy to store if the organization does not have the facilities and expertise to do so.

In conclusion, it can be said that AI can no doubt facilitate those responsible to make a decision in any given organization because it can lead to certainty, easiness, time saving, and less hassles than the ordinary decision-making process. However, the technology must be equipped thoroughly with the necessary knowledge and expertise plus facilities for it to deliver the expected result.