# Determinants and Evaluation of Artificial Intelligence Development in Public Services

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## Abstract

*Artificial intelligence (AI) is being increasingly used in healthcare entities. The subject of this study will be hospitals, where AI has been used for many years, while the research area will focus on their non-medical activities, where its use is low. Due to the high cost of using AI, using its tools in non-medical activities is rare. Little funding is allocated to non-medical activities, and the effective introduction of AI often requires a lot of it.*

*Technological advances are forcing the use of complex AI solutions in many areas of hospital operations. The aim of such changes would be to provide services at an increasingly higher quality level. Therefore, it is possible to formulate a hypothesis that the application of AI in non-medical areas of operation of these entities leads to the improvement of the work performed by employees, which translates into better satisfaction of the needs of people using these services.*

*The study is main objective is to identify and assess the status of AI use in hospitals in non-medical activities. The existing research gap in this area simultaneously answers the question, what are the benefits of using AI tools in non-medical activities? The following methods were used: desk research analysis, website overview and individual in-depth interviews. The data thus collected will then be analyzed using an program Excel spreadsheet.*

**Keywords:** Artificial Intelligence, hospitals, non-medical activities, technological progress, quality services