

Plenary Session 2- Transforming Public Administration in AI era

Chair: Catherine Althaus, Professor at the School of Business at University of South Wales (UNSW Canberra), Australia

Panelists:

- Bardhyl Dobra, Deputy Minister of Internal Affairs, Republic of Kosova
- Wolfgang Drechsler, TalTech, University College London, Germany
- Hiroko Shimada-Logie, Professor at Kyoto University, School of Government, Japan
- Francesco Leone, Diplomatic Advisor to the Minister for Public Administration, Italy
- Natalia Teles da Mota, Executive Director of ENAP, Brazil

This plenary establishes the fundamentals of artificial intelligence (AI) in the context of public administration, exploring the transformational potential of Ai on an ongoing basis, but also in the immediate era.

Various relevant forms of AI will be considered, from simple automation to advanced learning systems, and examining their concrete applications in public services. Discussions will focus on assessing the digital maturity of administrations and the essential prerequisites in terms of infrastructure, data and skills, with particular attention paid to identifying and anticipating risks specific to the public sector, based on feedback from administrations that are pioneers in this field. The speakers will analyze the key success factors and share the lessons learned from former use of AI in public sector.

Panel Questions:

- How can the readiness of a public administration for AI adoption be effectively evaluated?
- What technological, organizational, and human prerequisites are necessary for successful AI integration?
- How can specific risks related to the use of AI in the administrative context be identified and anticipated?
- What lessons can be learned from the early integration of AI in public administration?
- What global and local insights can public administration and AI adopt as public sectors attempt to leverage the positive transformational possibilities of AI and mitigate against risks, dangers and challenges ?

Panel 1- HR and AI

Chair: Lamia Moubayed, President of Institute of Finance Basil Fuleihan, Vice-chair, United Nations Committee of Experts on Public Administration, Lebanon

Panelists:

- Qëndrim Bytyqi, Head of Department for the Management of Public Officials, Republic of Kosova
- Jelena Lager, International Policy Expert & Research Fellow, University of Bath, Switzerland
- Olga Siemers, Associate Professor of Public Policy in the School for Government at King's College London, United Kingdom
- Celestino Lopes de Barros, Pro-Rector for Technology, Innovation, and Data University of Cabo Verde, Cabo Verde

Join us for an in-depth conversation on how artificial intelligence is transforming human resource management in the public sector. This panel will bring together international experts and practitioners to explore the opportunities and challenges AI presents for reshaping key aspects of managing talent and developing the public sector workforce.

Discussions will highlight how AI can enhance decision-making, improve efficiency, and foster innovation while addressing crucial issues such as ethics, transparency, and the human dimension of technology-driven change. Drawing from diverse experiences across Europe, Africa, and the Balkans, panelists will share real-world examples, lessons learned, and forward-looking strategies for integrating AI into public administration human resource management.

Panel 2 - Philosophy, Ethics, Bias, and Fairness in Public AI

Chair: Anneli Temmes, Former Director General of HAUS Finnish Institute of Public Management, Finland

Panelists:

- Art Alishani, Junior PhD Fellow at Johan Skytte Institute of Political Studies, Tartu University, Republic of Kosova
- Edoardo Ongaro, The Open University, United Kingdom
- François Lafarge, Institut national du service public (INSP), France

This panel will consider the philosophical opportunities and challenges posed by AI as well as address the critical ethical issues associated with the use of AI in the public sector. It will examine the methodologies for identifying and correcting algorithmic biases, as well as the control mechanisms needed to guarantee the fairness of automated decisions. Discussions will focus on the balance between performance and ethics, and the importance of citizen participation in defining ethical standards. The speakers will share concrete cases illustrating the philosophical and ethical challenges encountered and the solutions implemented, emphasizing the responsibility of the public sector in terms of fairness and non-discrimination.

Panel Questions:

- How can public administrations best understand the philosophical possibilities of AI for their positive contribution to shaping democratic and citizen-serving societies?
- How can potential biases in AI systems used by public administrations be identified and corrected?
- What oversight mechanisms should be established to ensure fairness in automated decisions?
- How can performance and ethics be balanced in AI solution development?
- What role can citizens play in defining ethical standards for public AI?

Panel 3 - Public service delivery

Chair: Flaka Ismaili, Former manager of Citizen Diplomacy Fellowship Program, Republic of Kosova

Panelists:

- Lulezon Jagxhiu, Advisor on ICT to the Prime Minister, Republic of Kosova
- Tamara Srzentić, former Minister of digitalization of Montenegro
- Nick Thijs, SIGMA/OECD, Belgium
- Kateryna Frolova, Head of Innovation Piloting, GGTC Kyiv, Ukraine

This panel examines how artificial intelligence can transform public service delivery while maintaining human-centered approaches and ethical standards. As governments seek to reduce bureaucracy and increase citizen satisfaction, AI presents opportunities to innovate service delivery methods and improve accessibility.

Share best practices in AI-driven public service delivery across different administrative systems

Address practical implementation challenges and solutions

Explore strategies to enhance citizen experience through responsible AI integration

Identify capacity building needs for effective AI adoption in service delivery

Panel 4 - Cybersecurity

Chair: Rea Krasniqi, Pretera, Republic of Kosova

Panelists:

- Artan Dreshaj, Director of Agency for Information Society, Republic of Kosova
- Dardan Prebreza, Founder of Pretera, Republic of Kosova
- Arianit Pajaziti, CEO at Appbites, Republic of Kosova
- Arianit Fazliu, CEO at Kutia X, Republic of Kosova

We are living through a digital revolution unlike anything before and Artificial Intelligence is at the heart of it, its integration into cybersecurity makes both innovative opportunities and critical threats walk hand in hand. But with great power comes great risk, especially when it comes to cybersecurity.

Machines are learning faster than we can catch up, AI is now capable of generating content, writing code, and mimicking human behavior with just a few clicks. With the rise of generative AI, malicious actors are now equipped with powerful tools that allow them to craft highly targeted phishing campaigns, generate malware instantly, and produce deepfakes that blur the line between fiction and reality. These capabilities are no longer limited to lone cybercriminals, state-sponsored hackers are increasingly deploying AI-driven methods to launch stealthy, large scale attacks that can impersonate real people and compromise national infrastructure in ways that were unimaginable just a few years ago.

But AI isn't just a threat, it's also a powerful ally. In digital forensics, for instance, AI can help rebuild what happened during an attack, finding clues hidden deep in complex systems, detecting anomalies, flagging suspicious data patterns, and accelerating threat analysis in real-time.

AI is both a shield and a sword. And that means it must be treated as a central component of any cybersecurity risk management strategy. But with its use, important questions arise: If AI makes the wrong call...Who takes the blame? How do we trust a system if we don't understand how it makes decisions? As governments and organizations rely more on AI to protect critical data, these legal and ethical questions become harder to ignore.

Panel 5 - Joint panel on Human capacity building

Chair : Edmir Sejdiu, Director of Public Administration Reform Department, Republic of Kosovo

Panelists:

- Arben Hajrullahu, Rector of the University of Prishtina, Republic of Kosovo
- Marilette van AS, EU/International Coordinator at the Ministry of the Interior and Kingdom Relations, the Netherlands
- Hélène MARTIN, Deputy Director of Statutory Synthesis, Territorial Policies, and Partnerships at the Directorate-General for Public Administration and Civil Service (DGAFP) from the Ministry for Public Action, Civil Service and Simplification, France

In a context of accelerated digital transformation, this session will explore the main approaches adopted in the Netherlands and France regarding the use of artificial intelligence (AI) in public administrations. Issues that are currently worked on include: how can government effectively use (gen)AI, which skills do our workforce need, how to scale up good initiatives. The discussion will touch upon the identified opportunities and risks of AI deployment, the ethical dilemmas it raises, and initial feedback from its implementation. In France, a strategy for using AI in public human resources management has been developed by the Directorate General for Administration and the Civil Service (DGAFP), aimed at promoting a human-centered approach to AI. As for the Netherlands, the public service is considered the driver of digital developments that are essential for a resilient society and a prosperous, future-oriented and productive economy. The recently launched “Dutch Digitalisation Strategy” provides a roadmap for the priorities and the developments in and by government. This is supported by the broadening of the government wide position on the use of GenAI in the public administration.

Panel 6 - Future-Proofing the Public Sector: The Missing AI Skills That Will Define Governance

Chair: Ideja Bajra, Founder of Edvance AI & Based in Science (BIS), AI Consultant & Educator, Republic of Kosova/United Kingdom

Panelists:

- Teuta Sahatqija, Director of Women in Tech Kosovo Chapter, Republic of Kosova
- Luanda Domi, Responsible AI Governor for Kosova at the Global Council for Responsible AI (GCRAI), Republic of Kosova
- Bernarda Radoncic, Biomedical Engineer, Republic of Kosova/Denmark

As governments increasingly adopt new technologies and adoption of AI accelerating, a key and critical challenge remains overlooked and unaddressed: The ability of public servants to engage, understand and implement these technologies responsibly and confidently. Many civil servants and policymakers are now tasked with decisions involving systems they have had limited exposure or training in. This disconnect risks poor implementation, low uptake, and reduced public trust. Rather than focusing solely on innovation or regulation, this panel centres on 1 people. We aim to explore how public institutions can strengthen internal capacity through training, build digital confidence within their teams, and ensure decision-making remains ethical. Human-centred leadership and practical knowledge are essential in a changing digital landscape. Future-ready governance depends not only on new tools - but on those trusted to use them.

Roundtable - Institutional Governance: Balancing Independence, Collaboration, and Accountability

Chair: Gent Carrabregu, Assistant Professor at Rochester Institute of Technology-Kosova, Republic of Kosova

Panelists:

- Catherine Althaus, Professor at the University of South Wales (UNSW Canberra), Australia
- Edoardo Ongaro, Professor at the Open University, United Kingdom
- Francesco Leone, Diplomatic Advisor to the Minister for Public Administration, Italy
- Hiroko Shimada-Logie, Professor at Kyoto University, School of Government, Japan
- Lamia Moubayed, President of Institute of Finance Basil Fuleihan, and Vice-chair of the United Nations Committee of Experts on Public Administration (UN-CEPA), Lebanon
- Michiel de Vries, Professor at Kaunas University of Technology, The Netherlands
- Natalia Teles da Mota, Executive Director of ENAP, Brazil
- Olga Siemers, Associate Professor at King's College London, United Kingdom
- Wolfgang Drechsler, Professor at TalTech, University College London, Germany
- Younes Abouyoub, Chief of Governance and State-Building at UNESCWA, Kingdom of Morocco
- Zwelinzima Ndevu, Director of the School of Public Leadership, University of Stellenbosch, South Africa

Modern public institutions face an increasingly complex governance challenge: how to maintain operational independence while fostering meaningful collaboration and ensuring robust accountability? This roundtable examines the delicate equilibrium between these three fundamental governance principles, exploring how institutions can preserve their autonomy without becoming isolated, engage in productive partnerships without compromising their core function, and implement accountability mechanisms that enhance rather than hinder their effectiveness.



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The discussion will draw from diverse international experiences to examine innovative approaches to institutional design, successful governance reforms, and emerging best practices. Participants will explore how digitalization, globalization, and evolving citizen expectations are reshaping governance models, and identify strategies for navigating the tension between institutional autonomy and collaborative imperatives in complex policy environments.

Through comparative analysis of governance frameworks across different contexts, this session aims to provide actionable insights for strengthening institutional governance in an interconnected world where the traditional tension between independence, collaboration, and accountability continue to evolve.

Panel 7 - AI for Human Rights and the Public Good: Use Cases and Social Impact

Chair: Angie Abdilla, Australian National University, Australia

Panelists:

- Gerald Karyeija, Dean of the School of Management Sciences at Uganda Management Institute, Uganda
- Adrian M. Velazquez Vazquez, Associate Professor in the Department of Public Administration and Director of the Doctor of Public Administration (DPA) program at the University of La Verne, United States/Mexico
- Kamal Subedi, Founding President and Policy Advisor of the Good Governance Protection Forum, (GGPF), Nepal

The impact of artificial intelligence (AI) on citizens' fundamental rights is the central focus of this pivotal panel discussion. The discourse encompasses a range of mechanisms designed to ensure that the automation of public services serves to enhance rather than compromise human rights. Specific attention is directed towards the protection of vulnerable populations and the promotion of universal accessibility to automated public services. This panel presents concrete examples of the successful use of AI in public administration, demonstrating success and failure factors through detailed case studies and offering practical lessons for future initiatives. Discussions focus on methodologies for assessing social impact and strategies for maximizing benefits while minimizing risks. Particular attention is paid to inclusion and equity in the distribution of the benefits of AI across different segments of society.

Panel Questions:

- How can AI strengthen, rather than undermine, fundamental rights?
- What safeguards are needed to protect vulnerable populations?
- How can accessibility to automated public services be ensured for all?
- What role should human rights organizations play in AI governance?
- What areas of public administration have already demonstrated measurable positive social impacts through AI?

Panel 8 - Using Generative AI for Innovative Civil Servant Training

Chair: Sabrina Bandera, SNA – Scuola Nazionale dell'Amministrazione, Italy

Panelists:

- Mario Pireddu, SNA – Scuola Nazionale dell'Amministrazione and Università della Tuscia, Italy
- Anneli Temmes, Former Director General of HAUS Finnish Institute of Public Management, Finland
- João Resendes, Director of Cooperation and Communication, Instituto Nacional de Administração (INA), Portugal
- Maja Handjiska Trendafilova, Director of ReSPA, North Macedonia

The rapid development of generative AI is transforming education and training across diverse sectors. While much attention has been given to AI's role in traditional educational settings, its impact on lifelong learning and professional training remains underexplored.

The integration of AI in training offers significant opportunities for personalized learning, intelligent tutoring, and data-driven instructional design. By applying AI across key stages of the training process - needs analysis, curriculum design, participant support, assessment, and feedback - public administrations can create more adaptive and effective learning experiences.

The panel examines how generative AI is reshaping the training for civil servants and focuses on leveraging AI to plan, implement and manage professional training in government.

The panel present and discuss experiences on implementing AI in training for public sector throughout the training cycle.

Key questions

- How can AI be used to improve efficiency in defining syllabi, selecting candidates and processing results?
- How can AI be used to structure courses and training materials?
- How can AI be used to foster the participant involvement?
- How can AI to support the innovation in training?

Panel 9 - New Faces of Corruption and Anti-Corruption in the Age of Digitalisation

Chair: Eglė Vaidelytė, Professor at Kaunas University of Technology, Lithuania

Panelists:

- Michiel de Vries, professor at Kaunas University of Technology, the Netherlands
- Paulius Klikūnas, PhD Candidate at Kaunas University of Technology; digital operations team coordinator at European Public Prosecutors Office (EPPO), Ukraine

Governments and societies worldwide are striving to embrace Industry 4.0-enabled technological advancements to better combat the evolving threat of corruption. However, the complexities of these technologies, along with the lack of diverse expertise within crime-fighting agencies, present significant challenges. Social aspects and human factors also influence the successful application of these technologies.

The adoption of Industry 4.0-enabled technologies is crucial for anti-corruption efforts, as these advanced tools offer enhanced data analytics, real-time monitoring, and automation capabilities. Such features empower agencies to efficiently detect, prevent, and address corrupt practices, enabling a more proactive and effective approach to combating corruption. The integration of these technologies supports a smarter, more responsive strategy in the ongoing fight against corruption.

The panel aims to provide insights into efforts related to the application of Industry 4.0-enabled technologies. The panel is focused on the following questions:

1. What are the Industry 4.0 technologies being utilized to enhance anti-corruption efforts?
2. Which positive effects are visible from using these technologies?
3. What challenges do corruption fighters face that hinder the adoption of emerging technologies?
4. Which side-effects of employing new technologies in corruption prevention are visible?

Panel 10- Leadership and Policymaking in the Age of AI

Chair: Younes Abouyoub, Chief, Governance and State-Building at UN ESCWA, Kingdom of Morocco

Panelists:

- Lulezon Jagxhiu, Advisor on ICT to the Prime Minister, Republic of Kosova
- Olga Siemers, Associate Professor of Public Policy in the School for Government at King's College London, United Kingdom
- Zwelinzima Ndevu, Director of the School of Public Leadership, University of Stellenbosch, South Africa
- Jeta Zagragja, Founder and CEO of AnchorzUp, Republic of Kosova

This panel explores the evolving landscape of governance and strategic decision-making as artificial intelligence transforms public administration. With distinguished speakers from four continents, the session examines how leaders must adapt their approaches to policymaking in an era where AI technologies offer both unprecedented opportunities and complex challenges for public service delivery.

The panel brings together expertise in governance frameworks, ICT policy advisory, public policy academia, and entrepreneurial innovation to discuss how modern leadership must balance the potential of AI-driven efficiency with ethical considerations, accountability mechanisms, and citizen-centered service delivery. Participants will explore practical strategies for developing AI-ready governance structures while maintaining democratic values and public trust.

Work Lab-Co-Creating in the Age of AI: Shaping the Future of Digital Public Services

Trainer:

Arta Statovci, Chief AI Officer and CTO of Libraro, United Kingdom/Republic of Kosova

This hands-on Work Lab, led by two AI experts, invites participants to actively explore and apply AI tools designed to foster innovation within Kosovo's public sector. Building on the digital skills and collaborative foundations established during the Digi Camp and the Digital Skills Festival 2025, this session focuses on using AI to develop practical, real-life solutions that address challenges faced by public institutions. Participants will gain direct experience in creating AI-driven innovations that improve public services, enhance transparency, and engage citizens more effectively.

By connecting previous project achievements with new AI applications, the Work Lab supports the GIZ Support to EU-Integration Reform Processes in Kosovo's ongoing mission to digitalise public services through co-creation and collaboration. This session aims to empower public sector professionals to harness AI responsibly and creatively, accelerating Kosovo's digital transformation and helping to build more efficient, inclusive, and transparent governance for the future.

Panel 12- Human-Centred AI in Public Health: Evidence-Based Approaches for Ethical and Effective Implementation in Public Administration

Chair: Qëndresa Daka- Oftalmologe- Profesor për Mjekësinë e Bazuar në Evidencë, Republic of Kosova

Panelists:

- Blerim Berisha- Internist-Udhëheqës i departamentit për Klinikë dhe CME në Qendrën Kombëtare të Telemjekësisë, Republic of Kosova
- Tanzer Abazi- Inxhinier- Siguria e Informacionit- Policia e Kosovës, Republic of Kosova
- Bashkim Gllareva- Urolog- Profesor ne lëndët e katedrës së Shëndetit Publik, Republic of Kosova

This panel will explore how artificial intelligence (AI) can be ethically and effectively integrated into public health services through a human-centered and evidence-based lens. With a focus on healthcare—one of the most sensitive areas of public service—the panel will address the opportunities and risks of AI use in medical decision-making, public health monitoring, and service delivery.

As an ophthalmologist and academic researcher in evidence-based medicine, I will contribute a perspective rooted in both clinical practice and scientific rigor. The session will emphasize the importance of building human capacity in both the medical and administrative sectors to critically assess, implement, and monitor AI tools.

We will discuss how AI can enhance, rather than replace, the role of trained professionals, while ensuring that such technologies align with ethical standards, safeguard patient data, and are used in the best interest of citizens. Emphasis will also be placed on the need for public administration reform (PAR) to create the enabling environments for safe and meaningful AI adoption in public services.

Panel 13 - AI risks: legal perspective and data protection

Chair: Krenare Sogojeva, Commissioner for Information and Privacy, Republic of Kosova

Panelists:

- Taher Aboueleid, President of the Court of Appeal, Egypt
- Zdravko Vukić, Vice President of the European Data Protection Board (EDPB) and Director of the Croatian Personal Data Protection Agency, Croatia
- Debabrata Samanta, Program Head at the Department of Computing and Information Technologies, RIT Kosovo (A.U.K), India

This panel examines the intersection of artificial intelligence deployment and fundamental legal protections, particularly focusing on data privacy and regulatory compliance in public administration. As governments increasingly integrate AI systems into public services, understanding and mitigating legal risks becomes paramount for sustainable digital transformation.

Led by Kosova's Commissioner for Information and Privacy, this diverse panel brings together judicial expertise, European data protection leadership, and academic research perspectives to address the complex legal landscape surrounding AI implementation in government contexts. The discussion will navigate the tension between leveraging AI's potential for improved public services while safeguarding citizen rights and maintaining legal compliance.

Panel 14 - The impact of AI on capacity-building in public administration

Chair: Vrullim Buja, Dean at the Faculty of Public Administration, AAB college, Republic of Kosova

Panelists:

- Bashkim Rrahmani, Faculty of Public Administration, AAB college, Republic of Kosova
- Donik Sallova, Lecturer in AAB College, Republic of Kosova
- Basri Muja, Faculty of Public Administration, AAB college, Republic of Kosova

This panel will examine the integration of Artificial Intelligence (AI) in public administration, focusing on how AI can enhance service delivery, improve decision-making, and build capacity within government institutions. The discussion will highlight ethical considerations, ensuring transparency, and maintaining a human-centered approach to AI implementation. We will explore the potential for AI to strengthen public sector capabilities by improving efficiency and capacity-building while ensuring that ethical standards and citizen privacy are not compromised. This panel will provide valuable insights for policymakers and practitioners on how AI can be deployed responsibly in public administration, fostering greater accountability and trust in government operations. Our expertise aligns well with the conference's objectives, and we aim to provide actionable strategies for integrating AI in a way that enhances both service delivery and public sector integrity.

Key Questions to be Addressed:

1. How can Artificial Intelligence be effectively integrated into public administration while maintaining ethical standards, transparency, and protecting citizen privacy?
2. What are the challenges and opportunities associated with using AI to build capacity within government agencies?
3. How can AI contribute to decision-making processes in public administration without losing sight of the human-centered approach to governance?
4. How can AI implementation be structured to ensure that it is transparent, accountable, and fosters greater citizen engagement?
5. What frameworks and guidelines can policymakers adopt to ensure the ethical use of AI in public administration and address the concerns of stakeholders?



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Workshop: AI in Practice: AI Training for Public Officials

Trainers:

- Arta Statovci, Chief AI Officer & CTO at Libraro
- Endrit Morina, AI Trainer, Implementation Expert, and Instructional Designer at PECB
- Diellon Bytyqi, AI Trainer, AI Strategy & Implementation Expert at RDA South