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INVESTMENT ARTIFICIAL INTELLIGENCE IN DECISION-MAKING PROCESSES IN THE JORDANIAN MINISTRY OF INTERIOR

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ABSTRACT

This research paper is part of a larger study on Jordan's artificial intelligence strategy and its role in changing government service delivery mechanisms, leading to a comprehensive data analysis using the most up-to-date artificial intelligence techniques and their applications in various fields of work The purpose of the study was to discuss Jordan's decision-making process and the application of artificial intelligence. The issue was presented in two demands using the descriptive-analytical approach. The conversations revealed that Jordan's artificial intelligence policy aims to reduce accidents and operational expenses in various key areas of the country, including transportation. Reduce the proportion of chronic and serious diseases in the health sector. Facilities management and smart consumption in the energy sector. The education sector, by lowering costs and encouraging the desire to learn, and the technology sector, by improving the rate of production and assisting in public investment. By increasing the proportion of forestation and planting appropriate plants, the environment sector will benefit. The sector of Transportation Develops preventative techniques, such as the ability to foresee accidents and traffic congestion, as well as better traffic policies. The presence of infrastructure and knowledge in the success of artificial intelligence recruitment in Jordan's Ministry of Interior.

Keyword: Jordan, ministry of interior, artificial intelligence, government

INTRODUCTION

Artificial intelligence is a comprehensive term that encompasses all cleverness, innovation, control, movement, senses, interaction, recognition, and other processes. You can describe it as the range of human ability to visualize things, assess their properties, and form conclusions comparable with the machine when studying the science of artificial intelligence for computers. As a result, it is the ability to develop a mental model in which human elements, extractions, results, and relationships are represented in a way that unites with the machine and achieves positive results for the future of societies, such that it interacts with situations and deals with them in a way. In the future, without the need for humans, everything will be done automatically. Artificial intelligence is also defined as a machine's ability to mimic the human mind and how it functions, such as its ability to think, discover, and learn from previous experiences. Despite the many advantages of processing speed and high storage capacity, the computer's ability to perform more complex tasks than we thought has been discovered since its development in the middle of the twentieth century, as it can discover proofs of complex mathematical theories in addition to its ability to play chess with great skill. However, no program has yet to match the human mind's adaptability, particularly when it comes to activities that demand automatic daily conclusions about what is being revealed. Jordan's artificial intelligence strategy was adopted by the government in December 2020, after the Ministry of Digital Economy and Leadership presented it to the Council of Ministers. It reaffirmed its commitment to creating a conducive environment for artificial intelligence by enacting a slew of laws and processes aimed at building the groundwork for AI and consolidating it in Jordan; as a result, Jordan will be a conducive environment that embraces and promotes AI digital transformation in Jordan.

The Ministry of Digital Economy and Entrepreneurship had submitted this policy to the Council of Ministers after it was finalized and reviewed. In order to consolidate the principle of participation and consultation with all concerned parties, the Ministry had previously presented the policy for public consultation. The comments of these bodies on their articles came from the sector's participation in the formulation of government policies. It was later approved by the concerned authorities representing the Council of Ministers, and the Ministry of Digital Economy and Entrepreneurship said: "The policy of artificial intelligence aims, in its general lines, to determine the government's orientation in this field and the implementation requirements, whether legal or infrastructure, and to set priorities, in order to benefit from this The global trend that entered all economic sectors, including the government sector. The scope of application of the AI policy in Jordan will include individuals, whether they are developers of AI-based services or technologies. Or service providers based on artificial intelligence technologies in Jordan. (*EGovernment Program - Minister of Digital Economy and Entrepreneurship*, n.d.) The Ministry of Digital Economy and Entrepreneurship indicated that it seeks to achieve 8 sub-goals with regard to artificial intelligence in Jordan. The first is building a well-established system for scientific research, development and experimental application in the field of artificial intelligence, creating the appropriate environment for artificial intelligence technology, and developing infrastructure to keep pace with the needs of artificial intelligence technology.

She pointed out that one of its objectives is to enhance the role of the public sector in the use and adoption of artificial intelligence and its applications. And building the necessary partnerships with the private sector to enhance productive paths towards sustainable development. It also aims to promote the use of artificial intelligence in vital economic sectors. Indicating that it aims to raise the level of public awareness and confidence in artificial intelligence technology and its impact on society and to build Jordanian capabilities, expertise and skills specialized in artificial intelligence. Finally, employing the necessary knowledge to develop all sectors. And modernizing the curricula of higher education and technical education.

Notes from the above. With the steps and policies in place, it is in the right direction to enhance the role of artificial intelligence in Jordan. In order to be able to increase productivity and enhance the role of technology and its consolidation in Jordanian society. And thus increasing development by supporting projects and bright minds and attracting foreign investments The problem of the study: There is no doubt that providing the right data would help the organization's leadership in making and taking the right decisions. Considering that the process of making and making administrative decisions is one of the most important basic components of successful management, as it is the focus of the administrative process. Therefore, many institutions in the developed world rely on the adoption of artificial intelligence in their daily operations, when expert systems solve problems and make decisions, with a level of performance equal to or greater than the performance of human experts in some specializations. The equipment ranges from Roomba robots and web-based recommendation engines, to more sophisticated and sophisticated information systems such as IBM's Watson (IBM).

These smart devices have become an integral part of the organizations' approved procedures in making administrative decisions. However, the use of these technologies was accompanied by challenges related to the approved procedures for developing workers to understand new systems, human weaknesses in this field, how users and individuals can identify errors that distort the logical results of the performance of devices and how to solve them, and organizations that are more ready and in need of artificial intelligence. The first problems that can arise are; The main difference between human attention systems and artificial intelligence systems when processing data. Our human brains currently have limited flexibility, and this can be done by machines' attention frames that can upgrade our limits, but these artificial machines are much more accommodating and flexible. Among those problems, for example: the occurrence of the "Bubble Filter"

phenomenon, which is a problem that makes us live in a homogeneous environment that is largely compatible with who we are as dictated by the devices, without being exposed to new ideas or currents contrary to our currents. The big problem that these bubbles create is the vulnerability of devices in directing public opinion. We often seek to avoid carrying excessive information. In the framework of decision-making we delegate the tasks of processing sub-information to the devices; So that we can focus on the major decisions. The currently available range may improve with the emergence of new innovations in information technology. The other type of challenge is causing one of two undesirable outcomes. The first is resilience diminished due to the limited information we have on how automation affects our lives. By this we mean the possibility of a decrease in systemic resilience, and the second: an increase in systemic fragility, by relying more on artificial tools. The diminished elasticity can take an overconfident view of synthetic tools or an uncritical view of them. This unjustified confidence is beginning to become evident in our dealings with the primitive prosthetic tools we currently use. This is a good indication of the human tendency towards automation bias. As for systemic fragility, this decrease in resilience often takes the form of an overconfident view of synthetic tools, or an uncritical view of what they are worth. Several studies have pointed to a variety of cross-cutting challenges to the effects of artificial intelligence. In fact, artificial tools are capable of causing dangerous and unpredictable systemic effects. Reliance on artificial tools increases the risk of diminishing resilience on the one hand, and causing unprecedented rapid economic and social chaos. Some scientists claim that smart technology poses a threat to the human race, while others prefer to treat smart tools with caution. Therefore, it can be said that, despite the media rush for artificial intelligence, its access to high levels of superhuman capabilities, and algorithms that dwarf doctors in diagnosis, and that the computer is able to solve all problems; However, the reality of artificial intelligence says otherwise, as its applied framework suffers from difficulty in technological follow-up and conditions of secrecy, and general reservations regarding high funds and unknown results that will be achieved. Ethics and laws With these challenges, the role of artificial intelligence continues to move forward, in all fields of our lives in the century of the third millennium, steadily, rapidly and unabated, and steadily strengthens its positions. From the foregoing, the research problem can be formulated as follows: Discussing the role of artificial intelligence in the decision-making process in the Ministry of Interior in the State of Jordan Objectives of the study: Analyzing the steps of the decision-making process and discussing the role of artificial intelligence in foresight in the Ministry of Interior in the State of Jordan. In Jordan, artificial intelligence aims to improve the private business environment and support emerging national companies as well as government agencies.

Theoretical Framework and Previous Studies:

Artificial Intelligence:

Artificial intelligence is defined as: the means that humans use to solve big and small problems with the aim of developing and making their life matters easier by saving them time, effort and money(Davenport & Ronanki, 2018). It contributes to achieving its desired goals, in addition to its ability to read things and compare them with the databases they own, in addition to thinking of solutions, providing quick solutions to problems and dealing with them in record time to ensure that any damages that may occur as a result of those risks that are faced are known(Matskevich, 2018). A study, that it is the system based on expert systems and mental maps that are designed and built by humans, experts and specialists so that through a system of integrated and interconnected processes, the role of humans in achieving efficient and effective performance with minimal effort and time and with high quality with conclusions commensurate with decision-making In the Ministry of Interior in Jordan, artificial intelligence is the science capable of building machines that perform tasks that require a certain amount of knowledge (Manoharan & Ingrams, 2018;

Wirtz et al., 2019)Human intelligence is defined as "the part of computer science that is concerned with intelligent computer systems, those systems that have characteristics associated with intelligence and decision-making and similar to the degree to which human behavior in this field in terms of languages, learning, thinking, and problem-solving." As for artificial intelligence systems, it is a broad field concerned with developing computers to carry out tasks that require human intelligence.(Bundy, 2017) Artificial intelligence, he added, is "a science whose goal is to make machines do things that require intelligence or that humans do

Types of artificial intelligence: The efforts of scientists and researchers have resulted in identifying multiple types of intelligence such as social, practical, spatial, linguistic, mathematical, personal and natural intelligence. There are several basic types of intelligence, which are:

First: Linguistic intelligence: Linguistic intelligence expresses a person's ability to use words effectively. Some believe that if an individual is fluent in more than one language, he has remarkable linguistic intelligence. But mastering several languages is not the only thing that makes a person linguistically intelligent, as he may know only one language, but he nevertheless has high abilities in using this particular language. In other words, linguistic intelligence expresses an individual's ability to use words in a distinctive way that shows what they mean.

Secondly: Logical Mathematical Intelligence: A person's intelligence is often measured based on his logical abilities, or his skills in solving mathematical problems. This is one of the most common types of intelligence, but of course it is not the only one. Logical intelligence expresses a person's inductive and deductive reasoning as well as outstanding arithmetic skills. A person with this kind of intelligence can think theoretically. He does not find it difficult to recognize the different patterns and determine the relationships between them, and he enjoys an unparalleled order and sequence of thinking.

Third: Visual Spatial Intelligence: When talking about the ability to think in a three-dimensional way, this includes mental visualization or the ability of a person to draw in his mind a picture that represents the physical world. Whether it is a memory from the past or a real experience. This person can see "in his mind" this thing very clearly even if it is not in front of him, spatial logic or the ability to think about things in three dimensions, even though having limited information about them, and this also includes the ability to draw a clear general idea based on specific information. Image processing or the ability to see a specific image and imagine its image after processing or making modifications to it. Some face a problem in visualizing the final result of a particular picture or painting in the event that it has been modified, while others can easily imagine its final form.

Fourthly: Interpersonal Intelligence: Emotions are closely related to intelligence as well, so that there is what is known as emotional intelligence, which is referred to as EQ. Interpersonal or emotional intelligence expresses a person's ability to sense the feelings of others and read their motives. People with this type of intelligence are known to have high verbal and non-verbal communication skills. A person has this kind of intelligence if he is able to distinguish differences or differences between people, and identify a specific person in a large crowd. He has a wide social circle with many friends and enjoys spending time with others. He has a high sensitivity to the moods and temperaments of others. Possesses the ability to consider a particular topic from the points of view.

Characteristics of Artificial Intelligence Artificial Intelligence

has many characteristics, features, and capabilities, including the ability to deal with difficult and complex cases, the ability to deal with ambiguous situations in the absence of information, the ability to distinguish the relative importance of the elements of the presented cases, and the ability to visualize, create, understand, and perceive visible matters, to name a few.(Scupola, 2008) The ability to supply data to assist with administrative choices. Another set of characteristics distinguishes artificial intelligence; among them is the fact that, unlike statistical programs, artificial intelligence programs have a method of representing information because they use a special structure to describe the knowledge, which includes facts (Facts) and the relationships between these facts. Relationships, as well as the norms that govern them(Yusri et al., 2018) The knowledge base is made up of rules and a set of cognitive structures. (Jarrahi, 2018) Knowledge Base and this rule provide as much information as possible about the problem to be solved (and artificial intelligence software is generally characterized by "the absence of a known algorithmic solution to the problems it addresses, so it is necessary to resort to diligence, and diligence is to choose the solution methods that seem appropriate while maintaining a high level of accuracy). If the first technique fails to deliver the desired result in a timely manner, the option to switch to a different method is available. (AL-MA'AITAH & AL-HASHEM, 2019)One of the criteria for intelligent behaviour is the ability to learn from mistakes, which leads to increased performance by leveraging earlier mistakes, and if we followed this criterion to the letter, we would only discover a few people that fit this description.(Wong et al., 2013) Few people can be regarded as bright, and a person's ability to learn from mistakes is linked to his ability to go from specifics to generalities.

LITERATURE REVIEW

(Claudé & Combe, 2018)A study on the functions of artificial intelligence and human decision-making was under taken by (Claudé & Combe, 2018). The focus was on current businesses in order to gain a deeper understanding of the function of humans and artificial intelligence in the decision-making process of organizations. The study focused on businesses with a lot of information. The study's key research question is: How can artificial intelligence help organizations restructure and develop their regulatory decision-making processes based on a wealth of data. Three sub-questions were formulated: how does artificial intelligence help decision-makers overcome the challenges they face, the roles of humans and artificial intelligence in the decision-making process, and the role of organizational design in supporting the decision-making process through the use of artificial intelligence. What new issues develop as a result of the application of artificial intelligence in decision-making? Two significant information technology organizations and two developing real estate firms that use artificial intelligence were used in a qualitative study, such as the study population. Six semi-structured interviews were conducted in order to acquire a better understanding of the roles people and artificial intelligence play in the decision-making process in knowledge-intensive businesses. The thesis emphasized a thorough understanding of AI, its integration into knowledge-based firms' organizational decision-making processes, and the empowering of individuals to improve their capacities and make better judgments. Artificial intelligence appears to be employed as a support for decision-making rather than independent decision-making, and businesses are adopting more flexible and collaborative designs to make the most of it in the decision-making process. Artificial intelligence is a useful tool for dealing with complex circumstances, but human capabilities appear to be more vital in uncertain and ambiguous scenarios. Artificial intelligence also poses new difficulties for businesses in terms of duty and societal acceptance, as there is a gray area between ethics and legislation when it comes to machines.

(Ameen et al., 2021), study on human versus artificial intelligence A consumer behavioural study on intergenerational counselling Although algorithms often outperform human judgment and predictions, the People resist that, which is to allow a numerical formula to make their decisions. Surveys reveal that most consumers fear a self-driving dumping cup, as well as prefer human clinicians over algorithms in the medical context, despite evidence that algorithms may offer more accurate diagnoses When examining the scale in which consumers prefer algorithm over human advice, it is critical to consider the cognitive biases that influence decision-making.

(Elsheikh et al., 2019) , did research on artificial intelligence and its impact on the workforce, as well as explaining its function. is going to be in the future. The more we learn about artificial intelligence, the more concerned we get. This is the human race's golden age. There's probably nothing that can stop humans from exploring space, obtaining human genetic information, or altering the weather, but artificial intelligence is something we can't control.

(Raisch & Krakowski, 2021)a study on Artificial Intelligence and Management: Will AI Replace Middle Level Managers to fill a knowledge gap by conducting a systematic literature review research on current knowledge of AI in the context of future management, with a special focus on findings related to middle-level managers. The goal of the thesis was to determine how middle-level managers were affected by change and whether they would become obsolete in the future. The systematic review contained 24 text publications that were divided into three categories: artificial intelligence in management, artificial intelligence as a replacement for human labour, and artificial intelligence's future. Because the United States contributed the most to the research, cultural differences may have influenced the outcomes. The second data analysis, in which data obtained in prior studies was analyzed, was the most extensively employed research methodology. According to the findings of a systematic literature study, the future has a hazy impact on middle-level managers.

METHODOLOGY OF STUDY

The study method is based on artificial intelligence and its role in institutional performance. The researcher used the quantitative research method and designed a questionnaire. According to (Creswell & Garrett, 2008), the quantitative approach produces accurate numbers that can be analyzed statistically, and leads to results that measure the rate, degree or level of trends, and can also provide valuable information if the researcher wants to describe trends about a large number of people.

Study tools: data collection by quantitative method, in the main study; The researcher prepared a (questionnaire) by making use of previous studies (Deng et al., 2018; Taeihagh & Lim, 2019; Tronvoll et al., 2011) The tool consisted of five sections. Section one: personal and employment data. The second section: the field of artificial intelligence in the ministry, including foresight, systems thinking, future vision and motivation (the ability to motivate employees and partnership in the ministry. The third section: deals with the field of the role of administrative communication. And the fourth section is in the field of decision-making. Finally, the fifth section: covers improving institutional performance. The researcher conducted a practical application to test the consistency and reliability of the questionnaire tool, followed by an exploratory study. Data analysis: Quantitative data is analyzed by descriptive statistics and the analysis of primary and personal data such as gender, age, experience, educational qualification, and occupational field using SPSS.Then the program will be used Structural Modelling Smart-Pls To test the hypotheses of the study and ensure the suitability of the model.

In this article, the results of the field study will not be discussed, and the researcher is satisfied with an original presentation of two humiliating aspects of her study. The first relates to decision-making, and the second is the employment of artificial intelligence in the Ministry of Interior.

The first requirement: The decision-making process was defined by "the contribution of workers and employees to decision-making and goal-making.

Special work and commitment to implement those decisions to achieve goals they define it as "the contribution of a large number of members of the organization to decision-making, which leads to achieving a good level of the required results." (Bradonjic et al., 2019; Delanoy & Kasztelnik, 2020)also defined the decision-making process as "Choice from two or more alternatives by following the following steps: understanding and defining the problem, identifying and analyzing existing alternatives, choosing the alternative that most contributes to achieving and implementing the organization's goals." Decision-making refers to the selection process whereby a particular solution to the problem is selected and adopted from among a number of Alternative solutions This selection process is based on a goal that the decision maker wants to achieve, within specific restrictions and conditions, and this process requires accuracy and caution in choosing quantitative and qualitative indicators, goals, restrictions, rules of making and means of implementation.(Loftus et al., 2020) This is under pressure and uncertain conditions. the decision-making process helps in the main responsibilities borne by the manager as decision-making is an administrative and organizational activity, and the most important factor in it are the people who make decisions. Making decisions is part of problem solving, which is the mechanism for making alternatives and choices at every stage of problem solving. Administrative decisions are the core of the work of administrative leadership, and it is the starting point for all activities and behaviours that take place within the organization, and even in its relationship and interaction with its external environment .The study of decision-making has piqued the interest of management and organizational behaviour scholars. Because the manager achieves the organization's goals through others through a series of decisions to meet the goals established, the decision-making The importance of process in leadership cannot be overstated. Data, current information, and facts all play a significant part in decision-making. The decision-making process is an important topic with many various interpretations, as well as variances in writers' and researchers' scientific, philosophical, ideological, and social backgrounds, and the following are some definitions. The administrative process revolves around decision-making, which is an integrated process in all of the administration's functions and activities.

When the administration decides on the organizational structure, its type and size, the foundations for dividing departments and sections, and the best ways and methods for their operation, it makes decisions about the organizational structure, its type and size, the foundations for determining appropriate resources, and the best ways and methods for their operation. (Delanoy & Kasztelnik, 2020)Appropriate scope of supervision and authority lines, as well as lines of responsibility, accountability, and communication .He stated that one of Hawthorne's most important results is that the democratic form of management is the most practical technique, and that the administration is concerned with implementing this method and including workers in decision-making as a leadership style. Some scholars believe that the decision-making process should go through several stages and logical steps in order to arrive at the best decisions possible, which can effectively address the problems at hand. The following is a list of the decision-making steps that an individual should take when confronted with a problem: The first step in making a choice is to identify the problem. It is not reasonable to make a decision without knowing where it will be utilized or what the aim will be, and identifying the problem is intended to diagnose it, that is, to determine its nature, nature, dimensions, and the outcomes that resulted from it, i.e. its effects and causes. This is a critical stage. Because any error in stating the problem may lead to errors in the subsequent stages, some have said, "The clearly specified problem is considered half-solved."Therefore, it is recommended that the problem be quantitatively identified in order to facilitate the treatment process, and any error in this important stage of It may result in making wrong decisions The stage of searching for solutions or alternative decisions: This stage is based on a series of assumptions and predictions made by the decision-making body in order to

identify the expected results, and this stage is difficult and arduous and requires the manager to seek assistance from the opinions of others, and then study each(Bradonjic et al., 2019). A case of solutions by analyzing it and knowing its advantages and disadvantages, and for the success of this step, the decision maker must adopt creative thinking to invent different alternatives, especially when facing new problems, and then exclude weak alternatives and discouraging alternatives to limit them to the least possible number of alternatives expected to be achieved in varying proportions. This is done by consulting experts and technicians and cooperating with them in creating some. The process of motivating employees also enters and pushes them to accomplish this decision.(Gounaris & Koritos, 2008) This is done by motivating them financially, morally, and perhaps more importantly, because The conviction of these employees in what they are accomplishing will motivate them to pay more attention and exert more effort. This is achieved only if they have participated in the decision-making and selection of this alternative. The decision maker must also define his goals accurately in order to benefit from the evaluation mechanisms and analyzes. Any administration cannot stop at the limits of implementing the decision. Now, follow-up on its implementation and oversight in the process of its implementation help in identifying any potential deviations or differences to be evaluated before they occur, if possible. It is one of their most important oversight responsibilities, and after implementation, it is necessary to monitor to see that what was originally planned has actually been achieved, and this can only be done by collecting, examining and analyzing information to find out the results achieved as a result of choosing and applying this alternative and whether the results were positive or negative. Facts are excellent decision-making rules, and when they are provided, the decisions made have strong and logical roots. This method means the manager's use of his personal judgment and his reliance on wit in realizing the main elements of situations and problems that are presented to him, and a proper assessment of their dimensions, and in examining, analyzing and evaluating data and information and a deep understanding of all their details. The experience in this method is not limited to the experience of the manager making the decision, but he can learn and benefit from the experiences of other managers and his colleagues and fight them in solving administrative problems and making the right decisions.(Duan et al., 2019; Loftus et al., 2020; Luo et al., 2010) The decision maker himself conducts the experiments, taking into account all the tangible and intangible factors and the possibilities associated with the problem in question. Through these experiments, he arrives at choosing the best alternative based on his practical experience.(Grimsley & Meehan, 2007) In this method, the manager's dependence on research and studying the opinions and suggestions presented to him about the problem and analyzing them so that he can choose the best alternative, and this requires many data and statistics appropriate extraction from them. The probability starts from zero if the situation is impossible to happen, and it may be if the situation is expected to happen by (100%), i.e. certain. One of the reasons for the difficulty and complexity of this stage is; Choosing the best alternative will be followed by subsequent choices, which requires the decision maker to ascertain the possibilities of the future.(Wong et al., 2013) The scientific method is based on the comparison between the alternatives that can be taken towards a specific problem through mathematical and logical measures.

It includes a set of models that enable determining the strategies directed by the decision maker as one of the participants in the competition matches and how to reach the best strategy.

The second requirement: the employment of artificial intelligence in the Jordanian Ministry of Interior

The approach of the Ministry of Interior in Jordan:(*EGovernment Program - Minister of Digital Economy and Entrepreneurship*, n.d.; *Home*, n.d.) The ministry has followed a new approach based on scientific and methodological foundations to develop the human and material capabilities of the Ministry of Interior to keep pace with the comprehensive renaissance that the country is witnessing in various fields. There is no

doubt that we are facing many challenges and that the key to reaching the maximum performance lies in our ability to read our work environment Understanding its reality and then adapting to it, and we should continue to explore new ways to establish a conscious dialogue with the various segments of society and to provide reassurance to its members while continuing to adequately meet their changing needs.(Mnjama & Wamukoya, 2007; Nations, 2020) The Ministry of Interior seeks to maintain a balanced approach that combines crime prevention and detection, and we will pay special attention to the concept of disseminating correct and appropriate information and the concept of community policing, provided that we cooperate in this regard with all relevant authorities, bodies and authorities. Therefore, the security strategy of the Ministry of Interior requires looking forward to the future, and the will and readiness to respond flexibly and appropriately to both local requirements and changes determined by the government should be present. With the necessity of being prepared and ready for changes and keeping pace with global developments.

The Ministry of Interior has achieved many achievements and successes through expansion and renewal projects capable of providing qualified national human resources and technology by providing equipment and devices, and expanding the development of services provided to the public in accordance with effective security strategic plans that accommodate the present and future requirements based on the spirit of cooperation and initiative and activating community partnership Between the security services and society individuals, bodies and organizations to achieve the concept of joint responsibility in providing more security and stability in society. The Ministry of Interior is one of the most important federal institutions in the country due to its pioneering and effective work.(Al-Jamal & Abu-Shanab, 2015; Alsharkawi et al., 2021) It clearly contributes to supporting security and stability in it, and it stems from the lofty goal of creating a safer society, maintaining order and security, reducing crime and eliminating fear of it, and contributing to achieving justice through the rule of law and preserving the prestige of the state.

The ministry has adopted a harmonious and harmonious administrative method and has been able to meet new requirements, to lay down and consolidate the foundations and rules that ensure the preparation and equipping of its employees, well-prepared to maintain security and safety in a society where cultural and ethnic diversity is steadily increasing with full awareness and awareness, and therefore community relations will remain at the core of our thinking. (Al-rawahna et al., 2019; Jordan et al., 2020)Strategic and field services. The Ministry of Interior has made great efforts to build capable and advanced security agencies that have proven their worth in carrying the trust, achieving the desired safety, and protecting society from crime and deviation. Which made the state of Jordan a modern state, a destination for investors

Data from the Ministry of Digital Economy revealed that the percentage of electronic transformation of government services in Jordan reached 16.8% of all government services provided. It is noteworthy that no government agency has recorded a complete electronic transformation, but some institutions, such as Social Security, Amman Municipality, the Ministry of Interior and Civil Status, have achieved high rates of achievement in electronic transformation processes, according(*EGovernment Program - Minister of Digital Economy and Entrepreneurship*, n.d.) to the Ministry of Digital Economy, and the data showed that the number of government institutions that provide electronic services 26 governmental institutions, and that the number of services reached 2460, of which 413 are electronic, or 16.8%. The Ministry of Digital Economy confirmed that the services that are currently under examination and are not part of the digital transformation plans for institutions, amounted to 136 services in 16 institutions. Where the Ministry of Interior provides (30) e-services(*Home*, n.d.)

Artificial intelligence in the country's most important areas (Al-Ma’aitah, 2019; Faid et al., 2020; Nawafleh et al., 2012; Yera et al., 2020)The Jordanian artificial intelligence strategy focuses on reducing accidents and operational costs in the transportation sector, reducing the proportion of chronic and dangerous diseases in the health sector, facility management and smart consumption in the energy sector, and accurate analysis

and studies in the water sector to save resources, the education sector by lowering costs and increasing motivation to learn, the environment sector by increasing forestation and planting appropriate plants, and the traffic sector by developing preventive mechanisms such as predicting accidents and traffic congestion, as well as developing more effective traffic policies.

The main principle of AI is to simulate and transcend the way humans perceive and interact with the world around us. Which is fast becoming the cornerstone of innovation. (Nations, 2020)With AI equipped with many forms of machine learning that recognize data patterns to enable predictions, AI can add value to your business by providing a more comprehensive understanding of the wealth of data available Rely on predictions to automate highly complex tasks In addition to the usual tasks, AI technology improves the performance and productivity of organizations by automating processes or tasks that once required manpower. AI can also understand data on a scale that no human can achieve. This ability can bring significant benefits to business.

The e-government project contains an indicator for measuring e-government, and it was recorded as a quantitative indicator for the report, and then developed into a theoretical model that combines the elements of e-government, e-readiness and e-participation, in addition to e-government practices (*2020 United Nations E-Government Survey | Multimedia Library - United Nations Department of Economic and Social Affairs*, n.d.; Arayankalam et al., 2020; Deng et al., 2018; Kraay, 2018) This composite indicator measures the ability of governments from three main aspects and represents Its sub-indicators are as follows:

Online Service Index:- Electronic Service Measurement Indicator: Scope of service evaluation, its quality, utilization evaluation, availability, and level of availability; It includes the methodology of measuring the e-service index to improve the performance level of government public administrations and transform them into more efficient, more transparent and professional administrations and to accomplish this transformation, these governments were able to improve and modify the organizational structures of some of their institutions and to develop their capabilities and the way they practice the possibility.

Telecommunication Infrastructure Index :- of information and communication technology are exploited, including initial factors including readiness and use

Human Capital Index:- human resources, consists of: Literacy rate (two-thirds of the points). Postponement in the primary, preparatory and secondary levels (one third of the points). Data are drawn from UNESCO and the United Nations Human Development Reports. It reflects the available skills, educational levels, and the government's ability to disseminate knowledge

Like any major government project, the e-government project is affected by many factors, including:

Awareness Efficiency and Popularity Competency: The United Nations E-Government Survey reports that there is a positive relationship between the level of income and rates of e-government development, and the value of income is one of the important factors that determine the financial ability of the state to implement e-government. Low rates, including Jordan, recorded low rates in the e-government maturity index, and most of them are at the bottom of the global ranking, contrary to what high-income governments know.

Electronic Readiness: . The indicator measures the extent of the transformation towards reforming and developing the public sector and government institutions through the shift to e-business and the use of information and communication technology in providing distinguished services to citizens, businessmen and

investors. To achieve this goal, a strong ICT infrastructure is required. The index also motivates the countries of the world to change the culture of providing e-government services and encourage workers in the government sector to use modern technical means to speed and ease the completion of work. And the means of using human and technological power and financial resources to provide distinguished electronic services that contribute to promoting the economic and social growth of society and receive acceptance and satisfaction from the recipients of these services.

Communication Efficiency : The Information and Communications Infrastructure Index: It is a composite index of (5) sub-indicators that reflects the ability of the country's infrastructure to provide distinguished e-government services, each sub-indicator having (20%) of the total points of the ICT infrastructure index. These indicators are:
Internet user index (per 100 people). NS. Indicator of the number of computers (per 100 people). NS. Indicator of the number of landlines telephone lines (per 100 people). NS. Indicator of the number of mobile lines (per 100 people). NS. Indicator of the number of high speed Internet lines (per 100 people).

Transfer Efficiency: the measurement: Open data and digital content for e-governments contribute directly to achieving development and maturity in e-government, and greatly support transparency, which leads to increased accountability and trust and nurtures participation and cooperation between actors.

The E-participation Factor: e-participation is one of the most important factors directly related to e-government, and it means the participation of civil society through its use of information and communication technology in policies, decision-making, management, design and delivery of services in a way that makes them participatory, comprehensive and consultative, thus achieving one of the main objectives of the government

CONCLUSION AND FUTURE SUGGESTION

The use of artificial intelligence and the decision-making process in Jordan were examined in this article. The topic was given in two demands using the descriptive analytical approach, and the talks revealed that an artificial intelligence plan targets various critical sectors in the country, including transportation, in order to reduce accidents and operational expenses. To reduce chronic and major diseases in the health sector. To achieve intelligent consumption in the energy sector. Water sector to save resources. Technology sector by raising the rate of production. Education sector Reduce costs and increase learning. Environmental sector to increase forestation and plant cultivation. Traffic sector to predict accidents and traffic congestion The integration of the advantages of information technology with statistical methods and algorithms has led to the availability of the necessary capabilities to predict behaviour using data mining techniques, which constitute a stage of a more comprehensive path that is to explore knowledge in databases, which has become one of the major concerns of institutions and those in charge of them in general. general. In this context, the importance of artificial intelligence that is able to simulate human behaviour in The way of thinking to solve problems and the ability to store data and results for use in the future, through various methods that suit each of them the nature of certain data. Artificial intelligence relieves the decision maker of a lot of risks and psychological pressures and makes him focus on more important things in the decision process thanks to accurate results the introduction.
Artificial intelligence models are considered the new generation of models based on the use of computers in making decisions through their ability to disassemble and analyze problems in order to find solutions in the

form of scenarios from which the optimal alternative is chosen, and to store various data related to this process in order to be exploited in the future when facing a problem similar.

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