Legal and Ethical Challenges Related to the Use of Artificial Intelligence in the Administrative Justice System

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Abstract

The use of artificial intelligence in administrative justice has been widely discussed in Iran. The challenges and problems of designing a scheduling system in provincial offices and enforcement branches and organizing the petition writing unit of the Administrative Court of Justice are among the issues that increase the need for artificial intelligence, and expert solutions must be provided. In addition to providing new opportunities to improve efficiency and accuracy, artificial intelligence brings numerous legal and ethical challenges. The present study aims to investigate and analyze the legal and ethical challenges of using artificial intelligence in the administrative justice system. The most important challenges were carefully examined in light of previous studies, and solutions were proposed as far as possible. Addressing these challenges requires comprehensive and multifaceted approaches, including developing legal and ethical frameworks, increasing system transparency, and maintaining human oversight. The present study emphasizes the use of artificial intelligence in administrative justice and suggests that artificial intelligence be used as a predictive algorithm in the Administrative Justice Court.

Keywords: Administrative Justice, Artificial Intelligence, Legal, Ethical Challenge.

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1.   Introduction

In the current era, significant advances in artificial intelligence (AI) have profoundly impacted various aspects of human life. One area that has been increasingly affected is the justice system (Nadjia, 2024). This innovation has raised fears and ethical concerns about its use. AI has opened up new possibilities for improving the efficiency and accuracy of the administration of justice (Hunter et al., 2019). However, the advances come with significant legal and ethical challenges

requiring further, more detailed, and rigorous scrutiny. Since the emergence of AI in the 1950s, efforts have been made to create mechanisms that can simulate or replicate human cognition (Turing, 2009). AI could develop the ability to reason, almost like humans (Lasserre, 2017). Until a decade ago, justice and algorithms seemed alien to each other. Today, the integration of AI into the judiciary has received much attention (Zekos, 2022). The use of AI has led to changes in how the judiciary operates, which, on the one hand, has led to access to justice and, on the other hand, has affected the working methods of judges, clerks, paralegals, and administrative justice (Nouri et al., 2024). Predictive justice reports solutions that are more likely to be chosen. It is also a tool for analyzing judicial rights and submissions of the parties. With the increasing trend of using AI, ethical and legal challenges have emerged in the judicial system, especially administrative justice, which must be examined with sufficient care. Therefore, the present study aims to analyze the legal and ethical challenges associated with using artificial intelligence in the administrative justice system.

2. Literature Review

2.1. Administrative Justice System

Seeking justice has been one of man's inner desires since the beginning of human societies, to the point where the realization of justice in society, along with the creation of order and security, can be considered one factor in forming a good government. The transfer of sovereignty to the government and its strengthening brought with it a valuable sacrifice called freedom and a gift called domination. The dominance of power over freedom prompted the man to resist the power and act as a moderator of it (Olsen, 2023). The achievement of the idea of democracy and the belief in the rule of law as its fundamental pillar introduced law as a systematizing factor of power and freedom. In a context where the rule of law replaces tyranny, administrative law is introduced as a tool for controlling power, encompassing a set of general principles and rules that restrain public officials as agents of democratic government, hold them accountable for their performance, and protect and expand citizens' rights (Cotran & Sherif, 2023). Attention to human rights rules and the change in the status of the government from an authoritarian state to a servant state prompted countries to make efforts to make their administrative systems fair in order to fulfill their human rights obligations and gain global credibility (Hildreth et al., 2021; Kuhlmann et al., 2025). In the prosecutorial sense, the administrative justice system is organized around the principle of the responsibility of rulers to citizens (Rubin & Feeley, 2021). A system that puts citizens and their needs first rules impartially and respectfully between those being governed and provides the opportunity for people to defend themselves and seek fair treatment by impartial individuals, utilizing general and codified laws (Hertogh et al., 2022). Administrative justice is a view of the justice system that requires a comprehensive process that brings the decisions of administrative authorities under the umbrella of law (the law according to which administrative authorities make decisions on matters related to the rights of citizens) and provides for the necessary procedures for making such decisions and a system for resolving disputes related to decisions (Jacobs, 2024; Viktorovna & Aleksandrovich, 2022). Achieving administrative justice as one of the goals of establishing administrative rights in the true sense is only possible when the administrative officials of each institution have a correct understanding of the concept of administrative justice and its relationship to citizen rights and have the values that shape the concept of administrative justice (Viktorovna & Aleksandrovich, 2022). Administrative justice can only be manifested in a society when it is rooted in a country's administrative system as a culture because the meaning of administrative justice in practice is related to the cultural reflection of administrative justice in the actions and attitudes of ministers, departments, officials, and officials of administrative courts and tribunals (Abrishami Rad, 2022; Aghaeitogh, 2023). Administrative law is considered a complementary protector and guarantor of fundamental rights in respecting human beings and protecting their rights and freedoms. Thus, administrative justice is a concept that owes its content and ultimate goal to human rights, its ritual and formal system to democracy, and its existential philosophy to the principles of good governance, under which public administration moves away from an autocratic administration and becomes a legal administration in which the rule of law prevails (Naderifard et al., 2022).

2.2. *Administrative Justice in Iran*

In administrative justice, administrative decision-making must be based on legal authority and remain within the same scope. In this regard, the use of new technologies can lead to incorrect decisions (Naderifard et al., 2022). In Iran, the Constitution of the Islamic Republic of Iran has adopted the French dual model and established the Court of Administrative Justice. Ordinary courts hear cases related to dual administrative acts and administrative liability. Therefore, it can be claimed that the Iranian legislator has adopted a modified version of the French administrative justice system and combined it with the British system (Aghaeitogh, 2023). The Administrative Justice Court can be considered the closest institution to the Anti-Oppression Court in Iran and Islam in terms of status and jurisdiction. In the Iranian judicial system, providing a Court of Administrative Justice under the leadership and its independence from the judiciary is considered a strong point (Abrishami Rad, 2022). In Iran, the Administrative Court of Justice has allowed all members of society to file complaints against all government officials, officials, and units and for their complaints to be addressed (Abrishami Rad, 2022).

2.3. *Artificial intelligence*

In recent decades, AI has emerged as one of the advanced tools to facilitate and improve the efficiency of legal systems(Nadjia, 2024). One of the most important goals in this area is to achieve social justice. Social justice means the fair distribution of resources, opportunities, and rights in society (Buccella, 2023). AI can serve as a tool to eliminate discrimination, reduce inequalities, and improve access to justice (Rajendran et al., 2025).

2.4. *Practical and effective applications of artificial intelligence in administrative justice*

Legal systems often deal with huge volumes of legal cases and data. Artificial intelligence can identify patterns of inequality or discrimination by analyzing big data (Rajendran et al., 2025). For example, in a complaint about administrative deviations and improper performance of duties, AI can identify differences in the sentencing of different groups. These analyses help to improve policymaking and reduce discrimination (Zuiderveen Borgesius, 2018). One of the barriers to accessing justice is the high cost of legal services. Artificial intelligence tools and AI-based advisory systems can provide basic legal services for free or at a low cost. These tools facilitate access to justice for low-income groups by answering common legal questions, preparing simple documents, and providing basic advice (Coglianese & Dor, 2020). Delays in processing cases are a significant factor in the decline in trust in the justice system. Artificial intelligence can reduce the time it takes to process cases by automating some administrative and judicial processes. For example, AI algorithms can review and categorize legal documents and prioritize cases based on complexity or sensitivity (Završnik, 2021). One of the most important components of administrative justice is transparency in the legal system. Artificial intelligence can enable public oversight and prevent corruption or abuse of power by digitizing and disseminating legal data (Butt, 2024). AI can play an important role in identifying and addressing structural discrimination. For example, in hiring or allocating public resources, AI algorithms can ensure that decisions are free from racial, gender, or economic bias (Pulivarthy & Whig, 2025). Along with its many benefits, the use of AI in the legal field requires careful oversight and transparent system design. One concern is the possibility of bias in data or AI algorithms that could reinforce existing inequalities. Therefore, to achieve administrative justice, the use of AI must be accompanied by human oversight, transparency in algorithm design, and ongoing review (Nouri et al., 2024). One of the most important points that should be considered when using AI is the basic requirements of administrative law principles: administrative justice based on AI must be reasonable, procedurally fair, and at least legal. It is also important to note that AI can change the administrative justice model.

3. From Human Justice to Algorithmic Justice

The administrative justice system must be able to respond to all needs of the clients. Therefore, dispute resolution must be designed and implemented in a shorter time frame and in a more efficient, accessible, and transparent manner. Artificial

intelligence using information and communication technology is a suitable option for this. Of course, the principle of variability should not be ignored when introducing artificial intelligence into the administrative justice process. Thus, justice should be implemented and evaluated in the same way that justice was implemented by human forces (Nouri et al., 2024). Therefore, examining all aspects of artificial intelligence in administrative justice and assessing ethical and legal challenges is very important.

4. Legal and Ethical Challenges

4.1. Legal Challenges

One of the legal challenges of using AI is the issue of transparency and the ability to make decisions. In artificial intelligence algorithms, especially those based on deep learning, their decision-making is not understandable to humans (Patidar et al., 2024). When an individual is dissatisfied with the behavior or conduct of government institutions and wants to raise their objections and complaints with the authorities, the judicial authority of the Administrative Court of Justice is responsible for resolving and handling these objections and complaints against a public or government institution. One of the points that should be noted is that in the administrative justice system, individuals must be able to defend themselves against accusations, which is weakened when AI is used and the right to defend oneself is taken away (Anna, 2024). Another point is the right to appeal, and AI can also question the principle of legality (Drakokhrust & Martsenko, 2022). In Iran, there is no specific law for the use of AI in judicial systems.

The issue of algorithmic bias and discrimination is another challenge in the use of artificial intelligence. As is evident, an artificial intelligence algorithm is given data on which it acts. As a result, if this data is biased, it poses a serious legal challenge. The use of these algorithms may not be based on the laws of a country or may result in certain laws with discrimination, especially racial, gender, and ethnic biases (Aloamaka & Omozue, 2024). In Iran, everyone has equal rights regardless of ethnicity, race, or language. Therefore, artificial intelligence design should consider fair machine learning techniques and continuous evaluations to identify and eliminate possible biases.

Another legal challenge of great importance is the issue of privacy and data protection. The right to privacy is a matter of international and human rights documents and must be well considered in the data processing. Protecting personal data is another issue requiring stricter rules when processing AI data (Yanamala & Suryadevara, 2023). Artificial intelligence also increases the risk of information disclosure, which requires adequate measures to ensure confidentiality (Manheim & Kaplan, 2019). Therefore, it is recommended to use privacy-preserving techniques such as encryption and create comprehensive legal frameworks when designing artificial intelligence.

Responsibility and accountability are challenges in artificial intelligence. Experts in the administrative justice system must supervise all AI decisions (Baldi & Oliveira, 2022; Novelli et al., 2024). Therefore, strict standards for developing and using AI must be designed and implemented. Figure 1 shows the legal challenges posed by the application of artificial intelligence in administrative justice.
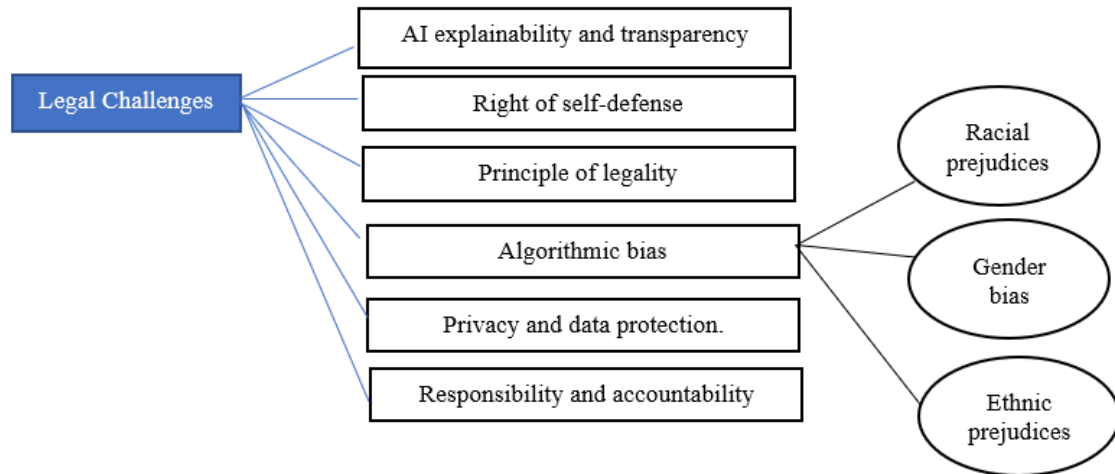
Figure 1. Legal challenges in employing artificial intelligence in administrative justice.

4.2.   Ethical challenges

Justice and fairness are among the most important ethical challenges in administrative justice. Although artificial intelligence seems to ensure justice and fairness at first glance, it may exacerbate biases. To address this challenge, various aspects should be considered, such as distributive justice, procedural justice, and interactional justice (Baldi & Oliveira, 2022; Re & Solow-Niederman, 2019). To address this challenge, it is suggested to use fair machine learning techniques, increase the number of algorithmic development teams, and conduct continuous ethical assessments.

Human dignity is another ethical challenge that must be assessed from various aspects of the administrative justice system. The use of artificial intelligence should not reduce the role of humans, and the right to human interaction should also be considered. Respect is also a word that is ignored in the use of artificial intelligence.

Other challenges include the administrative justice system's dependence on technology, the transparency of decision-making, and the impact on reasoning. Also, gaining public trust in artificial intelligence and people's understanding of new technologies, improving the public's digital literacy, and developing human-centered approaches are of great importance. Figure 2 shows the ethical challenges posed by the application artificial intelligence in administrative justice.
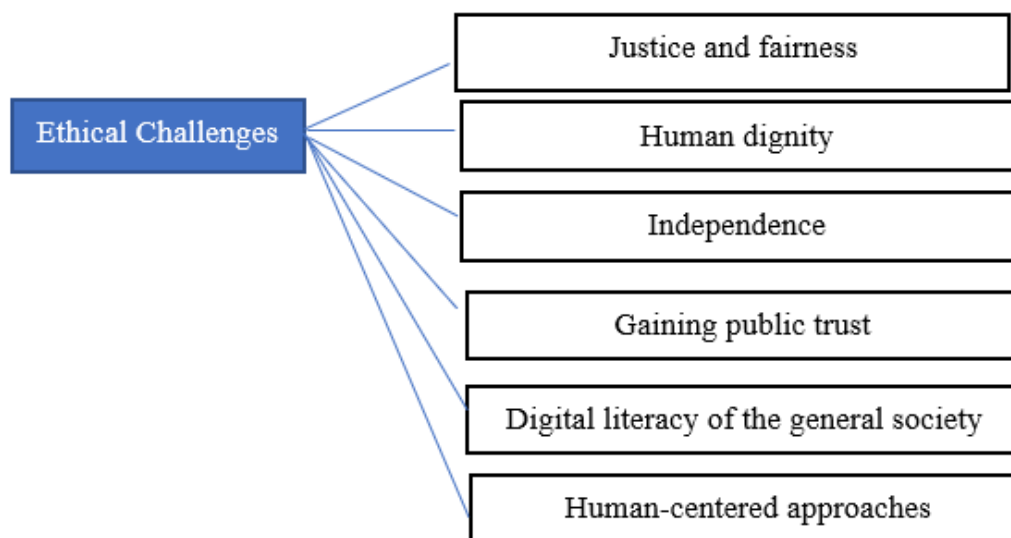

Figure 2. Ethical challenges in employing artificial intelligence in administrative justice.

4.3.   Studies of ethical and legal challenges

Daly et al. (2023) discuss using new technologies, such as AI, in public administration and evaluate the three frameworks of administrative law, administrative justice, and accountability. In this study, the necessary conditions for the use of technology in public administration are provided, which are legal, acceptable, and subject to appropriate accountability mechanisms (Daly, 2023). In France, a study examined artificial intelligence and administrative justice, and the article analyzed the ethical and legal implications of adopting predictive analytics in the French administrative justice system. Based on the results of the study, artificial intelligence can make the administrative justice system more efficient. Therefore, its use in administrative justice has been suggested (Nouri et al., 2024). So far, the integration of AI algorithms has sparked considerable debate in administrative justice, and all the challenges raised need to be fully explored and solutions proposed. The quality of services can be significantly affected by AI (Butt, 2024). By improving the services provided in line with the needs of citizens and providing fast services without significant bias, administrative justice should provide the highest quality of services in addition to public services. Also, from an economic perspective, handling people's complaints by AI is more cost-effective, and citizens can report administrative violations and receive their rights from organizations more than before. Submitting petitions online can save people time (Jacobs, 2024). One of the advantages of using AI in administrative justice is that it ensures more predictable and less arbitrary outcomes, allowing litigants to make more informed decisions and provide the most effective methods of resolving disputes (Holler & Tarshish, 2024). On the other hand, one of the challenges is that the use of AI may compromise the principle of equal access to public justice services, with those who can use AI tools benefiting from comprehensive and insightful advice to manage their cases.

In contrast, those who cannot afford the technological tools lack personalization and are biased toward majority outcomes. This dichotomy has implications for justice and needs to be carefully examined (Clément, 2017). According to reports, in the field of administrative justice, the digitalization of the process will lead to a "weakening" of the trial. This could affect and challenge issues such as the trial's impartiality, independence, and social acceptability (Duclercq, 2018).

5.   Conclusion

The use of artificial intelligence has significant potential to increase the efficiency and decisions of administrative justice; however, it cannot replace human justice, but it can be used to expedite the handling of public complaints from administrative agencies. Artificial intelligence can also be more economically beneficial for people. Artificial intelligence in administrative justice should play a predictive role and be made available to the public. Despite the legal and ethical challenges, artificial intelligence can improve efficiency and accuracy and provide new opportunities. One of the most important challenges is maintaining the right to a fair trial, which must be addressed.

Authors' Contributions

Authors contributed equally to this article.

Declaration

In order to correct and improve the academic writing of our paper, we have used the language model ChatGPT.

Ethical Considerations

All procedures performed in this study were under the ethical standards.

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Conflict of Interest

The authors report no conflict of interest.

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