

Enhancing Decision-Making Effectiveness through Artificial Intelligence in the Digital Office

Ailsa Videlia Rio Putri^{1*}

Department of Business Administration
Politeknik Negeri Bandung,
Bandung, Indonesia
ailsa.videlia.abs24@polban.ac.id

Shakira Al Fajri²

Department of Business Administration
Politeknik Negeri Bandung,
Bandung, Indonesia
shakira.al.abs24@polban.ac.id

ABSTRACT

The phenomenon of digital transformation is pivotal in redefining the operational dynamics of organizations, particularly in management and decision-making. This research examines the role of Artificial Intelligence (AI) as a strategic innovation that significantly enhances operational efficiency, precision, and analytical capabilities in digital office environments. Employing a descriptive qualitative methodology grounded in comprehensive library research, data were meticulously gathered from scholarly literature and institutional reports on the integration of AI into digital management practices. The findings reveal that AI significantly augments decision-making capabilities through heightened accuracy, efficiency, and objectivity, bolstered by Decision Support Systems, machine learning algorithms, and predictive analytics frameworks. These advanced technologies facilitate managerial identification of patterns, anticipation of trends, and the formulation of expedited, evidence-based decisions. Nonetheless, the successful implementation of these technologies requires skilled human resources, robust data governance frameworks, and an organizational culture that fosters digital innovation. Furthermore, challenges such as algorithmic bias, ethical dilemmas, and data security vulnerabilities persist as critical factors requiring careful consideration. In summary, AI is indispensable for fortifying decision-making processes and enhancing organizational competitiveness.

Keywords: Artificial Intelligence; Digital Office Management; Decision-making; Digital Transformation; Organizational Effectiveness



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INTRODUCTION

In an era of rapid digital transformation, technology is critical to supporting business activities and contemporary management practices (Efawati & Rinawati, 2026). One of the most significant innovations of these advances is Artificial Intelligence (AI). AI has changed the way managers make decisions in the workplace. Artificial intelligence has changed the decision-making paradigm from an intuition-based to a data-driven approach (Silaen & Chaniago, 2025; Chaniago & Efawati, 2026). The use of AI offers better computational and analytical capabilities, as well as great opportunities to improve operational efficiency, business process effectiveness, and decision-making quality in modern management environments (Joseph & Nalini, 2025; Efawati et al., 2025)).

The facts in many digital offices show that the decision-making process relies too much on human intuition, scattered information, and slow and often unobjective workflows. This reliance can lead to inaccurate decisions, especially in a highly dynamic, big-data-driven business environment. While manual analysis capabilities often struggle to keep up with the flow of information, the challenges become even more complex when organizations are required to respond quickly and accurately. For example, research on archives and document management found that AI can improve data management accuracy while reducing human error caused by high administrative workloads and repetitive tasks. Digital transformation encompasses not merely the digitization of business operations through the utilization of digital technologies, but also represents an evolution of digitalization and a strategic initiative to adapt our practices through the deployment of contemporary digital technologies (Chaniago, 2023, Nurain et al., 2023).

Nonetheless, there is a significant gap between how AI can be utilized in digital office management and what actually occurs in practice. Previous studies have primarily emphasized the technical and operational applications of AI, such as automation and data processing efficiency (Bruno, 2024), yet have given limited attention to its strategic role in managerial decision-making and digital transformation processes (Trofimova, 2025). This indicates that the integration of AI as a strategic instrument to enhance organizational decision-making, policy formulation, and digital governance remains underexplored, constituting a key research gap this study seeks to address.

Most organizations say that insufficient digital capabilities, unprepared technology infrastructure, and persistent data security and privacy issues are often barriers to AI adoption. Moreover, a considerable number of organizations remain in the preliminary phases of adaptation, with artificial intelligence not yet comprehensively incorporated into their strategic decision-making frameworks. Consequently, the application of AI is predominantly operational, primarily focusing on executing routine activities, without rendering a substantive impact on the organization's policy evaluation and long-term strategic planning (Samita *et al.*, 2025). The discrepancy between the potential and actual application of artificial intelligence in digital office management indicates that AI has not yet been utilized effectively as a strategic instrument for data-driven management processes (Efawati et al., 2024). Nevertheless, the deliberate and integrated deployment of artificial intelligence can enhance managerial effectiveness by promoting accelerated, precise, and rational decision-making. Therefore, a comprehensive strategic implementation framework is required, encompassing not only technological aspects but also human resource development, data governance, and the formulation of organizational policies that underpin holistic digital transformation (Kurter, 2025).

Consequently, artificial intelligence functions not merely as a technological instrument but also as a pivotal component of data-driven, strategic decision-making in the contemporary digital age. Therefore, the purpose of this study is to examine how

artificial intelligence can be strategically implemented in digital office management to enhance managerial effectiveness, decision-making accuracy, and organizational adaptability. By developing a conceptual framework that integrates technological readiness, human resource competence, and data governance, this research aims to identify the key enablers and barriers of AI-based management transformation. The findings of this study are expected to offer practical insights for managers and policymakers on how to design and implement AI-driven strategies that support efficient, transparent, and responsive digital office management (Joseph & Nalini, 2025).

LITERATURE REVIEW

Digital Office Management Concept

The concept of digital office management emerged to meet the growing need for efficient, fast, and accurate information delivery in the digital era. It evolved from conventional administration to one that relies fully on information and communication technology (Putri *et al.*, 2024). Digital transformation involves changing how tasks are handled through information technology to achieve greater effectiveness and efficiency (Farhani & Chaniago, 2021).

Digitalization of management results in a flexible, integrated, and automated work system. This makes technology an important tool in planning, organizing, directing, and controlling. Office activities such as administration, reporting, internal communication, and document archiving are now conducted online and in a structured manner, replacing slow, error-prone manual methods. Digitalization is not only about technology but also signals a shift toward a more flexible, cooperative work culture (Efawati, 2024). They claim that digitalization fosters a culture of efficient data exchange, enabling faster decision-making (Putri *et al.*, 2024).

Operationally, digital offices integrate cloud computing (storing and accessing data over the internet), IoT (devices that collect and exchange data), and collaborative applications (e.g., Google Workspace, Slack, and Trello) that enable remote teamwork. Automation boosts productivity by eliminating repetitive tasks and allowing staff to focus on strategic analysis and innovation (Alhubail, 2024).

This transformation strengthens organizational agility, defined as the organization's ability to respond quickly to change. Putri *et al.*, (2024) note that digitalization fosters collaborative, data-driven work, supported by AI and analytics to improve decisions. However, its success depends on the readiness of human resources. Singh, (2023) states that digitally literate employees drive innovation, although technology resistance can hinder progress. The digital office also needs transformational leadership that is communicative, data-driven, and participatory (Chaniago & Efawati, 2023). Leaders shape the digital vision and promote cooperation between units. Strategically, companies use integrated digital systems to cut costs, boost productivity, and enhance competitiveness.

Theory and Decision-Making Models

Decision-making constitutes the pivotal element of all managerial endeavors. Each procedure within an organization, whether operational, tactical, or strategic, necessitates the identification of the most advantageous course of action to fulfill a specific objective. According to Chevuri (2025), decision-making is a systematic process in which managers identify problems, assess alternatives, and choose solutions that best meet the organization's needs. Today, decision-making frameworks are rapidly evolving as

information technologies, especially artificial intelligence, provide analytical and forecasting capabilities that surpass human cognitive limits.

Zapata *et al.*, (2022) elucidate that the decision-making process is comprised of three fundamental phases: intelligence, design, and choice. The intelligence phase encompasses the methodical accumulation of pertinent information and the discernment of existing issues; the design phase is focused on the formulation of diverse alternative solutions; whereas the choice phase entails the identification of the most viable alternative through thorough analysis and evaluation. This framework has served as a major conceptual foundation in management scholarship to this day. Nevertheless, Simon also proposes the concept of limited rationality, which holds that individuals in organizations often face obstacles to making fully rational decisions due to limited information, temporal constraints, and cognitive limitations. As a result, decisions are often made under constraints.

In this context, artificial intelligence assumes a significant role in transcending the constraints of human rationality. AI-based technology can process information quickly and generate more accurate recommendations. Machine learning identifies hidden patterns in historical data, while predictive analytics predicts future outcomes. Thus, AI helps organizations move away from bounded rationality towards augmented rationality, where human decision-making abilities are strengthened by machine intelligence. AI does not replace humans as decision-makers, but rather becomes an analytical partner that expands the range of rationality in the context of the complexity of modern organizations.

Overall, decision-making theory in the context of digital office management is evolving from a classic, human-centered approach to a hybrid model that integrates artificial intelligence as an additional cognitive element. AI expands the boundaries of rationality, improves the speed and accuracy of analysis, and creates a work environment that supports evidence-based decisions. With these capabilities, AI is not only an analytical tool but also a new architect in the formation of modern decision-making systems that are adaptive, efficient, and data-oriented.

The Role of Artificial Intelligence in Modern Management

Artificial Intelligence (AI) is defined as the capability of a computational system to execute tasks that traditionally necessitate human cognitive faculties, encompassing the accumulation of knowledge through experiential learning, comprehending linguistic structures, discerning patterns, and executing processes of decision-making (Kalsi, Kamaljeet Singh Parihar, 2025). AI works by combining algorithms, machine learning, and data analytics to generate new knowledge from existing data.

In digital office management, artificial intelligence performs several essential functions that collectively enhance organizational efficiency. It automates administrative procedures by managing routine tasks such as scheduling, data documentation, and reporting. For instance, chatbot systems in public services can respond to basic inquiries from employees or clients without requiring human intervention. Artificial intelligence also contributes to analysis and forecasting by utilizing historical data to predict future trends, enabling managers to make anticipatory, data-driven decisions. Furthermore, AI serves as a strategic decision-support tool, providing leaders with recommendations based on complex analyses, including resource allocation, capacity planning, and employee performance assessment.

Mesmari (2023) asserted that the utilization of artificial intelligence in organizational frameworks can be categorized into three different domains: (1) process automation, which requires the mechanization of administrative functions; (2) cognitive insights, which involve systematic analysis of data to uncover latent patterns; and (3)

cognitive engagement, which refers to the interactive dynamics between AI systems and human users facilitated by intelligent interfaces such as virtual assistants. Every one of these domains significantly contributes to enhancing the effectiveness of the decision-making process.

Integration of AI in Digital Office Decision-Making Systems

The incorporation of artificial intelligence into the digital office management framework enhances an organization's ability to analyze information and make quick, informed decisions. AI operates as a decision support system (DSS) that combines quantitative analytical capabilities with predictive intelligence. Through the implementation of machine learning techniques, these systems possess the capability to analyze historical data and discern patterns that are beneficial for future strategic planning. For example, in human resource management, AI can predict employee attendance levels, assess performance, or detect potential team conflicts. In the financial sector, AI can identify abnormal transactions and detect financial risks early. In project management, AI can estimate completion schedules based on historical data and current resource availability.

According to Shukla *et al.*, (2024), organizations that incorporate artificial intelligence into their decision-making processes show increases in operational efficiency of up to 30% and decreases in procedural inaccuracies of up to 25%. This phenomenon can be attributed to the fact that artificial intelligence not only speeds up data processing but also offers analytical visualization that facilitates a deeper understanding of trends for managerial personnel.

However, this integration also demands organizational readiness in terms of technology infrastructure, data quality, and human resource competencies. Without strong data governance, AI analysis results can be misleading. The success of AI adoption also depends on the implementation strategy and the organization's cultural readiness.

Ethics and Challenges of AI Implementation in Decision-Making

The application of artificial intelligence in the realm of digital office administration presents significant prospects, accompanied by considerable ethical challenges. A prominent concern is algorithmic bias, in which artificial intelligence frameworks can produce biased results due to unrepresentative training datasets (Gonzalez-argote, 2025). This has the potential to create inequities in decision-making related to promotion, recruitment, or performance appraisals.

In addition, data security and confidentiality are important concerns. Artificial intelligence operates by collecting and analyzing vast volumes of data, including sensitive information about organizations and individuals. Inadequate data management may result in unauthorized access or misuse by irresponsible parties. As a result, the deployment of artificial intelligence must be accompanied by a robust and transparent cybersecurity framework.

Another significant challenge is over-reliance on artificial intelligence systems, which can diminish human analytical capabilities. While artificial intelligence can generate recommendations based on empirical data, the final decision-making authority must rest with human agents who can explain ethical considerations, intuitive insights, and social contexts, thereby avoiding algorithmic quantification. This phenomenon is referred to as human-in-the-loop, which signifies a synergistic interaction between artificial intelligence and human cognition in decision-making (Hanzis, 2025).

RESEARCH METHOD

This study employs a descriptive qualitative approach through a comprehensive literature review, following the methodology used by (Félix & Freire, 2025), who examined the role of artificial intelligence in administrative practices. This approach is chosen for its effectiveness in understanding complex social and managerial phenomena, particularly the integration of technology in organizational administration. Unlike quantitative studies, this research focuses on conceptual analysis of findings from scholarly journals, academic books, and other relevant publications on artificial intelligence applications. Using content analysis, the study identifies key themes, relationships between concepts, and emerging patterns regarding the effectiveness of AI-driven decision-making in digital office environments.

The data sources used in this investigation consist of secondary data obtained through a comprehensive review of the relevant scientific literature. The literature examined includes respected national and international journals, scientific textbooks in management disciplines, information systems, and artificial intelligence, as well as white papers from leading global research entities such as McKinsey, Deloitte, PwC, and the World Economic Forum. The selection process for the literature was carried out taking into account three main criteria, in particular: (1) relevance to the subject of digital transformation and decision-making, (2) the reliability of the source and its scientific legitimacy, and (3) the caliber of the publication to ensure that the research findings accurately reflect contemporary conditions between 2018 and 2025. This methodology follows the approach of Acosta (2025), who also conducted a systematic literature review using reputable sources, including scientific journals and international white papers, applying similar selection criteria to ensure the accuracy and relevance of the findings.

The data acquisition process consisted of a systematic literature review conducted across academic databases, including Scopus, ScienceDirect, ResearchGate, and Google Scholar, utilizing the keywords "Artificial Intelligence in Office Management," "Digital Decision-Making," and "Artificial Intelligence-Based Organizational Efficiency." Relevant literature identified through this search was rigorously analyzed to determine patterns of correlation among AI adoption, digitalization, and decision-making efficacy (Acosta, 2025). Additionally, data triangulation was employed by juxtaposing findings from multiple sources to ensure objective and unbiased conclusions.

Content analysis methodology was utilized for data analysis. This approach enables interpretation of the significance embedded in the literature by identifying themes, concepts, and relationships. Each source was examined in relation to relevant theoretical and empirical dimensions, such as the benefits of AI in office management, its effects on productivity and decision-making, and related risks and ethical considerations. The content analysis results reveal thematic patterns that demonstrate how integrating AI into digital office management enhances decision-making effectiveness, particularly in terms of speed, precision, and managerial efficiency (Fritiar, 2025).

An interpretive approach was also employed to elucidate the meaning inherent in each literature finding. This approach facilitates a broader understanding of the social and technological context, encompassing perspectives from information systems, organizational behavior, and digital work culture (Gabryk & Naidoo, 2024). Consequently, the study's findings are expected to offer a comprehensive perspective on how organizations can optimally leverage AI in strategic decision-making.

To ensure the validity of research findings, the credibility of data was assessed by verifying that all literature sources had undergone rigorous peer review and were published by reputable academic institutions or publishers. Content integrity was maintained by consistently supporting each argument with relevant, corroborated

scientific references. Interpretive bias was minimized by comparing analytical results from multiple perspectives, including management, technology, and organizational behavior.

The application of this methodological framework aims to develop a robust conceptual understanding of the relationship between the deployment of artificial intelligence and decision-making effectiveness in digital office management (Tian, 2025). The comprehensive qualitative approach enables further exploration of AI's role as both a technological tool and a strategic component in fostering a data-driven work culture, digital collaboration, and sustainable managerial innovation.

RESEARCH RESULTS

Observation Results

The findings derived from the observational study suggest that the integration of artificial intelligence within digital office settings exhibits disparate degrees of influence across principal managerial sectors. Tools based on AI markedly enhance the precision of decision-making and the efficacy of operations, thereby facilitating organizations in executing swifter and more impartial decisions. Concurrently, digital work environments are experiencing a notable transition towards a data-centric organizational ethos, in which transparency, analytical methodologies, and collaborative digital practices progressively inform managerial conduct.

Table 1. Key Findings on AI and Decision-Making

Main Theme	Indicators / Focus Area	Findings Summary	Supporting Sources
Improvement of Decision Accuracy and Efficiency	Use of AI tools (DSS, predictive analytics, machine learning)	Enhances decision speed, precision, and objectivity; reduces bias and errors by up to 25–30%.	Shukla <i>et al.</i> , (2024); Nama (2022)
Development of Data-Driven Organizational Culture	Data transparency, analytical decision-making, digital collaboration	Fosters a culture of evidence-based practices, enhances accountability, and supports ongoing assessment and innovation.	Joseph & Nalini, (2025); Kamath (2025)
Ethical and Technical Challenges	Algorithmic bias, data privacy, employee adaptation	AI may exhibit bias from restricted datasets; robust governance and digital literacy are essential to address data security and resistance to change.	Gonzalez-argote, (2025); Singh (2023); Hanzis (2025)

Source: Own Compilation (2025)

The research concludes that the utilization of artificial intelligence in digital office administration encompasses three complementary areas of emphasis. First, AI enhances precision and effectiveness in decision-making through tools such as Decision Support Systems, predictive analytics, and machine learning. Second, the integration of AI encourages the development of a data-driven organizational ethos, characterized by greater transparency of information, more analytical decision-making, and more effective digital collaboration. Third, despite its many advantages, the implementation of AI continues to face ethical and technical challenges, particularly in algorithmic bias, data protection, and employee readiness for adaptation. A summary of these three conclusions,

along with the corresponding indicators of focus and supporting sources, is presented in Table 1.

Improvement in Decision Accuracy and Efficiency

Research indicates that the incorporation of artificial intelligence markedly enhances the precision, swiftness, and impartiality of decision-making processes. Systems driven by AI, such as Decision Support Systems, machine learning algorithms, and predictive analytics, empower administrators to adeptly analyze extensive datasets and derive insights that are not readily attainable through conventional manual examination. Research by Shukla *et al.* (2024) and Nama (2022) indicates that organizations applying AI in managerial processes experience up to a 30% increase in operational efficiency and a 25% reduction in administrative errors. These improvements occur because AI reduces cognitive bias and subjective judgment, allowing decisions to be based on real-time, evidence-based information. Moreover, integrating AI tools streamlines workflow automation. Repetitive administrative duties, including the organization of schedules, the generation of reports, and the categorization of data, may now be accomplished within seconds, thereby liberating human resources to concentrate on analytical and strategic endeavors. This advancement results in a comprehensive enhancement of productivity and the quality of managerial outcomes.

Fostering a Data-Driven Organizational Culture

The literature shows that AI shifts organizational culture from intuition-based to data-driven decision-making. AI tools analyze complex data and visualize scenarios, enabling decisions grounded in empirical evidence rather than assumptions. Joseph & Nalini, (2025) and Kamath (2025) note that this shift increases transparency, accountability, and collaboration. Real-time AI insights support ongoing performance evaluation, fostering innovation, agility, and continuous improvement. AI adoption also promotes digital literacy and managerial innovation, requiring employees to develop analytical thinking, adaptability, and openness to technology, which strengthens organizational readiness and enhances digital competencies.

Ethical, Technical, and Human Resource Challenges

Despite its many benefits, several challenges remain in implementing AI for digital office decision-making. Algorithmic bias can occur when AI is trained on unrepresentative data, leading to unfair outcomes (Gonzalez-argote, 2025). Data security and privacy are also concerns, as AI requires large data volumes, making confidentiality and misuse prevention critical. Employee resistance is another challenge, often due to fears of job loss or difficulty adapting to new systems. Singh (2023) emphasizes the significance of transformational leadership and continuous digital training in order to effectively tackle this concern. These obstacles accentuate the necessity for robust AI governance frameworks that guarantee ethical utilization, transparency, and accountability. Organizations should establish frameworks that define human oversight and ensure that final decision-making authority remains with humans, as Hanzis (2025) recommends. The findings suggest that AI should be seen as a strategic enabler for digital transformation, not just a technological tool. Successful organizations integrate AI holistically, aligning technology, human resources, and culture with long-term goals. Kurter (2025) and Rahate *et al.* (2025) propose that AI-driven decision-making increases competitiveness, responsiveness, and adaptability. This research emphasizes that AI is both a technological and managerial advancement. Its success relies on effective

collaboration between humans and machines to achieve organizational goals in an ethical and efficient manner.

Strategic Implications for Digital Transformation

The synthesis of findings suggests that AI should be viewed not merely as a technological instrument but as a strategic enabler for digital transformation. Successful organizations are those that integrate AI holistically, aligning technological infrastructure, human resource capabilities, and organizational culture with long-term strategic goals. As proposed by Kurter (2025) and Rahate *et al.* (2025), AI-driven decision-making enhances competitiveness, improves responsiveness to change, and promotes adaptive management systems. Therefore, this research emphasizes that AI represents both a technological evolution and a managerial revolution. Its success depends not only on algorithms but on how humans and machines collaborate to achieve organizational objectives effectively and ethically.

DISCUSSION

Integration of Artificial Intelligence in the Digital Office Decision-Making Process

The paradigm shift in decision-making is demonstrated by the integration of AI into digital office management systems. Before AI, managerial decisions relied heavily on human intuition, experience, and perception. Although useful, cognitive bias and limited information often affect it. This process becomes systematic and data-driven with the use of AI. It is supported by predictive algorithms that can analyze patterns and trends in previous data. AI enables companies to make data-driven decisions, grounded in facts and in-depth analysis rather than subjective assumptions.

In the digital office environment, the application of artificial intelligence (AI) generally manifests itself in three main forms. First, through an AI-based decision support system (DSS) that helps produce the best recommendations by considering various organizational variables. Second, the use of predictive analytics to predict decision results based on historical patterns and real-time data. Third, implementing an automation system that simplifies workflows and minimizes the risk of human error. According to Shukla *et al.* (2024), because they can process large, complex volumes of data simultaneously, AI systems used in management processes can increase decision-making accuracy by up to 90 percent.

For example, human resource management can use AI to assess employee productivity, create efficient work schedules, and predict future workforce needs. AI algorithms in finance can identify unusual spending patterns that may indicate financial risk. In terms of operations, AI-based systems can automatically spot process issues and offer recommendations for improvement. This indicates that AI is not just a management tool; it is the strategic foundation for making better decisions in the digital workplace (Kamath, 2025, Efawati, 2020).

The Impact of AI Implementation on Managerial and Organizational Effectiveness

The application of artificial intelligence in digital office administration significantly enhances the effectiveness of management practices. In this context, effectiveness includes not only the capacity to make informed decisions but also the ways those decisions can improve productivity, operational efficiency, and interdepartmental coordination within the organization. Artificial intelligence accelerates decision-making by providing precise, comprehensive data in real time. As a result, managers are no longer

required to wait for manual reports, as the entire dataset is easily accessible in an integrated system and automatically updated.

In addition to speeding up the process, AI also improves decision quality by analyzing potential scenarios in depth. With machine learning and deep learning technologies, AI can identify cause-and-effect relationships that are not explicitly visible. This helps managers make more strategic, risk-based decisions. According to Nama (2022) study, organizations that incorporate artificial intelligence into their management framework experience an increase in operational efficiency of up to 30% and a reduction in administrative inaccuracies of around 25%.

From the standpoint of organizational culture, the assimilation of artificial intelligence (AI) is progressively enabling the advent of a novel, collaborative, and results-driven work paradigm. Employees are required to comply with a framework that mandates greater data transparency and accountability. With an AI system that autonomously tracks performance, every member of the organization is empowered to assess their contribution to a common goal. It supports a data-centric work culture, where decisions are no longer influenced by hierarchical structures, but rather by empirical evidence and objective analytical results. As a result, AI serves as a catalyst for developing a more adaptive, efficient, and innovative organizational culture in the contemporary digital era.

Challenges and Risks of Implementing AI in Digital Office Management

Although the advantages of artificial intelligence in decision-making are enormous, its use in the digital office is not without challenges and potential risks. A major challenge is algorithmic bias, which occurs when AI systems make unfair decisions because they are trained on unrepresentative datasets. In addition to bias, data security and privacy are important issues that must be considered. AI works by accessing and processing large amounts of data (big data), including sensitive data belonging to organizations and individuals. If the security system is inadequate, the risk of data leakage and misuse of information can increase. In this case, implementing digital security standards such as data encryption, access controls, and audit trails is crucial to maintaining the integrity of organizational data.

Another challenge that frequently arises is resistance to change. Not all employees are ready to adapt to AI-based systems, especially those accustomed to conventional methods. Changes to digital systems often raise concerns about losing roles or tighter oversight. Therefore, the successful implementation of AI must be accompanied by effective change management, including training, socialization, and empowering human resources to collaborate with new technologies.

From an ethical perspective, challenges also arise in determining the extent to which AI can make decisions without human intervention. The human-in-the-loop concept put forward by Rahate *et al.* (2025) asserts that AI is intended to serve as an analytical helper rather than a substitute for human intelligence. Nonetheless, strategic decision-making must consider ethical principles, social context, and human intuition that algorithms cannot replicate.

Optimization Strategies for the Use of AI to Improve Decision Effectiveness

For AI adoption to be effective and sustainable, organizations must create optimization strategies that align technology, people, and digital work culture. The main focus is not just on adopting technology, but on the entire organization's readiness to adapt to the changes brought by intelligent systems. Success depends more on the capacity of human

resources (HR) than on technical factors. In-house training, courses, and certifications are an important part of a digital transformation strategy because employees must be trained in digital literacy and basic analytical skills to understand, interpret, and apply recommendations from AI systems (Joshi, 2022).

Next, the strategy is to foster a culture of creativity within the organization. Every member of the organization must be encouraged to adopt new technologies through transformational leadership. Leaders should make it clear that AI is essential for decision-making. With this method, employees will see AI as a partner rather than a threat.

Finally, organizations must create AI governance policies and ethics that are transparent, accountable, and fair. This policy ensures that AI decisions are legally and morally acceptable. Maintaining trust within the organization and increasing the company's credibility in the public's eyes can be achieved by applying ethical AI frameworks. By implementing this comprehensive strategy, organizations can optimize AI as a key instrument to improve the effectiveness of decision-making processes in digital offices. Decisions will be made faster, more precisely, and in line with the company's strategic objectives, while maintaining professional ethics and humanitarian principles in modern management practices.

CONCLUSIONS

The application of artificial intelligence within the realm of digital office management has emerged as a significant element in enhancing the efficacy of decision-making processes amid the digital transformation. AI serves not only as a technological instrument but also as a strategic asset that strengthens data-driven managerial frameworks. By implementing systems such as decision support systems, predictive analytics, and automation frameworks, AI enables organizations to accelerate, refine, and optimize their decision-making capabilities.

Nonetheless, the efficacy of AI implementation depends on technological advances and the readiness of human resources and organizational culture. Cultivating digital literacy, enhancing analytical skills, and promoting transformational leadership are critical determinants in ensuring effective and sustainable AI integration. However, issues including algorithmic bias, concerns regarding data security, and ethical considerations pertaining to usage ought to be resolved through governance frameworks that are transparent and accountable. With a comprehensive implementation strategy aligned with humanitarian principles, AI can be maximized as a fundamental tool to achieve adaptive, efficient, and highly competitive digital office management in the face of the evolving modern business landscape.

This study, however, has several limitations. The analysis relies solely on literature-based sources, which may not fully represent the practical variations and contextual challenges of AI implementation across different organizations. The absence of empirical data also limits the ability to observe real organizational responses and adaptation to AI-based systems. Future research is encouraged to incorporate empirical methods such as interviews, surveys, or case studies to gain deeper insight into user readiness, implementation challenges, and the actual impact of AI on managerial decision-making. Researchers may also examine sector-specific conditions or conduct comparative studies to understand how different organizational environments influence AI adoption.

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