Supplementary Material

S1: PRISMA Checklist

Section/ Topic	#	Checklist Item	Reported on Page
Title			
Title	1	Identify the report as a systematic review, meta-analysis, or both.	N/A; subsumed in Abstract
Abstract			
Structured summary	2	Provide a structured summary including, as applicable: background; objectives; data sources; study eligibility criteria, participants, and interventions; study appraisal and synthesis methods; results; limitations; conclusions and implications of key findings; systematic review registration number.	Abstract page

Section/ Topic	#	Checklist Item	Reported on Paragraph #
Introduction			
Rationale	3	Describe the rationale for the review in the context of what is already known.	7-14
Objectives	4	Provide an explicit statement of questions being addressed with reference to participants, interventions, comparisons, outcomes, and study design (PICOS).	15
Methods			
Protocol and registration	5	Indicate if a review protocol exists, if and where it can be accessed (e.g., Web address), and, if available, provide registration information including registration number.	N/A
Eligibility criteria	6	Specify study characteristics (e.g., PICOS, length of follow-up) and report characteristics (e.g., years considered, language, publication status) used as criteria for eligibility, giving rationale.	16-18
Information sources	7	Describe all information sources (e.g., databases with dates of coverage, contact with study authors to identify additional studies) in the search and date last searched.	16
Search	8	Present full electronic search strategy for at least one database, including any limits used, such that it could be repeated.	17
Study selection	9	State the process for selecting studies (i.e., screening, eligibility, included in systematic	17-18

Section/ Topic	#	Checklist Item	Reported on Paragraph #
		review, and, if applicable, included in the meta-analysis).	
Data collection process	10	Describe method of data extraction from reports (e.g., piloted forms, independently, in duplicate) and any processes for obtaining and confirming data from investigators.	17
Data items	11	List and define all variables for which data were sought (e.g., PICOS, funding sources) and any assumptions and simplifications made.	17-18
Risk of bias in individual studies	12	Describe methods used for assessing risk of bias of individual studies (including specification of whether this was done at the study or outcome level), and how this information is to be used in any data synthesis.	N/A
Summary measures	13	State the principal summary measures (e.g., risk ratio, difference in means).	N/A
Synthesis of results	14	Describe the methods of handling data and combining results of studies, if done, including measures of consistency (e.g., I^2) for each meta-analysis.	N/A

Note: References to paragraph numbers are based on their enumeration starting from the first paragraph of the main manuscript.

S2: List of 32 Eligible Articles

Al-Mushayt, O. S. (2019). Automating e-government services with artificial intelligence. *IEEE Access*, *7*, 146821-146829. https://doi.org/10.1109/ACCESS.2019.2946204

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Aoki, N. (2020). An experimental study of public trust in AI chatbots in the public sector. *Government Information Quarterly*, *37*(4), Article 101490. https://doi.org/10.1016/j.giq.2020.101490

Aoki, N. (2021). The importance of the assurance that "humans are still in the decision loop" for public trust in artificial intelligence: Evidence from an online experiment. *Computers in Human Behavior*, *114*, Article 106572. https://doi.org/10.1016/j.chb.2020.106572

Carter, D. (2020). Regulation and ethics in artificial intelligence and machine learning technologies: Where are we now? Who is responsible? Can the information professional play a role? *Business Information Review*, *37*(2), 60-68. https://doi.org/10.1177/0266382120923962

Chen, M. (2021). Smart city and cyber-security; technologies used, leading challenges and future recommendations. *Energy Reports*, *7*, 7999-8012. https://doi.org/10.1016/j.egyr.2021.08.124

Chen, Y. N. K., & Wen, C. H. R. (2021). Impacts of attitudes toward government and corporations on public trust in artificial intelligence. *Communication Studies*, *72*(1), 115-131. https://doi.org/10.1080/10510974.2020.1807380

Chohan, S. R., Hu, G., Khan, A. U., Pasha, A. T., & Sheikh, M. A. (2020). Design and behavior science in government-to-citizens cognitive-communication: A study towards an inclusive framework. *Transforming Government: People, Process and Policy*, *15*(4), 532-549. https://doi.org/10.1108/TG-05-2020-0079

Dazeley, R., Vamplew, P., Foale, C., Young, C., Aryal, S., & Cruz, F. (2021). Levels of explainable artificial intelligence for human-aligned conversational explanations.

Artificial Intelligence, *299*, Article 103525. https://doi.org/10.1016/j.artint.2021.103525

Degeling, C., Carter, S. M., Van Oijen, A. M., McAnulty, J., Sintchenko, V., Braunack-Mayer, A., Yarwood, T., Johnson, J., & Gilbert, G. L. (2020). Community perspectives on the benefits and risks of technologically enhanced communicable disease surveillance systems: A report on four community juries. *BMC Medical Ethics*, *21*(1), Article 31. https://doi.org/10.1186/s12910-020-00474-6

Falco, G., Shneiderman, B., Badger, J., Carrier, R., Dahbura, A., Danks, D., Eling, M., Goodloe, A., Gupta, J., Hart, C., Jirotka, M., Johnson, H., LaPointe, C., Llorens, A. J., Mackworth, A. K., Maple, C., Pálsson, S. E., Pasquale, F., Winfield, A., & Yeong, Z. K. (2021). Governing AI safety through independent audits. *Nature Machine Intelligence*, *3*(7), 566-571. https://doi.org/10.1038/s42256-021-00370-7

Gupta, K. P. (2019). Artificial intelligence for governance in India: Prioritizing the challenges using analytic hierarchy process (AHP). *International Journal of Recent Technology and Engineering*, *8*(2), 3756-3762. https://doi.org/10.35940/ijrte.B3392.078219

Harrison, T. M., & Luna-Reyes, L. F. (2020). Cultivating trustworthy artificial intelligence in digital government. *Social Science Computer Review*, *40*(2), 494-511. https://doi.org/10.1177/0894439320980122

Ingrams, A., Kaufmann, W., & Jacobs, D. (2021). In AI we trust? Citizen perceptions of AI in government decision making. *Policy & Internet*, *14*(2), 390-409. https://doi.org/10.1002/poi3.276

Karatzogianni, A. (2021). Research design for an integrated artificial intelligence ethical framework. *Monitoring Obshchestvennogo Mneniya: Ekonomicheskie i Sotsial'nye Peremeny 161*(1), 31-45. https://doi.org/10.14515/MONITORING.2021.1.1911

Katulić, T. (2020). Towards the trustworthy AI: Insights from the regulations on data protection and information security. *Medijska istraživanja: znanstveno-stručni časopis za novinarstvo i medije, 26*(2), 9-28. https://doi.org/10.22572/mi.26.2.1

Kuberkar, S., & Singhal, T. K. (2020). Factors influencing adoption intention of AI powered chatbot for public transport services within a smart city. *International Journal on Emerging Technologies*, *11*(3), 948-958.

Kumar, S., Raut, R. D., Queiroz, M. M., & Narkhede, B. E. (2021). Mapping the barriers of AI implementations in the public distribution system: The Indian experience. *Technology in Society*, *67*, Article 101737. https://doi.org/10.1016/j.techsoc.2021.101737

Kundu, D. (2019). Blockchain and trust in a smart city. *Environment and Urbanization ASIA*, *10*(1), 31-43. https://doi.org/10.1177/0975425319832392

Kuziemski, M., & Misuraca, G. (2020). AI governance in the public sector: Three tales from the frontiers of automated decision-making in democratic settings. *Telecommunications Policy*, *44*(6), Article 101976. https://doi.org/10.1016/j.telpol.2020.101976

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Manjarrés, A., Pickin, S., Artaso, M. A., & Gibbons, E. (2021). AI4Eq: For a true global village not for global pillage. *IEEE Technology and Society Magazine*, *40*(1), 31-45. https://doi.org/10.1109/MTS.2021.3056290

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Medaglia, R., Gil-Garcia, J. R., & Pardo, T. A. (2021). Artificial intelligence in government: Taking stock and moving forward. *Social Science Computer Review*, *OnlineFirst Article*. https://doi.org/10.1177/08944393211034087

Roski, J., Maier, E. J., Vigilante, K., Kane, E. A., & Matheny, M. E. (2021). Enhancing trust in AI through industry self-governance. *Journal of the American Medical Informatics Association*, *28*(7), 1582-1590. https://doi.org/10.1093/jamia/ocab065

Shah, H. (2018). Algorithmic accountability. *Philosophical Transactions of the Royal Society A: Mathematical, Physical and Engineering Sciences*, *376*(2128), Article 20170362. https://doi.org/10.1098/rsta.2017.0362

Shank, C. E. (2021). Credibility of soft law for artificial intelligence – Planning and stakeholder considerations. *IEEE Technology and Society Magazine*, *40*(4), 25-36. https://doi.org/10.1109/MTS.2021.3123737

Shneiderman, B. (2020). Bridging the gap between ethics and practice: guidelines for reliable, safe, and trustworthy human-centered AI systems. *ACM Transactions on Interactive Intelligent Systems (TiiS)*, *10*(4), 1-31. https://doi.org/10.1145/3419764

Vesnic-Alujevic, L., Nascimento, S., & Pólvora, A. (2020). Societal and ethical impacts of artificial intelligence: Critical notes on European policy frameworks. *Telecommunications Policy*, *44*(6), Article 101961. https://doi.org/10.1016/j.telpol.2020.101961

Wang, C., Teo, T. S. H., & Janssen, M. (2021). Public and private value creation using artificial intelligence: An empirical study of AI voice robot users in Chinese public sector. *International Journal of Information Management*, *61*, Article 102401. https://doi.org/10.1016/j.ijinfomgt.2021.102401

Warren, A., & Hillas, A. (2020). Friend or frenemy? The role of trust in human-machine teaming and lethal autonomous weapons systems. *Small Wars and Insurgencies*, *31*(4), 822-850. https://doi.org/10.1080/09592318.2020.1743485