

DIGITAL OVERSTIMULATION IN AI-MEDIATED ADMINISTRATION: ETHICAL AI DECISION-MAKING AND BUREAUCRATIC DECISION QUALITY

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Abstract

The rapid adoption of artificial intelligence (AI) in organisational and administrative environments is reshaping how decision-makers access information, assess alternatives, and formulate decisions. While AI provides advantages in information processing and administrative support, continuous exposure to intensive digital stimuli may place excessive demands on attention and cognitive resources. This challenge is particularly important in bureaucratic environments, where effective decisions must accommodate efficiency, ethical responsibility, fairness, accountability, and coordination. Despite growing scholarly attention to technology overload, AI ethics, and decision quality, these research streams have largely developed independently, leaving limited understanding of how Digital Overstimulation is associated with Bureaucratic Decision Quality through Ethical AI Decision-Making. Addressing this gap is important for understanding how decision-makers maintain decision quality and ethical integrity under increasing digital pressure. A quantitative cross-sectional approach was adopted, involving 90 respondents with experience in administrative or bureaucratic decision-making and digital or AI technologies. Data were collected through a structured questionnaire containing nine indicators across three constructs and analysed using Partial Least Squares Structural Equation Modelling (PLS-SEM) with SmartPLS 4.0. The results demonstrate that Digital Overstimulation significantly affects Bureaucratic Decision Quality and Ethical AI Decision-Making, while Ethical AI Decision-Making significantly affects Bureaucratic Decision Quality. Moreover, Ethical AI Decision-Making significantly mediates the relationship between Digital Overstimulation and Bureaucratic Decision Quality. Future studies should examine larger and more diverse samples, longitudinal designs, human oversight, AI transparency, and reliance on algorithmic recommendations.

Keywords: Digital Overstimulation; Ethical AI Decision-Making; Bureaucratic Decision Quality; Artificial Intelligence; Administrative Theory



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1. Introduction

The development of artificial intelligence (AI) has transformed how organisations acquire information, evaluate alternatives, and make decisions (Soori et al., 2026). AI increasingly functions not only as an automation tool but also as a source of information, recommendation provider, and decision-support system (Rajaeian & Momtazi, 2026). Although this transformation can improve efficiency and information-processing capacity, the growing volume and velocity of digital information may also place excessive demands on human attention and cognitive resources (Dwivedi et al., 2021). Research on information overload shows that digitalised work environments expose individuals to increasing amounts of information while their capacity to process such information remains limited (Arnold et al.,

2023). Thus, more information does not necessarily result in better decisions. This challenge is particularly relevant in administrative and bureaucratic environments, where decision-makers increasingly encounter algorithmic recommendations, dashboards, notifications, and multiple AI-generated alternatives. Graf et al. (2026) demonstrate that information quantity can intensify perceived information overload, while Arnold et al. (2023) highlight the growing burden associated with digitalised work. These findings suggest that the problem is not simply information availability but the possibility that excessive digital stimulation exceeds decision-makers' attentional and processing capacity. This study conceptualises this condition as Digital Overstimulation, referring to excessive attentional and information-processing demands created by intensive digital and AI-generated stimuli.

The issue becomes more critical when administrative decisions must be effective while also maintaining ethical responsibility, fairness, and accountability. Research shows that intelligent decision-support systems can influence human ethical decision-making, including deliberation, autonomy, responsibility, and the risk of moral deskilling (Poszler & Lange, 2024). Kong & Zhu (2026) further demonstrate that AI use in problem-solving is associated with AI ethical awareness, particularly regarding autonomy, beneficence, and fairness. Rodgers et al. (2023) emphasise that ethical positions in algorithmic decision-making are important for the intelligibility and accountability of AI-supported decisions. At the same time, Schilke & Reimann (2025) show that AI disclosure can affect perceived legitimacy and trust, while Cecez-Kecmanovic (2025) highlights the possibility of harmful consequences from automated algorithmic decision-making. Together, these findings indicate that AI-supported administration requires not only technological capability but also sustained human ethical judgement.

The cognitive dimension of this problem can be explained through Simon's bounded rationality, which argues that human decision-making is constrained by limited information and cognitive capacity (Simon, 1955). Kahneman's Attention and Effort further establishes that attention and cognitive effort are limited resources (Kahneman, 1973), while Ocasio's Attention-Based View explains that competing information and organisational issues compete for limited managerial attention (Ocasio, 1997). These perspectives suggest that intensive digital environments may reduce the capacity available for careful evaluation. From an ethical perspective, Rest's Four-Component Model identifies moral awareness, moral judgement, moral intention, and moral behaviour as components of ethical decision-making (Rest, 1986), while Jones's Issue-Contingent Model explains that ethical judgement is influenced by characteristics of the decision situation (Jones, 1991). Together, these theories provide the basis for positioning Ethical AI Decision-Making as the mechanism through which decision-makers evaluate and apply ethical considerations when using AI-supported information.

At the administrative level, these cognitive and ethical processes can be connected to Henri Fayol's Administrative Theory, which emphasises authority, responsibility, discipline, order, equity, and coordination (Fayol, 1949). These principles provide a normative foundation for assessing the quality of bureaucratic decisions. In AI-mediated administration, decision quality therefore requires more than speed or technical accuracy; it must also preserve responsibility, accountability, order, fairness, and coordination. Accordingly, Bureaucratic Decision Quality in this study refers to the quality of administrative decisions that remain responsible, orderly, disciplined, equitable, and coordinated. Despite these theoretical and empirical developments, the literature remains fragmented. Information and technology overload research primarily addresses cognitive burden and information-processing difficulties, while AI ethics research focuses on ethical awareness, judgement, transparency, accountability, and responsibility. Meanwhile, Fayol's administrative principles have rarely

been connected to contemporary challenges arising from AI-mediated decision environments. Consequently, limited research explains how Digital Overstimulation influences Bureaucratic Decision Quality through Ethical AI Decision-Making.

This gap produces three important research needs. First, the consequences of digital and information overload for bureaucratic decision quality remain insufficiently examined. Second, the role of Digital Overstimulation as a condition influencing Ethical AI Decision-Making remains underdeveloped. Third, classical administrative principles, particularly Fayol's principles of responsibility, discipline, order, equity, and coordination, have rarely been integrated with digital overstimulation and ethical AI decision-making. Addressing these gaps is important because AI-supported administration may simultaneously increase information-processing capacity and create conditions that challenge attention and ethical evaluation. The novelty of this study lies in integrating classical administrative theory, cognitive decision-making theory, and AI ethics into a single X–M–Y framework. Digital Overstimulation is positioned as the antecedent, Ethical AI Decision-Making as the mediating mechanism, and Bureaucratic Decision Quality as the outcome. The framework integrates Fayol's Administrative Theory with Simon's bounded rationality, Kahneman's Attention and Effort, Ocasio's Attention-Based View, and the ethical decision-making perspectives of Rest and Jones. Rather than treating AI solely as an efficiency-enhancing technology, this study conceptualises AI as part of the decision environment that can both expand information access and intensify cognitive and ethical demands.

Accordingly, this study aims to examine the effect of Digital Overstimulation on Bureaucratic Decision Quality and determine whether Ethical AI Decision-Making mediates this relationship. Specifically, the study examines how Digital Overstimulation influences Bureaucratic Decision Quality, how Digital Overstimulation affects Ethical AI Decision-Making, and how Ethical AI Decision-Making influences Bureaucratic Decision Quality, while also assessing whether Ethical AI Decision-Making mediates the relationship between Digital Overstimulation and Bureaucratic Decision Quality.

1.1. Digital Overstimulation and Bureaucratic Decision Quality

Digitalisation and artificial intelligence (AI) have increased the volume, speed, and diversity of information available to decision-makers (Susmitha et al., 2026). Although this development expands access to information, it also increases cognitive demands. Arnold et al. (2023) show that digitalised work and the growing use of information and communication technologies intensify information overload, while Graf et al. (2026) demonstrate that increasing information quantity can strengthen perceived information overload. These findings indicate that greater information availability does not necessarily produce better decisions. This relationship can be explained through bounded rationality (Simon, 1955), which holds that decision-makers are limited by information, time, and cognitive capacity.

Kahneman (1973) similarly conceptualises attention and cognitive effort as limited resources, while Ocasio (1997) argues through the Attention-Based View that information and organisational issues compete for limited decision-maker attention. In AI-enabled environments, continuous exposure to recommendations, dashboards, notifications, and algorithmic outputs may therefore exceed available attentional resources (Abukhait et al., 2026). In bureaucratic settings, decision quality requires not only efficiency but also responsibility, discipline, order, equity, and coordination, as emphasised by Fayol's Administrative Theory. Accordingly, excessive digital stimulation may impair the capacity to process and prioritise information required for responsible administrative decisions. Digital Overstimulation is therefore expected to influence Bureaucratic Decision Quality.

H1: Digital Overstimulation has a significant effect on Bureaucratic Decision Quality.

1.2. Digital Overstimulation and Ethical AI Decision-Making

Digital overstimulation may also affect the ethical dimension of decision-making. AI-supported environments expose decision-makers to continuous algorithmic recommendations and automated information, potentially directing attention towards system-generated outputs rather than ethical considerations (Harishbhai Tilala et al., 2024). Ocasio (1997) suggests that competing information competes for organisational attention, while Kahneman (1973) and Simon (1955) explain why excessive demands may constrain the cognitive resources available for careful evaluation. Empirical research indicates that AI use is closely connected with ethical evaluation. Kong and Zhu (2026) found that aspects of AI use for problem-solving were associated with AI ethical awareness, including autonomy, beneficence, and fairness.

Poszler and Lange (2024) similarly show that intelligent decision-support systems can influence human ethical decision-making, while also creating risks such as moral deskilling and responsibility gaps. Rodgers et al. (2023) further emphasise the importance of ethical positions in algorithmic decision-making for intelligibility and accountability. These relationships can be interpreted through Rest's Four-Component Model, which conceptualises ethical decision-making through moral awareness, moral judgement, moral intention, and moral behaviour (Rest, 1986). Jones (1991) further argues that ethical judgement is influenced by the characteristics and moral intensity of the decision situation. Thus, excessive digital stimulation may alter the attentional and situational conditions under which ethical evaluation occurs.

H2: Digital Overstimulation has a significant effect on Ethical AI Decision-Making.

1.3. Ethical AI Decision-Making and Bureaucratic Decision Quality

AI-supported decisions require more than technical accuracy; they also require consideration of fairness, responsibility, accountability, and consequences (El Mimouni & Bouhdadi, 2025; Papagiannidis et al., 2025). Rest (1986) provides a theoretical basis by positioning moral awareness, judgement, intention, and behaviour as interconnected components of ethical decision-making. In the AI context, Rodgers et al. (2023) emphasise that ethical positions in algorithmic decision-making can support greater intelligibility and accountability, while Poszler and Lange (2024) demonstrate that human ethical decision-making remains important when individuals rely on intelligent decision-support systems.

These ethical considerations are directly relevant to bureaucratic administration. Fayol's Administrative Theory identifies authority, responsibility, discipline, order, equity, and coordination as fundamental administrative principles. Ethical AI decision-making can therefore strengthen bureaucratic decision quality by ensuring that AI-supported information and recommendations are evaluated in accordance with responsibility, fairness, accountability, and organisational order (Nayak et al., 2026). Conversely, Schilke and Reimann (2025) demonstrate that AI disclosure can affect legitimacy and trust, while Cecez-Kecmanovic (2025) shows that automated algorithmic decision-making can produce harmful consequences despite claims of objectivity and efficiency. These findings reinforce the need for human ethical evaluation in AI-mediated decisions.

H3: Ethical AI Decision-Making has a significant positive effect on Bureaucratic Decision Quality.

1.4. Ethical AI Decision-Making as a Mediating Mechanism

The relationship between Digital Overstimulation and Bureaucratic Decision Quality may operate through an ethical decision-making mechanism. Simon (1955), Kahneman (1973), and Ocasio (1997) collectively explain that excessive information and competing stimuli can constrain rational processing and available attention. Such constraints may influence the ability of decision-makers to recognise and evaluate ethical dimensions before reaching administrative decisions. Rest (1986) explains that ethical decision-making begins with moral awareness and develops through moral judgement, intention, and behaviour, while Jones (1991) highlights the influence of situational characteristics on ethical evaluation. In AI environments, Kong and Zhu (2026), Poszler and Lange, and Rodgers et al. demonstrate the relevance of AI use, intelligent decision-support systems, and algorithmic ethical positions to human ethical evaluation.

At the same time, Schilke and Reimann (2025) and Cecez-Kecmanovic (2025) demonstrate that AI-mediated decision processes can generate challenges involving legitimacy, trust, responsibility, and harmful outcomes. Synthesising these perspectives suggests that Digital Overstimulation may influence decision quality not only directly but also by affecting the ethical evaluation of AI-supported information. Ethical AI Decision-Making therefore represents the mechanism through which digital pressure may be translated into bureaucratic decision outcomes. Within Fayol's framework, maintaining ethical evaluation is essential for preserving responsibility, discipline, order, equity, and coordination in administrative decisions.

H4: Ethical AI Decision-Making mediates the effect of Digital Overstimulation on Bureaucratic Decision Quality.

2. Method

2.1. Research Design

This study employs a quantitative research design with a cross-sectional approach to examine the relationships among Digital Overstimulation, Ethical AI Decision-Making, and Bureaucratic Decision Quality. Data were collected at a single point in time using a structured self-administered questionnaire. The study focuses on the relationship between excessive digital and AI-related information stimuli, ethical evaluation in AI-supported decision-making, and the quality of administrative or bureaucratic decisions. The cross-sectional quantitative design was selected because the study aims to empirically test the hypothesised relationships among the three latent constructs and to examine whether Ethical AI Decision-Making functions as a mediating mechanism between Digital Overstimulation and Bureaucratic Decision Quality. The research model consists of Digital Overstimulation as the exogenous construct, Ethical AI Decision-Making as the mediating construct, and Bureaucratic Decision Quality as the endogenous construct.

2.2. Participants / Data Source

The study focuses on individuals who are involved in administrative or bureaucratic decision-making and have experience using digital technologies and/or artificial intelligence in their work. This population is relevant to the research context because the increasing use of AI and digital information systems exposes administrative decision-makers to larger volumes of information, automated recommendations, and multiple digital stimuli that may influence ethical evaluation and decision quality. Participants were selected using purposive sampling to ensure that respondents met the characteristics required by the research objectives. The

inclusion criteria were that respondents: (1) were actively involved in administrative or bureaucratic decision-making; (2) used digital technologies or AI-based systems in their work; (3) had experience receiving, processing, or evaluating information generated or facilitated by digital or AI-based systems; and (4) voluntarily agreed to participate in the study.

The final sample consisted of 90 respondents. The sample size was determined based on the conventional guideline of five to ten observations per indicator suggested by (Hair et al., 2022). Because the research instrument contains nine indicators across three latent constructs, the minimum sample requirement based on the upper-bound criterion was calculated as 9 indicators $\times$ 10 observations, resulting in 90 respondents. This criterion was adopted as a conservative sample-size justification for the PLS-SEM analysis. No post-hoc statistical power claim or specific statistical power value is reported because a dedicated power analysis was not conducted for the present model.

2.3. Instrument and Data Collection

Data were collected using a structured questionnaire administered to eligible respondents. All constructs were measured using a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). The questionnaire comprised nine indicators distributed equally across three latent constructs, with three indicators measuring each construct. Digital Overstimulation (X) measures the extent to which individuals experience excessive exposure to digital and AI-related information and stimuli during administrative decision-making. The construct consists of three indicators reflecting excessive digital information volume, the simultaneous occurrence of multiple digital stimuli, and difficulty maintaining attention because of continuous digital and AI-related information demands.

Ethical AI Decision-Making (M) represents the extent to which decision-makers consciously consider ethical aspects when using AI or AI-supported information in decision-making. This construct is measured through three indicators reflecting awareness of ethical considerations, evaluation of fairness and decision consequences, and consideration of responsibility when receiving or applying AI-supported recommendations. Bureaucratic Decision Quality (Y) represents the quality of administrative decisions in terms of responsibility, order, fairness, and coordination. The construct is measured using three indicators reflecting the accuracy and appropriateness of decisions, responsibility and accountability, and consistency with administrative principles such as order, equity, and coordination. The questionnaire was completed voluntarily by respondents who met the predetermined inclusion criteria. The measurement items were structured to correspond with the conceptual definitions of the three constructs and the theoretical framework underlying the study.

2.4. Data Analysis

The hypothesised relationships were analysed using Partial Least Squares Structural Equation Modelling (PLS-SEM) with SmartPLS 4.0. The analysis was conducted in two main stages: evaluation of the measurement model and evaluation of the structural model. First, the measurement model was evaluated to establish the reliability and validity of the constructs. Internal consistency reliability was assessed using Cronbach's alpha, rho_A, and composite reliability (rho_C). Convergent validity was assessed through outer loadings and Average Variance Extracted (AVE).

Second, the structural model was evaluated to test the hypothesised relationships among the constructs. The assessment considered the standardised path coefficients (β), t-statistics, and p-values obtained through the bootstrapping procedure. The mediation hypothesis was

examined by assessing the indirect effect of Digital Overstimulation on Bureaucratic Decision Quality through Ethical AI Decision-Making. The significance of the indirect effect was evaluated using bootstrapping. The direct effect ($X \rightarrow Y$), indirect effect ($X \rightarrow M \rightarrow Y$), and total effect were examined to determine whether Ethical AI Decision-Making functions as a mediating mechanism in the relationship between Digital Overstimulation and Bureaucratic Decision Quality.

3. Results and Discussion

3.1 Research Design

The analysis is based on 90 valid responses. Table 1 presents the demographic and professional characteristics of the respondents.

Table 1. Descriptive Profile of the Respondents

Characteristic	Category	Frequency (n)	Percentage (%)
Gender	Male	52	57.8
	Female	38	42.2
Age	< 25 years	8	8.9
	25–34 years	27	30
	35–44 years	29	32.2
	45–54 years	19	21.1
	≥ 55 years	7	7.8
Educational attainment	Senior high school/equivalent	8	8.9
	Diploma	14	15.6
	Bachelor's degree	42	46.7
	Master's degree	21	23.3
	Doctoral degree	5	5.6
Administrative position/role	Staff	38	42.2
	Supervisor/Coordinator	25	27.8
	Manager/Head of Unit	19	21.1
	Other administrative role	8	8.9
Work experience	< 5 years	17	18.9
	5–10 years	28	31.1
	11–15 years	24	26.7
	> 15 years	21	23.3
Experience using AI/digital systems	< 1 year	9	10
	1–3 years	31	34.4
	4–5 years	27	30
	> 5 years	23	25.6
Total respondents		90	100

Source: Secondary data processed by the authors (2026).

The respondent profile shows a relatively balanced gender distribution, with a slightly higher proportion of male respondents (57.8%). Most respondents were aged 25–44 years (62.2%) and held at least a bachelor's degree (75.6%). Staff constituted the largest administrative group (42.2%), while most respondents had more than five years of work experience (81.1%). In addition, 90.0% of respondents had at least one year of experience using AI or digital systems, indicating that the sample generally had relevant exposure to digitally mediated administrative environments.

3.2 Construct Reliability and Validity

The analysis is based on 90 valid responses. Table 1 presents the demographic and professional characteristics of the respondents.

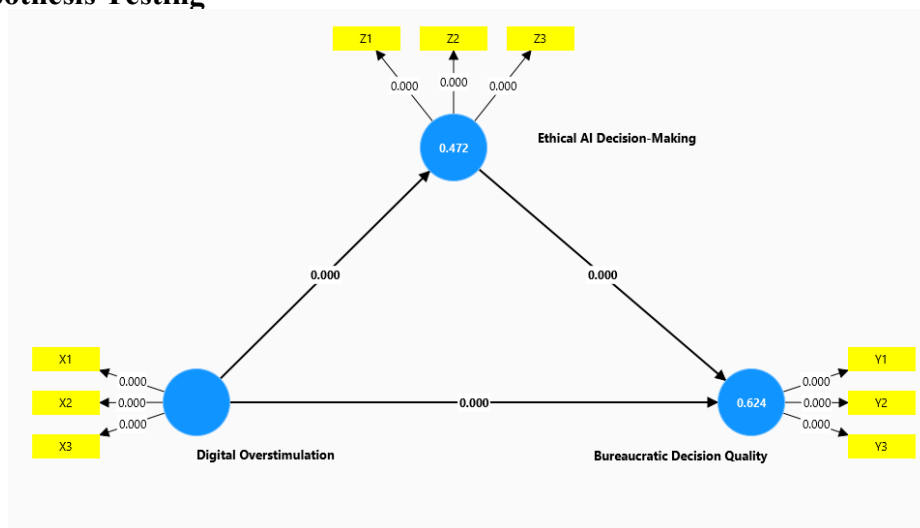
Table 2. Construct Reliability and Validity

Construct	Cronbach's Alpha	Composite Reliability (rho_A)	Composite Reliability (rho_C)	AVE
Bureaucratic Decision Quality	0.756	0.746	0.814	0.593
Digital Overstimulation	0.917	0.918	0.948	0.858
Ethical AI Decision-Making	0.764	0.772	0.864	0.68

Source: Secondary data processed by the authors (2026).

Table 2 shows that all three constructs meet the recommended reliability and convergent validity criteria. Cronbach's alpha, rho_A, and rho_C values exceed 0.70, indicating satisfactory internal consistency reliability. In addition, all AVE values are above 0.50, confirming adequate convergent validity for Bureaucratic Decision Quality, Digital Overstimulation, and Ethical AI Decision-Making.

3.3 Hypothesis Testing



Source: Secondary data processed by the authors (2026).

Figure 1. Structural Equation Model Testing

Table 3. Regression Weights – Structural Equation Model

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (O/STDEV)	P values
Digital Overstimulation -> Bureaucratic Decision Quality	0.408	0.412	0.071	5.768	0.000
Digital Overstimulation -> Ethical AI Decision- Making	0.687	0.686	0.047	14.468	0.000
Ethical AI Decision- Making -> Bureaucratic Decision Quality	0.452	0.449	0.072	6.261	0.000
Digital Overstimulation -> Ethical AI Decision- Making -> Bureaucratic Decision Quality	0.31	0.307	0.051	6.051	0.000

Source: Secondary data processed by the authors (2026).

Table 3 presents the results of the structural model assessment. All hypothesised relationships are positive and statistically significant. Digital Overstimulation has a significant positive effect on Bureaucratic Decision Quality ($\beta = 0.408$, $t = 5.768$, $p < 0.001$), supporting H1. Digital Overstimulation also has a significant positive effect on Ethical AI Decision-Making ($\beta = 0.687$, $t = 14.468$, $p < 0.001$), supporting H2. In turn, Ethical AI Decision-Making positively affects Bureaucratic Decision Quality ($\beta = 0.452$, $t = 6.261$, $p < 0.001$), supporting H3. The indirect effect of Digital Overstimulation on Bureaucratic Decision Quality through Ethical AI Decision-Making is also positive and significant ($\beta = 0.310$, $t = 6.051$, $p < 0.001$), supporting H4. These findings indicate that Ethical AI Decision-Making functions as a significant mediating mechanism in the relationship between Digital Overstimulation and Bureaucratic Decision Quality.

3.4 Discussion

The findings provide support for the proposed integration of cognitive, ethical, and administrative perspectives in explaining decision-making under AI-mediated conditions. Rather than suggesting that digital intensity is inherently detrimental, the results indicate that the consequences of intensive digital environments depend on how decision-makers process and ethically evaluate the information generated through these systems. The significant relationship between Digital Overstimulation and Bureaucratic Decision Quality can be interpreted through Simon's (1955) bounded rationality and Kahneman's (1973) Attention and Effort perspective. When decision-makers face intensive digital stimuli, their ability to allocate attention and evaluate multiple alternatives becomes increasingly constrained. Ocasio's (1997) Attention-Based View further suggests that organisational information competes for limited attention. The implication is that bureaucratic decision quality depends not simply on access to more information, but on the capacity to select and process relevant information within established administrative structures.

The relationship between Digital Overstimulation and Ethical AI Decision-Making extends this argument from cognitive processing to ethical evaluation. The finding is consistent

with Kong and Zhu (2026), who demonstrate that interaction with AI can be associated with ethical awareness, and with Poszler and Lange, who emphasise that intelligent decision-support systems can reshape human ethical deliberation. The finding also supports Rest's (1986) and Jones's (1991) perspectives by suggesting that ethical judgement is influenced by the cognitive and situational conditions surrounding a decision. Thus, ethical AI decision-making should be understood as an active human process rather than an automatic consequence of adopting an ethical technology. The positive role of Ethical AI Decision-Making in bureaucratic decision quality is particularly relevant to Fayol's Administrative Theory. AI-supported administration still requires responsibility, discipline, order, equity, and coordination. Rodgers et al. similarly emphasise intelligibility and accountability in algorithmic decision-making, while Schilke and Reimann and Cecez-Kecmanovic highlight the potential legitimacy, trust, responsibility, and social challenges associated with AI-mediated decisions. Ethical evaluation therefore provides an important bridge between technological information and administratively acceptable decisions.

Finally, the mediation finding provides the principal theoretical contribution of the study. It indicates that the consequences of digital overstimulation are not adequately understood through a purely cognitive explanation. The pathway also involves the ethical evaluation of AI-supported information. This integrates Simon, Kahneman, and Ocasio's cognitive perspectives with Rest and Jones's ethical decision-making frameworks and Fayol's administrative principles. The study consequently positions Ethical AI Decision-Making as a process through which decision-makers can translate intensive digital environments into decisions that remain aligned with bureaucratic responsibilities and administrative values.

4. Conclusion

This study aimed to examine the effect of Digital Overstimulation on Bureaucratic Decision Quality and to determine whether Ethical AI Decision-Making mediates this relationship in AI-mediated administrative environments. The findings provide empirical support for all four hypothesised relationships. Digital Overstimulation has a positive and significant effect on Bureaucratic Decision Quality, while also positively influencing Ethical AI Decision-Making. Ethical AI Decision-Making, in turn, has a positive and significant effect on Bureaucratic Decision Quality. Furthermore, the significant indirect effect confirms that Ethical AI Decision-Making mediates the relationship between Digital Overstimulation and Bureaucratic Decision Quality. These findings suggest that digital overstimulation does not necessarily function solely as a detrimental condition; within AI-mediated administrative environments, intensive digital exposure may also be associated with improved decision outcomes when decision-makers actively engage in ethical evaluation of AI-supported information.

The study has several limitations. First, the sample consists of only 90 respondents selected through purposive sampling, which limits the generalisability of the findings to broader administrative populations. Second, the cross-sectional design captures the relationships among the constructs at a single point in time and therefore does not establish temporal or causal dynamics. Third, the study relies on self-reported questionnaire data, which may be subject to common method and response biases. Finally, the model focuses on Digital Overstimulation, Ethical AI Decision-Making, and Bureaucratic Decision Quality and does not explicitly examine other factors that may shape AI-mediated administrative decisions.

Future research could address these limitations by using larger and more diverse samples across different administrative organisations and institutional contexts. Longitudinal or

experimental designs could also be employed to examine how prolonged exposure to digital and AI-generated stimuli affects decision-making over time. Future studies may further extend the model by incorporating factors such as human oversight, AI transparency, algorithmic explainability, trust in AI, and reliance on algorithmic recommendations. Such extensions would provide a more comprehensive understanding of how administrative decision-makers maintain ethical judgement and decision quality under increasingly intensive AI-mediated information environments.

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