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UNLOCKING THE FULL POTENTIAL OF AI IN WRITING ADMINISTRATIVE DOCUMENTS

Chika O. Yinka-Banjo, Ph.D.
(Associate Professor)
Acting Head, Department of Computer Sciences, UNILAG,
Coordinator, AI & Robotics Lab (AIRLab) UNILAG
Core Member, ARUA-GUILD Cluster of Research Excellence in AI, DataScience and Computational Thinking (CoRE-AI)
Research Member, African Research Universities Alliance (ARUA)
Member, Machine Intelligence Research Group, MIRG, Comp. Sci., UNILAG
Co-Principal Investigator, EduAI Hub

Preamble

This edition of ST&DU is dedicated to Artificial Intelligence in response to the yearnings of the majority of the non-teaching members of staff of the University in the 2025 Need Assessment conducted by the Staff Training and Development Unit. Artificial intelligence (AI) is a scientific innovation that focuses on creating and using machines/tools capable of performing a wide range of tasks that naturally require human intelligence. Such tasks include reasoning, learning, problem-solving, perception and documentation.

Artificial Intelligence (AI) is revolutionizing the way businesses handle administrative documentation. From automating routine tasks to enhancing accuracy and personalization, AI-powered tools are making document creation more efficient and precise. This article explores key aspects of AI's role in administrative writing with real-world applications.

1. Automating Routine Tasks with AI

One of the most significant advantages of AI in administrative writing is its ability to automate repetitive tasks. AI-driven tools can generate reports, draft emails, and prepare meeting minutes with minimal human intervention. For instance, tools like Microsoft Copilot and Google Bard can instantly create standard office memos and business proposals, saving valuable time for employees. AI-powered transcription services such as Otter.ai and Rev assist in automatically converting spoken meetings into written documents, reducing manual effort.

Figure 1: Office setting where employees are using AI-powered tools for administrative document creation

2. Prompt Engineering

Prompt engineering refers to crafting specific and structured prompts to generate the most accurate AI-generated responses. By fine-tuning prompts, users can obtain high-quality outputs suited to their needs. Instead of a vague prompt like *"Write a report"*, a structured prompt such as *"Generate a 500-word financial report summarizing Q2 revenue trends"* ensures more accurate output. For example, a legal department using ChatGPT or Claude AI may input prompts like: *"Generate a compliance report for data protection policies based on GDPR regulations."* The better the prompt, the more refined and tailored the response, reducing the need for excessive manual corrections.

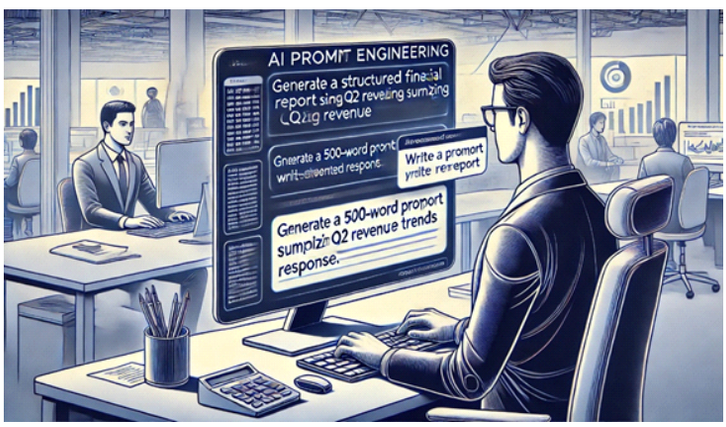


Figure 2: Concept of AI prompt engineering in action

3. Modification and Adaptation of AI Responses

AI-generated responses often require adjustments to align with company standards or tone. Tools such as Grammarly Business and Notion AI allow users to refine AI-generated drafts by modifying tone, style, and structure. For example, an HR professional may use AI to draft a job offer letter and then customize it to reflect the company's branding and values. This adaptation ensures AI content remains useful without sounding overly robotic or generic.

Figure 3: HR professional modifying an
AI-generated job offer letter to align with company branding

4. Various AI Applications in Document Writing

Numerous AI applications cater to administrative documentation. Here are a few examples.

- **Jasper AI**: Ideal for drafting business proposals, emails, and press releases.
- **Copy.ai**: Generates polished corporate communications, including marketing content.
- **DocuSign AI**: Assists in contract management by extracting key details from legal agreements.
- **Microsoft Copilot**: Integrated into Office Suite, helping automate report generation and summaries.
- **Notion AI**: Enhances note-taking and task organization by summarizing meeting discussions and action items.

Figure 4: Image depicting various AI applications in document writing

5. Benefits of AI in Time-Saving, Templates, and Error Detection

AI significantly boosts efficiency in administrative writing by:

- **Time-Saving**: AI-powered tools eliminate manual drafting and proofreading, allowing employees to focus on high-priority tasks.
- **Template Creation**: AI can generate reusable document templates for invoices, contracts, and business proposals, maintaining consistency across documents.
- **Improving Accuracy and Error Detection**: AI-driven grammar checkers like Grammarly and Hemingway Editor enhance readability, detect errors, and ensure grammatical correctness, reducing the risk of miscommunication.

Figure 5: Benefits of AI in administrative writing

6. Personalization and Customization

AI enables a high level of personalization in document writing. AI-powered CRM tools such as HubSpot AI and Salesforce Einstein personalize client communications by tailoring emails and proposals based on customer data. This customization helps businesses foster stronger client

relationships while maintaining professionalism. For example, an AI-generated sales proposal can be adjusted to include the recipient's name, past purchases, and company-specific details, making interactions more meaningful.

Figure 6: AI-powered personalization and customization

7. Additional Considerations

While AI enhances administrative documentation, it is important to:

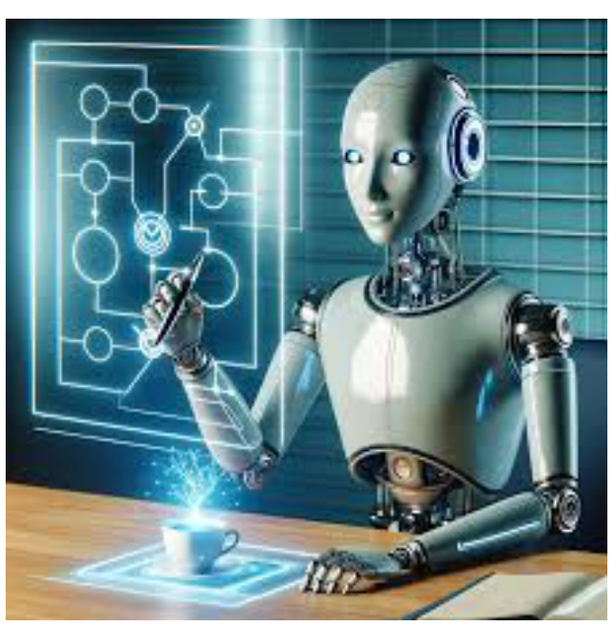
- **Ensure Data Security**: AI tools process large amounts of sensitive information. Organizations must choose AI solutions with robust security measures to protect confidential data.
- **Verify AI-Generated Content**: Despite its efficiency, AI may occasionally produce inaccuracies. Human oversight is essential to validate facts and ensure coherence.
- **Stay Updated on AI Innovations**: AI tools are evolving rapidly. Businesses should continuously explore emerging AI solutions to maximize productivity.

Figure 7: image illustrating key considerations when using AI for administrative documentation

Apart from document creation, AI advancements continue to enhance administrative efficiency:

- **Voice-to-Text AI:** Converts spoken input into structured text for meeting notes and documentation.
- **AI-powered Translation Tools:** Platforms like DeepL and Google Translate help businesses communicate across multiple languages.
- **AI Document Summarization:** Tools like SummarizeBot generate concise summaries of long reports, making information more digestible.

Figure 8: AI advancements enhancing administrative efficiency

Conclusion

Unlocking the full potential of AI in writing administrative documents requires a strategic approach that balances automation, accuracy, and personalization. Tools like Microsoft Copilot, Grammarly, and Jasper AI provide efficiency, error detection, and customization, making administrative tasks easier and more effective. However, human oversight remains critical to ensure data security and content accuracy. By leveraging AI effectively, organizations can optimize document workflows and enhance productivity in the digital age.