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INDUSTRY VOICES

# AI in Government: Success Stories & Insights

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Over the past year, Ecosystem has conducted extensive research, including surveys and in-depth conversations with industry leaders, to uncover the most pressing topics and trends. And unsurprisingly, AI emerged as the dominant theme.

**Here are some insights from our research on Public Sector.**





# Biggest AI Barriers in Public Sector

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36%

Data fragmentation &  
accessibility issues

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35%

Limited use  
cases identified

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34%

Limited AI skills,  
expertise, or knowledge



**Despite the challenges, Public Sector organisations are witnessing early AI success in these 3 areas:**

**1.**

**Public Services &  
Citizen  
Engagement**

**2.**

**Infrastructure  
Management &  
Optimisation**

**3.**

**Internal  
Operations &  
Efficiency**



# Public Services & Citizen Engagement

## → Chatbots & Virtual Assistants

Providing citizens with information and support

## → Online Services

Delivering government services online, such as healthcare and education

## → Citizen Engagement

Gathering and analysing citizen feedback to deepen engagement

**“The pandemic accelerated the development of AI-based apps and services, which provide answers to citizen inquiries and manage bookings. Initially introduced for contactless interaction due to health concerns, these technologies are now boosting employee productivity and eliminating bottlenecks.”**

**CITIZEN SERVICES LEADER**



# Infrastructure Management & Optimisation

## **TRAFFIC MANAGEMENT**

Optimising traffic flow and reducing congestion

## **URBAN PLANNING**

Analysing urban growth patterns and planning for future development

## **ASSET MANAGEMENT**

Managing and maintaining government assets efficiently

**“AI solutions have greatly enhanced visibility across multiple key departments – detection of roadblocks and accidents, real-time updates on drainage issues during rainy seasons, remotely monitoring water quality, and so on.”**

**URBAN DEVELOPMENT LEADER**





# Internal Operations & Efficiency

- 01 Workflow Automation**  
Automating various government processes to improve efficiency
- 02 Decision Support**  
Providing decision-makers with AI-powered insights and recommendations
- 03 Resource Management**  
Optimising the allocation and management of resources

“We are committed to increase our investments on process efficiency, with the ultimate objective of providing better citizen services.”

**CIO, CITIZEN WELFARE ORGANISATION**



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[info@ecosystem.io](mailto:info@ecosystem.io)



[www.ecosystem.io](http://www.ecosystem.io)

