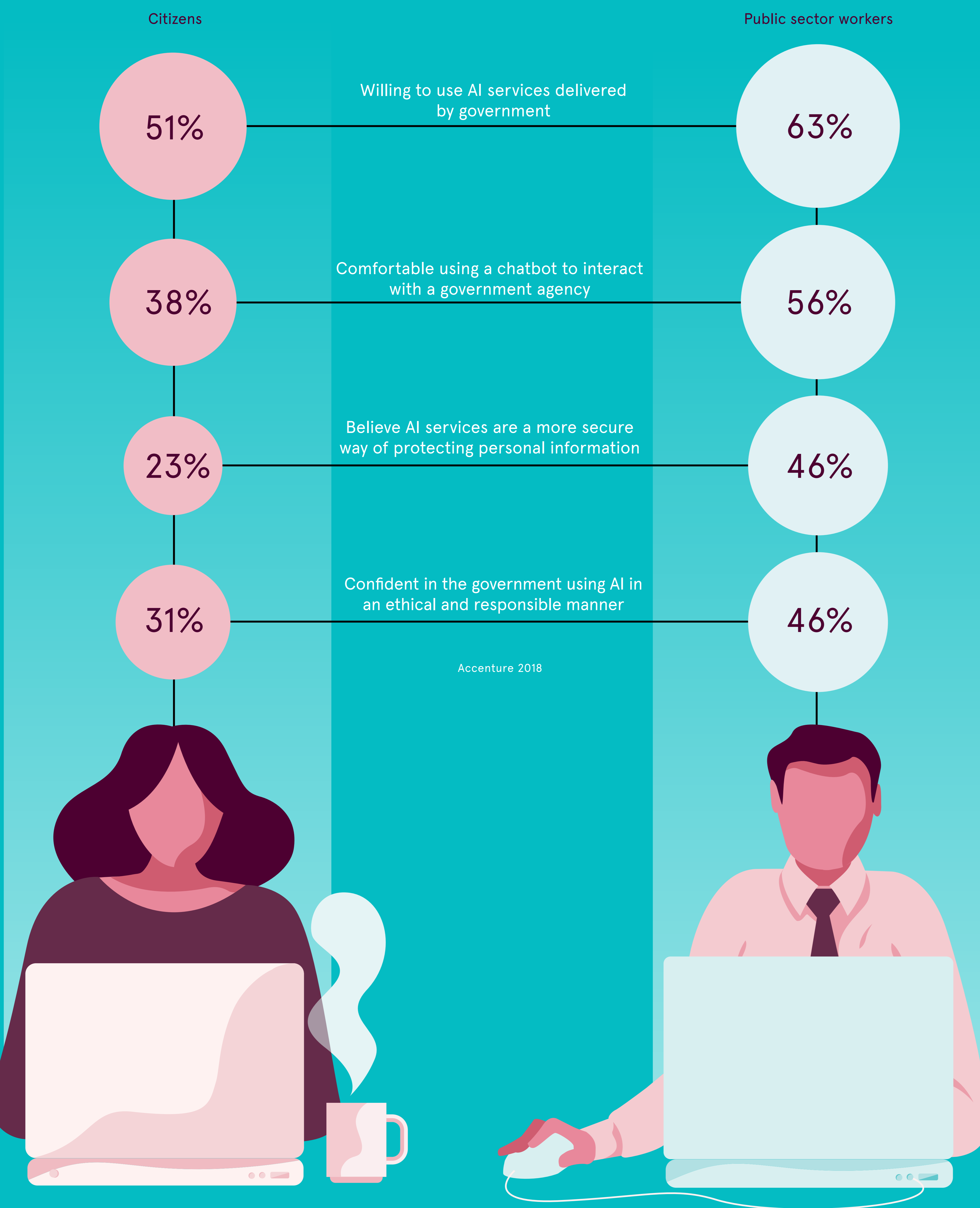


# PUBLIC SECTOR AI

Artificial intelligence (AI) and automation technologies have the potential to transform government processes and public services, freeing up employee time spent on manual, repetitive tasks. But what does the ordinary citizen make of it?

## Citizen/government opinion on AI usage

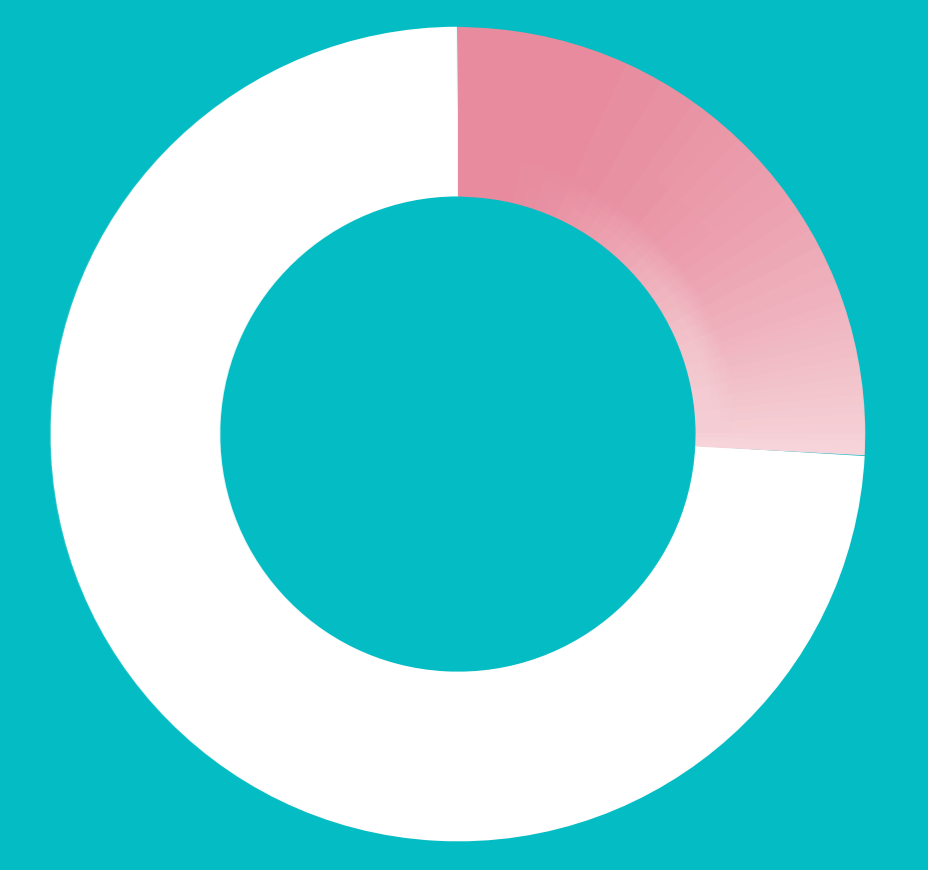
Survey of people in the UK, United States, Australia, Singapore, France and Germany



**54%**

of people say they are willing to use AI services delivered by government\*

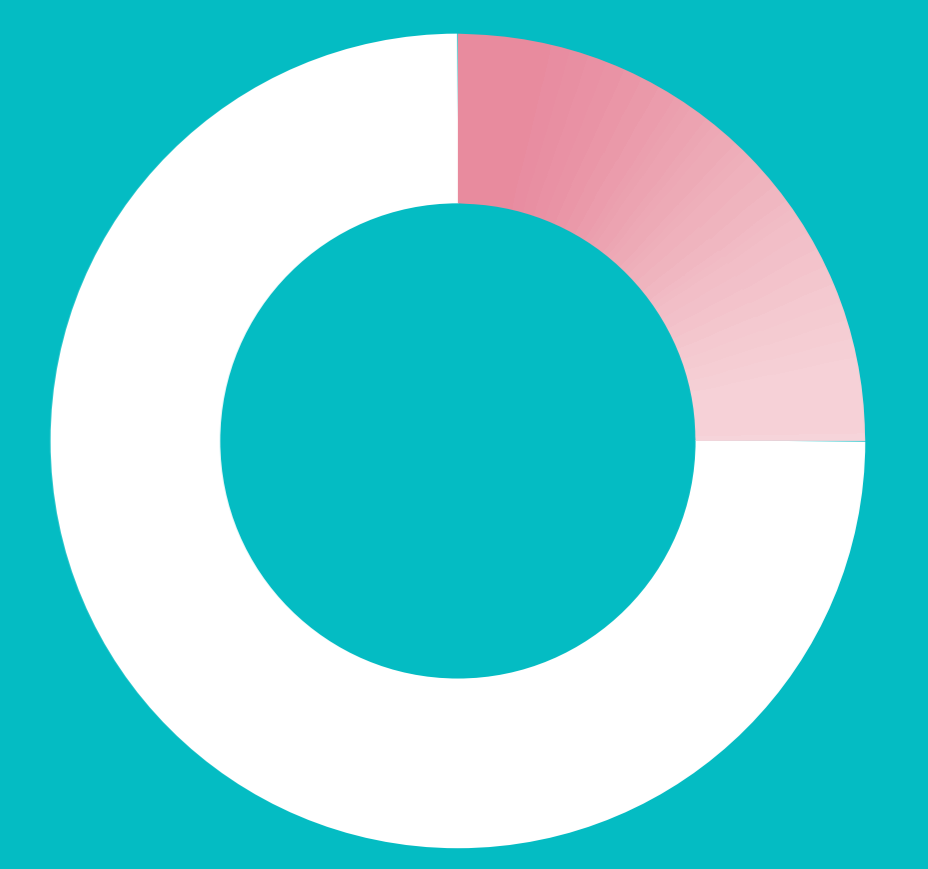
Accenture 2018



**26%**

of UK consumers believe robots and intelligent automation technologies would make better decisions than elected government representatives

OpenText 2018

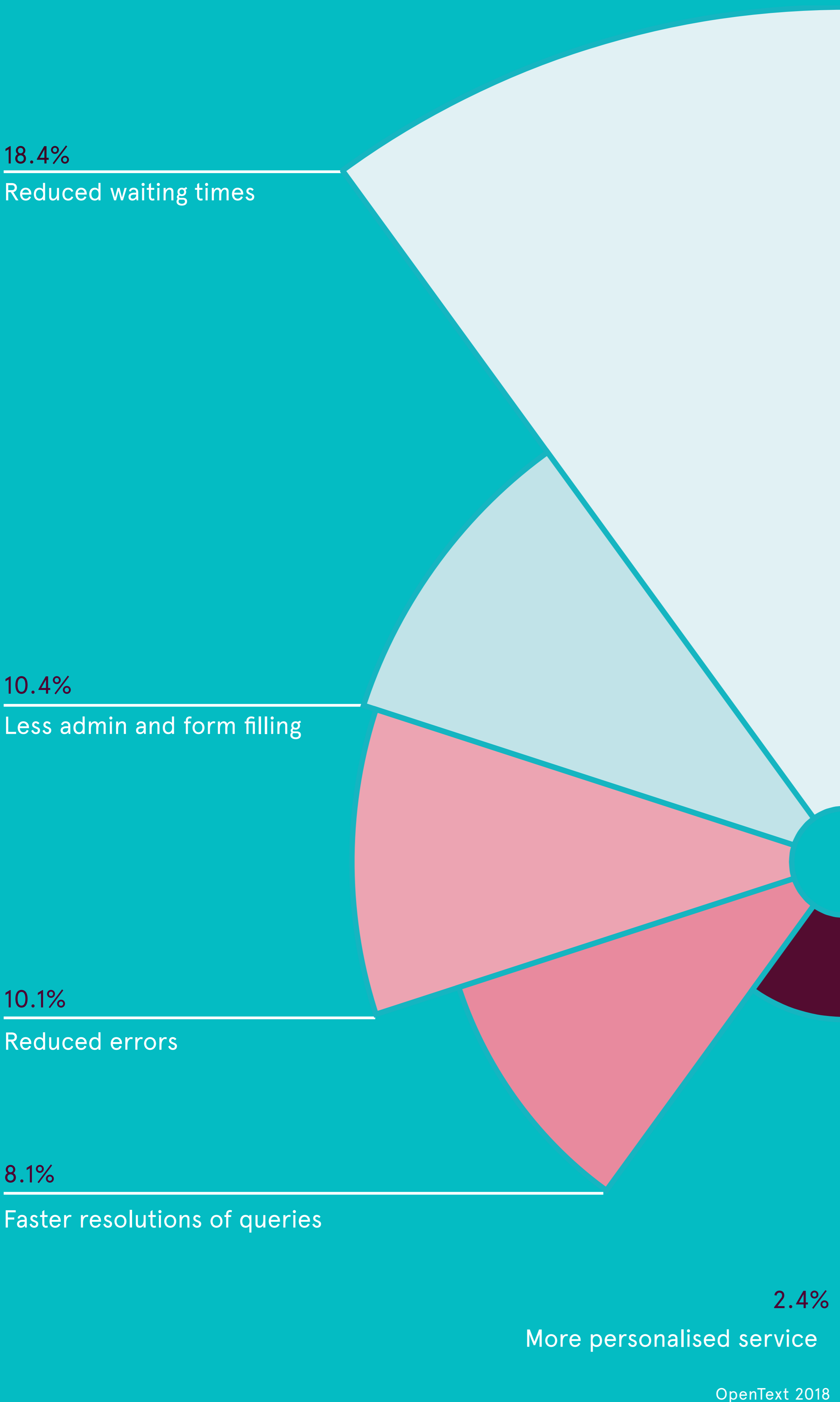


**25%**

of labour hours could be freed up for more complex tasks as a result of cognitive technologies in the public sector

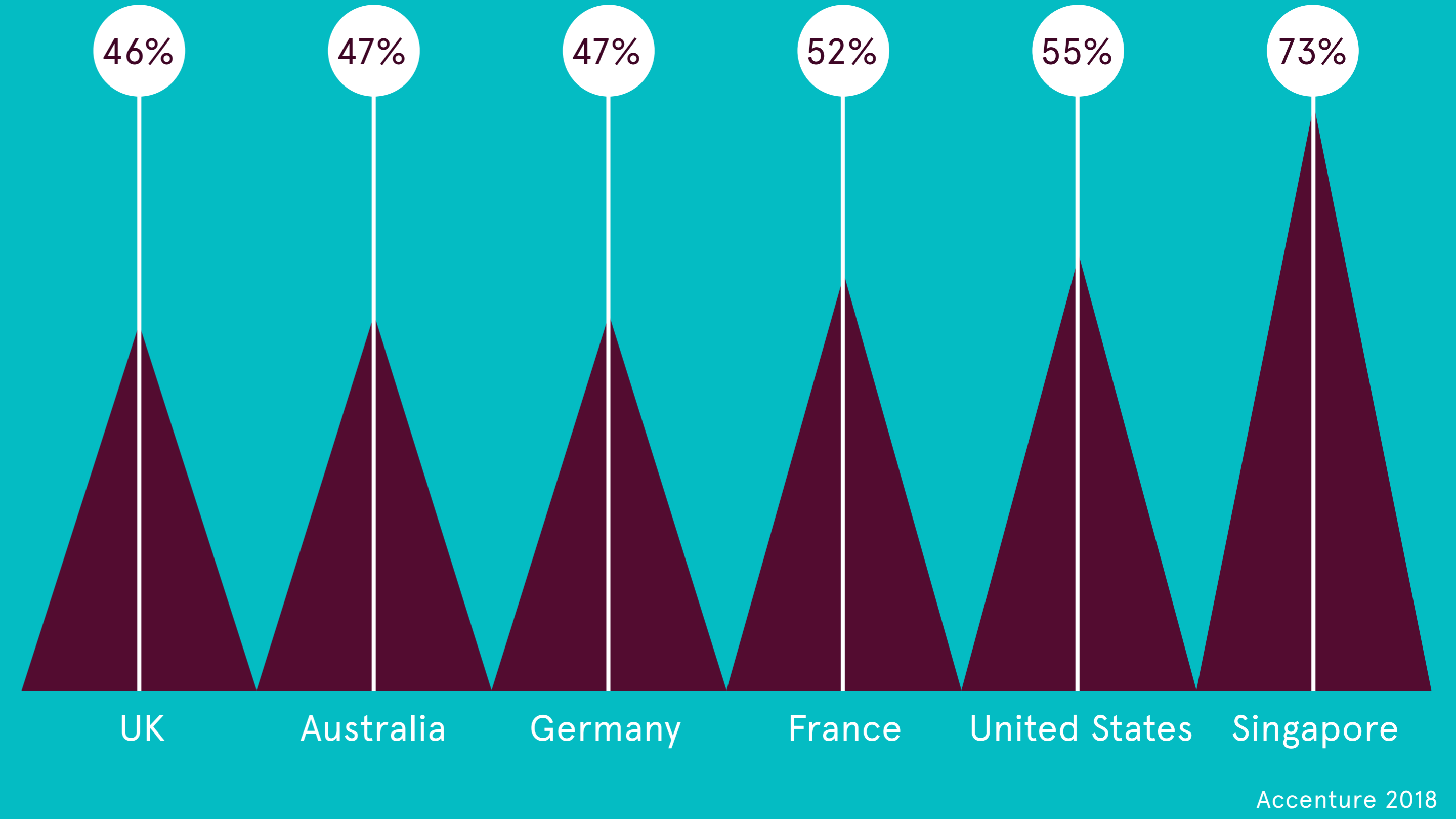
Deloitte 2017

## Citizen opinion on the biggest potential benefits of robots and intelligent automation technologies within government

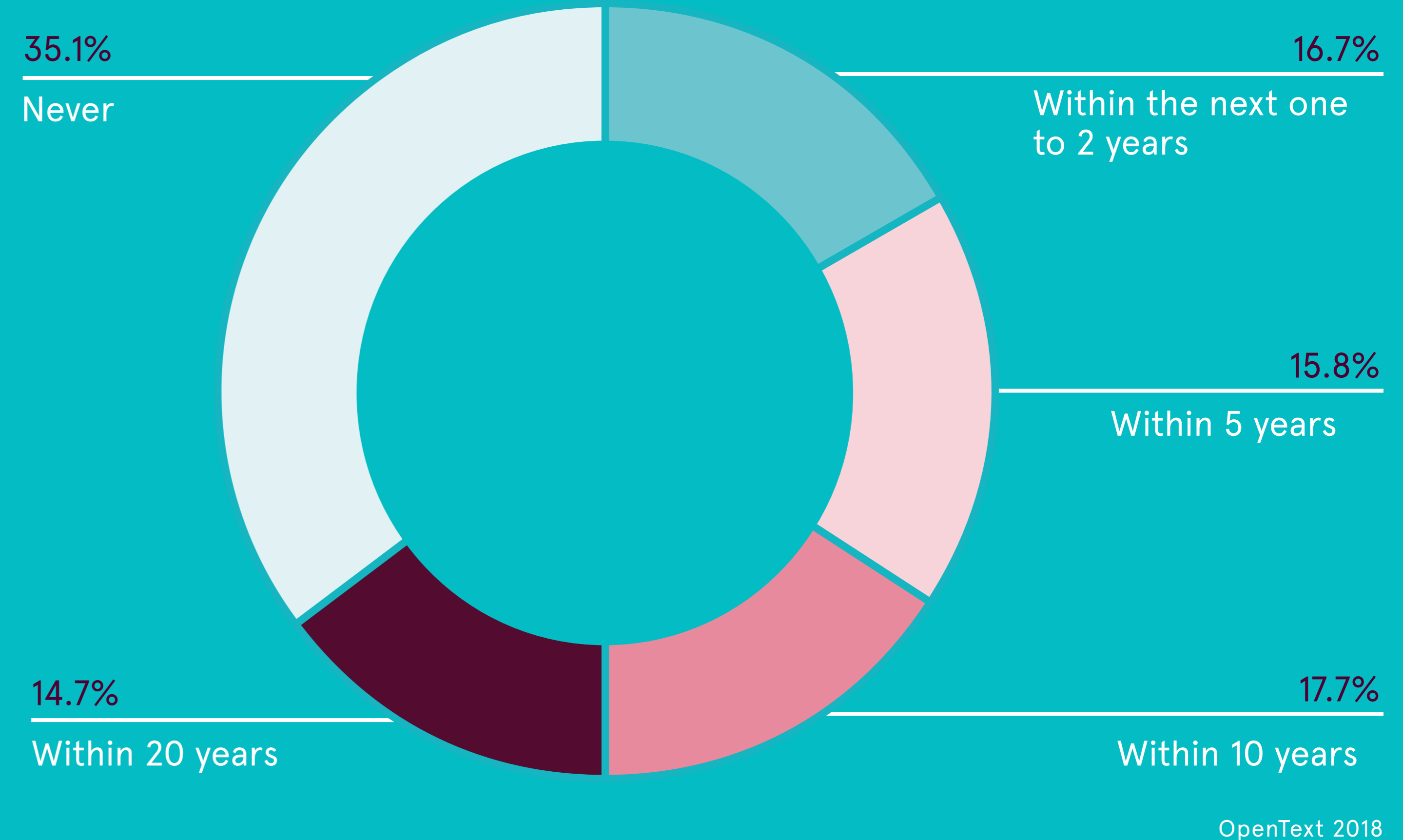


## Willingness to use government AI services

Percentage of 6,000 citizens across six countries who support the use of AI by government if it can be used to deliver new or improved services more efficiently

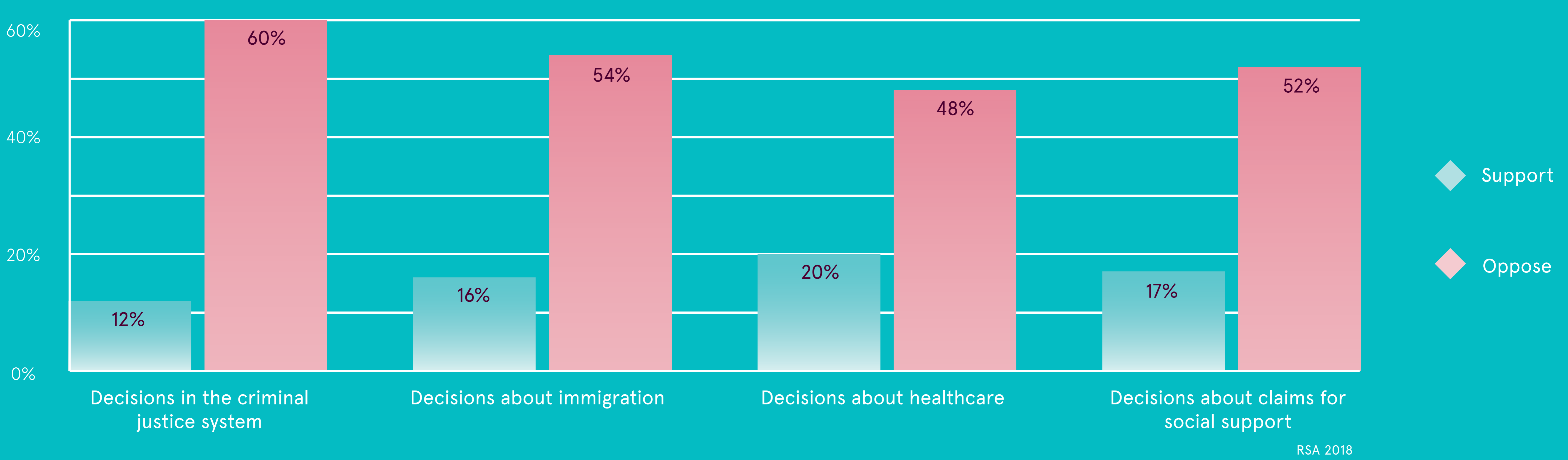


## When consumers predict robots and intelligent automation technologies will be working within government



## AI's role in the public sector

Whether citizens would support or oppose the use of automated decision systems to aid the following



Survey of people in the UK, United States, Australia, Singapore, France and Germany