The opportunity of AI in public administration in Romania

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Generative AI has the potential to enhance the efficiency, quality, and citizen experience of public services. To harness its benefits, Romania needs to prioritise the development of AI-driven public administration solutions that improve workflows and services.

Generative AI could enhance the value added in public administration by...

€660 million

This potential value stems from two primary sources:

Increased service quality and speed
AI enhances public service delivery, making processes faster and more accurate.
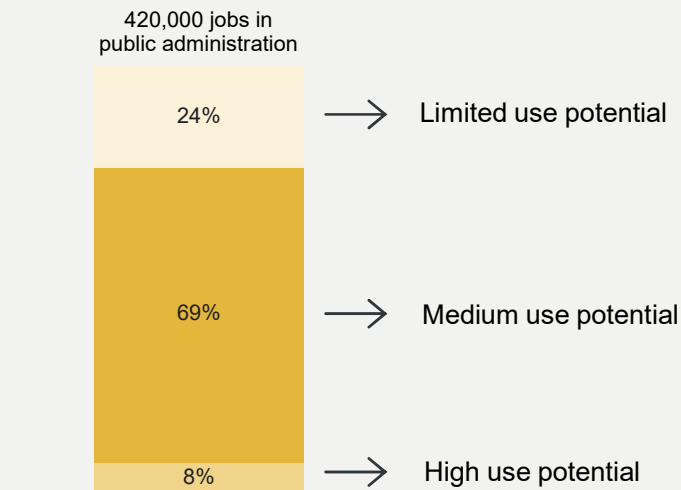
More available time and resources
Freed-up time from automation allows employees to focus on high-value tasks.

69% of jobs in public administration could work together with AI
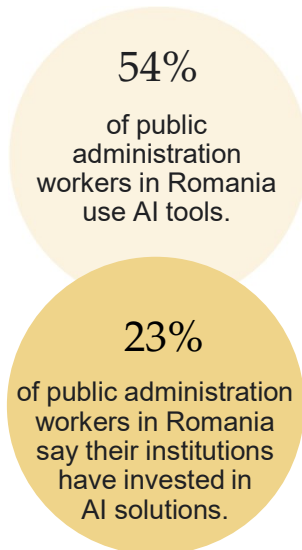
Potential for using generative AI in public administration in Romania
% of jobs in public administration

420,000 jobs in public administration

24% ⟶ Limited use potential

69% ⟶ Medium use potential

8% ⟶ High use potential

AI will largely complement the work of public administration employees – enhancing productivity and freeing up time to focus on more complex and value-creating tasks

Capturing the benefits

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Public administration employees have taken up generative AI...

54%

of public administration workers in Romania use AI tools.

23%

of public administration workers in Romania say their institutions have invested in AI solutions.

Investments in AI are motivated by…

1. **Saving costs**

2. **Improving productivity**

3. **Improving employee well-being**

4. **Reducing the number of frustrating tasks staff must do**

Unlocking the benefits of AI in the public sector requires Romania to…

Develop AI skills among civil servants
Equip civil servants with AI skills to drive secure adoption.

Ensure access to scalable AI infrastructure
Culturally fit language models and scalable computing are essential.

Tailor AI applications to public sector needs
AI must support workflows based on integration of expert human knowledge and guidelines.

Establish guidelines for responsible use
Align regulations to foster innovation while ensuring public trust and data security.

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