

# Attitudes to AI in the Canada Public Service:

## Headline Survey Results



# Introducing the survey

Globally, concerns are growing that the use of AI algorithms could also perpetuate and exacerbate existing inequalities and disparities in society.

Yet there was a sense of excitement about the potential to use AI in the public sector to tackle bureaucracy and improve service delivery.

To delve deeper into these issues in Canada, Global Government Forum conducted an online study in June 2023, surveying its Canadian Federal Public Service audience.

With a robust sample of 1,320 completed responses, we gained valuable insights into their perspectives on the use Artificial Intelligence in the Canada public sector.

This data snap-shot presents the key findings from the study, shedding light on the emerging trends in the Canadian public service.

## The survey explored the following themes:

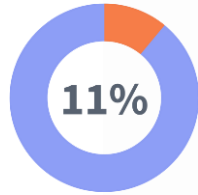
- How are Canadian public servants integrating Artificial Intelligence (AI) into their professional tasks?
- Which AI applications are public servants most optimistic about, and why?
- Conversely, which AI applications are causing the most apprehension among public servants?
- What are the predominant concerns or reservations about the deployment of AI within the public sector?



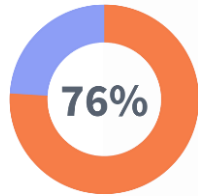
**Richard Johnstone**  
*Executive Editor, Global Government Forum*  
August 2023

# Over one in ten public servants have used AI for work purposes

Public servants were asked how often they use AI for work purposes and which solutions/applications they have used



Over one in ten (11.2%) Canadian public servants have used AI, such as ChatGPT, Bard or alternative applications, for work purposes



Of those that have used AI solutions/applications for work purposes, over two thirds have used ChatGPT

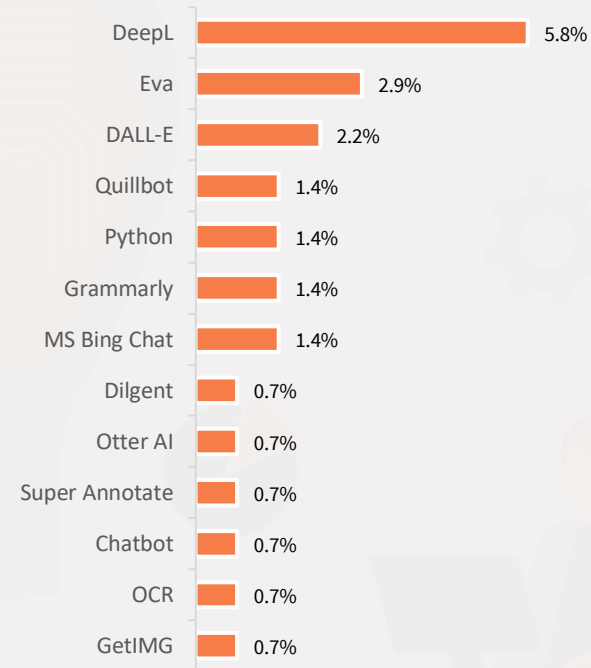
## Top 3 AI applications used

- 1 Chat GPT
- 2 DeepL
- 3 Eva AI

Generative AI, which focusses on generating new content that resembles human generated content, is the most frequently used form of AI.

DeepL Translator is a neural machine translation service, and EVA AI Chat Bot, formerly Journey, is an app where users can talk to an AI capable of holding complex conversations using relatively elaborate language.

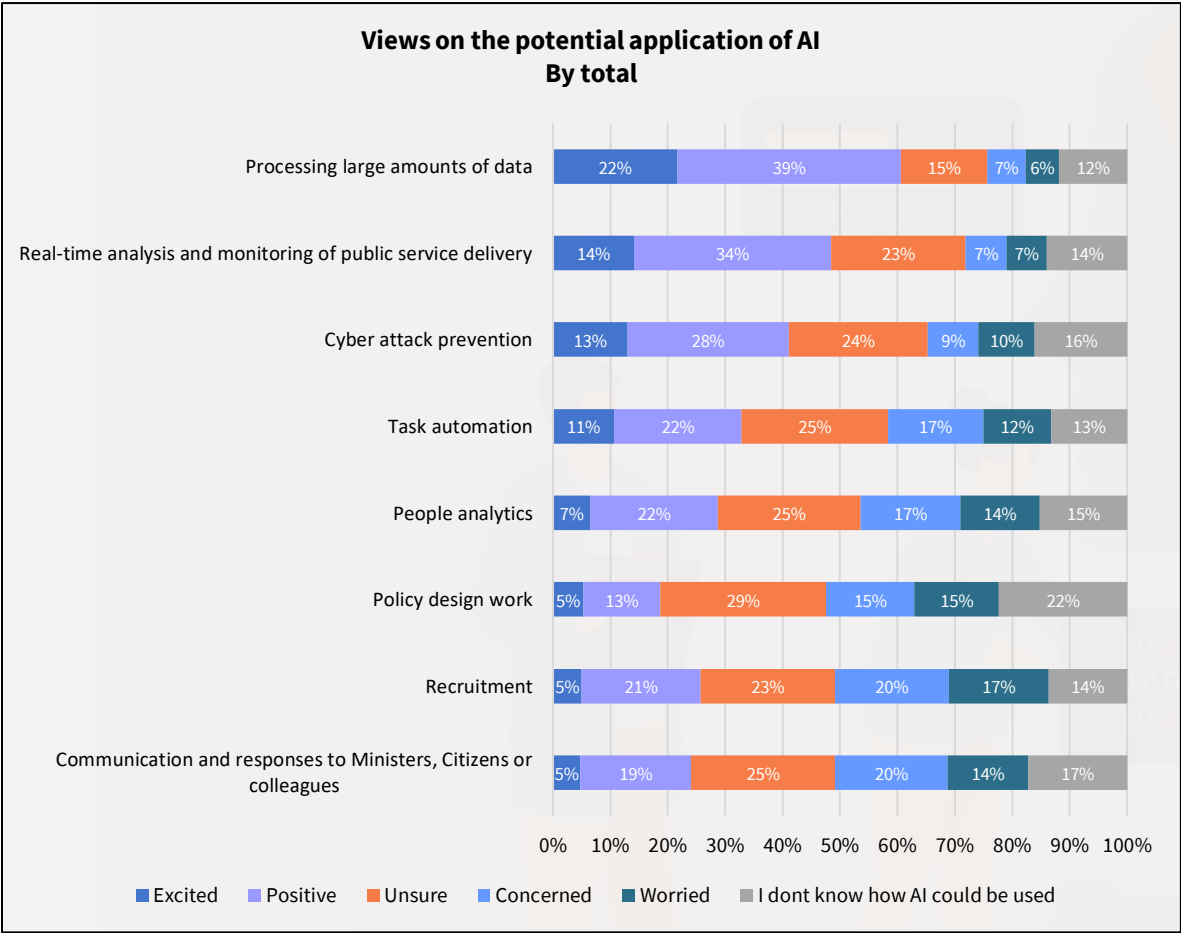
### AI Solutions/Applications, *other than Chat GPT* used (By frequency of mention)



What AI solutions/applications have you used for work purposes?

# There is both excitement and concern over the potential application of AI in the public service

Public servants were asked how they felt about the potential applications of AI in the workplace

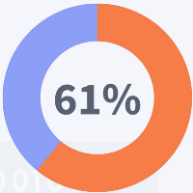


**Excited/positive**

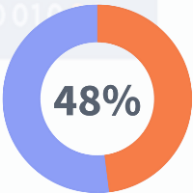
- Using AI for processing large amounts of data
- Real time-analysis and monitoring of public service delivery

**Worried/concerned**

- Recruitment
- Communication and responses to Ministers, Citizens or colleagues
- Policy Design work



Public servants feel most positive about the use of AI in processing large amounts of data

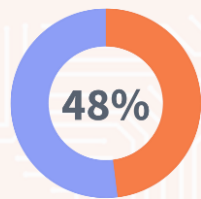
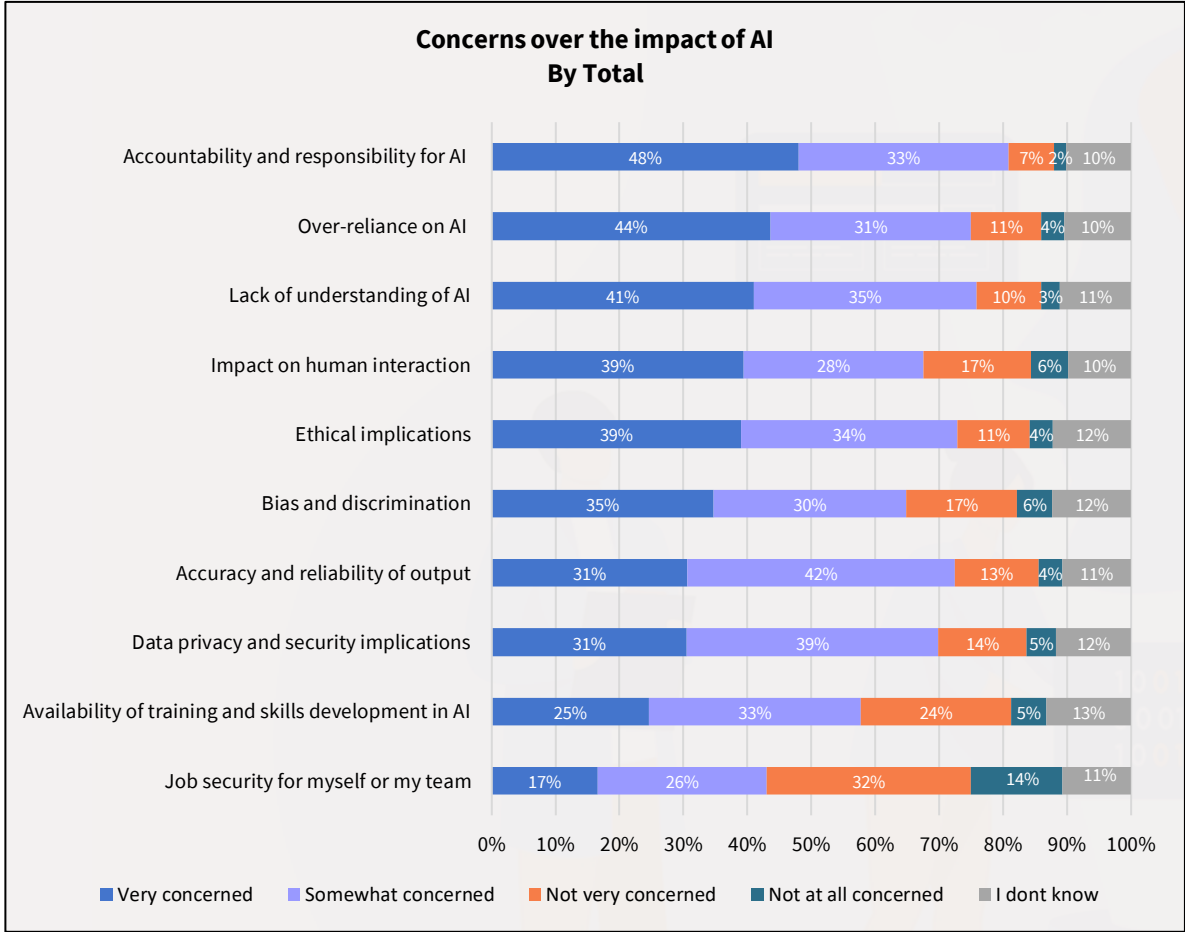


Public servants feel most concerned about the use of AI in recruitment (e.g., defining requirements, sifting applications and shortlisting candidates)

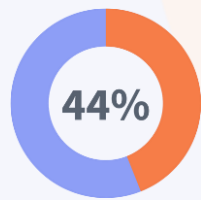
How do you feel about the potential applications of Artificial Intelligence (AI) in the following areas within the government? n=1320

# Public servants are most concerned around the ethics and accountability of AI use in government

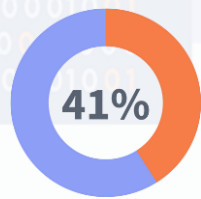
Public servants were asked how concerned they were about the potential impact of AI utilization in the public sector



48% of public servants are very concerned about the accountability and responsibility for AI based decisions and actions



44% of public servants are very concerned about an over reliance on AI, leading to a lack of public service autonomy and decision-making capabilities



41% of public servants are very concerned about the lack of public servants' understanding and familiarity with AI

How concerned (if at all) are you about the potential impact of increased AI utilization in the public sector on the following aspects? n=1320



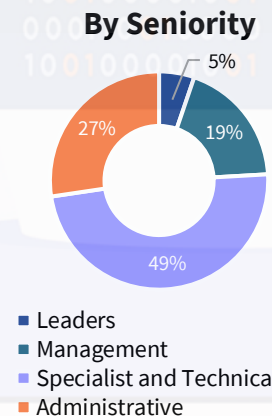
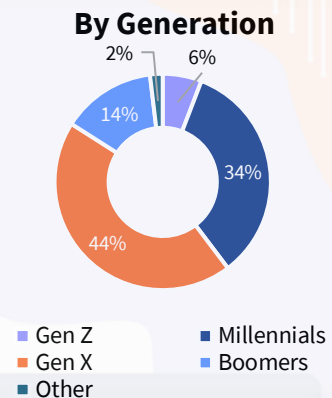
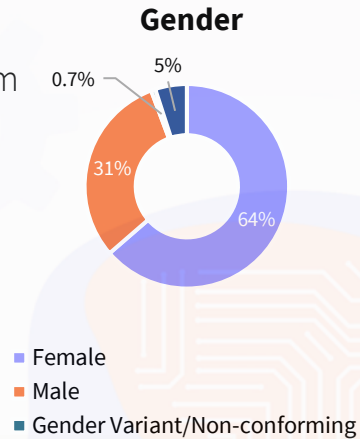
# Method and Sample

The survey was designed and carried out by Global Government Forum – the publishing house for civil and public servants around the world.

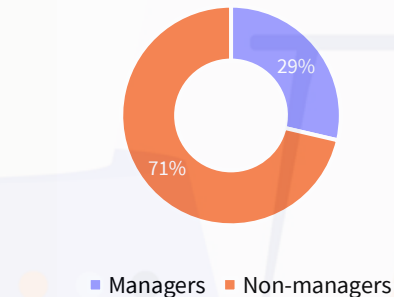
Fieldwork took place online between June 5th to June 22nd, 2023, and attracted 1,320 responses. The survey was disseminated via email to Global Government Forum's Canada Public Service readers, and respondents were self-selecting. Unavoidably, respondents may be skewed towards those public servants whose roles involve computer use.

The survey was anonymous, and appropriate steps have been taken to ensure that no individual can be identified based on their responses. The results have not been weighted, and percentages have been rounded. The survey received a proportionately higher response from female public servants than across the population, and care should be taken when making comparisons.

Overall, the findings are statistically significant with a margin of error of +/- 2.69 points for the full dataset. Statistical calculations use the 95% confidence level, which means that we can be 95% confident that the results are within 2.69 points of the value given.



## Managers vs Non-Managers



# More information...

Further information on the findings of the survey can be obtained by contacting Chris Punch, Research Director at:

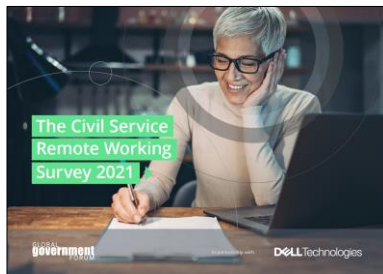
[chris.punch@globalgovernmentforum.com](mailto:chris.punch@globalgovernmentforum.com)

If you would like to explore ways that you can become a research knowledge partner, please contact our Commercial Director, George O'Grady:

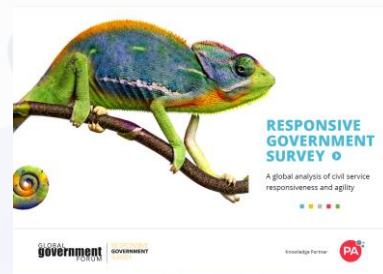
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