AI CHATBOTS FOR PUBLIC SERVICES

Harikrishnan D, Gokul Krishna KU, Gouri Subhash, Abhijith Premji, Joseph Paul

Student, Student, Student, Assoc. Professor
Department of Computer Science,
De Paul Institute of Science & Technology, Angamaly, Kerala, India

Abstract : The rapid advancement of artificial intelligence has opened new avenues for transforming public service delivery. This paper examines the role of AI-powered chatbots in enhancing citizen engagement and streamlining government service interactions. We investigate how natural language processing (NLP) and machine learning technologies are being deployed across sectors such as healthcare, taxation, municipal services, and social welfare to automate query resolution, reduce operational costs, and improve accessibility. A systematic review of existing implementations across various countries is conducted, identifying key challenges including data privacy, digital inclusion, and multilingual support. The study further proposes a framework for evaluating chatbot effectiveness in public service contexts based on accuracy, user satisfaction, and response latency. Findings suggest that well-designed AI chatbots can significantly reduce citizen wait times and administrative burden, though trust-building and transparency remain critical factors for wide-scale adoption.

Index Terms **- AI Chatbots, Public Services, Natural Language Processing, E-Governance, Citizen Engagement, Machine Learning, Conversational AI, Digital Government.**

I. INTRODUCTION

Governments worldwide are increasingly under pressure to deliver services that are efficient, accessible, and citizen-centric. The emergence of artificial intelligence, particularly conversational agents known as chatbots, presents a transformative opportunity to reimagine how public institutions interact with citizens. AI chatbots leverage natural language processing (NLP) and machine learning to simulate human conversation, enabling citizens to access government services at any time and from any location, without the need for human intermediaries.

Chatbot technologies have already been deployed in several countries to support services such as tax filing assistance, social benefit queries, healthcare appointment scheduling, and municipal complaint redressal. Despite their growing adoption, a comprehensive examination of their effectiveness, design principles, and limitations in the public sector remains necessary. Most existing literature focuses on commercial deployments, leaving a gap in understanding government-specific use cases.

This paper investigates AI chatbot deployments across public service sectors, evaluates their performance characteristics, and identifies the key factors influencing citizen adoption. The remainder of the paper is organized as follows: Section II presents a literature review, Section III describes the research methodology, Section IV presents results and discussion, and Section V concludes with recommendations.

LITERATURE_REVIEW

Several governments have adopted AI chatbots to improve public service delivery. Singh and Hess (2020) examined chatbot implementations in European e-government portals and found that 24/7 availability and instant response times significantly improved citizen satisfaction. Similarly, Androutsopoulou et al. (2019) developed an intelligent chatbot framework for the Greek public sector, demonstrating that NLP-based systems could handle up to 70% of routine citizen queries without human intervention. In the healthcare domain, chatbots deployed by public health agencies during the COVID-19 pandemic proved effective in disseminating information and triaging patients (Palanica et al., 2019). Chatbots used by the UK National Health Service (NHS) demonstrated the potential to reduce pressure on helplines while maintaining response accuracy. However, concerns around misinformation and the limitations of AI in understanding context-rich health queries were also noted.

CHALLENGES IN PUBLIC SECTOR CHATBOT DEPLOYMENT

Despite the promise of AI chatbots, their deployment in public services faces unique challenges. Data privacy is a primary concern, as citizens interacting with government systems share sensitive personal information. Ensuring compliance with regulations such as GDPR in Europe and the IT Act in India is critical. Additionally, digital literacy disparities mean that older or less technologically proficient citizens may be excluded from services delivered through chatbot interfaces. Multilingual support is another significant barrier, particularly in linguistically diverse nations like India, where citizens may interact in dozens of regional languages.

RESEARCH METHODOLOGY

This study adopts a mixed-methods research approach combining a systematic literature review with a comparative case study analysis of AI chatbot deployments in public service sectors across five countries: India, the United Kingdom, Singapore, Estonia,

and the United States. The methodology is structured into three phases: data collection, evaluation framework development, and performance analysis.

3.1 Data Collection

Primary data was collected through structured surveys distributed to 350 citizens who had interacted with government chatbot services in the past 12 months. Secondary data was sourced from government annual reports, published academic papers indexed in IEEE Xplore, Scopus, and Google Scholar between 2018 and 2024, and official case study documentation from government digital transformation agencies.

3.2 Evaluation Framework

An evaluation framework was developed based on three primary dimensions: (1) Accuracy — the proportion of queries resolved correctly without human escalation; (2) User Satisfaction — measured using a 5-point Likert scale adapted from the E-GovQual instrument; and (3) Response Latency — average time taken for the chatbot to generate a response. Secondary dimensions include accessibility, multilingual capability, and data security compliance.

3.3 Case Study Selection

Case studies were selected based on: geographical diversity, sector representation (healthcare, taxation, municipal, social welfare), and availability of publicly documented performance data. Each case study was analyzed using the developed evaluation framework to ensure consistency in comparison. Countries were chosen to represent varying levels of e-government maturity as measured by the UN E-Government Development Index (EGDI).

3.4 Statistical Analysis

Survey responses were analyzed using descriptive statistics and Pearson correlation analysis to identify relationships between chatbot design features and user satisfaction scores. Regression analysis was employed to determine which features — accuracy, response time, language support, and transparency — were most predictive of overall satisfaction. SPSS v26 was used for all quantitative analyses.

3.4.1 NLP Performance Metrics

The NLP performance of each chatbot was measured using standard metrics including Intent Recognition Accuracy (IRA), Entity Extraction Precision (EEP), and Fallback Rate (FR). IRA measures how correctly the chatbot identifies the user's intent; EEP measures the precision of extracting key information entities from queries; and FR indicates the proportion of queries that could not be resolved and were handed off to human agents.

3.4.2 Citizen Trust and Adoption Model

A citizen trust and adoption model was adapted from the Technology Acceptance Model (TAM) to account for public sector-specific variables. The model incorporates Perceived Usefulness (PU), Perceived Ease of Use (PEOU), Trust in Government (TG), and Privacy Concern (PC) as key predictors of Behavioral Intention to Use (BIU) chatbot-based public services. Structural Equation Modeling (SEM) was applied using SmartPLS 3.0 to test the proposed hypotheses.

IV. RESULTS AND DISCUSSION

4.1 NLP Performance Across Sectors

Analysis of the five case studies revealed that chatbots deployed in the taxation sector achieved the highest Intent Recognition Accuracy (IRA) at 91.3%, likely due to the structured and predictable nature of tax-related queries. Healthcare chatbots followed with an average IRA of 84.6%, while municipal service chatbots recorded 79.2%. The Fallback Rate was highest in social welfare chatbots at 23.4%, indicating greater complexity and emotional nuance in citizen queries in this domain.

Table 1: Chatbot Performance Metrics by Public Service Sector

Service Sector	IRA (%)	Fallback Rate (%)	Avg. Satisfaction
Taxation	91.3	8.7	4.1 / 5.0
Healthcare	84.6	15.4	3.8 / 5.0
Municipal Services	79.2	20.8	3.6 / 5.0
Social Welfare	76.6	23.4	3.4 / 5.0

4.2 Citizen Satisfaction and Trust

Survey results indicated that 68% of respondents found chatbot interactions satisfactory or very satisfactory. The SEM analysis revealed that Perceived Usefulness ($\beta = 0.42$, $p < 0.001$) and Trust in Government ($\beta = 0.38$, $p < 0.001$) were the strongest

predictors of intention to use chatbot services. Privacy Concern had a significant negative effect ($\beta = -0.31$, $p < 0.01$), underscoring the importance of transparent data handling practices.

4.3 Key Findings

The study identified four key findings: (1) Well-structured knowledge bases significantly improve chatbot accuracy; (2) Multilingual chatbots show 34% higher adoption rates in linguistically diverse regions; (3) Chatbots reduce average query resolution time from 8.4 minutes (human agent) to 1.2 minutes; and (4) Citizens with prior positive digital government experiences are 2.7 times more likely to trust and use chatbots.

V. CONCLUSION

This paper examined the deployment of AI chatbots in public service delivery across five countries and multiple service sectors. The findings demonstrate that AI chatbots hold significant potential to improve government service efficiency, citizen engagement, and accessibility. Taxation and structured-query services benefit most from current chatbot capabilities, while healthcare and social welfare domains require more sophisticated NLP and greater sensitivity to emotional context. Policymakers and government IT departments should prioritize transparent data practices, multilingual support, and phased implementation strategies that build citizen trust incrementally. Future research should explore the integration of large language models (LLMs) such as GPT-4 in public service chatbots and assess their performance against traditional rule-based systems.

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