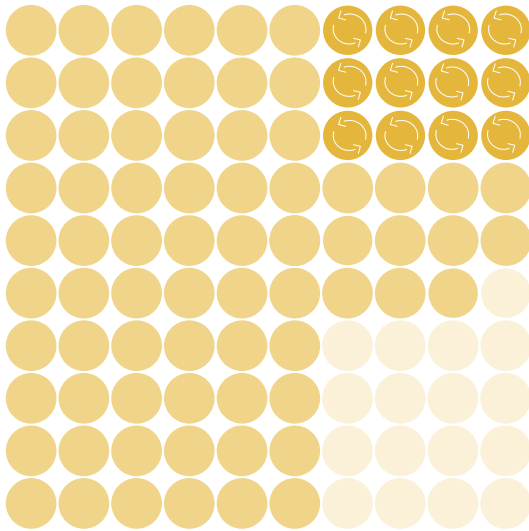# AI can supercharge Belgium's eGovernment ambitions

Most jobs in the Belgian public administration have the potential to be complemented by generative AI, unlocking EUR 4 billion of gross value added with the same resources.

Potential for using generative AI in public administration in Belgium
% of jobs in public administration

12%
of public administration jobs have **high** potential for AI use.

71%
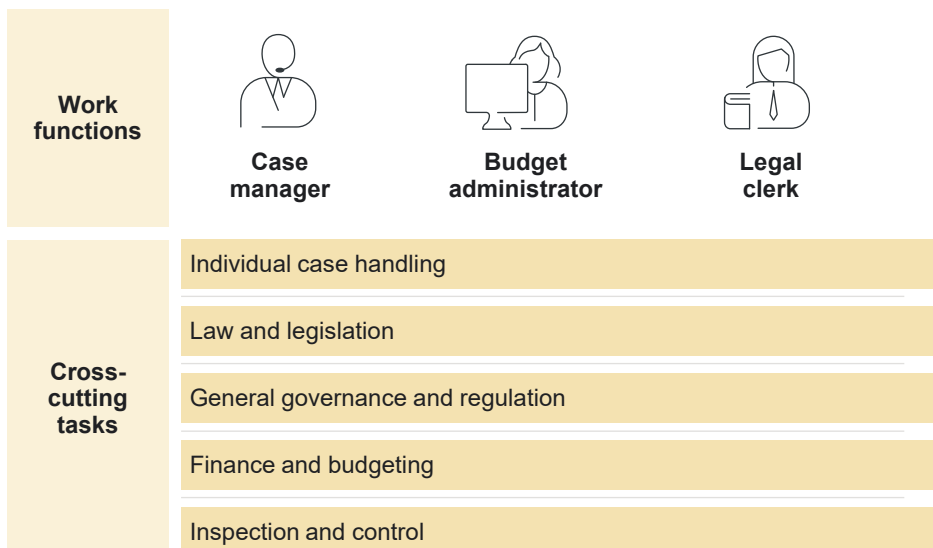of public administration jobs have **medium** potential for AI use.

17%
of public administration jobs have **low** potential for generative AI use.

4
EUR billion

In Belgium, cross-cutting tasks form the foundation of most public administration jobs, with the top five tasks accounting for 75% of the potential.

Work functions	Case manager	Budget administrator	Legal clerk

Cross-cutting tasks
- Individual case handling
- Law and legislation
- General governance and regulation
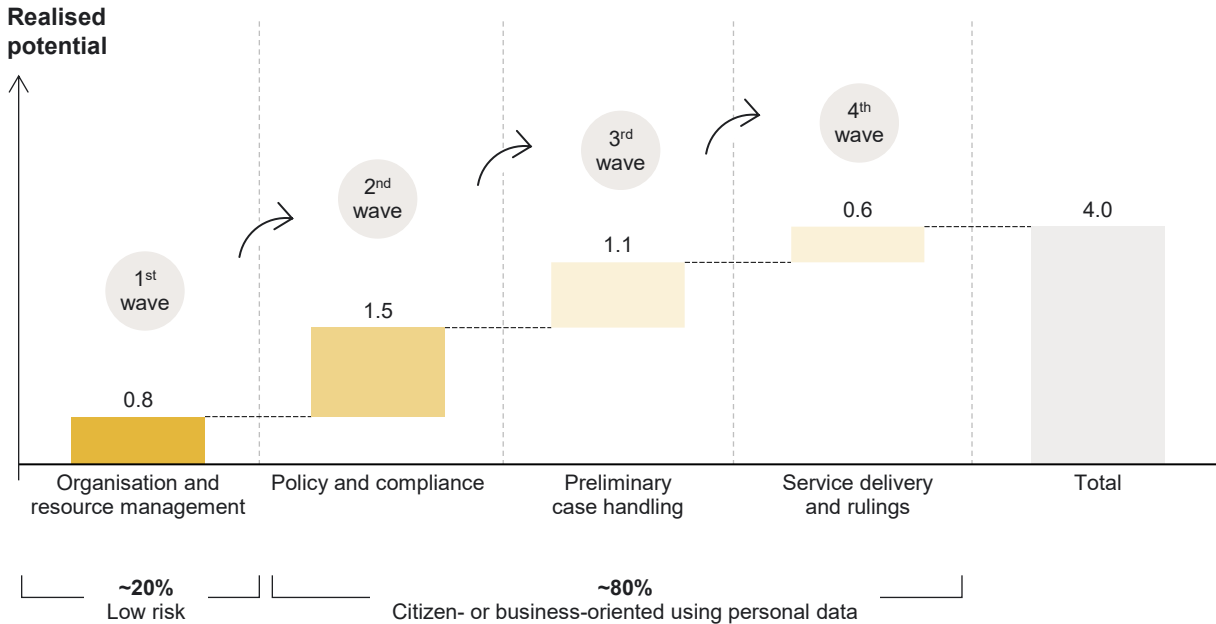- Finance and budgeting
- Inspection and control

75%
of the potential

Low-risk, internal AI applications constitute 20% of the total potential

Potential value creation from generative AI in public administration in Belgium
EUR billion at widespread adoption

Realised potential

1st wave	2nd wave	3rd wave	4th wave	
0.8	1.5	1.1	0.6	4.0
Organisation and resource management	Policy and compliance	Preliminary case handling	Service delivery and rulings	Total

~20% Low risk

~80% Citizen- or business-oriented using personal data

To realise the AI potential the Swedish government should …

> **Think 'task-based'**
> Prioritise cross-cutting tasks to achieve economies of scale while addressing local needs.

> **Think 'risk-conscious'**
> Begin with low-risk and internally-facing AI solutions.

> **Think 'impact-oriented'**
> Concentrate on AI applications that reduce the time and hassle of citizens and businesses.

> **Create cloud clarity**
> Harmonise department policies and mitigate risks through government-wide risk assessments.

> **Make smart procurement choices**
> Optimise AI and cloud procurement by ensuring flexibility, scalability, and alignment with open standards to avoid vendor lock-in.

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