

AI at Work 2.0 — Malaysia's government-wide generative-AI productivity rollout for civil servants

AI in the Public Sector · Good practice · Malaysia

Quality score: 53/100

Evidence strength: Moderate

Summary

Malaysia's Ministry of Digital and Google Cloud are rolling out Gemini-powered Workspace tools to up to 445,000 public officers; a World Bank/GovTech survey of 16,500+ civil servants across all 28 federal ministries found AI users saving an average 2.5 hours daily, though reporti

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-13

Ministry of Digital Malaysia, with Google Cloud; survey by World Bank & Public Service Department — accessed 2026-07-13

FutureIoT — AI At Work 2.0 To Empower Malaysia's Public Officers — accessed 2026-07-13

The Star — Malaysia's civil servants more productive with AI, but 'secrecy culture' remains an obstacle — accessed 2026-07-13

Microsoft Source Asia — Supercharging public services in the age of AI — accessed 2026-07-13

Cite this — Evidoria. *AI at Work 2.0 — Malaysia's government-wide generative-AI productivity rollout for civil servants*. Persistent ID: 7d78e9f0-4a7f-475f-ab53-ef72787c6e78.