

AMS Berufsinformat — Austria's Public Career-Information Chatbot and Its Bias Scandal

AI in Education · Good practice · Austria

Quality score: 40/100

Evidence strength: Moderate

Summary

Austria's public employment service runs a free generative-AI chatbot answering career, salary and training questions, used in schools and job centres. Days after its January 2024 launch it produced gender-stereotyped and discriminatory advice, forcing rapid retrofits.

Key dimensions

Dimension	Score
Evidence of learning impact	0/3
Equity & inclusion	1/3
Transparency, ethics & data protection	2/3
Teacher capability & pedagogy	1/3
Scalability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-20

[Arbeitsmarktservice Österreich \(AMS\)](#) — accessed 2026-08-20

[AMS Berufsinformat \(official\)](#) — accessed 2026-08-20

[Parliamentary question 17485/J on stereotypes and bias \(11.01.2024\)](#) — accessed 2026-08-20

[Ministerial answer 16941/AB — costs, bias mitigation, 140,000 questions](#) — accessed 2026-08-20

[AMS Bericht 2025 — Beruf, Bildung und Arbeitsmarkt \(122,150 answers\)](#) — accessed 2026-08-20

[netzpolitik.org — criticism of the chatbot](#) — accessed 2026-08-20

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