

Askur — Ísland.is's AI Chatbot for Citizen Enquiries

AI in the Public Sector · Good practice · Iceland

Quality score: 67/100

Evidence strength: Observational / pre–post

Summary

Iceland's Ísland.is portal runs Askur, an AI chatbot answering citizen queries around the clock from vetted agency content. Government figures show ~10,000 users a month with an 83-85% satisfactory response rate; the OECD reports it resolves 90% of citizen correspondence.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-18

[Digital Iceland \(Stafrænt Ísland\), Ministry of Finance and Economic Affairs](#) — accessed 2026-08-18

[Government of Iceland — AI in the public sector](#) — accessed 2026-08-18

[OECD Digital Government Outlook 2026](#) — accessed 2026-08-18

[Digital Iceland — Ísland.is](#) — accessed 2026-08-18

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