

Bosnia's Shadow AI — A UNDP Survey Finds Most Civil Servants Already Use AI Tools With No Training, Prompting a Governed Rollout

AI in the Public Sector · Good practice · Bosnia and Herzegovina

Quality score: 40/100

Evidence strength: Moderate

Summary

A UNDP survey of 516 civil servants across 57 Bosnian state institutions found 69% already use AI tools like ChatGPT with no policy oversight, and 95% had never been trained — prompting a licensed, governed AI rollout by the Ministry of Communications and Transport.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-19

[Ministry of Communications and Transport of Bosnia and Herzegovina, with UNDP Bosnia and Herzegovina](#) — accessed 2026-08-19

[Hercegovina.info — Edin Forto najavio uvođenje umjetne inteligencije u državnu upravu BiH](#) — accessed 2026-08-19

[Detektor — Most Bosnian Civil Servants Use AI at Work. Why is This a Problem?](#) — accessed 2026-08-19

Cite this — Evidoria. *Bosnia's Shadow AI — A UNDP Survey Finds Most Civil Servants Already Use AI Tools With No Training, Prompting a Governed Rollout*. Persistent ID: b3e08213-40bf-4855-9ffb-717be639c8b8.