

Ema — Lithuania's AI Virtual Assistant for the Public Employment Service

AI in the Public Sector · Good practice · Lithuania

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Lithuania's Public Employment Service launched the AI assistant Ema in January 2024; within weeks it handled 31,000+ messages and resolved 9,000+ cases on registration, training support and hiring foreign workers, though impact is not yet independently evaluated.

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	1/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-09-13

Lithuanian Public Employment Service (Užimtumo tarnyba) — accessed 2026-09-13

Tilde case study: Chatbot Ema — accessed 2026-09-13

15min.lt: Užimtumo tarnybos klientus konsultuos virtuali asistentė — accessed 2026-09-13

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