

EXPRESSO's AI Sentiment Classifier — Goiás Automates Citizen Feedback Analysis for Its State Service Network

AI in the Public Sector · Good practice · Brazil

Quality score: 40/100

Evidence strength: Moderate

Summary

Goiás's state administration secretariat (SEAD) built a Multinomial Naïve Bayes classifier to auto-sort citizen feedback on its EXPRESSO service network into a live sentiment dashboard, replacing manual review — though no accuracy or volume figures have been published.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-24

[Secretaria de Estado da Administração \(SEAD\), Government of the State of Goiás](#) — accessed 2026-08-24

[DGO 2025 conference paper](#) — accessed 2026-08-24

[Governo de Goiás – Programa Expresso](#) — accessed 2026-08-24

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