

# Gwangju's AI Dangjigi — Replacing 122 Monthly On-Call Staff Shifts With an AI Duty Officer That Resolves 86% of Complaint Calls

AI in the Public Sector · Good practice · South Korea

Quality score: 47/100

Evidence strength: Observational / pre–post

## Summary

Gwangju's 'AI Dangjigi' has handled complaint calls after-hours since Aug 2024, resolving 86% of 21,648 calls by June 2025 (up from 84% of 9,853 by Feb 2025) and cutting staff duty shifts that once required ~122 employees monthly, per two independent Korean news outlets.

## Key dimensions

| Dimension                                  | Score |
|--------------------------------------------|-------|
| Evidence of impact / measured public value | 2/3   |
| 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 2026-09-16

[Gwangju Metropolitan City](#) — accessed 2026-09-16

[Financial News \(fnnews.com\): AI Dangjigi 11-month results](#) — accessed 2026-09-16

[Newsis: Gwangju's AI Dangjigi 7-month results](#) — accessed 2026-09-16

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