

INPS's AI-Rewritten Plain-Language Content — Italy's Social Security Institute Matches Expert Writers in a 1,600-User Blind Test

AI in the Public Sector · Good practice · Italy

Quality score: 73/100

Evidence strength: Quasi-experimental

Summary

Italy's INPS used AI to rewrite 2,100+ pieces of citizen-facing content in plain language; in a blind test with 1,600 users, AI-simplified text matched or beat expert versions ~70% of the time, while 59 AI systems now handle most service requests.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
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 2026-08-02

[Istituto Nazionale della Previdenza Sociale \(INPS\)](#) — accessed 2026-08-02

[INPS — prima direttiva sull'uso dell'Intelligenza Artificiale](#) — accessed 2026-08-02

[L'intelligenza artificiale può semplificare l'Inps? — Internazionale](#) — accessed 2026-08-02

[L'Inps usa 59 sistemi di intelligenza artificiale — QuiFinanza](#) — accessed 2026-08-02

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