New Zealand's Cross-Agency AI Use-Case Survey — From 108 to 545 Reported Uses in Two Years, Published Mainly in Aggregate

AI in the Public Sector · Good practice · New Zealand

Quality score: 47/100

Evidence strength: Moderate

Summary

New Zealand's annual cross-agency AI survey counted 108 use cases in 37 agencies in 2024, 272 in 70 in 2025 (55 operational) and 545 across 59 bodies in 2026. It tracks adoption well, but results are self-reported and mainly published in aggregate.

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	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-25

Government Chief Digital Officer, Department of Internal Affairs (now Government Digital Delivery Agency) — accessed 2026-11-25

digital.govt.nz — Research: AI in the public service (cross-agency survey reports) — accessed 2026-11-25

Department of Internal Affairs — 2025 AI public sector survey results released (12 Aug 2025) — accessed 2026-11-25

RNZ Morning Report — AI use in public service doubled since last year (13 Aug 2025) — accessed 2026-11-25

FYI.org.nz — OIA request for the 2025 survey raw data — accessed 2026-11-25

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