



Welcome to our "AI in Public Services" Survey!

Thank you for participating in our survey!

Your insights will help us understand how Austrian residents perceive AI in public services, like tax administration and social benefits.

You'll answer a few questions on your familiarity with and perception of AI, along with two example scenarios.

The survey should take 5-7 minutes (but usually takes less), is fully anonymous, and is used solely for research.

Thank you for your valuable input!

Introduction to Scenario-Based Questions

B001

In this section, you will be presented with TWO short scenarios that describe how AI might be used in public services. Each scenario will provide different levels of detail regarding the use of AI in these services.

We define AI systems as "machine-based systems which can operate autonomously and adapt after deployment, generating outputs like predictions or decisions" (EU Artificial Intelligence Act, 2025)

We ask you to carefully read each scenario and then answer the questions that follow.

B010

1. 1st Scenario:

You submitted your annual request for tax return. After a few days you receive feedback including:

- 1) Feedback that additional documents are still missing
- 2) Breakdown of process steps completed by AI during the review process
- 3) Requesting you to upload additional material

You have to upload missing documents to verify your claim or request a review by a tax officer if you believe this is an error.

	1	2	3	4	5
How likely are you to trust AI in conducting the review correctly? (1 = very unlikely; 5 = very likely)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How does the breakdown of process steps affect your trust in the AI-driven decision? (1 = decreases trust significantly; 5 = increases trust significantly)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How does the option to contact a tax officer affect your trust in the AI-driven decision? (1 = decreases trust significantly; 5 = increases trust significantly)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to comply with the request? (1 = very unlikely; 5 = very likely)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B003

What additional information or communication would increase your trust in the process and decision made by AI?
Please describe in a few words.

2. 2nd (final) Scenario:

You submitted an application for family benefits (Familienbeihilfe) to support your child's application. After a few days you receive feedback including:

- 1) Feedback that you do not meet the eligibility criteria
- 2) Breakdown of data included in the AI-driven review process and which of your data does not meet the criteria
- 3) You may request a human review by submitting an appeal (if you feel like the decision does not account for your circumstances correctly)

	1	2	3	4	5
How likely are you to trust AI in conducting the review correctly? (1 = very unlikely; 5 = very likely)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How do the details about which data was used in the decision process affect your trust in the AI-driven decision? (1 = decreases trust significantly; 5 = increases trust significantly)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How does the specific information about where you do not meet the criteria affect your trust in the AI-driven decision? (1 = decreases trust significantly; 5 = increases trust significantly)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How does the option to appeal the decision affect your trust in the AI-driven decision? (1 = decreases trust significantly; 5 = increases trust significantly)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. What additional information or communication would increase your trust in the process and decision made by AI? B009

Please describe in a few words.

Page 05**GK**

4. On a scale of 1 to 5, how aware are you of AI applications used in public services (e.g., AI used for decision-making in tax assessments, job matching, or social benefit distribution)? C001

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1 (not aware of any use case)	2	3	4	5 (I know how and where it is used)

5. How have you interacted with AI before? C010


Please indicate all true answers.

- ☐ No interaction with AI so far
- ☐ I have interacted with AI services (e.g., chatbots, virtual assistants, or online services)
- ☐ I regularly use AI in private or professional setting
- ☐ I have previously received an AI-based decision from public services

C007

6. Please indicate the extent to which you view the following factors as beneficial for the use of AI in public services.


	1 Not at all beneficial	2	3	4	5 highly beneficial
Faster processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Greater accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reducing costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fairer decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C008 


7. Please indicate the extent to which the following factors influence your concerns towards AI.

	1 not concerning	2	3	4	5 highly concerning
Transparency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Errors in decision-making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bias	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of human oversight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Based on the last two questions, how do you assess the use of AI in public services overall?


C009 

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1 (highly concerning)	2 (slightly concerning)	3 (neutral)	4 (slightly beneficial)	5 (highly beneficial)

D001 

9. To what extent do you trust AI processing your data and making decisions in the public sector?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1 (not trustworthy at all)	2	3	4	5 (very trustworthy)

10. How much do you trust the following public services to make decisions using AI?D002 Do not trust
at allTrust
completely

Tax administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social benefit distribution (Familienbeihilfe)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AMS services (job searching)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Security (Police)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D004

II. How do the following factors influence the trustworthiness of AI driven decision making in the public sector?


	1 (no influence on trustworthiness)	2	3	4	5 (strongly increasing trustworthiness)
Human oversight on each AI decision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Transparency – information about the personal data used for the decision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process Transparency – information about the steps and involved people in the decision-making process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outcome transparency – decision factors are explained for justification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular audits of the AI system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to appeal AI decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public reporting on AI decision-making outcomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. What is your age?

Select your age range from the list below.

- ☐ 18–24
- ☐ 25–34
- ☐ 35–44
- ☐ 45–54
- ☐ 55–64
- ☐ 65 or older


13. What is your gender?

F002 

Select the gender that best describes you.


- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to say

14. What is the highest level of education you have completed?

F003 

Select the highest level of education you have completed from the options below.

- ☐ Less than high school
- ☐ High school diploma or equivalent
- ☐ Some college, no degree
- ☐ Associate's degree
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Doctoral degree or equivalent

F004 

15. What is your employment status?

Choose the option that best describes your current employment situation.

- ☐ Employed full-time
- ☐ Employed part-time
- ☐ Unemployed
- ☐ Student
- ☐ Retired
- ☐ Self-employed

16. Are you currently living in Austria?

F005

Page 08

Thank you for participating in our survey! We are looking for participants who are also open for conducting a 10 minute interview. If you agree to be contacted by us for that purpose, please provide your e-mail below.

G001

We highly appreciate it!

This is optional, you may skip the page.

Thank you for completing this questionnaire!

We would like to thank you very much for helping us.

Your answers were transmitted, you may close the browser window or tab now.

Mila Mistic, Wirtschaftsuniversität Wien – 2024

WIRTSCHAFTSUNIVERSITÄT WIEN