

AIGOV

Implementing ethical, trustworthy and fair Artificial Intelligence Systems in Public Sector

D4.3 Communication, Public Administration Clustering & Stakeholders Engagement Report

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Abstract:	This deliverable is the direct outcome of Task 4.2 “Dissemination and Communication Planning, Monitoring and Related Activities” and Task 4.3 “AI Clustering in Public Administration” documenting the communication and clustering activities undertaken.
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List of Abbreviations

The following table presents the acronyms used in the deliverable in alphabetical order.

Abbreviation	Description
AI	Artificial Intelligence
H.F.R.I.	Hellenic Foundation for Research and Innovation
ICT	Information and Communication Technologies
NGO	Non-Governmental Organisation
PA	Public Administration
SME	Small and Medium-sized Enterprise
WP	Work Package

Executive Summary

This deliverable presents the communication, dissemination, and stakeholder engagement activities carried out during the full duration of the AIGOV project. The overarching aim of these activities was to ensure the visibility of the project, promote awareness of its objectives and results, and engage relevant stakeholder groups in discussions regarding the adoption of trustworthy, ethical, and human-centric Artificial Intelligence in Public Administration (PA).

The communication activities established the project's public-facing identity and maintained its presence throughout the three years of implementation. A dedicated project website was created and continuously updated, providing access to project information, deliverables, scientific publications, and workshop announcements. Complementary communication channels, including a GitHub repository and an X (Twitter) account, were used to share updates, promote events, and support stakeholder outreach. Together, these tools enabled clear, accessible, and consistent communication with a broad audience of students, researchers, practitioners, and interested members of the public.

Dissemination activities targeted more specialised academic and professional communities. The project produced four peer-reviewed scientific publications presented at the International Conference on Electronic Government (eGOV) and published in journals, reflecting AIGOV's contribution to research on AI in public administration, generative AI, explainable AI, and legal interpretation using large language models. Consortium members also participated in the E-GOV-CeDEM-ePart conferences in 2023, 2024, and 2025, ensuring continuous engagement with international digital government researchers. In addition, the team organised three AIGOV workshops at the University of Macedonia, attracting public-sector employees, postgraduate students, and industry professionals. These workshops played an important role in disseminating project results, gathering feedback, and fostering dialogue on practical challenges and opportunities related to AI deployment in administrative settings. An invited lecture delivered to public servants in March 2023 further contributed to knowledge exchange and validation of early project insights.

Stakeholder engagement and clustering activities supported the creation of a diverse ecosystem of actors interested in or affected by AI in the public sector. Engagement was initiated through the collaborating organisation, the Region of Central Macedonia, and expanded through the University of Macedonia's academic and professional networks. Feedback gathered from public servants, postgraduate students, data science practitioners, and researchers informed the development of AIGOV's frameworks and pilots, helping ensure that the project's solutions were relevant, usable, and aligned with real administrative needs. These interactions strengthened the project's outcomes and contributed to a deeper understanding of the social, organisational, and technical contexts in which AI may be adopted in public administration.

Overall, the combined communication, dissemination, and stakeholder engagement activities significantly contributed to achieving AIGOV's objectives. They enhanced the project's visibility, supported the refinement and validation of its results, and laid the groundwork for potential uptake of its methodologies and tools beyond the project's duration. These activities also positioned AIGOV within the broader European conversation on responsible and human-centric AI in the public sector, ensuring that the project's contributions will continue to be relevant and impactful in future initiatives and research efforts.

1 Introduction

The aim of this section is to introduce the background of the work pursued within Task 4.2 “Dissemination and Communication Planning, Monitoring and Related Activities” and Task 4.3 “AI Clustering in Public Administration” of the AIGOV project. The scope and the objective that the current document has set out to achieve are presented in sub-section 1.1. The intended audience for this document is described in sub-section 1.2, while sub-section 1.3 presents the relationship of this deliverable with previous deliverables of the project. Finally, sub-section 1.4 outlines the structure of the rest of the document.

1.1 Scope and Objective

The present document is the deliverable “Communication, Public Administration Clustering & Stakeholders Engagement Report” (henceforth, referred to as D4.3) of the AIGOV project. The main objective of D4.3 is to document the results of two tasks of WP4 of the AIGOV project, namely Task 4.2 “Dissemination and Communication Planning, Monitoring and Related Activities” and Task 4.3 “AI Clustering in Public Administration”.

The specific objectives of WP 4 include that are aligned with this deliverable are:

- To establish a solid dissemination and communication strategy of the project for raising public awareness (already achieved in D4.2 Dissemination, Communication & Stakeholders engagement plan delivered in M6 of the project).
- To establish a Network of Interest around the project in order to exchange information, ideas and expertise about the project goals and impacts and future prospects.

1.2 Intended Audience of this Deliverable

The intended audience for this document is public administration, policy-makers, and anyone interested in deploying Artificial Intelligence in the public sector.

1.3 Relationship with Previous Deliverables

This deliverable builds directly on the foundations established earlier in the project, in particular the Communication and Dissemination Plan submitted in D4.2. Whereas D4.2 set out the strategic framework, objectives, target audiences, channels, and performance indicators guiding all communication and dissemination activities, the present deliverable documents the extent to which these planned actions were implemented across the project’s duration and assesses their effectiveness. In this sense, D4.3 serves as an applied counterpart to the strategic planning work completed earlier, translating the defined objectives into concrete evidence of outreach, engagement, and impact.

Within the wider project structure, the activities reported here were closely aligned with and supportive of the work carried out in other work packages. WP4 ensured that the

outputs of WP2, particularly those related to conceptual, methodological, and ethical analyses of AI in public administration, were appropriately communicated to scientific, policy, and practitioner communities. It also supported the dissemination of the technological developments produced under WP3 by promoting them through targeted channels, scientific venues, and stakeholder engagements. Through continuous coordination with WP5, WP4 ensured that all communication efforts were accurate, ethically compliant, and consistent with the project's identity and governance structure. Moreover, WP4 complemented the sustainability and exploitation considerations addressed in Task 4.2 by increasing visibility among relevant communities and fostering connections that can support the continuation and uptake of AIGOV results after the project's conclusion.

In this way, WP4 operated as an integrative work package that linked research, technical innovation, stakeholder engagement, and project governance. D4.3 consolidates the achievements of these interactions throughout the project's lifecycle, demonstrating how communication and dissemination activities supported the visibility, credibility, and impact of AIGOV while remaining faithful to the objectives defined in the earlier planning phase.

1.4 Structure

The remainder of this deliverable is organised into sections that reflect the main components of the communication, dissemination, and stakeholder engagement activities carried out during the AIGOV project.

- Section 2 introduces the key stakeholder groups relevant to AIGOV and outlines the rationale for their selection, drawing on the project's objectives and engagement strategy.
- Section 3 presents the communication activities undertaken during the project, including the development and maintenance of the project website, the use of the GitHub repository, and the project's presence on X.
- Section 4 describes the dissemination activities, covering scientific publications, conference participation, workshops, and invited presentations through which the project's results were shared with academic and practitioner communities.
- Section 5 focuses on stakeholder engagement and clustering, detailing how the project interacted with public-sector professionals, academic audiences, and industry representatives, and how these interactions contributed to the validation and refinement of AIGOV's outcomes.
- Finally, Section 6 provides the conclusions, summarising the achievements of the project's communication, dissemination, and engagement activities and reflecting on their contribution to the broader objectives of AIGOV.

2 Stakeholders and Target Groups for Communication and Dissemination

The AIGOV project aims to advance the adoption of trustworthy, ethical, and human-centric Artificial Intelligence in Public Administration (PA). Achieving this objective requires engaging a wide range of stakeholders who may benefit from, contribute to, or influence the uptake of AIGOV's results. The target groups for communication and dissemination activities were defined in alignment with the project objectives and the communication strategy established in D4.2. These groups represent both the immediate beneficiaries of the project results and broader communities with an interest in AI governance, digital transformation, and data-driven innovation in the public sector.

Engagement with stakeholders was initiated early in the project and further expanded throughout the project's duration. The process began with the collaborating organisation (the Region of Central Macedonia, Greece) and its connections as well as with individuals and organisations already connected to the research team of the University of Macedonia, such as postgraduate students (many of them public-sector professionals), researchers, and other collaborators of the University of Macedonia. From this initial core, engagement gradually extended to additional stakeholders, creating a broader ecosystem of public-sector actors, academic communities, technology developers, and civil society members.

Regular communication with these groups ensured that the project maintained an open dialogue with its audiences, enabling the consortium to share progress updates, gather feedback, and understand the expectations and needs of those who could potentially adopt or influence the adoption of AI solutions in public administration. This sustained interaction also strengthened the project's capacity to validate its approaches, disseminate its findings effectively, and raise awareness of the opportunities and challenges associated with AI in the public sector.

The identification of target groups was guided by the objectives of AIGOV, which include:

- analysing the societal, organisational, ethical, and technological challenges associated with AI in public administration;
- developing frameworks and methodologies for trustworthy, fair, and robust AI systems;
- producing tools, techniques, and evaluation mechanisms to support AI deployment in public sector contexts;
- demonstrating the capability of these solutions through pilot implementations; and
- supporting the long-term adoption of human-centric AI in public sector organisations.

The key target groups and their relevance for AIGOV is presented below. Each group is further described in more detail in the following sections, along with the communication and dissemination channels used to reach them. Throughout the project, a continuously updated contact list of stakeholders was maintained using a process similar to the “Snowball Method”, expanding outreach through networks of existing contacts in academia, industry, and government. This stakeholder base formed the foundation for the dissemination activities described in Section 3.

- **Public Sector Decision-makers.** Senior officials, policymakers, digital governance leaders, and elected representatives at national, regional, and local levels who shape strategies and policies related to the adoption and governance of AI in public administration.
- **Public Administration Employees and Practitioners.** Civil servants, analysts, IT professionals, and operational staff working within public organisations who may directly benefit from AIGOV’s methodologies, tools, and use cases.
- **Software Developers, Technical Vendors, and Small and Medium-sized Enterprises (SMEs).** Technology providers, AI and data solution developers, and SMEs capable of adapting, extending, or integrating AIGOV outputs into practical tools or public-sector services.
- **AI and Data Governance Bodies, Regulatory Authorities, and Standardisation Organisations.** National and European bodies involved in AI regulation, digital public administration frameworks, data protection, ethical oversight, and standardisation of AI or data management practices.
- **Data Scientists, Machine Learning Practitioners, and Technical Experts.** Professionals who work with public-sector datasets, develop AI models, or evaluate algorithmic systems and who require access to methodologies and technical knowledge produced by AIGOV.
- **Researchers and Academics.** Scholars in the fields of eGovernment, AI governance, public administration, computer science, data science, ethics, and related disciplines who can advance, validate, or build upon AIGOV’s scientific contributions.
- **Civil Society Organisations, NGOs, and Citizens.** Groups with interest in transparency, accountability, fairness, and the societal impact of AI, including organisations advocating for digital rights, ethical AI, and evidence-based public policy.

3 Communication Activities

This section presents the main communication activities carried out during the three years of the AIGOV project. These activities supported the visibility of the project, enhanced awareness of its objectives and progress, and enabled consistent engagement with a broad range of stakeholders.

3.1 Web Site

A website for the AIGOV project (Figure 1) was created during the first year and was continuously updated and expanded throughout the project’s duration: <https://aigov-elidek.github.io/>.

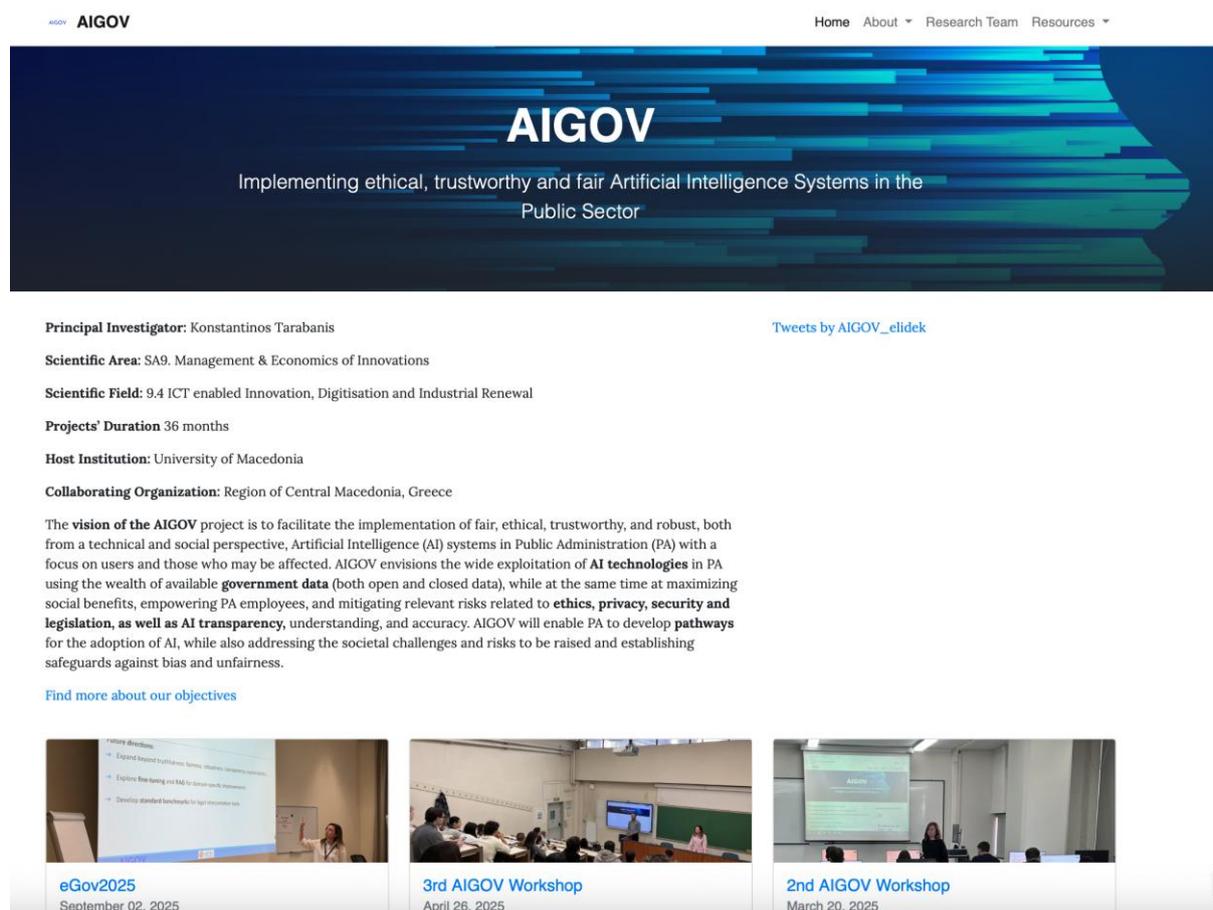


Figure 1 The Website of the AIGOV project

The homepage presents a concise overview of the project’s vision, objectives, and activities, providing visitors with an accessible entry point to understand AIGOV’s focus on trustworthy and human-centric Artificial Intelligence in Public Administration. From the homepage, users can access links to the project’s online presence and related communication channels, including the AIGOV Twitter account and the project’s GitHub repository.

The website also includes dedicated sections containing detailed information about the project consortium, descriptions of the research activities and work packages, and

announcements of the AIGOV workshops held at the University of Macedonia. In addition, it provides access to public deliverables, scientific publications, and other dissemination materials produced during the project. A contact page allows stakeholders to interact with the project team and request further information.

3.2 GitHub Repository

A GitHub repository (Figure 2) was established and maintained at: <https://github.com/AIGOV-elidek/aigov-elidek.github.io>.

Initially used to host the technical foundation of the project website, the repository serves as a central location for sharing technical artefacts, documentation, and potential code developed in the context of the project. The structure of the repository reflects AIGOV's commitment to transparency and open-science principles, facilitating future dissemination of tools and materials beyond the project's lifetime.

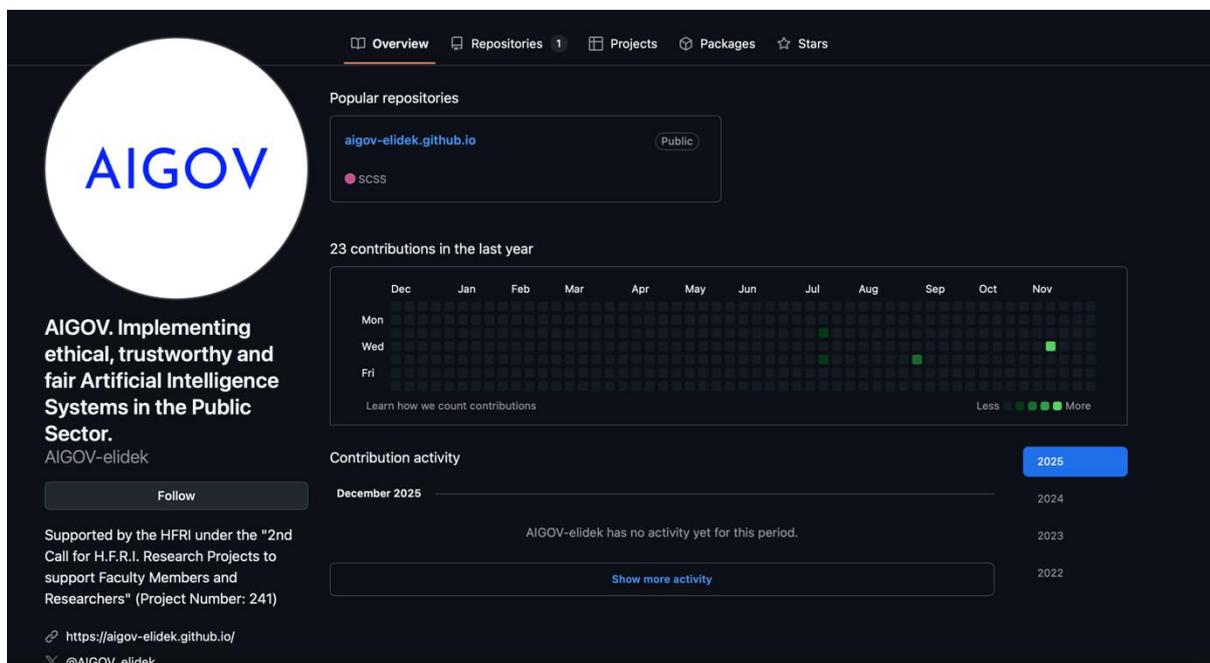


Figure 2 Screenshot of AIGOV Github

3.3 X (Twitter)

An X (formerly Twitter) account (Figure 3) dedicated to the project was created to support ongoing communication and engagement activities: @AIGOV_elidek. Through this channel, the consortium regularly posted updates on project progress, announcements of events and workshops, and links to publications. The hashtag #AIGOV was used to consolidate posts related to the project and make them easily discoverable by the broader AI and digital governance community.



Figure 3 A screenshot from the project's X account

The X account contributed to expanding the project's visibility, fostering awareness among researchers, public-sector professionals, students, and other interested stakeholders. It played an important role in maintaining a continuous flow of information and ensuring that the project's key messages reached diverse audiences throughout the project's lifetime. Figure 4 and Figure 5 show examples of tweets for the 1st AIGOV workshop and the presentation of AIGOV's results at the eGOV2024 conference, respectively.



Figure 4 A tweet for the 1st AIGOV workshop



Figure 5 A tweet for the presentation of AIGOV's results at the eGOV2024 conference

4 Dissemination Activities

This section presents the main dissemination activities carried out throughout the AIGOV project. These activities aimed to communicate the project’s scientific, methodological, and practical results to academic communities, public-sector professionals, and other specialised audiences capable of adopting or building upon AIGOV’s outputs. Dissemination activities included scientific publications, participation in conferences and seminars, the organisation of dedicated workshops, and invited presentations.

4.1 AIGOV Workshops

Three AIGOV workshops were organised and hosted on the premises of the University of Macedonia during the project’s lifetime. These workshops constituted a key dissemination channel, enabling the project team to present research findings, frameworks, and pilot results to postgraduate students, many of whom were public-sector professionals or employed in industry.

The **first AIGOV workshop** (Figure 6), held in November 2023, gathered approximately fifty participants. It was co-organised with the collaborating organisation (Region of Central Macedonia). The AIGOV project and its initial results were presented, and participants, primarily postgraduate students in the “Master in Public Management” programme employed in the public sector, shared their views on the role of AI in government and proposed potential use cases for improving administrative processes.



Figure 6 The 1st AIGOV workshop with around 50 participants

The **second AIGOV workshop** (Figure 7), held in April 2025, attracted around forty-five participants, mostly postgraduate students from the “Master in Business Analytics and Data Science” programme. The focus of this workshop was on the AIGOV frameworks developed in WP2. Participants discussed the applicability of these frameworks to real-world administrative challenges and provided feedback to support refinement and validation.



Figure 7 The 2nd AIGOV workshop with around 45 participants

The **third AIGOV workshop** (Figure 8), held in September 2025, brought together approximately forty participants. The session focused on the results of the pilot implementations developed and evaluated in WP3. Participants engaged in discussions about the operationalisation of the solutions, the insights generated by the pilots, and their relevance to public-sector digital transformation.



Figure 8 The 3rd AIGOV workshop with around 40 participants

4.2 Scientific Publications

The AIGOV consortium disseminated its scientific findings through four peer-reviewed publications presented at conferences or published in academic journals (Table 1). These publications addressed the main research themes of the project, including AI governance, generative AI for multilingual deliberation, explainable AI techniques applied to open statistical data, and the evaluation of large language models for legal interpretation.

Table 1 AIGOV Project Academic publications

Authors	Year	Publication title	Conference/Journal/Place	DOI/URL
Karamanou, A., Mangou, E., & Tarabanis, K.	2023	An Ecosystem for Deploying Artificial Intelligence in Public Administration.	International Conference on Electronic Government 2023 (pp. 192-207). Cham: Springer Nature Switzerland.	https://doi.org/10.1007/978-3-031-41138-0_13
Kalampokis, E., Karacapilidis, N., Karamanou, A., & Tarabanis, K.	2024	Fostering Multilingual Deliberation through Generative Artificial Intelligence	International Conference on Electronic Government 2024. CEUR, Vol.3737.	https://ceur-ws.org/Vol-3737/paper22.pdf
Karamanou, A., Brimos, P., Kalampokis, E.,	2024	Explainable Graph Neural Networks: An Application to Open Statistics Knowledge	Technologies	https://doi.org/10.3390/technologies12080128

& Tarabanis, K.		Graphs for Estimating House Prices		
Karamanou, A., Kalampokis, E., Fitsilis, F., Theodorakopoulos, G. & Tarabanis, K.	2025	Evaluating Open and Proprietary Large Language Models in Law Interpretation: The Case of the EU VAT Directive	International Conference on Electronic Government 2025 (pp. 380-394). Cham: Springer Nature Switzerland.	https://doi.org/10.1007/978-3-032-01589-1_24

These publications contributed to disseminating AIGOV’s methodological and technical innovations to the international research community and demonstrated the scientific value and relevance of the project.

4.3 Conference Participation

AIGOV researchers participated in several international conferences, further disseminating the project’s results and engaging with experts in digital governance, eGovernment, and AI research.

The consortium presented research findings at the annual **E-GOV-CeDEM-ePart** conferences (Table 2) in 2023 (Budapest - Figure 9), 2024 (Leuven - Figure 10), and 2025 (Krems - Figure 11). These conferences constitute one of the most prominent European venues for discussions on digital government, open data, civic technology, and public-sector innovation. Participation in this series of events enabled continuous dissemination of project results and supported engagement with international researchers and practitioners.

Table 2 Participations of the AIGOV team members to conferences.

Event	Topic	Date	Location	Attended by
E-GOV-CeDEM-e-Part 2023	The International Conference for e-Democracy and Open Government.	4 to 7 September 2023	Budapest, Hungary	Areti Karamanou
E-GOV-CeDEM-e-Part 2024	The International Conference for e-Democracy and Open Government.	3 to 5 September 2024	Leuven, Belgium	Areti Karamanou
E-GOV-CeDEM-e-Part 2025	The International Conference for e-Democracy and Open Government.	2 to 4 September 2025	Krems, Austria	Areti Karamanou



Figure 11 Areti Karamanou presenting the article entitled “Evaluating Open and Proprietary Large Language Models in Law Interpretation: The Case of the EU VAT Directive” was presented on 02.09.2025 at the EGOV2025 - IFIP EGOV-CeDEM-EPART 2025 organised by the University for Continuing Education Krems, Austria.

4.4 Presentations

In addition to conference presentations, the project team delivered a lecture within the postgraduate course “Innovation and Change in Public Management” at the University of Macedonia on 22 March 2023. Sixteen postgraduate students attended, all of whom were working public servants. During the session, the project team introduced the potential and challenges of using AI in public administration. A questionnaire was distributed to gather insights regarding public servants’ perceptions of AI and to identify potential areas of application within their administrative contexts. These insights informed subsequent project activities by contributing to the understanding of user needs and expectations.

5 Stakeholder Engagement and Clustering

Stakeholder engagement and clustering activities formed a central component of the AIGOV project's strategy to promote awareness, foster dialogue, and support the responsible adoption of trustworthy and human-centric Artificial Intelligence in Public Administration. These activities were designed to bring together public-sector organisations, academic communities, industry professionals, and civil society actors who could either benefit from or contribute to the project's results. Engagement efforts were implemented throughout the duration of the project and evolved in accordance with the maturity of AIGOV's research, frameworks, and pilot implementations.

The initial phase of stakeholder engagement was facilitated by the collaborating organisation, the Region of Central Macedonia (Greece), which provided access to relevant public-sector networks and served as an entry point for establishing contact with administrative units, decision-makers, and practitioners. Engagement further expanded through the University of Macedonia's academic and professional networks, involving postgraduate students working in the public sector, researchers, and practitioners from industry. These groups formed the core of the initial stakeholder ecosystem and provided valuable insight into administrative processes, operational challenges, and expectations concerning the use of AI in public-sector contexts.

As the project progressed, stakeholder clustering activities broadened to include individuals and groups beyond the immediate partner networks. A key mechanism for this expansion was the organisation of the three AIGOV workshops, which provided structured opportunities to interact with public-sector employees, postgraduate students, and professionals from data science and analytics domains. These workshops, held in 2023, 2025 (May), and 2025 (September), served as both dissemination events and engagement platforms. Through presentations, discussions, and feedback sessions, participants contributed their perspectives on AI readiness, potential use cases, and perceived barriers to adoption in the public sector. Their feedback informed the refinement of the AIGOV frameworks developed in WP2 and supported the validation of pilot activities conducted in WP3.

Stakeholder clustering also benefited from participation in scientific conferences and seminars, particularly the E-GOV-CeDEM-ePart series, where the project engaged with the international digital government research community. These events enabled the consortium to interact with researchers, policymakers, and practitioners interested in digital transformation and AI governance, thereby extending the project's visibility and creating additional opportunities for cooperation and knowledge exchange. Furthermore, the invited presentation delivered in the postgraduate course "Innovation and Change in Public Management" at the University of Macedonia offered a direct channel for engaging working public servants and gathering structured feedback on their perceptions of AI, their level of

familiarity with key concepts, and their expectations for future applications in their daily work.

Throughout the project, stakeholder engagement was supported by continuous communication through the project's website and X (Twitter) account, which announced project milestones, shared publications, and promoted workshop activities. These channels contributed to the gradual expansion of the stakeholder community and kept engaged audiences informed about project developments.

The insights gathered through stakeholder engagement played an important role in shaping the direction of AIGOV's research and development activities. Public-sector practitioners provided valuable information about administrative processes, organisational barriers, and operational contexts, which helped ensure the practical relevance of the frameworks and tools produced in WP2 and WP3. Feedback from students, industry professionals, and data scientists further contributed to discussions about technical feasibility, usability, and potential areas of impact for AI applications in public administration.

By the end of the project, AIGOV had established a diverse and dynamic stakeholder ecosystem that extended beyond academia and the collaborating organisation. This ecosystem now includes public-sector employees, decision-makers, students, researchers, and industry professionals with an interest in ethical and trustworthy AI for government. The relationships and knowledge exchanges developed through these clustering and engagement activities have created a foundation for the future uptake of AIGOV's results and contribute to the broader European conversation on responsible AI in the public sector.

6 Conclusions

The communication, dissemination, and stakeholder engagement activities implemented throughout the AIGOV project significantly contributed to increasing awareness, promoting understanding, and supporting the responsible adoption of trustworthy and human-centric Artificial Intelligence in Public Administration. The project successfully established a strong communication infrastructure, including a dedicated website, a GitHub repository, and an active presence on X, which ensured continuous visibility of project objectives, activities, and outcomes. These channels provided accessible entry points for diverse audiences and enabled regular updates that kept stakeholders engaged throughout the project's duration.

Dissemination activities were carried out consistently and effectively, culminating in a set of scientific publications, conference participations, workshops, and invited presentations. Through contributions to leading venues such as the International Conference on Electronic Government (eGOV) and the E-GOV-CeDEM-ePart conference series, AIGOV disseminated its theoretical, methodological, and technical results to academic and professional communities. The three AIGOV workshops held at the University of Macedonia played a central role in presenting research outcomes, gathering feedback from practitioners and students, and fostering discussions about the challenges and opportunities of AI in the public sector. These interactions enriched the project's research activities and strengthened the relevance of its frameworks, tools, and pilot results.

Stakeholder engagement and clustering activities further broadened the project's impact. Beginning with the Region of Central Macedonia and the university's established networks, the project progressively expanded its outreach to public servants, postgraduate students, researchers, and industry professionals. These groups formed an evolving stakeholder ecosystem that contributed valuable perspectives on AI adoption in public administration. Their feedback supported the validation of AIGOV's frameworks, informed the development of pilot activities, and provided insights into organisational, ethical, and operational challenges associated with the deployment of AI systems in government contexts.

Overall, the activities carried out within WP4 ensured that AIGOV remained visible, relevant, and connected to the needs and expectations of its target audiences. The combination of communication, dissemination, and stakeholder engagement actions strengthened the project's scientific contribution, facilitated knowledge exchange, and laid the groundwork for future exploitation of its results. The relationships developed with stakeholders, particularly public-sector practitioners, create favourable conditions for continued dialogue and future adoption of AIGOV's methodologies and tools. The project's sustained engagement with academic communities and digital governance networks positions AIGOV as a meaningful contributor to the broader European and international discussion on trustworthy and ethical AI in public administration.

AIGOV D4.3 Communication, Public Administration Clustering & Stakeholders Engagement Report

The foundations established during the project provide a strong basis for further development, collaboration, and policy impact. As AI continues to evolve and public administrations seek effective, ethical, and human-centric solutions, the outputs of AIGOV and the communities engaged through this project will remain valuable resources for advancing transformative and responsible innovation in the public sector.