



EUROPEAN COMMISSION
SECRETARIAT-GENERAL

Directorate A - Strategy, Better Regulation & Corporate Governance
The Director

Brussels, 23 August 2024
SG.A/MW/JB

Subject: Your e-mail of 14 August 2024 on the analysis of public consultations

Dear Mr Homola,

Thank you for your e-mail and for bringing to our attention your concerns regarding the challenges associated with the analysis of the European Commission public consultation data. The Secretary-General asked me to reply to these concerns on her behalf.

We fully acknowledge the importance of accurately capturing the views expressed in free-text responses from public consultations, as these insights play a crucial role in understanding the perspectives of various stakeholders and shaping the Commission's policies.

We also share your observations about the challenges that analysis of public consultations is confronted with, particularly in terms of staffing, resources and the sheer volume of data, as they are also experienced internally within the Commission. Nonetheless, ensuring efficient high-quality analysis and giving feedback to citizens and stakeholders is a priority for the Commission.

The potential of AI in data analysis is indeed a promising avenue and well recognised by the Commission. In its [Strategic vision to foster the development and use of lawful, safe and trustworthy Artificial Intelligence systems in the European Commission](#) published on 18 January 2024, the Commission outlines its vision and introduces concrete actions for how to build institutional and operational capacity to ensure the development and use of trustworthy AI technologies. These new technologies could indeed include support in analysis, drafting, policy preparation and decision-making or new forms of interaction with the public. They can also be helpful in identifying malicious campaigns in public consultations.

Large language models and analytics, with advanced prompt engineering techniques, natural language processing, interactive dashboards and data visualisation amongst other, are increasingly being used within the Commission while new AI tools are in development or testing. These tools complement the important work done by human analysts, combining the strengths of both approaches. This hybrid approach ensures that AI-generated insights are validated and interpreted within the broader context of the Commission's policy goals, ensuring objective and thorough interpretation of data.

The Commission will continue exploring ways to improve all stages of the stakeholder consultation processes, optimising the use of existing technologies and tools across the board to better harness stakeholders' expectations.

Yours sincerely,

Michael WIMMER

