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NBM Governor Anca Dragu at the International Forum “Learning Organisations in the Age of AI”: Artificial Intelligence Should Support Decision-Making, Not Make Decisions

The Governor of the National Bank of Moldova (NBM), Ms Anca Dragu, attended the opening of the International Forum “Learning Organisations in the Age of AI”. The event is dedicated to dialogue on how institutions can strengthen their organisational learning capacity, enabling them to integrate, adapt to and effectively manage the changes brought about by artificial intelligence.

The forum, organised by the NBM together with the Centre of Excellence in Finance (CEF) in Slovenia and the International Training Centre of the International Labour Organisation (ITCILO) in Italy, brought together participants from across the Balkan region in Chişinău for discussions, practical exercises and mutual learning, focusing both on individuals’ relationship with artificial intelligence and on how organisations manage strategy, governance, and change management.

In her address, the NBM Governor emphasised that artificial intelligence is reshaping the architecture of the global economy today, with the financial sector at the centre of this transformation; AI brings opportunities to increase efficiency, enhance analytical capabilities and strengthen supervision.

“Central banks can no longer remain observers, artificial intelligence has the potential to transform the way we fulfil our fundamental mandate, from monetary policy and the supervision of the financial and banking system to combating money laundering. Nevertheless, its integration into core operations must remain prudent. The fundamental principle is clear: artificial intelligence should support decision-making, not make decisions. Human intervention, institutional accountability and economic judgement remain key elements in the exercise of monetary authority,” Ms Anca Dragu emphasised.

In this context, the NBM Governor noted that the institution has developed an internal governance framework for the use of artificial intelligence, which sets out the principles for the responsible use of the technology, requirements for human supervision, as well as data protection and confidentiality standards. A concrete example is the internal AI-based assistant, available to all employees, which provides documented answers based on legislation and internal procedures.

Ms Anca Dragu concluded that artificial intelligence will reshape many institutional processes, but cannot replace the discernment, integrity, accountability and trust on which strong institutions are built, and that organisations that adapt more quickly are the ones that remain resilient.

The International Forum “Learning Organisations in the Age of AI”, held in Chişinău from 16 to 18 September 2026, also marked the closing event of the NBM’s LearnOrgLab project, which focused on promoting a culture of learning and sharing the experience gained in the field of professional development. The project was implemented by the National Bank of Moldova in partnership with the Centre of Excellence in Finance (CEF) in Slovenia, with financial support from the Ministry of Finance of the Kingdom of the Netherlands, the Ministry of Finance of Slovenia, and the Ministry of Foreign and European Affairs of Slovenia.

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