

The responsible use of **AI** for Social Security

European Labour Authority Tech Conference

01 February 2024

Seong Ju PARK

Policy Analyst
Digital Government Unit| Innovative, Digital and Open Government
Public Governance Directorate (GOV)
Organisation for Economic Co-operation and Development (OECD)

Stefano Piano

Labour market economist
Skills and employability division
Employment, Labour and Social Affairs Directorate (ELS)
Organisation for Economic Co-operation and Development (OECD)



- ◆ Why and how governments should adopt AI solutions to support social security
- ◆ What AI adoption means for the tasks and skills of civil servants

Why and how governments should adopt AI solutions



AI for responsive, reliable, and accountable government

Governments as:

- ◆ Developers
- ◆ Regulators
- ◆ Financers
- ◆ **Users**



Enhanced engagement with citizens



Efficient capturing and responding to user needs



Improved speed and quality of services



Improved decision-making



Targeted public spending



Free up public servants' time & lead to higher-value work



AI case studies

in OECD governments

Public Sector Internal Processes



Betto by the Colombian Family Welfare Institute (ICBF). An AI solution to strengthen transparency, objectivity, and excellence in **bidder selection process** of early childhood service providers. It evaluates and selects the best operators for providing comprehensive services aimed at early childhood in the 1,103 municipalities of the country.

Designing better policies and services



The Information Society Foundation for the Americas (FSIA) is working with local governments in Argentina to fight gender-based violence with AI. The “SIAVIGia” system achieves this by 1) **identifying women at risk of femicide**, and 2) **generating statistics and information** to support designing better policies.

Service Design & Delivery



To overcome disjointed and cumbersome public services, the Finland Ministry of Finance’s AuroraAI programme uses AI to **simulate potential service paths and proactively offer citizens services** based on life events (e.g., marriage, beginning university, retirement).

Policymaking



The Disease Control and Prevention Agency developed an AI convergence system to address emerging infectious diseases. The system uses AI to analyse medical data, quarantine data, spatial data, among others, to **develop policy responses to infectious diseases**.



AI case studies

Record of employment comments



The Record of Employment Comments (ROEC) uses natural language processing (NLP) to review the free-text comments received on records of employment and assess and predict simple actions (e.g. save or ignore comments). This allows to reduce the manual workload of Service Canada officers and deliver timely payments of Employment Insurance (EI) benefits to users.

Long-term unemployment prediction



The Portuguese Public Employment Service builds on unemployment data held by the agency to predict the risk of an individual to become unemployed for long-term. With the results, the agency tailors actions to support users.

CLOVA Care Call



A number of local governments in the Republic of Korea provide AI-based CareCall service for seniors. Users receive a call once or twice per week to get check-ups on their health, eating, sleeping and medication patterns. The system can understand unstructured conversations and interact naturally with users. 95% of the users are satisfied with the service.



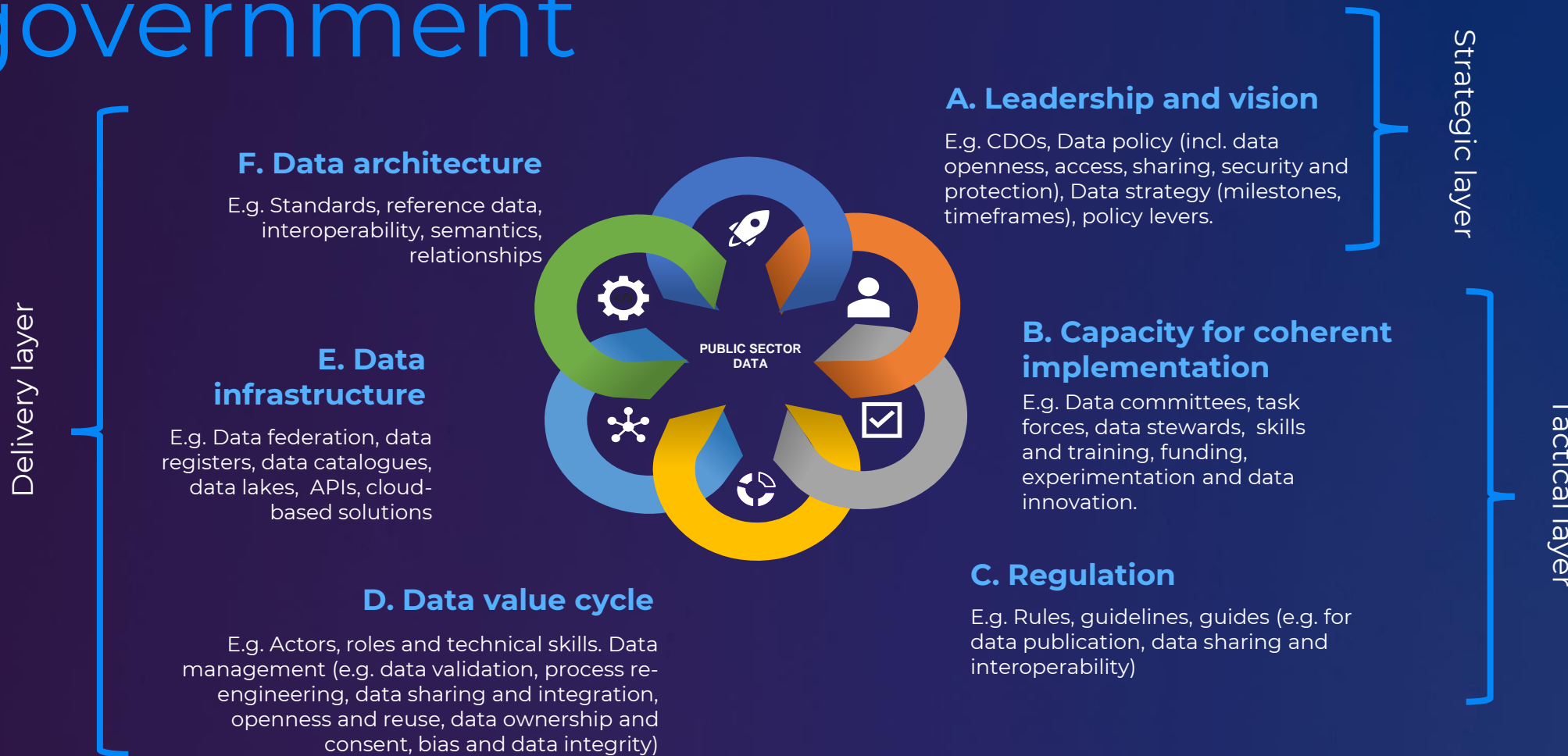
Establishing an enabling environment

for trustworthy and human-centred AI development within the public sector

- ◆ Governing AI coherently across the public sector (AI strategies, data governance, institutional structures) ----- Australia's AI in Government Taskforce
- ◆ Designing effective policy levers through guidelines, frameworks, tools, and legislation to steer the ethical and responsible development and use of AI ----- Colombia's Ethical Framework for AI
- ◆ Supporting implementation through knowledge sharing, competences and capacities development, and partnerships. ----- Finland's Elements of AI free and open course
- ◆ Monitoring AI in the public sector and measuring the impact for fostering trust and long-term viability. ----- Canada's Algorithmic Impact Assessment tool

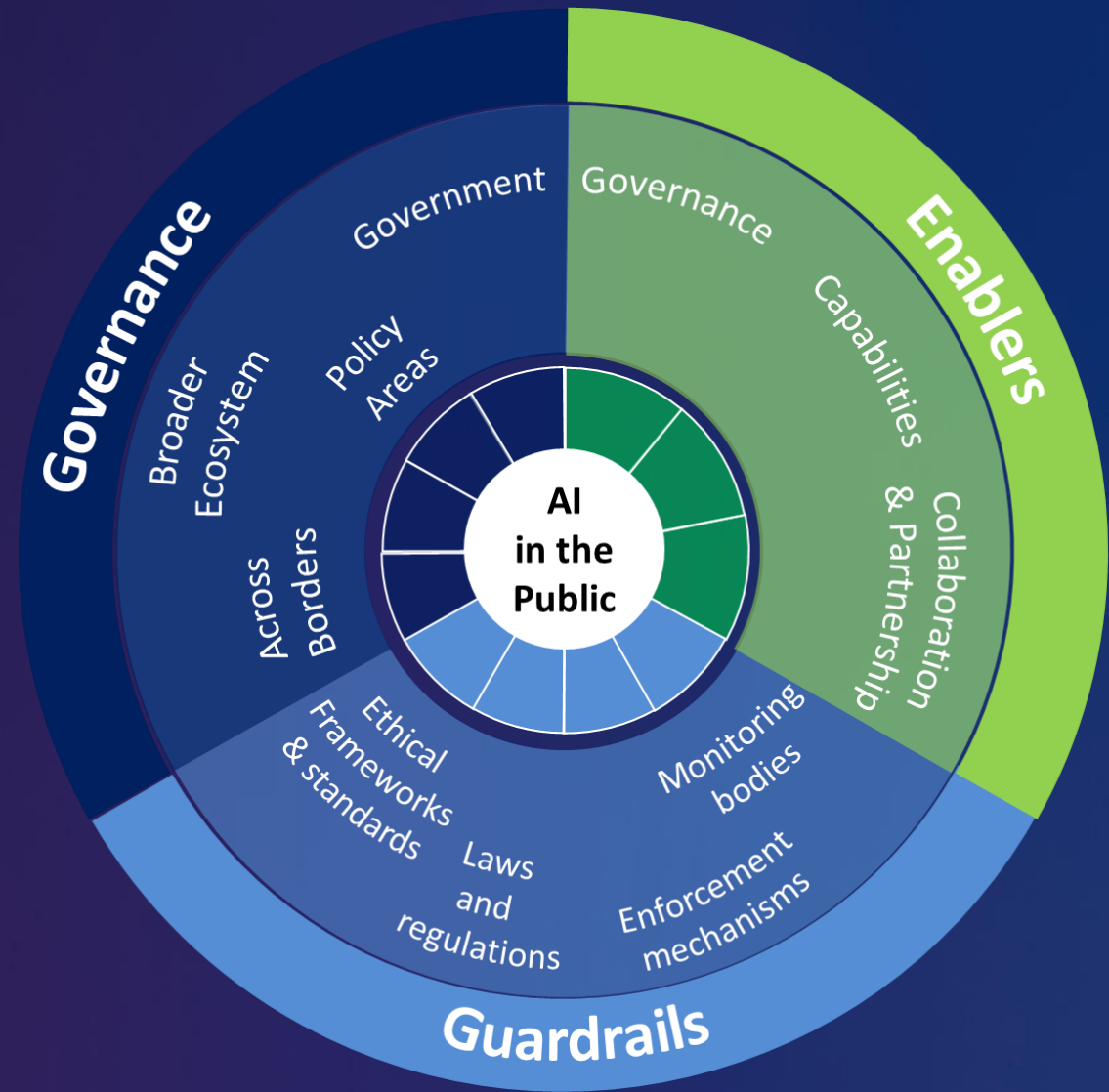


Governing data in government





A preliminary framework for trustworthy use of AI in the public sector



What **AI** adoption means for the **work and skills** of civil servants



AI applications have improved and can now perform cognitive skills, such as expression, scheduling, and advising...



...but they are still limited in socio-emotional skills, such as high-level management negotiation, persuasion and active listening





AI applications can free up public sector staff to support more vulnerable users



Adopting AI solutions in the public sector will require more than specialised AI skills



Governments will need to invest in skill development to support the AI transformation

Thank YOU

Seong Ju PARK

Policy Analyst
Digital Government Unit| Innovative, Digital and Open Government
Public Governance Directorate (GOV)
Organisation for Economic Co-operation and Development (OECD)

✉ SeongJu.Park@oecd.org

Stefano Piano

Labour market economist
Skills and employability division
Employment, Labour and Social Affairs Directorate (ELS)
Organisation for Economic Co-operation and Development (OECD)

✉ Stefano.Piano@oecd.org

Follow us

 [@OECDgov](https://twitter.com/OECDgov)

 [OECD Public Governance](https://www.linkedin.com/company/oecd-public-governance/)

 <http://oe.cd/employment-outlook>

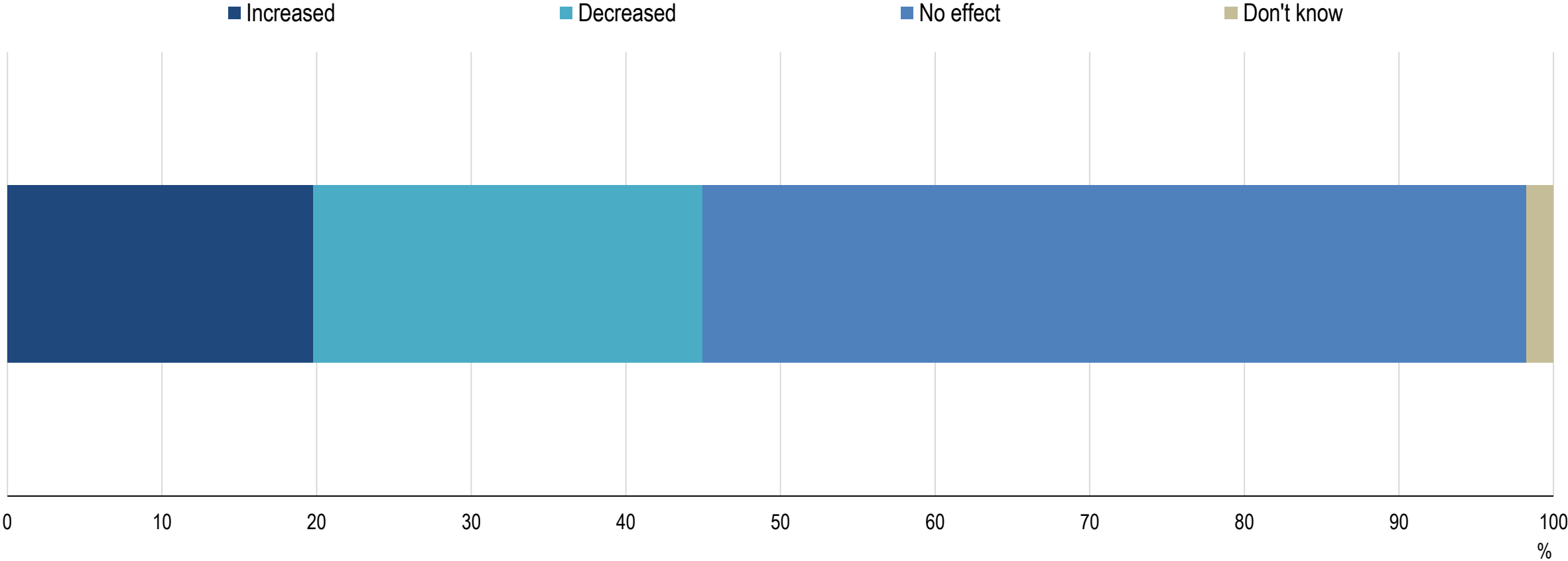
 [EC-OECD project with INPS](#)

Annex

There is little evidence of significant employment effects of AI so far

AI impact on overall employment in company

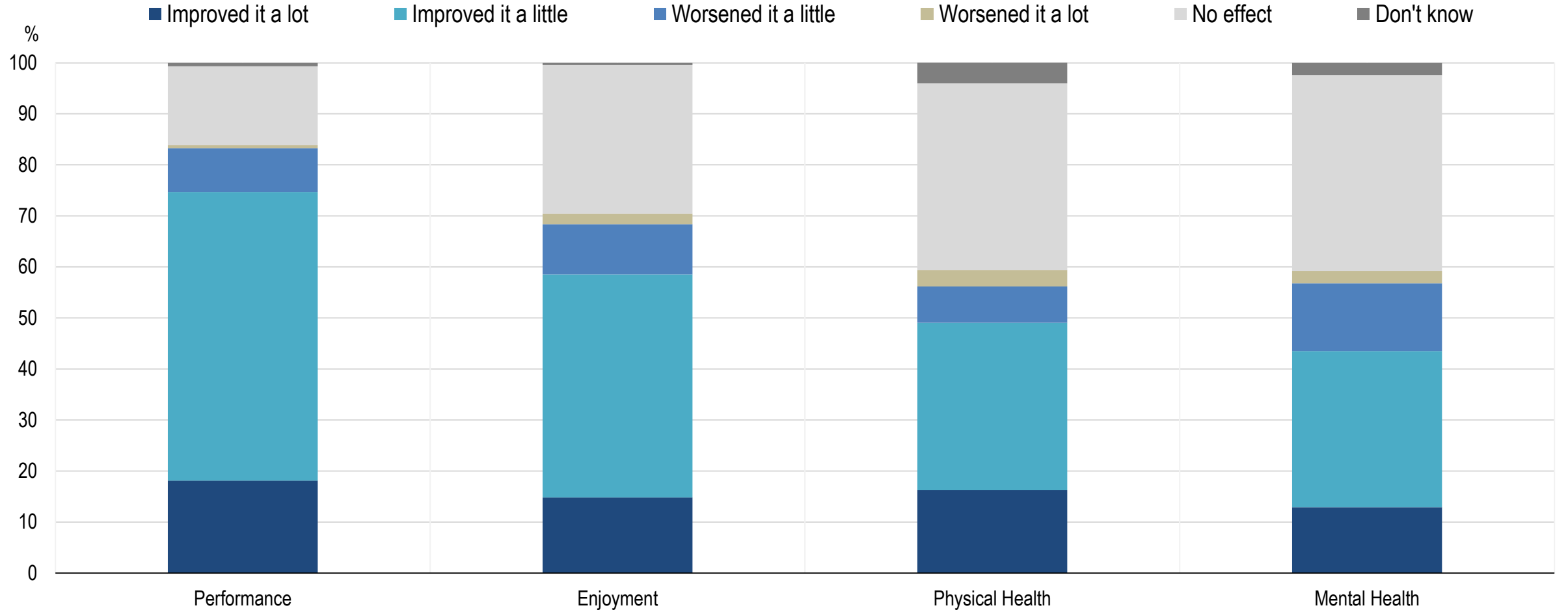
% of employers in manufacturing and finance sectors who say that employment has increased/decreased/stayed the same



AI can have a positive effect on job quality

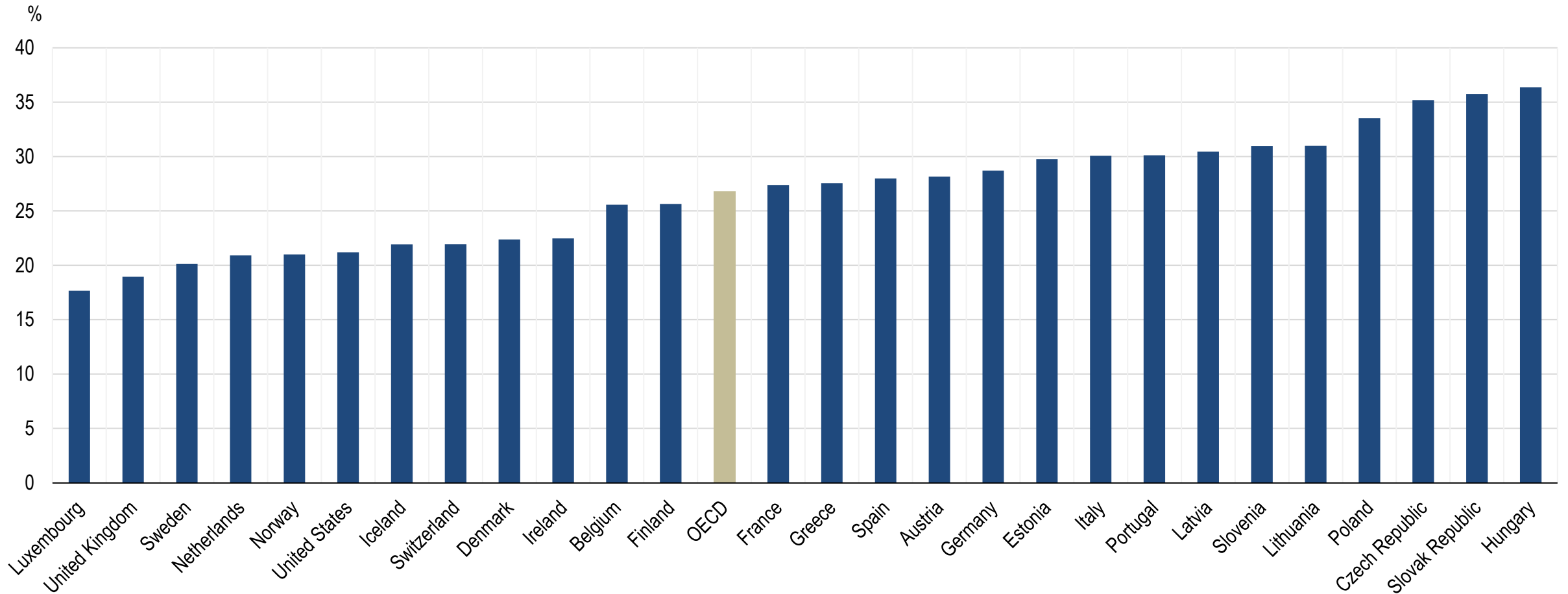
The impact of AI on performance and working conditions

% of workers who work with AI



But there are risks to employment

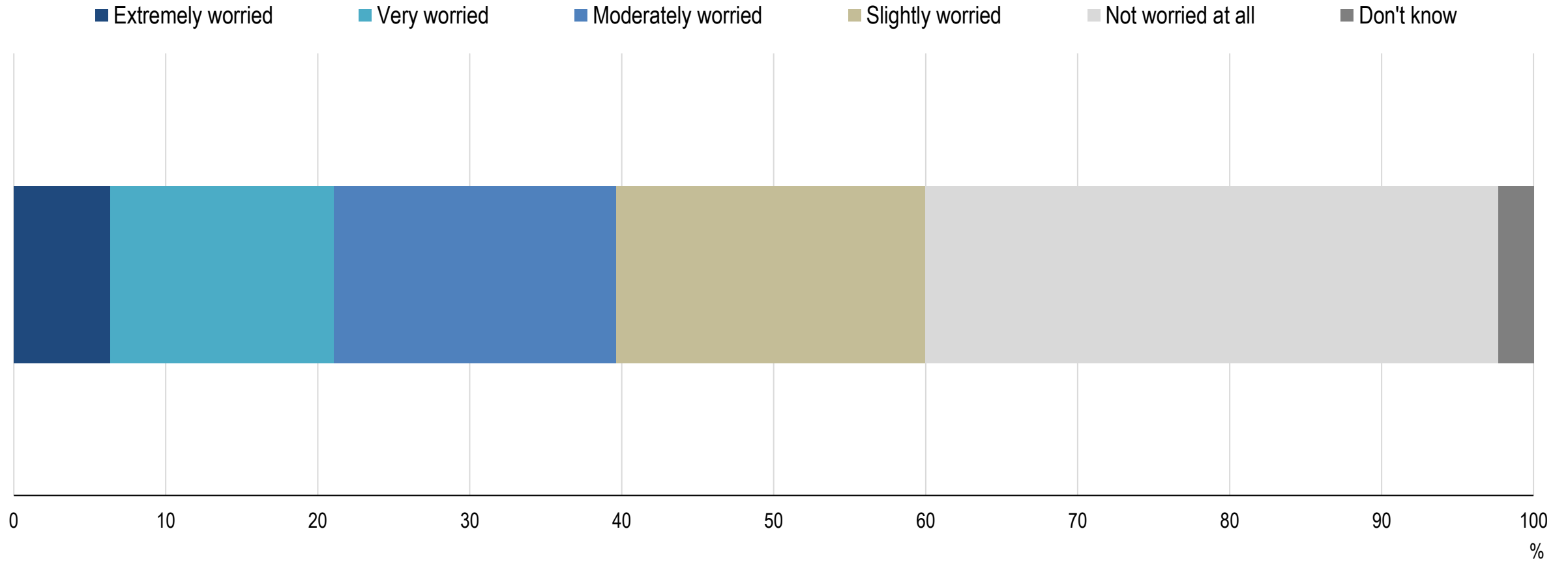
Share of employment in occupations at the highest risk of automation by country, 2019



Many workers are worried about job loss to AI

Share of workers worried about losing their job to AI in the next 10 years

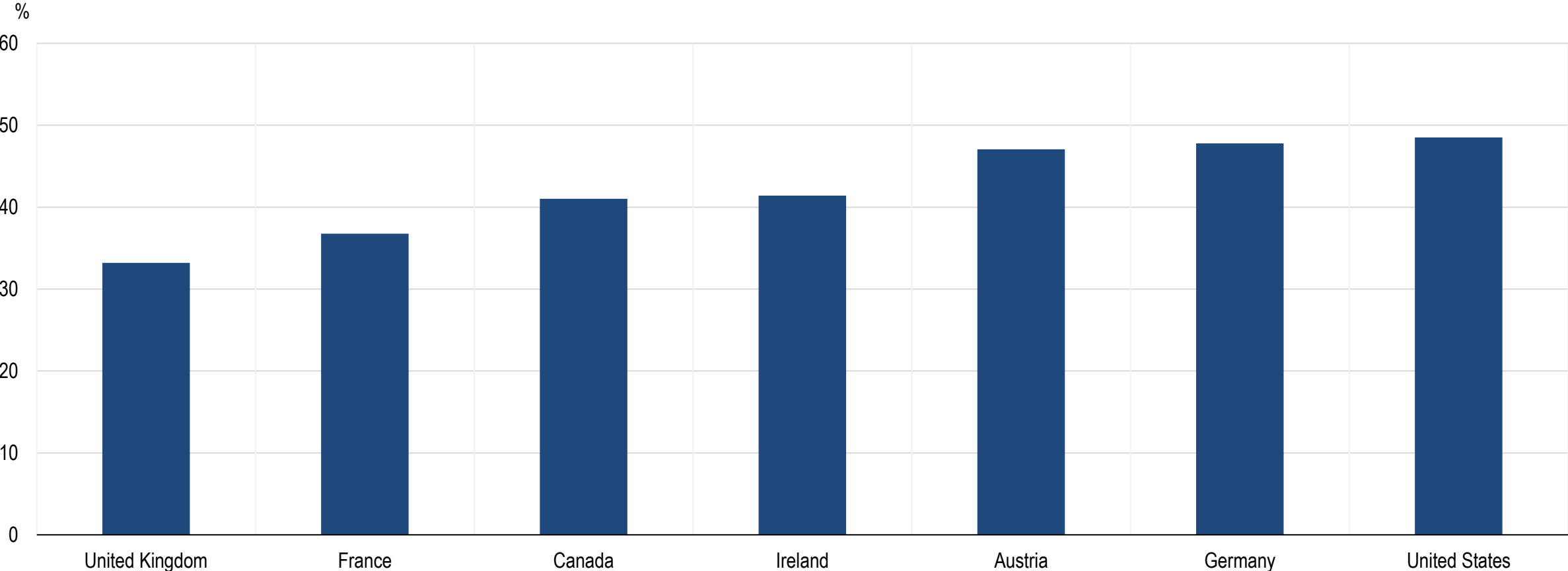
% of workers



Investing in skills will be important

Share of employers saying lack of skills is a barrier to adopting AI

% of employers



Recent advances in AI have broadened the set of skills that can be replicated by automation

More susceptible to automation



Bottlenecks to automation

