



MIGUEL PEROMINGO

IMPROVING PUBLIC EMPLOYMENT SERVICES (PES) WITH AI

AI in HR context



Recruitment and
payroll automation

Cutting down hiring
times

Predictive modelling
for staff satisfaction

Support skills
management

HR tech
transformation

Current use of AI in PES

Administrative data

Big data

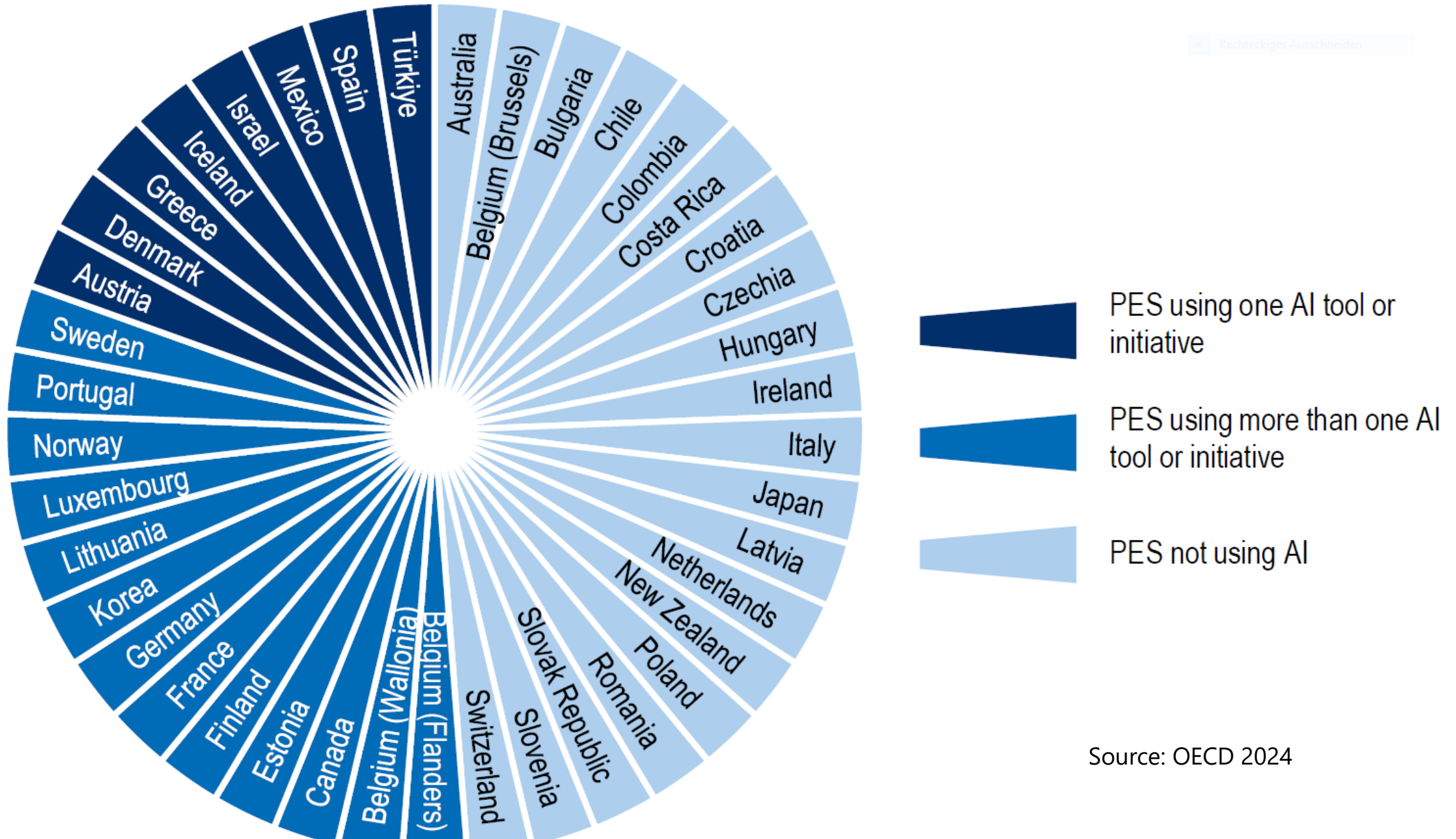
AI/Advanced Analytics

Job seekers support like
profiling, gap analysis,
matching and referencing

Employer support like
vacancy building, matching,
legislative support

Back office support like
benefit payment, LMI and
evaluation

Spread of PES using AI



When in use

Advantages

- More data usage
- More efficiency
- Involvement of clients for personalization
- Softer matching features for career management
- High potential through LLM and VR

Challenges

- Operational implementation for business value
- Staff and client resistance
- Data quality and safety
- Strategy and responsibility

EXAMPLE PES FRANCE

Intelligence Emploi

- Improving working conditions for staff through lower caseloads
- Personalized programs to choose employability journey
- AI factory to co-create and develop applications like the CV skills builder or staff support to find information online



EXAMPLE PES GERMANY

Measures to support advisor-AI interaction

- Competence Compass extracts skills from vacancies and suggests career advice on skills development patterns
- NOW Platform quality-assures skills training with machine learning
- Social Intranet to reduce toxic language in email communication of staff and clients



EXAMPLE PES FLANDERS

Talent API

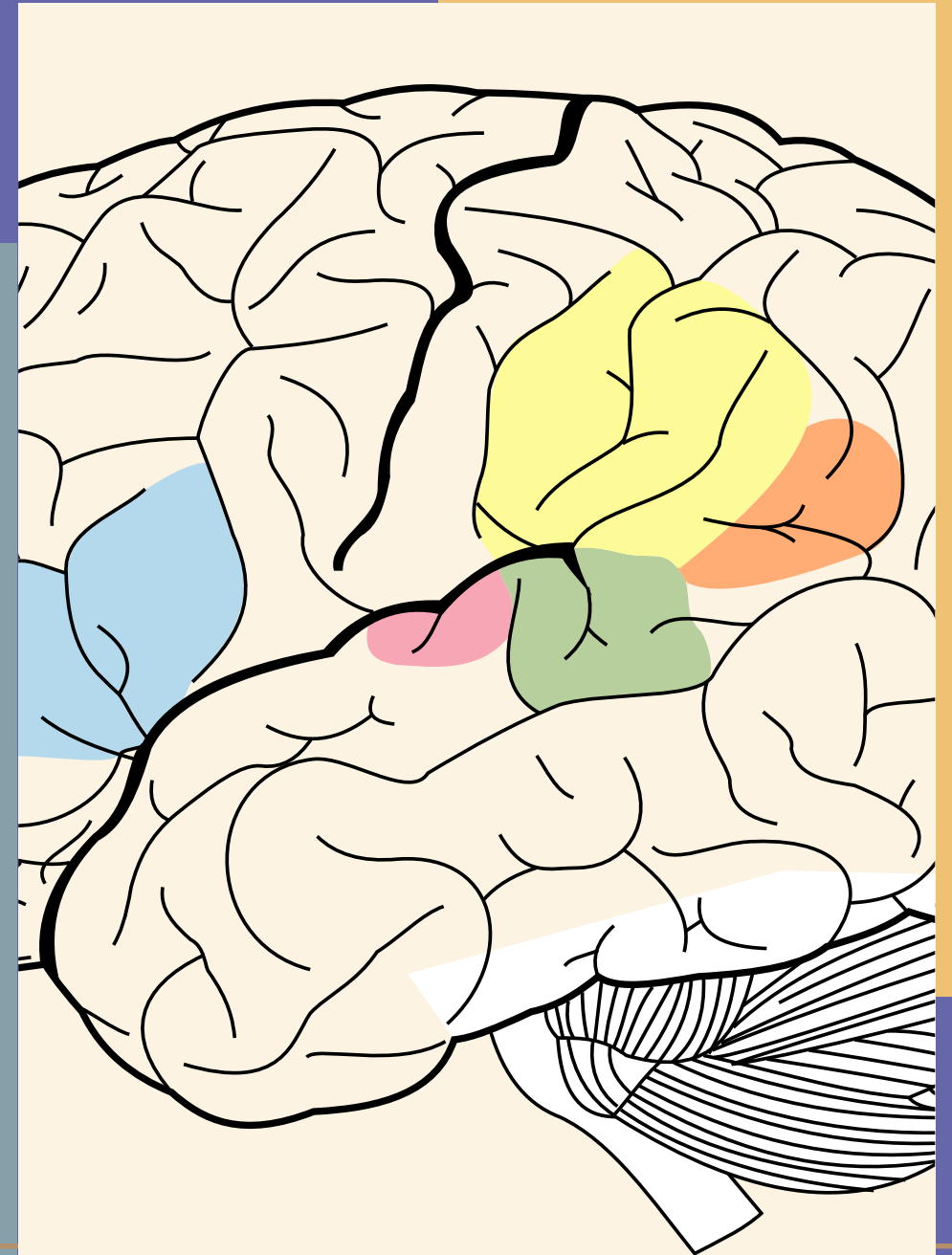
- Traditional rule-based matching engine complemented by multimodel architecture
- Skills-based profiling with experience, desirability and AI boosters
- Customizable and explainable matching process



AI PRODUCT FEATURES PES

Natural Language Processing

- Labelling and categorizing free text in vacancies
- Tagging education and vacancy content to skills
- Analysing user behaviour to recommend career steps



AI PRODUCT FEATURES PES

Language Generators

- Analyses skills gaps in CV and suggests changes
- Helps translate skills needs into a vacancy
- Prompts interview presentation and answer from CV text



AI PRODUCT FEATURES PES

Emotion AI

- Analyses emotion and engagement level of jobseekers
- Adapts learning and employability programs accordingly
- Identifies need for additional support for motivation or social environment



The image shows a grassy field with several wind turbines in the background under a cloudy sky. In the foreground, there are two large black silhouettes. On the left is a man with a large nose, wearing a cap and a jacket, gesturing with his hand. On the right is a woman with long hair, wearing a dress and holding a large steering wheel. The text is overlaid on the left side of the image.

***The real deal lays in
Human Artificial Intelligence Interaction
(HAI)***

AI as colleague?

- *Career advisors may use soft skills now*
- *Staff needs to be involved at development and trained upon roll-out if new technology*
- *Your manager might be more scared than you*
- *AI can only approximate values, never replicate them. Do not put it in charge*
- *Studies by Review of Managerial Science and Journal of Applied Psychology found that AI at the beginning of HR service chains is considered to have acceptable reliability, while later involvement can cause emotional creepiness.*

ROBOTEER

**Prerequisites for
trust:**

Benevolence Competence Integrity



Steps towards the perspective of AI in PES

***Assess what
exactly should be
automated in
employability
services***

***Identify who is
benefitting and
who is being
isolated by AI use***

***Unlearn bias and
program
intercultural
competence***

***Augment services
by linking to
health, science,
education***



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