A futuristic office environment with a blue color scheme. In the foreground, a robotic arm is positioned over a chessboard on a white table. A person wearing glasses and a blue shirt is seated at the table, interacting with the chess pieces. In the background, another person is partially visible near a large screen displaying data charts. The overall atmosphere is high-tech and professional.

AI in Employment Services

Ensuring Workers' Rights and Ethical Practices

Seoul, 30/oct/2024

Juan Iván Martín Lataix
SKLLS Digitalisation Specialist, ILO

Observatory on AI and Work in the Digital Economy



www.ilo.org/aiobservatory

**But
Digital Divide
2.6 Billion**

Digitalization is rapidly changing the world

Global Internet access

Source: ITU 2020

▶ **57%**

Mobile phone ownership

▶ **76.4%**

Advanced technology adoption

▶ **100 million**

ChatGPT users in 2 months

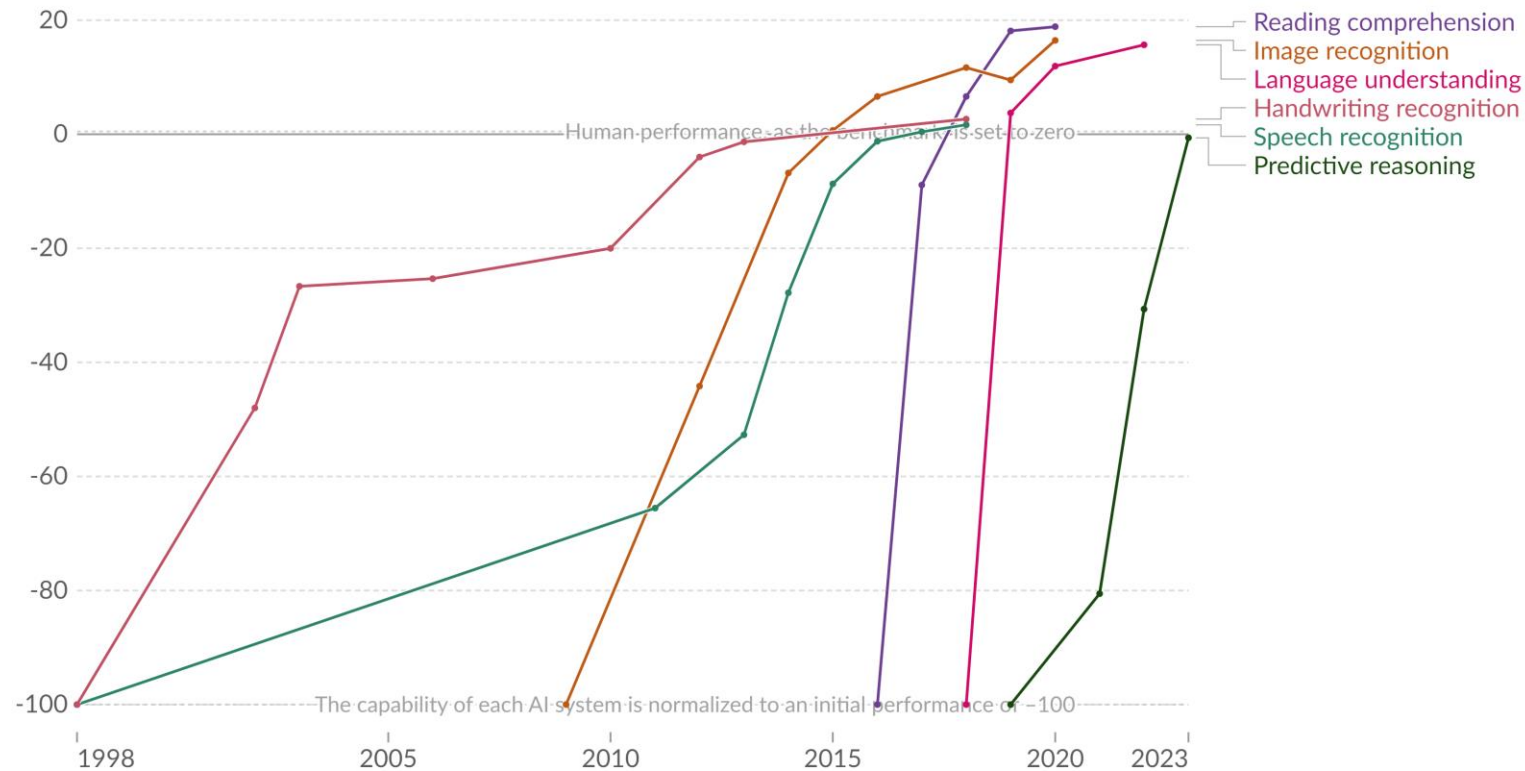
“Between now and 2027, businesses predict that 44% of workers’ core skills will be disrupted, because technology is moving faster than companies can design and scale up their training programmes(...)”. Six in ten workers will require training before 2027, but only half of workers are seen to have access to adequate training opportunities.

WEF, Future of Jobs 2023 Report

Test scores of AI systems on various capabilities relative to human performance

Our World
in Data

Within each domain, the initial performance of the AI is set to -100. Human performance is used as a baseline, set to zero. When the AI's performance crosses the zero line, it scored more points than humans.



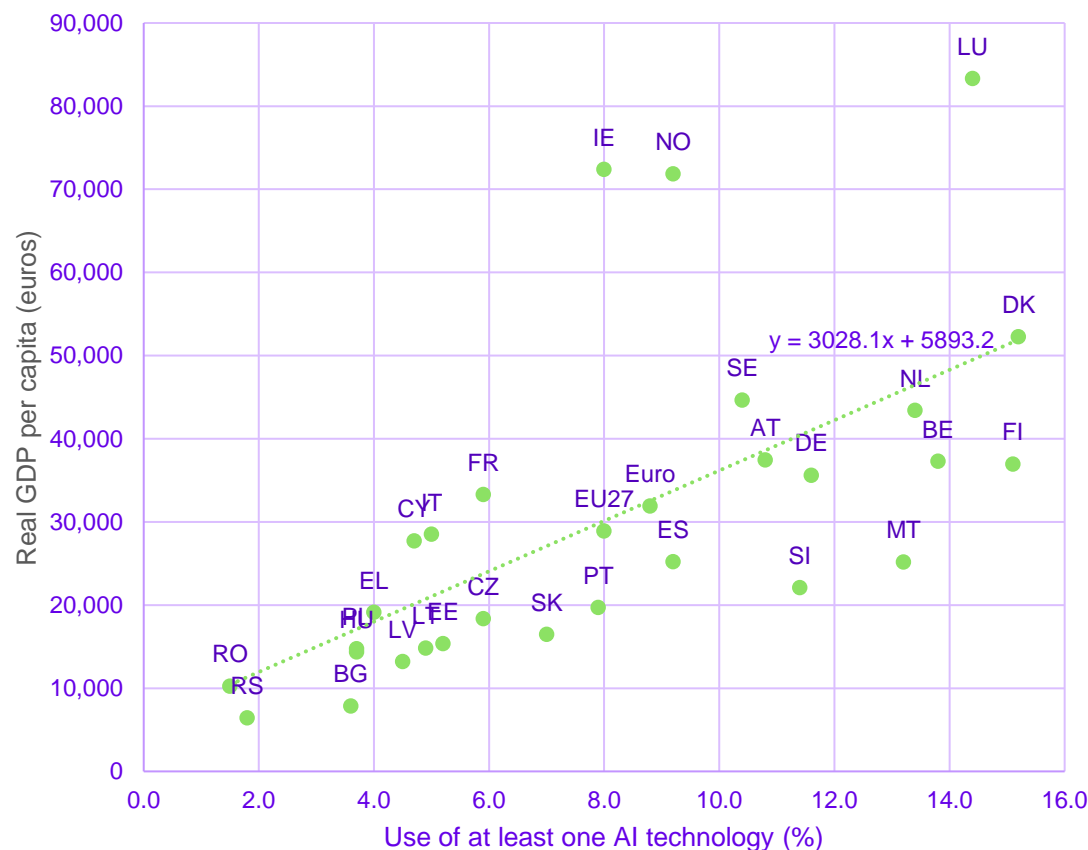
Data source: Kiela et al. (2023)

OurWorldInData.org/artificial-intelligence | CC BY

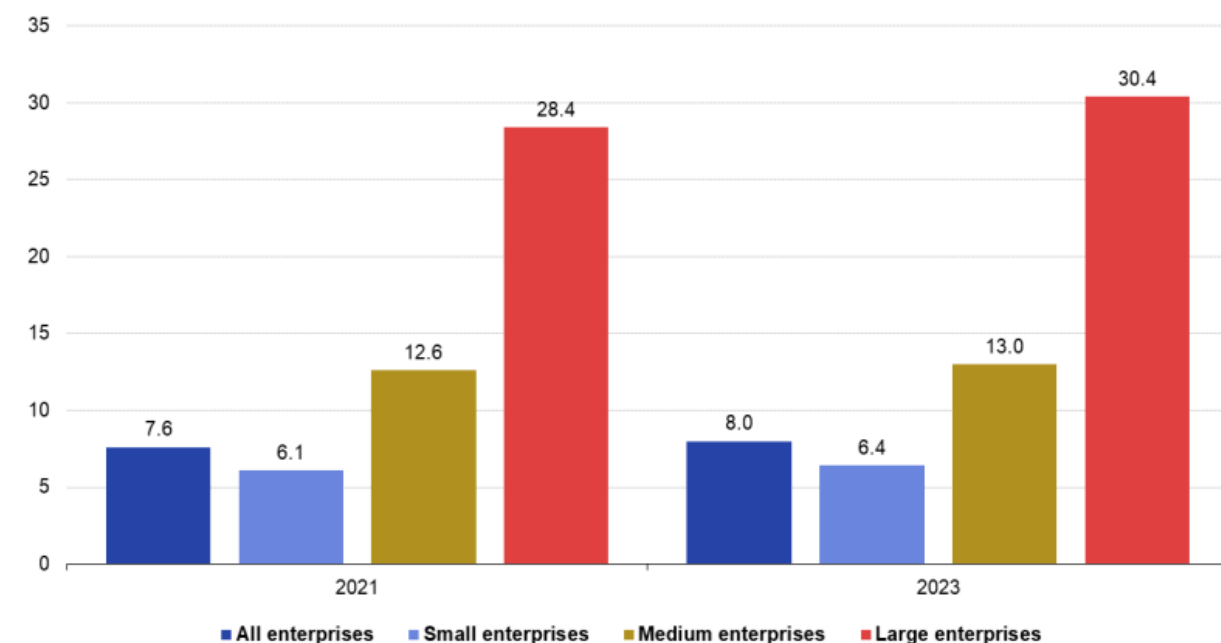
Note: For each capability, the first year always shows a baseline of -100, even if better performance was recorded later that year.

AI is
rapidly
improving

Richer countries and larger firms are adopting AI faster – evidence from the EU



Enterprises using AI technologies by size class, EU, 2021 and 2023
(% of enterprises)



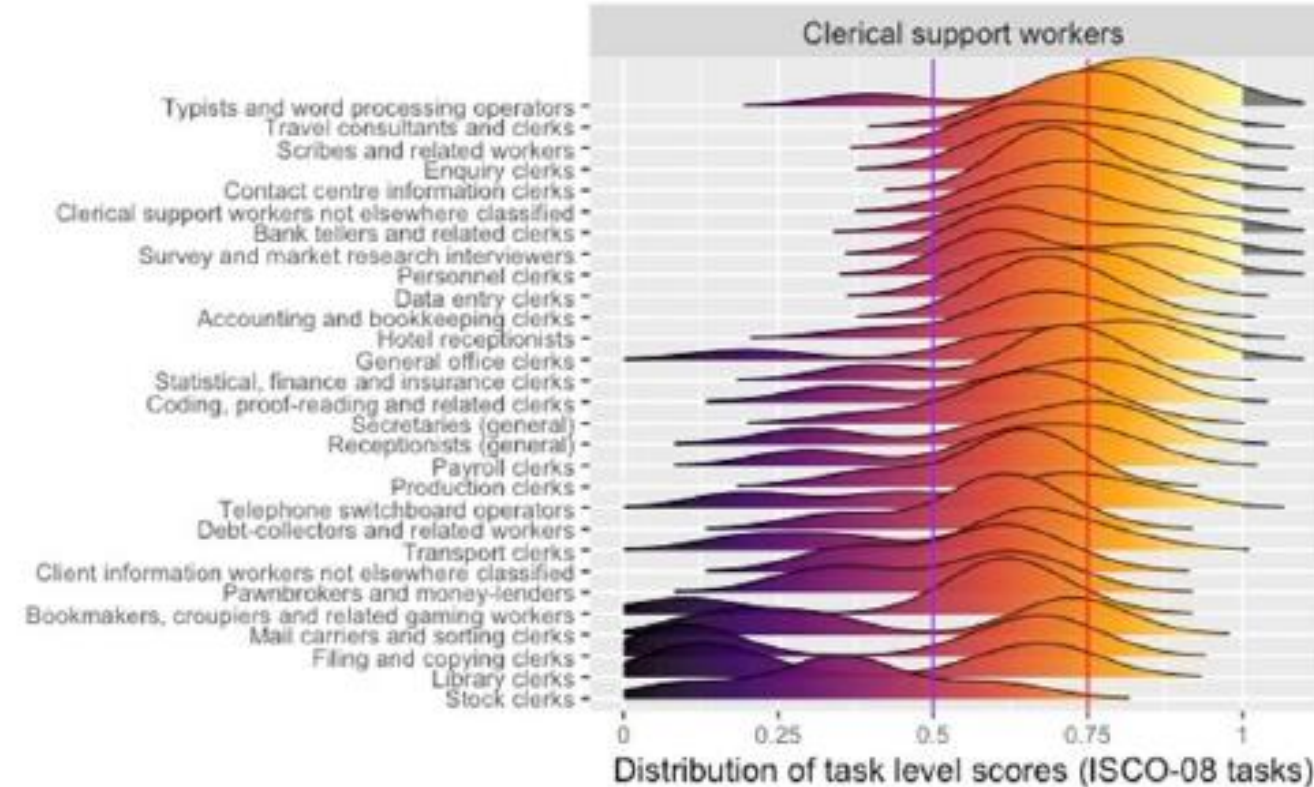
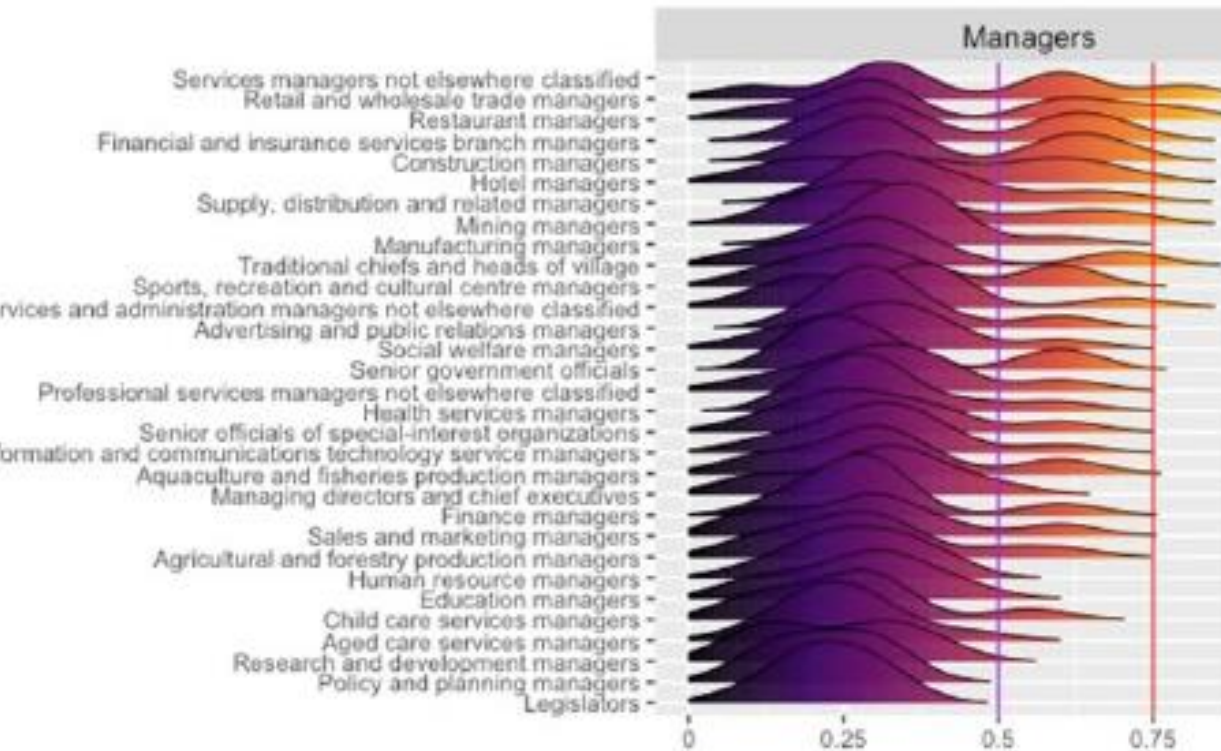
Source: Eurostat (online data code: isoc_eb_ai)

eurostat

What are the implications for the digital divide?

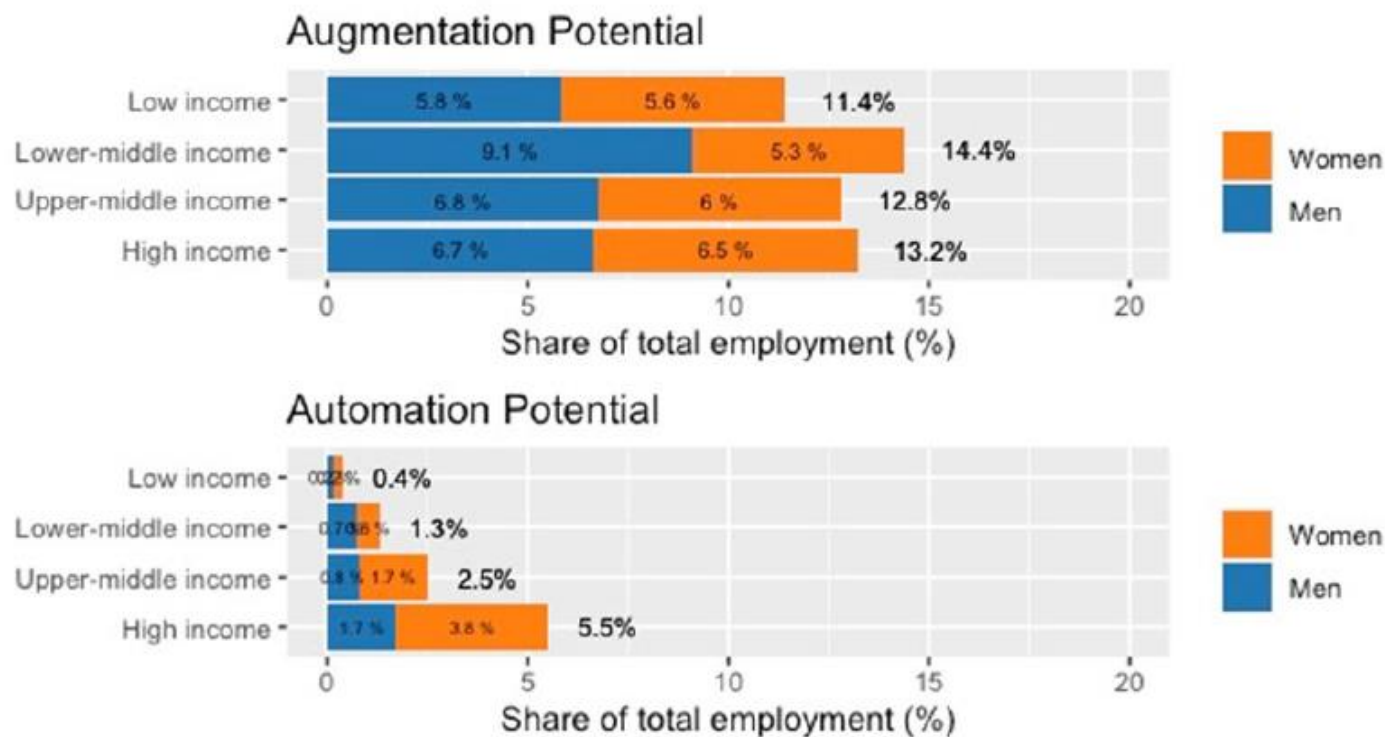
A.I. will augment certain jobs and automate others

Box plot of task-level scores by ISCO 4d, grouped by ISCO 1d



► Augmentation is larger than automation specially for men in LMIC

► Figure 7a. Automation vs augmentation potential: shares of total employment, microdata for 59 countries





► Areas of concern with AI in the world of work:

1. Bias and Discrimination

- AI systems may perpetuate or amplify existing biases
- Risk of unfair treatment based on protected characteristics
- Potential for reinforcing systemic inequalities in job market



► Areas of concern with AI in the world of work:

2. Privacy and Data Security

- Collection and storage of sensitive personal information including biometric and neural information
- Risk of data breaches or unauthorized access
- Concerns about data use beyond intended purposes



Areas of concern with AI in the world of work:

3. Lack of Human Touch

- Reduced personal interaction in job seeking process
- Difficulty in addressing unique or complex situations
- Potential loss of empathy and understanding in service delivery

Algorithmic Management

Algorithmic Management



Employment Services

► Artificial Intelligence, powered services

Algorithms capable to: **identify, classify and predict** patterns within massive amounts of data, including for **job-searching/matching**



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Use is still very narrow:
one third of survey PES

AI is being introduced more rapidly in HIC; middle-income countries are catching up, still quality data is an important bottleneck

► Recommendations for Employment Services

**Implement Robust
Data Protection
Measures**



► Recommendations for Employment Services



***Maintain a balance between
digitalisation efficiency and access/inclusion***



International
Labour
Organization

► Thank you

✉ martinlataix@ilo.org

🖱 www.ilo.org/skills

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