

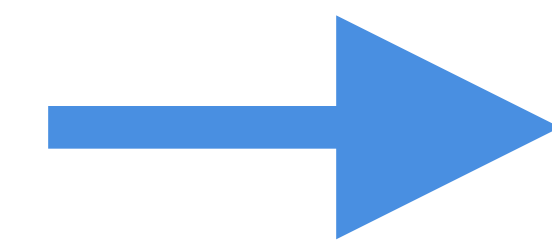
# Time to Question if We Should:

## Data-Driven and Algorithmic Tools in Public Employment Services

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### Research questions

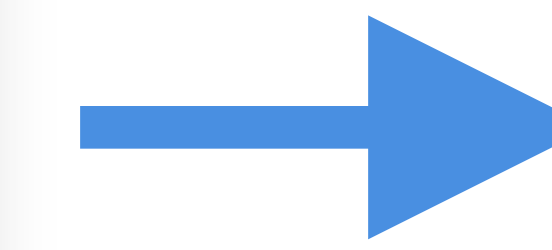
1. What are factors that are decisive for finding a job?
2. What are the roles of job counselors?  
What are the challenges of interactions between job counselors and job seekers?
3. What are important blind spots in existing conversations around PES?
4. What could a data-driven system for PES look like in an ideal world?



### Workshop setup



The **5-hour workshop** took place on May 25th, 2021, with eight invited speakers and 29 participants from diverse academic disciplines, civic organizations, industry, and the public sector, to discuss the use of algorithms to classify and/or otherwise assist job-seekers. The event was envisioned as an **avenue to prompt conversations between academics, practitioners, and the public sector**. The goal was to benefit from each other's experience and opinions.



### Recommendations

1. Co-design workshops
2. Data-driven systems as advisors instead of decision makers
3. Involve all stakeholders in the design of PES systems
4. Counsellors should be able to contest system outputs and be trained to do so
5. We need to question if some tools need to be created at all

### Conclusion

We organized a workshop to discuss the implementation of data-driven tools in PES and the **risk that they embed real-world beliefs**, which we summarized in a set of recommendations where **all stakeholders are included** (especially job seekers) and where **contestation and refusal paths** are first-class design objectives.

#### Selected references

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