



Artificial Intelligence for the prevention of unemployment: best practices in Estonia

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Evolution & digitalisation



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Evolution & digitalisation



Quelle: ChatGPT 4o

humanity threatened by extinction...



Evolution & digitalisation



Quelle: ChatGPT 4o



Quelle: ChatGPT 4o

- Were afraid to use the fire
- Had to find the use case
- These days we still need a lot of effort to get it under control

- BUT it helped us to survive, and it has become an indispensable part of everyday life.



Evolution & digitalisation



Quelle: ChatGPT 4o



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Governments using LLM solutions

Portugal

AI Legal Adviser

Chatbot that helps
Portuguese citizens with basic
legal questions



Paula, Your Legal Guide in Portugal- Legal Guidance on Portuguese Law

Navigating Portuguese Law with AI

[</> Get Embed Code](#)

YesChat Paula, Your Legal Guide in Portugal

Hello! How can I assist you with your legal questions about Portugal today?

Copy

What are the tax implications for... How can I apply for a visa to Portugal if...

What should I consider when buying property in Portugal... Can you explain the legal requirements for...

Send a message



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Texas, United States

Non-emergency crime reporting system

AI assistant for reporting non-emergency crimes, such as fraud, graffiti, etc.



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Estonia

Bürokratt – a single chatbot for Estonia

Bürokratt is a unique interoperable chatbot. Bürokratt is meant to be an interoperable network of public sector agencies attached to national information communication systems, as well as those provided by the private sector, that will be made accessible via one single chatbot.



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Recognising and combating the risk of unemployment

Using historical data, the solution helps to predict the risk of unemployed people re-entering the labour market and suggest suitable training courses.



OTT





What is OTT?

- AI-based decision support tool
- Supports advisors of unemployment insurance by providing data on unemployed individuals
- Additionally, it predicts the likelihood of the unemployed person finding a job
- Takes into account data from the unemployed individual as well as the current market conditions

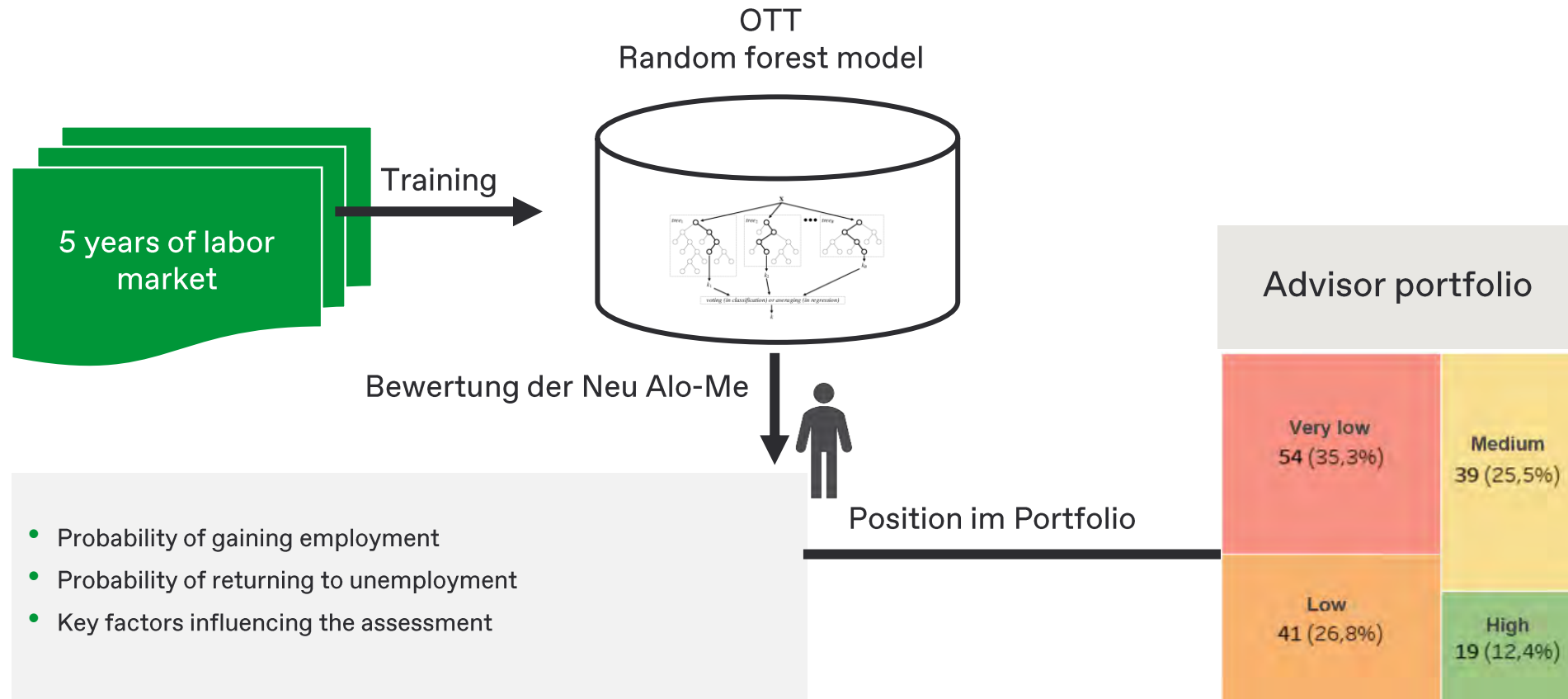


Why OTT?

- Funded AI Project
- COVID-19 and a significant increase in unemployment
- Example of AI supporting people
- 70,000 unemployed individuals for 350 advisors
- Speed of reintegration
- Quality of counselling
- Organizational efficiency
- 10 years of historical data for training



OTT integrates a machine learning model into the advisor's daily processes





The data used by OTT

About the job seeker

- Socio-demographic data
- Previous unemployment data
- Skills (e.g. Estonian language skills, computer skills)
- Previous unemployment data
- Eligibility for financial assistance
- Membership of risk groups



About the labor market

- Development of the unemployment rate
- Transitions into employment
- Number of job openings in the area that match the job seeker's preferences

Benefits of OTT

- Focusing on the right priorities (by determining the probability of which citizens will find work on their own)
- Improved and faster service for the unemployed without additional costs for the administration
- Organizational processes run more efficiently (by supporting advisors with high workloads, e.g., due to clients with high support needs)
- Automatic identification of barriers to re-employment and offering alternative courses of action
- Labor market data provide an opportunity to develop optimized labor market policies



Ethics, GDPR (General Data Protection Regulation), etc.

- OTT supports decisions but does not make them.
- A data protection impact assessment was conducted beforehand.
- The main idea is to determine the need for support.
- Job seekers are informed about the use of their data for probability assessments in the general data protection terms (we use your data in a predictive model to determine the most suitable way to assist you; the model does not make automated decisions).
- The tool's results are intended to be shared with job seekers through our self-service portal.



Based on our previous experience

What are the important prerequisites to consider?

Data availability, relevance & structure

- Quality information structure with proper classification and labelling.
- Invest time in ensuring that the information is relevant, accurate & up-to-date.
- Ensure information ownership and proper storage.

Data accessibility and confidentiality

- Ensure correct access rights are in place, and check who has access to what information.
- Ensure compliance with data protection and privacy regulations.

Integration with systems & databases

- Build integrations with where the information sits. Simplify and optimize as much as possible.



AI use case repository

<https://info.nortal.com/ai-use-cases-public-sector>

← 764 real-world AI projects

← 122 use cases across 14 government functions

← AI projects across 30 countries

← continually updated repository





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Thank you!