



10 February 2026  
EU-ALMPO Launch event

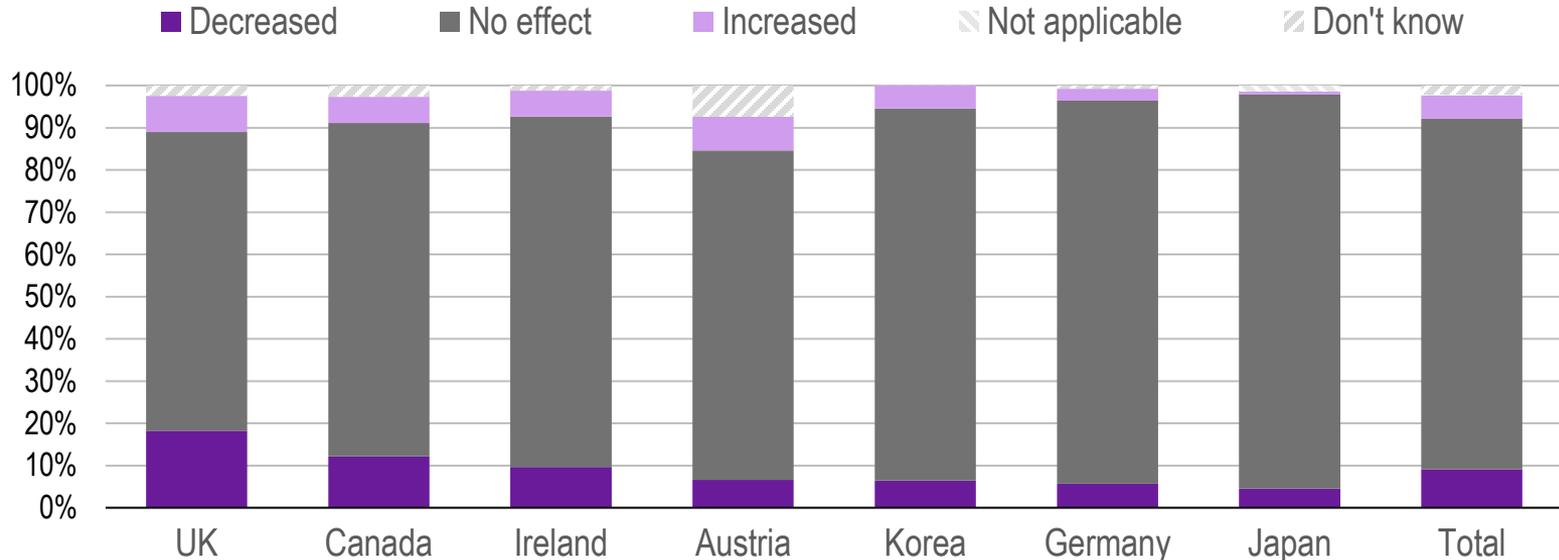
# USING AI TO DELIVER EFFECTIVE AND INCLUSIVE EMPLOYMENT POLICIES

**Stefano Scarpetta**

Director of Employment Labour and Social Affairs  
OECD

# The impact on staff need appears limited (so far)

% of SMEs using GenAI that report increase, reduction or no effect on overall staff need, by country

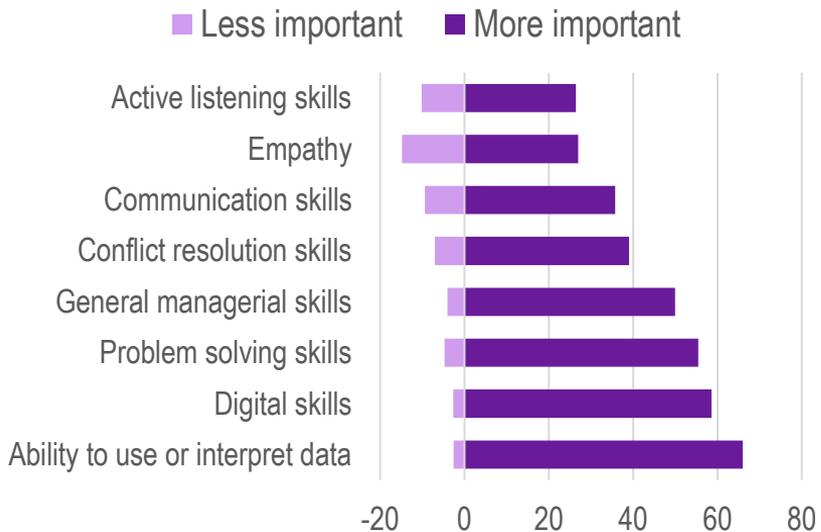




# AI is changing skills needs

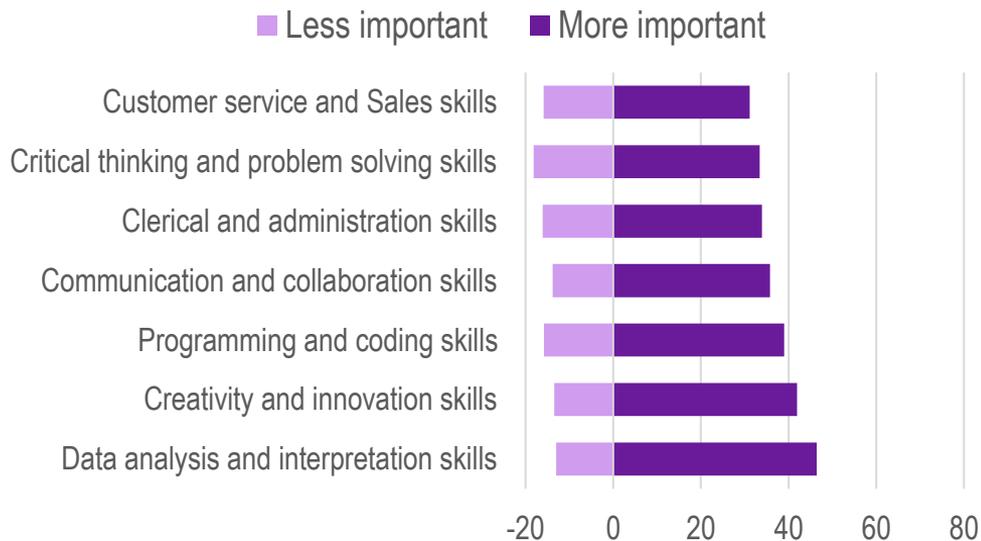
## Most managers say AM increases need for data analysis & digital skills

% managers using AM tools saying skills become less/more important



## Most SMEs say GenAI increases need for data analysis, and creativity skills

% SMEs saying skills become less/more important due to GenAI





# Harnessing digitalisation and AI is essential for PES to stay agile, responsive and future-ready

- **COVID-19** served as a catalyst for rapid digitalisation in many OECD countries
- **One-in-two OECD PES** are already deploying AI
- Enhancement of **activities and services** and **core system upgrades**

## AI adoption comes with opportunities for PES and its end users



Better allocation of PES resources



More personalised and tailored support for PES clients



Improved targeting and decision-making



Make better use of existing and new data



Enhanced service quality, accessibility and user experience



More inclusive service delivery



# AI has the potential to improve core areas of PES operations, including ALMP provision

## Tailored support for jobseekers' needs

- Information provision
- Skills and needs assessment
- Career guidance and counselling
- User engagement
- Career and skills development recommendations

## Matching and employer services

- Context-aware matching
- Vacancy design and management
- Bias and fraud detection
- Hard-to-fill vacancies identification
- Emerging jobs and hiring prediction
- Outreach and diversity analytics

## Streamlined processes and knowledge

- Benefit administration
- Fraud detection
- Labour market information
- ALMP monitoring and evaluation



# Trustworthy and human-centered use of AI is key to ensure inclusive and sustainable benefits



Enable independent use while allowing **human support** to complement AI recommendations



Ensure **transparency, ethical governance and accountability**



Involve key stakeholders early and **build capacity** for staff and key user groups



**Audit algorithms and data** for bias to prevent discrimination and ensure fairness



**Mitigation measures** against digital exclusion



**Regular monitoring and evaluation** of digital/AI solutions

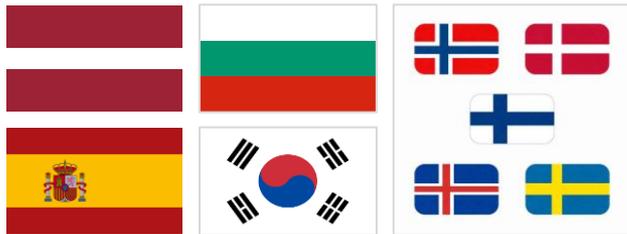
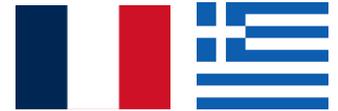


# The OECD is working closely with countries to seize opportunities and tackle challenges



Development of [frameworks for the design of new AI tools](#) including for those **far from the labour market\***

Support a more [coherent, effective, and trustworthy use of AI in PES](#), through targeted **guidance, capacity-building support, and practical tools\***



Optimisation of processes and services including via **modernisation of digital systems and tools** ([Latvia\\*](#), [Bulgaria\\*](#), [Korea](#), [Spain\\*](#), [Nordic Council of Ministers](#))

\* In cooperation with EC/SG REFORM and funded by the EU via the TSI



Restricted Use - À usage restreint





# THANK YOU

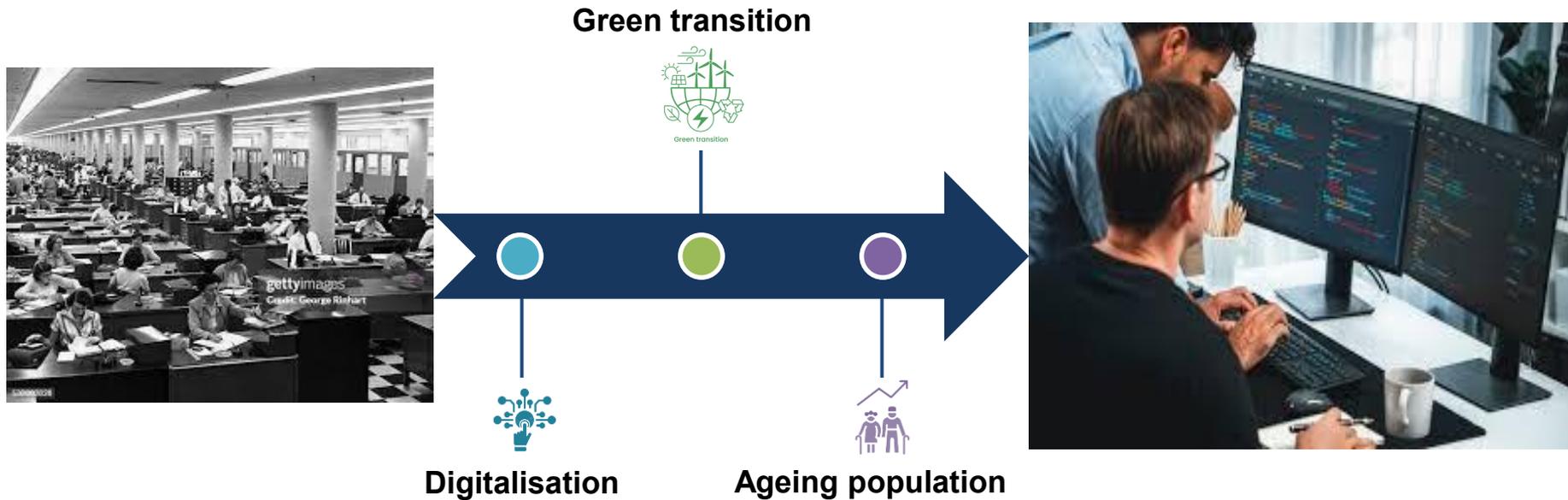
All our work is available here: <https://oecd.org/els>



Our work on PES and ALMPs is available here:  
<https://www.oecd.org/en/topics/policy-issues/employment-services>



# Evolving labour market needs call for reforms



Need for PES/ALMPs **reforms** and **improved processes** in ALMP provision including via modern digital infrastructure