

Inclusive, Skills-First PES in the EU with AI and Open Infrastructure

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The Promise and Peril of AI and Tech for Labor Markets

Technology may help **improve efficiency and equity at scale** by...

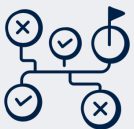


Improving information flows

Jobseekers about themselves, about opportunities across space and sectors, firms about where and how to hire, ...



Verifying and signaling **skills**



Improving **match quality**

...including (especially?) for marginalized groups

...yet technology can be **difficult to implement well**



Digital divides
can limit access



Data systems & algorithms
can exacerbate inequities



Trust and norms
can limit uptake



Poor implementation
can lead to fragmentation
and lack of interoperability

Gender Inclusion vs. Exclusion in Digital Solutions for Labor Markets

Information
asymmetries
disproportionately
affect women...

...but so do **barriers**
to use of digital
technologies.



A jobseeker in Addis Ababa, Ethiopia
Photo by Fiseha Adugnaw for Tabiya

A black and white photograph showing a caregiver with long hair, wearing a white shirt and a patterned arm sleeve, leaning over a table. She is holding a small white smartwatch and appears to be adjusting it on the wrist of an elderly woman seated at the table. The elderly woman is looking towards the caregiver. In the background, there is a kitchen area with a microwave, a sink, and some plants on the windowsill. A semi-transparent text box is overlaid on the upper right portion of the image.

**AI tools + structured taxonomies
can help move from credential and
occupation-based models to
skills-based models – with risks
and opportunities**

From Digital Tools to Digital Public Infrastructure (DPI)

“Just as we built roads, highways, and airports in the 20th century, we must now build a digital public infrastructure (DPI) that is open, accessible, and empowers everyone.” – Bill Gates



A “**stack**” of interoperable digital systems, incl. foundational digital ID and verification, civil registration, payments, data exchange, and information systems for various sectors and domains.

Often composed of “building block” that can be open or proprietary.



Collaboration for Research, Learning, and Implementation

Learnings from private sector and non-profit tech development



- Adopt private sector tech development principles: rapid iteration, data-driven decision making, and user-centric design
- Implement continuous data collection and experimentation, using A/B testing to evaluate program modifications
- Combine quantitative metrics with qualitative research to develop user "personas" for program design

Continuous learning from implementation



Technology enables real-time data at scale and continuous experimentation – letting researchers and implementers work in parallel

Partnerships and collaborations



Cutting edge tech requires collaboration across sectors

Conclusion: Inclusive Digital Public Infrastructure and AI



Digital technology provides critical connective tissue between people and jobs but must be designed and implemented well to reach the most marginalized.



Combining digital and in-person components can overcome accessibility barriers faced by underserved groups.



Use tech to recognize informal and non-traditional livelihoods – including self-employment, informal work, care work, migration, and economic inclusion pathways for the poor.



Build and use open digital public infrastructure and open-source tools to quickly adopt tech, learn, improve interoperability, and avoid vendor lock-in.

Thank you – and would be happy to continue the conversation!

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