



Case study update „ESTONIA“

Decision support tool (OTT) of Estonian Unemployment Insurance Fund

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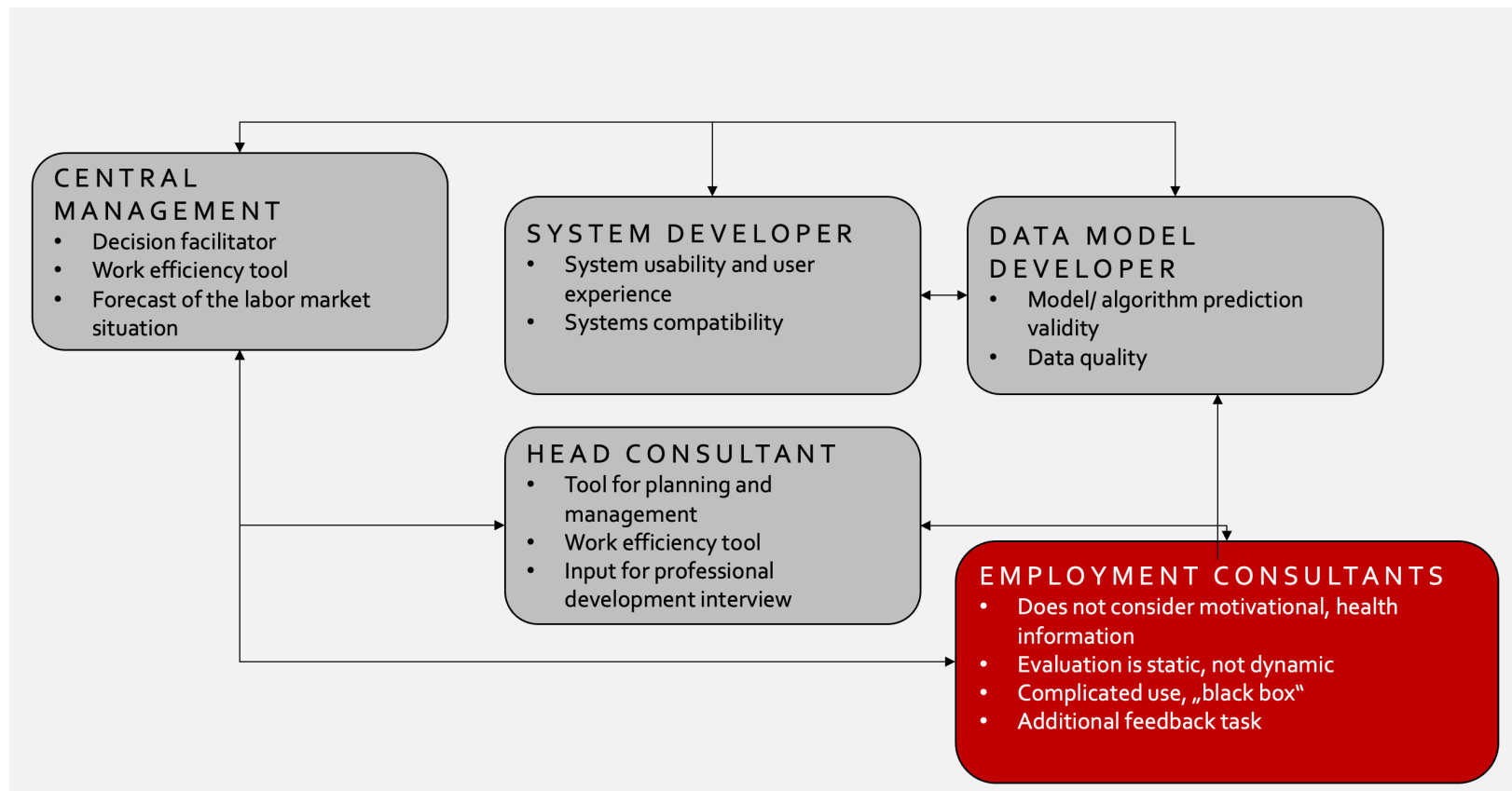
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1. GENERAL UPDATE ON PROGRESS IN CASE STUDY

- Finished **desk research** (March 2022)
- **Interviews with the stakeholders** (EUIF employment consultants, case-workers, consultants managers, central management, system development team, data model developer) conducted between October 2021 – March 2022, some consultations also fall 2022.
- **Workshop with EUIF employment consultants and case-workers** (5) December 2022
- **Working paper** done

2. INSIGHTS FROM MULTI-STAKEHOLDER WORKSHOPS

OTT – CONTRASTING VIEWS AND EXPECTATIONS



3. MAIN INTERIM RESULTS

How is **OTT** used?

- Stakeholders **different aims** regarding the implementation of the system
- Focus on **personal approach** towards the clients – “We are helping people”
- Difficult in **differentiating OTT from other systems** used for work
- When the situation of the client changes – **OTT prognosis stays the same**
- **Mandatory assessment of the prognosis** – giving feedback to the predictions
- **Controversy:** Considered to miss important determinant, but predictions mostly assessed being adequate

5. CHALLENGES DURING RESEARCH: ETHICAL ISSUES AND SURPRISES (1)

Challenges in researching OTT

- Empirical research : difficulties **accessing the employment consultants and case-workers** in regional centers (i.e. EUIF in Jöhvi) – language barrier in taking part of the workshop in December
- The **use of OTT not mandatory in the work progress** – therefore not possible to clearly state the impact system has on overall work process
- Because of the **increased workload at EUIF** rather difficult to have further insights about OTT (more concentrated on the increased levels of unemployment (refugees + overall higher unemployment))
- The feedback given for the prognosis may not really show the accuracy of the prognosis as seen often as additional work duty

5. CHALLENGES DURING RESEARCH: ETHICAL ISSUES AND SURPRISES (2)

The clients of EUIF

- For clients, the COVID also changed the ways **how the meetings with consultants can be conducted** – additional to e-mail consultants use phone calls and teams calls. However, many of them didn't have cameras or did not use them while talking with clients in Teams.
- Clients are **not aware of the use of OTT (only informed that data EUIF has right to do automated decisions when registering in the internet)**
- **No insights so far if and how OTT changes the time and attention** consultant has or turns to the client, therefore difficult to evaluate if model may have led to certain unfairness towards specific groups

6. NEXT STEPS TOWARDS HIGH-LEVEL STRATEGY

Work in progress

- 1) prototyping existing and desirable system for **scenario simulations** (Estonian team mainly gives the input to Surrey – initial input given in March)
- 2) **multi-stakeholder gamification workshop** on existing and desirable system (no set date)
 - could be organised with **University of Tartu Social Studies students** as possible clients
 - they have **previous understanding about the possible harms and benefits** automation has and therefore could give more in-depth insights