



SC6

Disruptive Technologies Supporting Labour Market Decision Making

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Deliverable D7.5

Impact Measurement Report

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Abstract This report presents an account of the impact actions taken by the HECAT consortium during the research period from February 2020 to July 2023. The actions are guided by the objectives, work programme and expected impacts set out in the proposal document and Description of Action. The planned impacts and actions were developed to address the Horizon 2020 call DT-TRANSFORMATIONS-02, in the first instance, and to advance practices and perspectives around the digitalisation of Public Employment Services (PES). The impacts and the aspiration for HECAT was to develop a digital system for use in PES that directly addresses the individual needs of unemployed people and the practical needs of case workers and counsellors.	
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Abbreviations

ALMPs	Active Labour Market Policies
DT	Disruptive Technology/Technologies
ESS	Employment Service of Slovenia
HECAT	EU Project funded by Horizon 2020, Grant Agreement 870702 https://doi.org/10.3030/870702
ICT	Information and Communications Technologies
MLM	MyLabourMarket web platform created by the HECAT Project, available at: http://www.mylabourmarket.com/en/
PES	Public Employment Service
UX	User Experience
WP	Work Package

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D7.5 Impact Measurement Report

Executive Summary

This report presents an account of the impact actions taken by the HECAT consortium during the research period from February 2020 to July 2023. The actions are guided by the objectives, work programme and expected impacts set out in the proposal and Description of Action. The planned impacts and actions were developed to address the Horizon 2020 call DT-TRANSFORMATIONS-02, in the first instance, and to advance practices and perspectives around the digitalisation of Public Employment Services (PES). The impacts and the aspiration for HECAT was to develop a digital system for use in PES that directly addresses the individual needs of unemployed people and the practical needs of case workers and counsellors.

The report outlines the key stakeholders in the labour market and PES landscape, including the platform users, support structures, PES management, experts and policy makers. The impacts follow the process of creating an interdisciplinary environment for the development of the digital platform, led by sociological perspectives and research to meet our guiding principle of working *with* and not *on* unemployed people.

The research consortium successfully developed and deployed the HECAT platform “MyLabourMarket” (MLM) in live piloting in the Employment Service of Slovenia (ESS), the Slovenian state PES. The final beta platform (at TRL7) was developed iteratively using bespoke agile methods that integrated both sociological and technological expertise. The research drew on user evidence and stakeholder needs to create a set of five initial functionalities, that were eventually narrowed down to three functionalities that are intuitive, usable and provide a broad range of labour market information not currently available in such a form for both unemployed people and their case workers or counsellors.

The development of the platform has been communicated and disseminated across the 3.5 years of the research. Publications and dissemination have been aimed at policy makers, PES management and the academic community. Additionally, the legacy plans for the research are to continue to showcase MLM to PES across Europe and to continue to disseminate the work to policymakers and PES management.

1. Introduction

This report provides an overview of the impact of HECAT project activities. The HECAT project (Disruptive Technologies Supporting Labour Market Decision Making) was funded under an EU Horizon 2020 call for proposals on the topic of “the transformative impact of disruptive technologies in public services”¹.

The Transformative Impact of Disruptive Technologies in Public Services

European Public Employment Services (PES) increasingly operate in an environment where radical labour market change is driven by a volatile global economy, rapidly changing international relations and disruptive technological developments. PES have responded by taking an ever more active role in reducing dependence on unemployment benefits and promoting the (re)integration of the unemployed through active labour market policies (ALMPs) such as investment in training, skills and jobsearch, as well as by anticipating and influencing labour market changes proactively. Modern PES delivery is rapidly transforming to exploit IT and deploy new software tools for data- collection, mining, exchange, communication and collaboration.

HECAT aspired to access the *impact, benefits and risk* of **disruptive technology** to support radically enhanced PES. It did this by exploiting the significant and underused **labour market data** to develop and pilot a software platform (the **MyLabourMarket¹ platform**) that makes the labour market visible to PES and citizens, through the use of reinforcement learning algorithms, dynamic network modelling and gamification for visualisation.

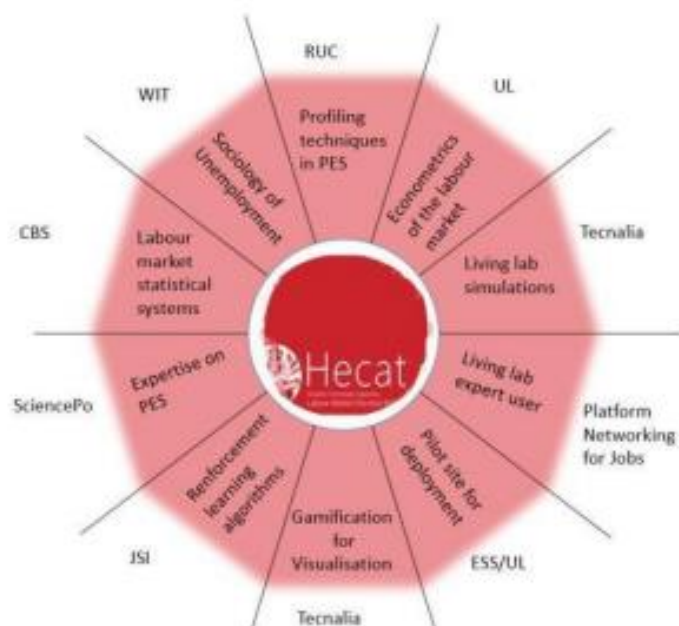
The HECAT project created a model for developing pathways for disruptive technologies (DT) into public services, first by benchmarking existing technologies in PES before developing and piloting a DT (MyLabourMarket) in partnership with the Slovenian PES; Employment Service of Slovenia (ESS).

Consortium and Research Timeline

The HECAT project was an interdisciplinary co-development process bringing together sociological, anthropological, metricisation/statistics, economics, algorithm and advanced mathematics, analytics, ICT techniques, UX design and gamification to improve the lives of unemployed people by putting useable and insightful information the hands of PES support officers and their citizen clients. The consortium consisted

¹ Horizon 2020 Topic: DT-TRANSFORMATIONS-02-2018-2019-2020 - Transformative impact of disruptive technologies in public services. Available from: https://cordis.europa.eu/programme/id/H2020_DT-TRANSFORMATIONS-02-2018-2019-2020

of nine partners from six countries (5 EU Member States plus Switzerland). The research timeline ran from February 2020 to July 2023.



HECAT Partners

- SOUTH EAST TECHNOLOGICAL UNIVERSITY
- COPENHAGEN BUSINESS SCHOOL, ROSKILDE UNIVERSITY
- SCIENCES PO
- TECNALIA
- NETWORKING FOR JOBS
- JOSEF STEFAN INSTITUTE, EMPLOYMENT SERVICE OF SLOVENIA, UNIVERSITY OF LJUBLJANA

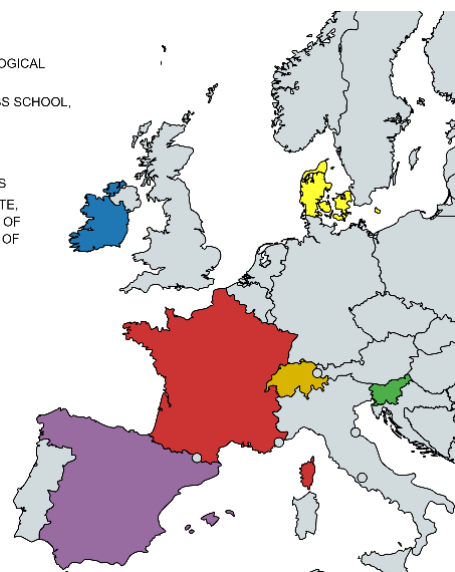


Image 1 HECAT Consortium Partners

Image 2 HECAT Consortium skills mix

2. Objectives

The main objective of the HECAT project was to investigate, demonstrate and pilot a **disruptive technology to support labour market decision making** for unemployed citizens and those seeking to help them, including public employment services (PES). The ambition of the project was to improve citizen's experience and outcomes of unemployment by offering real-time evidence-based insight into their personal position in the labour market – delivering labour market insight directly to unemployed citizens, building on European values of open data, collaboration, transparency and citizen-participation. The core methodology of HECAT was an open-innovation for collaborative process, with users at the centre of the project.

In meeting these objectives, the research was designed to ensure the MyLabourMarket web platform was co-created with PES partners, practitioner advisors and citizen input to ensure it met the needs of multiple users and stakeholders. The co-development and design of the platform were beneficial to ensuring that the decision-making support tool visualised an individual's personal labour market in a useful and intuitive way. Developing the MyLabourMarket platform in this way provided a robust pathway for the development of a disruptive technology in the administration of social welfare public services, by aligning the needs of PES officers, unemployed citizens and policy makers.

Table 1 Project Objectives and Impact Actions

Objective	Impact Actions
Develop deep sociologically led understanding of the experience of unemployment and PES from a citizen's perspective [OB1]	<p>Built a robust dataset of user needs through sociological and social sciences led analysis, including through interviews and focus groups with users (unemployed people, case workers, counsellors, PES managers).</p> <p>Engaged with a broad range of PES stakeholders in sharing gained knowledge (third sector and charity supports, policy makers, academic researchers).</p> <p>Disseminated insights via academic publications, presentations and showcases.</p>
Develop a dynamic network model for accessing and analysing big data sets , statistical and metricisation practices around the labour market and unemployment data [OB2]	Developed two distinctive algorithmic models for estimating survival probabilities (similar to profiling algorithms, but not utilised in this way)- one black-box (AI complimentary) model, and one explainable spycet model.
Model, deploy and validate algorithmic analytical techniques and dynamic network for the MyLabourMarket platform [OB3]	Benchmarked against existing technologies, assessment of variable data sources and testing of multiple-scenario in an interactive development cycle. Concluded with user-led testing via two key piloting actions with stakeholders, including consortium member the Employment Service of Slovenia (ESS), a PES and their clients.
Create novel visualisation-driven user interface with input from PES and citizen stakeholders [OB4]	Explored data-visualisations and the general comprehension of concepts and data points presented via pilot testing with end-users. Visualised market analysis techniques in an intuitive and useful way for user decision-making.
Promote the sustainability of HECAT through detailed public service user-led assessments of pilot integration [OB5]	<p>Successfully created a disruptive technology: MyLabourMarket platform.</p> <p>Two successful pilot-testing programs within Slovenian PES (ESS) with unemployed people, management and caseworkers.</p> <p>High-level engagement with a range of PES stakeholders, including county-specific experts and PES management in Ireland, France, Denmark and Slovenia.</p> <p>Ongoing legacy showcasing of the MyLabourMarket platform to an array of audiences and interested parties.</p> <p>Open-source repository of AI and algorithm source-code available via GITHUB.</p>

Target Audiences

HECAT's aim across this project has been to make a disruptive intervention in the organisational field of PES by producing a disruptive technology that *works with the unemployed rather than on* unemployed citizens, and which reveals previously unexplored information about the labour market through harnessing labour market data. As such, it is vital that the primary audience of this project is the unemployed themselves. In

addition, this work benefits the international network of PES, which we have aspired to share results and our final MLM platform tool with relevant stakeholders.

In total the number of people who engaged *directly* with the MLM platform across the development, validation and deployment cycle totals **120 stakeholders** at present, including:

Unemployed people n=36 (including 24 live piloting)

Caseworkers & Counsellors n=37 (including 14 live piloting)

PES Management Demonstrators n=6

Senior Cycle School Pupils n=30

Policymakers and researchers n=11

Below, we outline each of our target audiences in turn, noting goals and the activities undertaken to reach them.

Table 2 Target Audiences

Target Group	Channels	Goals	Activities	Engagement Examples
Citizens / Unemployed	Feedback from piloting and testing (WP5) Media appearances Newsletters Social media outreach	Encourage use of the MyLabourMarket platform and incorporate feedback from our users to improve it.	Piloting Expert panels Showcases School Visits	<ul style="list-style-type: none"> • 3 expert panels • Irish school visit (senior cycle students) • 2 weeks piloting
Expert PES Networks	Policy reports Newsletters Social media outreach	Exploit the MyLabourMarket platform by encouraging PES, beyond Slovenia, to adopt it.	Expert panels Showcases	<ul style="list-style-type: none"> • Policy Launch • Meeting with DG EMPLOI • 3 expert panels
Academics / Researchers	Peer-reviewed research Policy reports Project events Social media outreach PhD Summer School	Disseminate our findings about the MyLabourMarket platform and gain the rigour of academic feedback and peer review.	Publications Event Attendance Conferences Summer School Book Special Issue	<ul style="list-style-type: none"> • 11 journal papers • 6 book chapters • 2 books (1 forthcoming) • 3 summer schools • 46 conference presentations • 3 conference panels • 16 academic publications • 17 presentations • 3 expert panels

Target Group	Channels	Goals	Activities	Engagement Examples
Policy Makers	Project events Policy reports Peer-reviewed research Social media outreach	Impact and change policy by showing the success of our approach.	Policy Event 1 Policy Event 2 Social Media Publications	<ul style="list-style-type: none"> • Policy launch • CORDIS Results Pack • Policy Workshop (legacy event October 2023)
Industry & Media	Newsletters Press releases Social media outreach	Encourage more rounded thinking about the labour market among stakeholders.	Social Media Media/Press	<ul style="list-style-type: none"> • Detailed in Section 5.2 Communication and Impact

3. Impact Assessment

3.1 Impacts addressing the transformative impact of disruptive technologies in public services

The table and discussion below set out the measurable impact actions taken by the consortium to address the expected impacts of the project, as they address the Horizon 2020 topic “transformative impact of disruptive technologies in public services” (DT-TRANSFORMATIONS-02-2018-2019-2020)².

Table 3 Expected Impact and Contributions, and Impact Actions

Expected Impact	Expected Contribution	Specific Impact Actions
Enable public authorities to develop pathways for the introduction of disruptive technologies	<p>Using PES as partners in the co-creation of the HECAT platform for seamless piloting and deployment of disruptive technologies.</p> <p>A framework model and guidelines for introduction of disruptive technologies based on development and piloting of the HECAT platform.</p> <p>Through the European Network of Public Employment Services PESNet, dissemination to other European PES. Showcasing will also be carried out with other stakeholders where possible.</p>	<p>Successful co-creation with user stakeholders (unemployed people, counsellors, management) through PES consortium partners, ESS.</p> <p>Successful piloting of the MyLabourMarket (MLM) platform in Slovenia, with ESS, and the subsequent development of both a framework model and guidelines for the introduction of disruptive technologies to all PES (Deliverable D5.4).</p> <p>Showcase of MLM platform to PES Network Management and other PES stakeholders through Expert Panels. Ongoing efforts to engage with further member states PES and potential users as a legacy impact.</p>
Addressing the societal challenges raised by such technologies	<p>Using large datasets and dynamic algorithmic analytics to provide an equitable solution for PES by allowing users to co-create personalised profiles for their employment needs, including skills and training.</p> <p>HECAT contributes to the SC6 agenda of</p>	<p>Creation of MLM platform (to TRL7) which increases access to important labour market data points for all seeking such information. In this, efforts have been undertaken to ensure data visualisations are understandable and open to all.</p> <p>The MLM platform presents an innovative</p>

² https://cordis.europa.eu/programme/id/H2020_DT-TRANSFORMATIONS-02-2018-2019-2020

Expected Impact	Expected Contribution	Specific Impact Actions
	<p>providing solutions to support innovative societies and European integration using EU-level data that may not otherwise be openly available to jobseekers and their caseworkers.</p> <p>The HECAT platform will provide back-end technology that integrates many aspects of the labour market and a front-end that will allow users transparency by creating an employment profile based on their individual needs.</p> <p>It will, through investigating individual needs and perceptions of job quality, provide sustainable employment options for individuals equally across all cohorts, demographics and sectors of society (youth, migrants, disabled, single parents). Through its co-creation with users the HECAT platform will enable citizen engagement and acceptance of using technological solutions that transparently inform their decision making.</p>	<p>manner of opening labour market data to all, thus contributing to the vision of a more cohesive and integrated system of social welfare. The piloted version of MLM uses EU-level Eurostat data, while also integrating Slovenian specific registry data. The localised data is interchangeable for bespoke versions in different countries with localised and case-focused information. Within this, users can explore the labour market at large or simply learn more about their own, local situation.</p> <p>The MLM platform has a sophisticated back-end capable of integrating a range of labour market points. MLM uses market principles of liquidity and stability, among a number of other statistical and data-based graphs to allow users to see the labour market in an intuitive way. Additionally, the front-end is designed for an open and accessible user experience, highlighting the data sources and explaining the given knowledge where possible in a manner that is approachable.</p> <p>The MLM platform is designed to be utilised by a range of users in allowing increased labour market visibility. Herein, the final piloted version of MLM (at TRL7) presents the capacity for increased job search functionality, using a map-based system to display information based on users' own needs and personal input. This is achieved through the iterative design cycles that draw from the sociological and technological expertise of the consortium (see D5.4).</p>
<ul style="list-style-type: none"> • understanding of user needs • enhance knowledge on digital democracy • develop new ways of providing public services • ensuring public governance • boosting public engagement with the help of disruptive technologies. 	<p>Co-developing and piloting the platform with PES and their officers as end users.</p> <p>The HECAT platform development will be through interdisciplinary cooperation with the citizen user needs feeding into the development of the platform, allowing public engagement in both the development of disruptive technology and as partner users with PES officers</p> <p>The co-creation and co-development of the platform will bring the users into the domain of disruptive technology where they will engage in a learning cycle that will enhance their knowledge of technology and the planned platform. As a consequence, both the PES and citizen users will become embedded and active participants in the digitalisation of democracy and the administration of</p>	<p>Successful co-development with ESS, including two cycles of piloting with the unemployed, managers and caseworkers.</p> <p>Adoption of an interdisciplinary approach throughout the project, including the use of both sociological and technological knowledge to develop the final MLM platform. This interdisciplinary methodology allowed for both qualitative and quantitative insights in regards MLM to emerge, as outlined in Deliverables D1.4, D2.1, D3.1 and D5.4.</p> <p>Successful embeddedness of the end user in the creation of the MLM platform from the very scoping of this project. This included the use of expert panels (across Ireland, France and Denmark) and piloting (in Slovenia) as a manner of iteration across versions of the platform.</p>

Expected Impact	Expected Contribution	Specific Impact Actions
	<p>public supports.</p> <p>The HECAT platform as a state-of-the-art and revolutionary method for administering and delivery of public services will combine often fragmented sources of data on labour markets, unemployment and education to provide a single-point solution for decision making in PES.</p>	<p>The MLM platform brings together 5 key data points that are rarely seen together in a single platform. This includes job quality, job stability and probability of exit of the labour market. Herein, citizens have the possibility of exploring a range of data points regarding the labour market and can customise these data points to their own needs.</p>
<ul style="list-style-type: none"> developing new practices to optimise work processes integrating evidence-based decision-making processes in public services 	<p>The primary goal of the HECAT platform is to create an evidence-based decision support tool for PES officers and their citizen clients.</p> <p>Through the integration of multiple large datasets around unemployment, labour markets and educational opportunities, PES officers will be able to assist citizens in creating personalised employment option profiles and the integration of empirically evidenced decision-making processes.</p>	<p>HECAT has developed an evidence-based, support tool for use by a range of PES stakeholders including the unemployed and their caseworkers. Within this process, the citizen has been at the heart of development wherein their needs, wants and expectations have been taken into account across this development and deployment process.</p> <p>MLM differs from other labour market tools in that it presents a series of important, but often hidden labour market data points. Within this, citizens can input their own information to the tool and investigate potentiality based on their own given needs and wants. Herein, this gives both advanced autonomy and increasingly important data points to those who need these elements in their job search activity.</p>

3.2 Impacts addressing the digitalisation of public services

The HECAT project aspired to contribute to research on the digitalisation of public services and digital transformation in Europe, in the context of the EU Digital Decade goals and the European Pillar of Social Rights Action Plan. The project focused on PES and the use of disruptive technologies to improve the efficiency and effectiveness of their services, to positively impact the quality of life of European citizens and to uphold the EU values of inclusivity and fairness. The project deliverables address many of the key processes, findings and impacts of the research. The table below presents the actions taken to address these challenges:

Table 4 Expected Impacts, Actions and Specific Actions to address the digitalisation of public services

Expected Impact	Actions	Specific Actions ³
<ul style="list-style-type: none"> HECAT platform tested, deployed & validated in live pilot sites with PES At TRL7, deliver a disruptive technological solution to a public service. 	<p>Together with PES consortium partners ESS, the HECAT platform MyLabourMarket (MLM) was piloted over 2 cycles in a live situation with unemployed people and counsellors. The users were free to navigate the system and were observed and interviewed by consortium team members. The</p>	<p>D1.1, D1.4, D3.5, D4.1, D4.2, D4.3, D4.4, D4.5, D4.6, D4.7, D5.2</p> <p>Piloting Studies</p>

³ Specific action codes relate to specific outputs are listed in Section 5 Communication and Dissemination for Impact

Expected Impact	Actions	Specific Actions ³
	iterative cycles of development and piloting allowed MLM to achieve TRL7 with potential to develop to TRL 9 and integrate it as a working tool for ESS.	Expert Panels
<ul style="list-style-type: none"> • Interdisciplinary consortium • Address societal challenges raised by the use of disruptive technology • Utilise interdisciplinary knowledge, skills and learning between partners to develop a platform that is human-centric with direct cooperation with end users • Deliver a useful and engaging user-focused platform • Develop a vision of the broad user base • Deep anthropological work will carry the users' voice throughout the development • Anthropological work will encourage novel thinking about unemployed people and their needs 	<p>A primary aim of the project as a whole was to bring together both technological and sociological know-how to create a tool based on a range of insights. Herein, a broad variety of researchers from across backgrounds including sociology, policy, business and management and technical fields came together in collaboration, bringing with them various knowledge sets, capabilities and research approaches. This accumulated in a tool that draws from extensive citizen-engagement, stakeholder knowledge and a wide variety of academic insights.</p> <p>Making use of interdisciplinary expertise the successful development and piloting of the MLM platform supports the need for social science and user-centric led development of key street-level public service digital infrastructures. Incorporating users into the design and piloting process allowed for iterative development and fine-tuning of the platform based on evidence and feedback from end users.</p> <p>The success of social science led development of technology with the purpose of mediating in the lives of vulnerable citizens highlights the value of both user voice, but in particular the voice of unemployed people, who are often overlooked in design of services that aspire to assist their sustainable integration into the labour market.</p> <p>This work can now act as a prime example of the power of interdisciplinary collaboration in European research projects. Herein, the value of working across disciplines appear in the well-rounded research approach and dynamic tool presented.</p>	<p>D1.3, D.2.4 D3.1 D5.1, D5.3, D5.4</p> <p>Expert Panels</p> <p>Piloting</p> <p>J6, J7</p> <p>B1, B2, B6.1, B6.10-B6.15</p> <p>C1-6, C8-C9, C13, C18, C19, C27-31, C33-34, C36, C38-41</p> <p>P1-P6, P9</p> <p>Pres 5-7, Pres 9</p> <p>PR5, PR6</p>
<ul style="list-style-type: none"> • Highlight areas of weakness in our public statistics infrastructure • Contribute to knowledge on the use of government data and the personal experiences of unemployment. • Consolidate fragmented datasets into a single source enabling empirically sourced decision-making 	<p>While many of the datasets utilised within the HECAT project (E.g., Eurostat raw data, OECD, local PES registry data) are already in existence with many publicly available, but to date they have provided fragmented views of the labour market.</p> <p>Accessing good quality, comparable data was outlined as a challenge of this project at the outset. Eurostat data is a robust source for labour market and user needs, although the reporting into Eurostat can differ between countries. Local, country level data is often inconsistent and fragmented.</p> <p>HECAT has consolidated available data sources into a tool which uses a range of insights and concepts to</p>	<p>D1.1, D1.2, D1.3 and D1.4, D2.1, D2.2, D3.1, D3.2, D3.3, D3.4.</p> <p>J1 – J5</p> <p>B3, B6.2, B6.6</p> <p>C7, C15. C16, C20, C21, C23, C27</p> <p>P7, P8, P12</p>

Expected Impact	Actions	Specific Actions ³
	<p>present a more rounded view of the labour market for all users via a single platform.</p> <p>The research has further highlighted challenges in obtaining consistent data on the labour market.</p>	
<ul style="list-style-type: none"> Introducing job quality metrics through efficient use of labour market data Positioning individuals in their own personal labour market will contribute to making employment markets more sustainable 	<p>The MLM platform offers a unique experience for both PES and jobseekers alike to harness a range of insights of interest across job seeking activities. Job quality metrics for instance allow jobseekers to explore the labour market based on what is and isn't important to their personal situation. Thus, this platform engages further autonomy in citizens and assists in the making of informed decisions based on individualised and localised insights.</p>	<p>D2.1</p> <p>J6, J7, J8, J9</p> <p>B4, B6.3</p> <p>C22, C25, C26, C37</p> <p>P10, P11</p> <p>Pres 11-15, Pres 17</p>
<ul style="list-style-type: none"> Inspire European PES to follow HECAT model and take similar action in citizen-informed labour market tool development 	<p>The HECAT project has approached this research with expectations to work with citizens and not simply on problems that may affect their engagement in the labour market. Within this, jobseekers and PES stakeholders have been key informants from the very inception of this work.</p>	<p>D7.2, D7.2, D7.4, D7.5</p> <p>C17, C35</p> <p>P14</p> <p>Pres 1, Pres 2, Pres 8, Pres 10</p>
<ul style="list-style-type: none"> Aid with overcoming disadvantages in accessing labour market data Encourage increased conversation about data accessibility, data protection, citizens' rights to data. 	<p>HECAT has endeavoured to develop a tool that gives citizens back labour market data that has often been gate-kept from them.</p> <p>In this, we have also worked on ensuring that this data is delivered in a medium that is accessible to the largest number of users possible. Recognising the variety of digital skills and literacy observed in jobseekers, we have presented a platform that has developed a pathway to be user-friendly and gamified in its use. This tool is available for use across platform, through responsive design. Graphical information is presented in the simplest form and explained in east-to-understand language. Further, this platform is designed to be used both as an independent tool that citizens can use by themselves across their jobsearch or as a PES tool whereby insights can enhance caseworking efforts and knowledge gained can be translated by caseworkers within PES as a means of enhancing transparency and usability.</p>	<p>D1.2, D2.2, D2.3</p> <p>J1-J5</p> <p>B3, B8.4, B8.5</p> <p>C12, C14, C24</p> <p>Pres 3, Pres 4</p>

Expected Impact	Actions	Specific Actions ³
<ul style="list-style-type: none"> Developing research capacity and networks of research assistants and post-doctoral researchers Encourage development of independent research skills through participation in this ground-breaking work. Developing research capacity within the Horizon and European research community through project synergies 	<p>HECAT has benefited from the collaboration of a range of research professionals at different levels in their careers. This ranges from tenured professors to PhD researchers.</p> <p>Here, the broad range of consortium members have excelled in developing their research skills, while bringing their own, individual acumen to this interdisciplinary project.</p> <p>Throughout the research period, the HECAT consortium has participated in project synergy events with other projects in the disruptive technology theme (Including; CO3; ETAPAS; NLAB4CIT; IMPULSE; Qualichain; TOKEN) This includes a joint event for policy launch with TechEthos and ETAPAS</p>	<p>Policy Launch and Policy Work - D7.2</p> <p>D6.1, D 6.2, D7.3, D7.4, D7.5.</p> <p>B6.9 C10, C11 P13 Pres 15 ES1-3 PR1-4, PR 7, PR8</p>

4. Challenges for Implementation

In projects of this size and capacity, it is always of use to account for potential challenges in implementation. Here, we present a series of potential barriers, obstacles and restrictions that arose throughout the span of the HECAT project and the solution undertaken to mitigate these.

Table 5 Barriers to Implementation, with solutions

Barrier/Obstacle/Restriction	Solution
Access to PES data	HECAT have greatly benefited from co-creating with a PES organisation in a partnership role. Here, we have had access to Slovenian national data from ESS and have also made use of publicly available datasets from national statistical offices and supra-national bodies including Eurostat, Eurofound, ILO and the OECD
Robustness, reliability and validity of platform deployment	Closely working with partners who have direct experience of testing, validating and deploying robust, large-scale systems has greatly attested to the robustness of the MLM platform. Piloting and showcases have further assisted in this area wherein citizens and stakeholders have had access to MLM as a means of testing its use in active scenarios.
Interdisciplinary span of the project	Where possible, regular meetings and opportunities to collaborate have been broached to ensure the consortium at large has the opportunity to work closely together. Knowledge has been shared across work packages and individuals have had the capacity to co-develop knowledge and solutions. Emerging from the research process is an interdisciplinary method that was successfully employed by the consortium and is outlined in project deliverable D5.4 ⁴ .
Covid-19 Lockdowns and the need for increased work-from home activities	Efficient responses to a new way of working, managed by project management and the consortium as a whole. Digital tools and online meetings facilitated a new wave of collaboration potential which allowed the project to continue to its climax.
Access to citizens and stakeholders	In creating research that places citizens at the heart, it is vital that stakeholders are engaged throughout. In leveraging insights from the unemployment and additional PES actors, it was vital to connect with local and national PES contacts as well as co-partners ESS.

⁴ Public project deliverables are available at <https://zenodo.org/communities/hecat/>

5. Communication and Dissemination for Impact

Communication promotes project actions and results, to inform, promote and communicate activities and results. Dissemination makes results public, creating knowledge and results for others to use.

The importance of dissemination in research cannot be overstated. It serves as a linchpin for progress, knowledge sharing, and societal impact, enabling researchers to contribute meaningfully to their disciplines and address global challenges collaboratively. By embracing effective dissemination practices, researchers can accelerate scientific advancement, drive evidence-based decision-making, and foster a more informed and engaged society.

Herein, we note the differences between dissemination and communication. For the purposes of this project, dissemination is described as the public disclosure of findings, results and discoveries. Within work of this kind, this often takes the form of peer-reviewed academic journals, conference presentations and policy work. Within this project, we have used a variety of platforms and efforts to reach different target audiences. Further have endeavoured in our work to ensure that Open-Access publication is the key priority, ensuring maximum impact, transparency and availability of research findings for all interested parties.

5.1 Dissemination and Impact

The overall dissemination plan for the HECAT project has been to share the progress, results and achievements of the project as widely as possible through an array of channels. Within this, a series of activities have been carried out including targeting specific audiences, through:

- Publishing non-confidential project results on the HECAT website and cross-posting to repository site ZENODO⁵ for legacy audiences
- Publishing results in peer-reviewed channels such as academic journals and book chapters/inclusions
- Using Twitter⁶ as a means of publicising non-confidential deliverables and results
- Presenting the results of these deliverables conferences, workshops and targeted events
- Documenting project activities through videos on the HECAT project's YouTube⁷ channel
- Publish results in both mass-media outlets

Beyond what was outlined in the original dissemination plans, we have also endeavoured to showcase results via stakeholder and industry engagement. Individual dissemination activities and channels are

⁵ HECAT community on Zenodo <https://zenodo.org/communities/hecat/>

⁶ HECAT project on Twitter <https://twitter.com/SoUnemployment>

⁷ HECAT YouTube Channel <https://www.youtube.com/@hecatresearch4030>

outlined and explained below.

EU Results Pack

The HECAT Project is featured in the European Commission CORDIS Results Pack on “Fostering skills development in the EU for more sustainable, resilient, and fair societies”, published in July 2023⁸. The article “Digital platform to connect the right jobs to the right people” is available in six languages⁹.

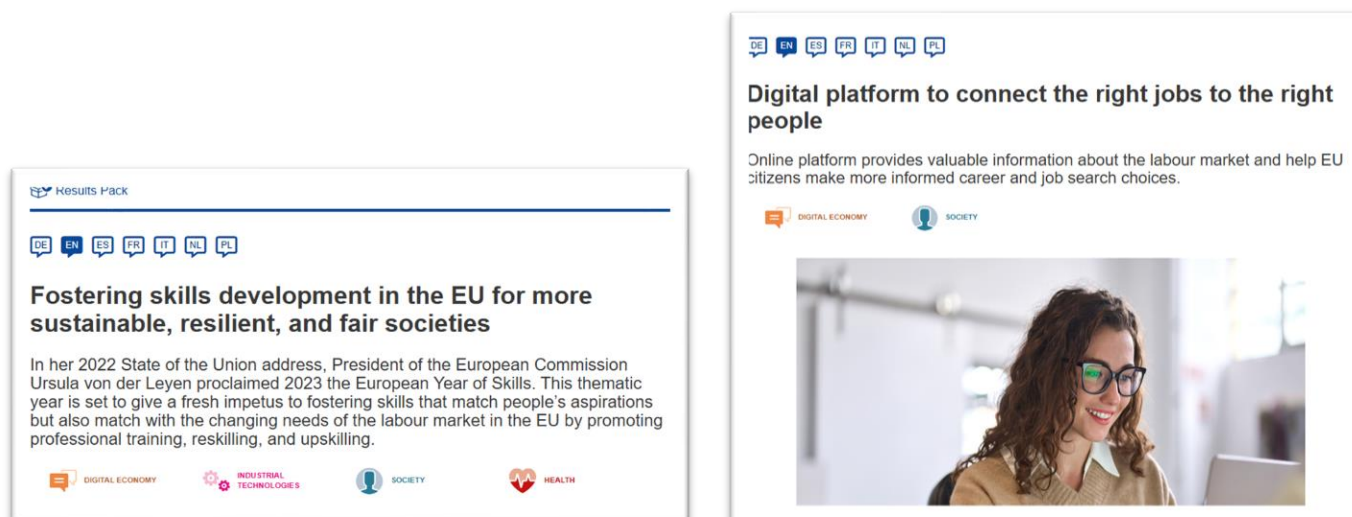


Image 3 EU Results Pack article on HECAT (2023)

Zenodo

Zenodo is a general-purpose open repository developed under the European OpenAIRE program and operated by CERN. The primary aim of this tool is to deposit material related to research works, including datasets, publications and deliverables. Zenodo benefits from being an open-source repository and is here used as a means of maintaining access to applicable dissemination collateral into a legacy state. HECAT’s repository features non-confidential deliverables, academic papers and policy work related to the project. This repository will be maintained after the lifetime of the project to ensure dissemination material is available to researchers and PES alike. The HECAT community repository address is: <https://zenodo.org/communities/hecat/>

Journal Publications

In maximizing the diffusion of the project’s work and achievements to date, regular journal publications have

⁸ CORDIS Results Pack: Fostering skills development in the EU for more sustainable, resilient, and fair societies <https://cordis.europa.eu/article/id/445210-fostering-skills-development-in-the-eu-for-more-sustainable-resilient-and-fair-societies>

⁹ Digital platform to connect the right jobs to the right people <https://cordis.europa.eu/article/id/445195-digital-platform-to-connect-the-right-jobs-to-the-right-people>

been encouraged by all consortium members. Herein is presented the total journal publications accounted for by the end of the HECAT project. Owing to the ongoing work that has been undertaken across this project, there is remit that legacy work will be published post this date that are not accounted for within the below table.

Table 6 List of journal publications

Code	Authors	Article Title	Journal
J1	Hajnić. M. and Boshkoska, B.M.	A decision support model for the operational management of employee redeployment in large governmental organisations	Journal of Decision Systems
J2	Hajnić. M. and Boshkoska, B.M	A disruptive decision support platform for reengineering the strategic transfer of employees	IEEE Access
J3	Boškoski, P., Perne, M., Rameša, M. and Boshkoska, B.M.	Variational Bayes survival analysis for unemployment modelling	Knowledge-Based Systems
J4	Andonovikj, V., Boskoski, P. Evkoski B., Redek, T. and Boshkoska, B.M.	Community analysis in Slovenian labour network 2010-2020	Journal of Decision Systems
J5	Boškoski, P., Perne, M., Redek, T. and Boshkoska, B.M.	Occupation similarity through bipartite graphs	ArXiv
J6	Roche, Z. and Griffin, R.	Activation through marketisation as a process of ignorancing	Social Policy and Administration
J7	Demazière, D. and Delpierre, A.	Un chômage sans recherche d'emploi? Une zone d'ombre dans la littérature sociologique sur les expériences du chômage (Unemployment without jobsearch? A grey area in the sociology literature on experiences of unemployment)	Sociologie Du Travail (The Sociology of Work)
J8	Boland, T., Doyle, K., & Griffin, R.	Passing Stigma: Negotiations of Welfare Categories as Street Level Governmentality	Social Policy and Society
J9	Boland, T. and Griffin, R.	The future of work guaranteed: Assembling NEETs in the apparatus of the welfare state	Organization
J10	Gallagher, P & Griffin, R.	(In)Accuracy in Algorithmic Profiling of the Unemployed - An exploratory review of reporting standards	Social Policy and Society
J11	Delpierre, A., Demazière, D. and El Fatihi, H	The stealth legitimisation of a controversial policy tool. Statistical profiling in French Public Employment Service (PES)	Regulation and Governance

Conference Papers

Conferences play a pivotal role in the world of academic research, serving as crucial platforms for knowledge

exchange, networking, and collaboration. Global conference attendance has been a prime channel for the dissemination of HECAT's findings and concepts across the wake of this project. Consortium members from across the project have presented at conferences related to various disciplines in a variety of locations. These have been important opportunities not just to share knowledge, but further showcase the potential of tools like MLM in ever-expanding public service landscapes. These have further offered opportunities for feedback from discipline experts, additional stakeholders and general academia at large.

Of note is the 29th International Conference of Europeanists (Council for European Studies) at the University of Iceland, Reykjavik from 27-29 June 2023, where two HECAT-specific panels were held– “Digitalisation of Public Employment Service: The Perspectives of Unemployed and Case Workers” and “Digitalisation of Public Employment Services: Big Data and AI”¹⁰. Herein, nine HECAT consortium members had the opportunity to engage with the audience, many of whom have a vested interest in public service, government transformation and disruptive technologies. There were further opportunities to divulge end-stage research findings with the consortium at large in a compelling academic environment. Over the life of the project consortium members organised additional panel sessions and streams at conferences, such as ESPAnet 2022 Annual Conference- Stream 8 AI in Work and Welfare and Sociological Association of Ireland (SAI) 2022 Annual Conference- Panel on Digitalisation and Welfare.

Table 7 List of conference presentations

Code	Conference Name	Name of Attendee	Paper Presented
C1	Organizations, Artifacts & Practices (OAP) 2020, Online	Griffin, R.	Puritanical algorithms in the post-work labour market
C2	Walking Conversations Workshop (2020)	Griffin, R.	Walking welfare: embodied methods in social policy research
C3	OECD In-depth social enterprise review	Griffin, R.	[panel member]
C4	Anthropological Association of Ireland, ENDING Conference 2020, Online	Jordan, A	Clumps of people raised the cheer of the gratefully oppressed: An ethnography of technologies at the end of the individual
C5	Anthropological Association of Ireland, ENDING Conference 2020, Online	Hawley, A	The eschatology of the family in the welfare state: An ethnography of the UP1 form
C6	Waterford Institute of Technology Postgraduate Conference 2021, Online	Jordan, A	Profiling: An ethnography of labour market decision-making policies [Poster]
C7	Sociological Association of Ireland Postgraduate Conference 2021, Online	Jordan, A.	Algorithmic welfare: Welfare transformed?
C8	BSA Work, Employment and Economic Life (WEEL), Online	Tuite, A. Griffin, R.	On the political economy of digitality in public employment services

¹⁰ HECAT at CES Conference, Iceland 27-29 June 2023 <https://hecat.eu/2023/06/29/hecat-at-ces-conference-iceland/>

Code	Conference Name	Name of Attendee	Paper Presented
C9	Sociological Association of Ireland Conference 2021, Online	Gallagher, P. and Griffin, R	Cui bono algorithmus: a critical data studies exploration of public employment service algorithmic profiling
C10	Sociological Association of Ireland Conference 2021, Online	Roche, Z. and Griffin, R.	Beyond caring: the materiality of welfare marketisation-in-action
C11	European Group for Organizational Studies (EGOS) 2021, Online	Jordan, A.	Ethnographic Response to algorithmic welfare: A case study of statistical profiling in Ireland
C12	European Network for Social Policy Analysis (ESPAnet) Conference, Online	Jordan, A. and Delpierre, A.	Why Profiling? Administrative resistance to automated decision-making in public employment services (PES): a comparative study of Ireland and France
C13	Australian Social Policy Conference, Online	Griffin, R.	Panel member - Welfare Conditionality
C14	Sociological Association of Ireland, Postgraduate Conference 2022, Online	Jordan, A.	New reality: biopolitics of algorithmic welfare and the (in)dividual
C15	South East Technological University Postgraduate Research Conference 2022, SETU Waterford, Ireland	Jordan, A	Embracing digital delivery in public services; a case study of Ireland's employment policy from policy to code.
C16	Sociological Association of Ireland Conference 2022, TUS Limerick, Ireland	Jordan, A	Data in welfare: biopolitics of algorithmic welfare and the (in)dividual
C17	Sociological Association of Ireland Conference 2022, TUS Limerick, Ireland	Deliperre, A.	Activate and... What else? A critical analysis of EU activation policies for the unemployed
C18	Sociological Association of Ireland Conference 2022, TUS Limerick, Ireland	Griffin, R.	(in) Accuracy in Statistical Profiling of the Unemployed - An exploratory review of reporting standards.
C19	Sociological Association of Ireland Conference 2022, TUS Limerick, Ireland	Roche, Z.	Between a Rock and a Hard Place: How Activation Workers Negotiate Discretion After COVID-19
C10	Street Level Bureaucracy Conference 2022, Aalborg University, Denmark	Roche, Z.	Ignorance and discretion in marketized public employment services
C21	Street Level Bureaucracy Conference 2022, Aalborg University, Denmark	Griffin, R.	Negotiating conditionality and trust at the street level
C22	EASST 2022, Madrid, Spain	Jordan, A.	Transformation and administrative work practices - the evolution of algorithmic profiling in welfare services in Ireland and France
C23	European Group for Organizational Studies (EGOS) 2022, Vienna, Austria	Jordan, A.	Policy into code: an un-strategic approach to digital delivery of welfare policy
C24	17th European Congress on Psychology, Ljubljana, Slovenia	Hättich, A. and Paz, R.	Consideration of Psychological Factors for the unemployed in Person-Organisation Fit (P-O-Fit); Person-Job Fit (P-J-Fit)
C25	15 th Annual Ethnography Symposium, August 2022, Ipswich, UK	Griffin, R.	Encountering the performativity of maths in unemployment
C26	European Network for Social Policy Analysis (ESPAnet) Conference 2022, Vienna, Austria	Jordan, A. and Griffin, R.	The impact of the COVID-19 pandemic on the digitalisation of public employment services (PES): a case study of robotic process automation (RPA) implementation in Ireland
C27	European Network for Social Policy Analysis (ESPAnet) Conference 2022, Vienna, Austria	Griffin, R. (for Gallagher, P.)	(in) Accuracy in Statistical Profiling of the Unemployed - An exploratory review of reporting standards.

Code	Conference Name	Name of Attendee	Paper Presented
C28	European Network for Social Policy Analysis (ESPAnet) Conference, 2022 Vienna, Austria	Leschke, J.	Selecting Suitable Job Quality Items in Profiling and Job Matching Algorithms for Public Employment Services
C29	European Association of Labour Economists (2022)	Brébion, C.	Unemployment Insurance Eligibility and Employment Duration
C30	Sociological Association of Ireland Postgraduate Conference 2023, UCD Dublin, Ireland	Jordan, A.	The Sociology of Policy and Code: Assembling Public Employment Services.
C31	Recreating the world: Critique, control and crisis in new social realities Conference, SETU Waterford, Ireland	Jordan, A.	The sociology of policy and code: assembling public employment services
C32	Human Relations 75 th Anniversary Conference, April 2023, London	Tuite, A. and Griffin, R.	Towards a relational theory of organisational care: the gentle crafting and embedding care in employment relations.
C33	11th Annual NERI Labour Market Conference, Queens University, Belfast, UK	Griffin, R.	The lived experience of marketised public employment services: activation through ignorance.
C34	All-island Social Security Network, May 2023, Dublin, Ireland	Griffin, R.	A digital agenda for all-island unemployment programmes
C35	SETU Postgraduate Research Conference 2023, SETU Carlow, Ireland	Jordan, A.	The sociology of policy and code: assembling public employment services
C36	Sociological Association of Ireland Annual Conference 2023, UCD Dublin, Ireland	Jordan, A. and Dooly, Z.	The sociology of policy and code: assembling public employment services
C37	13th Organizations, Artifacts & Practices (OAP) Workshop, Barcelona, Spain	Griffin, R.	Organising nothing: the crisis of measurement in unemployment studies
C38	Council for European Studies (CES) Conference, 29th International Conference of Europeanists, University of Reykjavik, Iceland	Tuite, A. and Griffin, R.	Can Systems Care? Exploring Casework Experiences to Consider a Practice-Based Definition of Care
C39	Council for European Studies (CES) Conference, 29th International Conference of Europeanists, University of Reykjavik, Iceland	Hayes, Ó and Griffin, R.	Exploring Omni-Channel Welfare: An Exploratory Study of Citizen and State interactions in Public Employment Services
C40	Council for European Studies (CES) Conference, 29th International Conference of Europeanists, University of Reykjavik, Iceland	Pultz, S., Paulsen Hansen, M. and Müller, M.	How Do Users, Counsellors, and Stakeholders Evaluate their Public Employment Services? A Cross-national Comparison of Denmark, France, Ireland, and Slovenia
C41	Council for European Studies (CES) Conference, 29th International Conference of Europeanists, University of Reykjavik, Iceland	Griffin, R. (for Gallagher, P.)	Sterilizing Enabling Labor Market Supports with Blunt Force Conditionality
C42	Council for European Studies (CES) Conference, 29th International Conference of Europeanists, University of Reykjavik, Iceland	Brébion, C. and Leschke, J.	Sustainable Labor Market Integration: Updating the Output Variable of Profiling Tools Single Paper
C43	Council for European Studies (CES) Conference, 29th International Conference of Europeanists, University of Reykjavik, Iceland	Jordan, A. and Griffin, R.	The Impact of the COVID-19 Pandemic on the Digitalization of Public Employment Services: A Case Study of the Datafied Welfare State in Ireland

Code	Conference Name	Name of Attendee	Paper Presented
C44	Council for European Studies (CES) Conference, 29th International Conference of Europeanists, University of Reykjavik, Iceland	Griffin, R.	After Dystopian Datafication in the European Welfare State
C45	European Group for Organizational Studies (EGOS) 2023, Sardinia, Italy	Tuite, A. and Griffin, R.	Beyond caring: Tracing the rise of 'de-caring' as a practice of organisations and policy
C46	European Group for Organizational Studies (EGOS) 2023, Sardinia, Italy	Jordan, A. and Griffin, R.	Undoing AI in bureaucracy: Statistical profiling algorithms in Public Employment Services (PES)

Additional Publications

While academic publications come with the merit of peer-review, these are not the sole manner in which to present research results to the general public. In reaching a wide variety of stakeholders, including those from outside academic, of which a range are noted in this example, more informal publication channels should be adopted to widen reach. Here, we note the use of blogs, book chapters and contributed opinion pieces as additional dissemination actions.

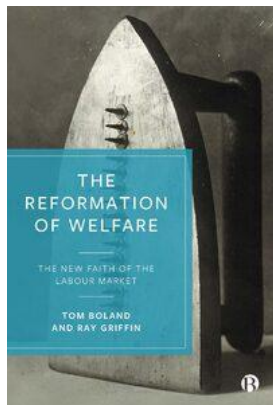
Table 8 List of academic publications

Code	Type	Authors	Title	Location
P1	Article	Boland, T. and Griffin, R.	Working on ourselves - Jobseeking as a quest for redemption	The Sociological Review Magazine
P2	Edited book	Boland, T. and Griffin, R.	Rethinking welfare in the new normal	Sociological Observer - Sociological Association of Ireland
P3	Article	Boland, T. and Griffin, R.	This changes everything? Back to work and the welfare state after the pandemic	Sociological Observer - Sociological Association of Ireland
P4	Article	Griffin, R.	Dole docility: On the pacification policy of the welfare state	Sociological Observer - Sociological Association of Ireland
P5	Article	Tuite, A.	Rethinking care through social welfare administration	Sociological Observer - Sociological Association of Ireland
P6	Article	Roche, Z.	'Nobody wants to work anymore: A critical analysis	Sociological Observer - Sociological Association of Ireland
P7	Article	Jordan, A.	Embracing digital delivery in Ireland's new employment policy; Digital by choice or digital by default?	Sociological Observer - Sociological Association of Ireland
P8	Policy Paper	Hayes, Ó and Griffin, R.	Algorithm profiling in public employment services (PES): Reporting standards	Hecat.eu
P9	Article	Pultz, S and Paulsen-Hansen, M.	Jobcentrene lukker, men hvad skal vi sætte i stedet? (The Jobcenters are closing, but what should we put in their place?)	VIDENSKAB.DK
P10	Article	Leschke, J. et al.	Professional sovereignty for Europe's youth	SocialEurope.EU

Code	Type	Authors	Title	Location
P11	Article	Leschke, J. and Brébion, C.	Sustainable labour market integration: challenges and advancements in Algorithmic Profiling of Jobseekers	The Business of Society - Copenhagen Business School
P12	Article	Hayes, Ó.	Public service algorithms; The need for standardisation now	digitalpolicy.ie
P13	Article	Jordan, A.	Women in PG Research: Antoinette Jordan	Eolas Newsletter, Graduate Studies Office, SETU.ie
P14	Article	Griffin, R.	Digital platform to connect the right jobs to the right people	CORDIS
P15	Report	Griffin, R., Casey, J. & O'Keeffe, C.	South East Economic Monitor	senser.ie
P16	Report	Griffin, R.	Renewing Labour Market Inclusion in Carlow	
P15	Article	G. Schmid, L. Bellmann, B. Gazier, J. Leschke	Berufliche Souveränität für Europas Jugend, in: WZB-Mitteilungen, H. 179, März 2023, S. 33-36;	https://bibliothek.wzb.eu/artikel/2023/f-25362.pdf
P16	Article	Schmid, G., Bellmann, L., Gazier, B. and Leschke J	Faire des jeunes européens les acteurs souverains de leur vie professionnelle:	https://www.metiseurope.eu/2023/04/08/faire-des-jeunes-europeens-les-acteurs-souverains-de-leur-vie-professionnelle/
P17	Article	Schmid, G., Bellmann, L., Gazier, B. and Leschke, J.	Governing sustainable school to work transitions: Lessons for the EU, Bonn: IZA Policy Paper No. 197,	https://docs.iza.org/pp197.pdf

Books and Book Chapters

Throughout the HECAT research many of the consortium have published books and book chapters based on the research and, often, with foundations in our long histories of researching social welfare experiences and technological advancements.



Of note, the book publication “The Reformation of Welfare: The New Faith of the Labour Market” (Boland and Griffin, 2021) contains two open access chapters

- Introduction: Paradoxes of Welfare (Chapter 1)
- Reform: Policies and the Polity (Chapter 3)

Table 9 List of books and book chapters

Code	TYPE	Authors	Title	Book Title
B1	Book	Boland, T., and Griffin, R.	The Reformation of Welfare: The New Faith of the Labour Market	The Reformation of Welfare: The New Faith of the Labour Market
B1.1	Book chapter	Boland, T., and Griffin, R.	1: Introduction: Paradoxes of Welfare	The Reformation of Welfare: The New Faith of the Labour Market
B1.3	Book chapter	Boland, T., and Griffin, R.	3: Reform: Policies and the Polity	The Reformation of Welfare: The New Faith of the Labour Market
B2	Book chapter	Griffin, R.	J'accuse zéro. The technology of zero and the making of a personal void	The Technologisation of the Social: A Political Anthropology of the Digital Machine
B3	Book chapter	Hajnić, M. and Boshkoska, B.M.	Integration of the Decision Support System with the Human Resources Management and Identity and Access Management Systems in an Enterprise	Rational Decisions in Organisations: Theoretical and Practical Aspects
B4	Book chapter	Erhel, C., Guergoat-Larivière, M., Leschke, J. and Watt, A.	(Ch. 16) The Great Recession and Job Quality Trends in Europe	Oxford Handbook of Job Quality
B5	Book chapter	Pultz, S	Working with, not on unemployed people: How to explore subjective unemployment experiences in the affective economy	The Routledge International Handbook of Innovative Qualitative Psychological Research
B6	Book chapter	Boland, T., and Griffin, R.	Governmentality	Handbook of Unemployment and Society

Code	TYPE	Authors	Title	Book Title
B7	Book chapter	Griffin, R.	That's your bloody GDP: performing the city-region economy	Performing the City Region

Legacy Publication “Digital Public Employment Services in Action”

A highlighted important act of legacy dissemination is the publication of the book *Digital Public Employment Services in Action*. This book has emerged from the work of the HECAT project to date and aims to examine the rise of digital public employment services. Digital welfare's diffuse disciplinary conversations have resulted in siloed understandings of the emerging challenges and opportunities for PES, so a central aspiration of the volume is to bring the field together to find common ground in realistic PES practice.

While this book project has been conceived within a research project, editors and chapter contributors are focused on the broad audience of policymakers, practitioners, academics and indeed anyone with an interest in digital PES. There is a pressing need for a collection of expert voices to gather the field of digital welfare together, with a shared aspiration to generate an authoritative, provocative and optimistic engagement between traditional social policy and techno-utopian visions. The goal is to find common ground and theories of the future, now that the digital-first genie is out of the bottle. Our volume will address the current and emerging practice of digital public employment services in action, as we seek to call the field together—exploring the state of the contemporary practice.

This book proposal has been accepted by Bristol University Press and the volume is set to be published 2024. It is hoped that this book has particular impact with PES and its associated stakeholders. The following chapters will be published in this book:

Table 10 Table of Contents "Digital PES in Action" Book publication

Code	TYPE	Authors	Title	Book Title
B8	Book	Didier Demazière, Ray Griffin, Magnus Paulsen Hansen and Janine Leschke (Eds.)		Digital Public Employment Services in Action
Part 1. Digitalisation, Welfare and Job Search				
B8.1	Book Chapter	Didier Demazière, Ray Griffin, Magnus Paulsen Hansen and Janine Leschke (Eds.)	The Dynamics of PES Digitalisation	Digital Public Employment Services in Action
B8.2	Book Chapter	Antoinette Jordan and Ray Griffin	From Politics To Code: The Unfolding Of EU Digital Aspirations Into Practice	Digital Public Employment Services in Action

Code	TYPE	Authors	Title	Book Title
B8	Book	Didier Demazière, Ray Griffin, Magnus Paulsen Hansen and Janine Leschke (Eds.)		Digital Public Employment Services in Action
B8.3	Book Chapter	Didier Demazière	Job Searching. What Types of Information Guide Jobseekers'	Digital Public Employment Services in Action
Part 2. Digital Technologies and the Challenges of an Innovative Service				
B8.4	Book Chapter	Aisling Tuite and Pavle Boškosi	Open Inquiry into Disruptive Digital Services	Digital Public Employment Services in Action
B8.5	Book Chapter	Ayo Næsborg-Andersen	Legal Considerations for Algorithm Development	Digital Public Employment Services in Action
B8.6	Book Chapter	Clément Brébion and Janine Leschke	Labour Market Data & Job Quality	Digital Public Employment Services in Action
Part 3. Digitalization, Job Counsellors and Their Services				
B8.7	Book Chapter	Magnus Paulsen Hansen, Sabina Pultz and Maggie Müller	Labour Market Data in PES Counselling	Digital Public Employment Services in Action
B8.8	Book Chapter	Alizée Delpierre and Didier Demazière	The Uses Of Statistical Profiling In The French PES. An Ethnographic Fieldwork Among The Counsellors	Digital Public Employment Services in Action
B8.9	Book Chapter	Magnus Paulsen Hansen, Sabina Pultz, Maggie Müller, Didier Demazière, Ray Griffin, Martina Rameša	Varieties of concerns of profiling and AI: A Comparative Study of Differences Between Ireland, France, Denmark and Slovenia	Digital Public Employment Services in Action
B8.10	Book Chapter	Aisling Tuite	Cyborg Futures of Care and Welfare	Digital Public Employment Services in Action
Part 4. How digital tools affect the Unemployed?				
B8.11	Book Chapter	Antoinette Jordan, Zeta Dooly and Ray Griffin	The Making of An Unemployed Population	Digital Public Employment Services in Action
B8.12	Book Chapter	Antoinette Kelly and Zach Roche	Digitizing Exclusion: The Challenges of Modern Unemployment and PES Delivery	Digital Public Employment Services in Action
B8.13	Book Chapter	Órla Hayes, Aisling Tuite and Ray Griffin	Exploring Omni-channel Welfare Experiences in Unemployment Services	Digital Public Employment Services in Action
B8.14	Book Chapter	Sabina Pultz	Profiling and Subjectification of the Unemployed – Insights From Casework	Digital Public Employment Services in Action
B8.15	Book Chapter	Didier Demazière, Ray Griffin, Magnus Paulsen Hansen and Janine Leschke (Eds.)	Conclusion – The Future of PES Services and Welfare	Digital Public Employment Services in Action

Policy

Key events of note here related to policy work undertaken by the HECAT project.

Policy Launch, May 2023

The first policy launch in 2023 **Public Service AI /// Trust - Values – Accuracy** brought together three Horizon 2020 funded projects, HECAT, ETAPAS¹¹ and TechEthos¹² in discussing key ethical dimensions of Public Service. Two further Horizon projects joined as respondents to discuss the policy documents, IMPULSE¹³ and NLAB4CIT¹⁴.

This event took place via Zoom and was attended by those interested in discussing emerging ethical dimensions of public service AI. Indeed, the key conversation at the event centred around what needs to be done at both a national and European level to offer standardisation in the ethical adoption of AI within the public sphere. Here, the three projects each launched new policy documents:¹⁵

HECAT	Algorithm Profiling in Public Employment Services: Reporting Standards
ETAPAS	Two European Trustworthy AI Assessment Methodologies
TechEthos	XR and General Purpose AI: From values and principles to norms and standards

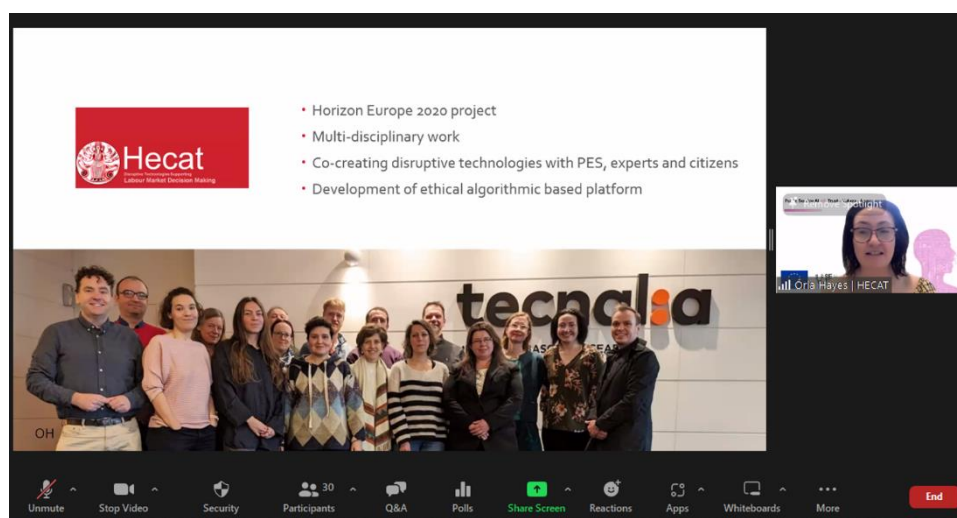


Image 4 Screenshot from HECAT Policy Launch (2023)

The event attracted relative interest via Twitter and LinkedIn where it was advertised. For legacy purposes, a recording was also sent to all those involved for distribution. This recording is further available and HECAT's YouTube channel and Zenodo repository.

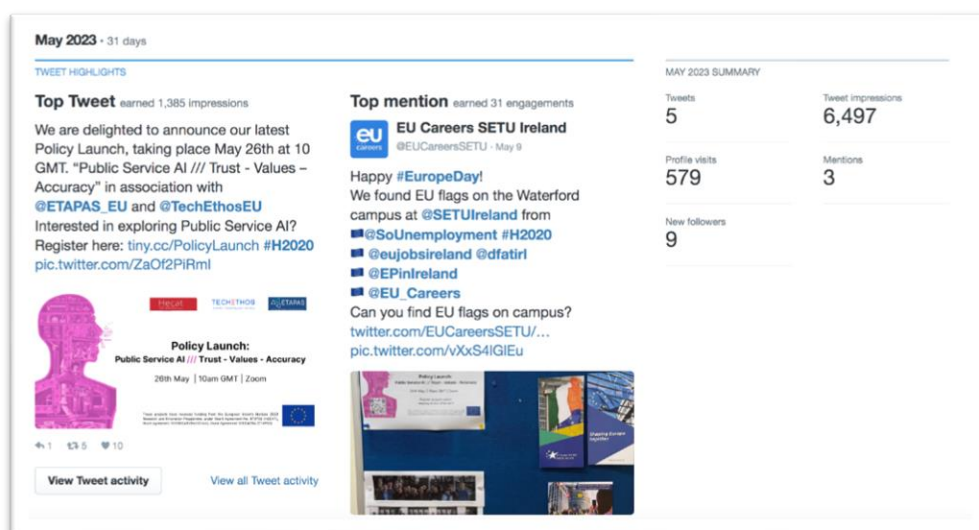
¹¹ ETAPAS Horizon 2020 Project <https://www.etapasproject.eu/>

¹² TechEthos Horizon 2020 Project <https://www.techethos.eu/>

¹³ IMPULSE Horizon 2020 Project <https://www.impulse-h2020.eu/>

¹⁴ NLAB4CIT Horizon 2020 Project <https://nlab4cit.eu/>

¹⁵ "Public Service AI /// Trust - Values – Accuracy" Policy Launch Documents <https://doi.org/10.5281/zenodo.7973995>



Policy Launch, October 2023:

The second event of note is legacy in nature, planned for after the research activities of the project have taken place. HECAT has planned a second policy launch, focused on directly targeting policymakers, the PES Network and PES decision-makers at large. It is hoped that this event will draw from insights gained across the HECAT project, presenting such knowledge to individuals with power to enact change.

Presentations

Here, we further capture non-conference presentations that were also used as a means of sharing HECAT findings with a more general audience. In particular, these presentation types allowed HECAT consortium members to engage with other Horizon 2020 and Horizon Europe funded projects and the research community at large.

Table 11 List of presentations

Code	Event Name	Name of Attendee	Title of presentation/panel
Pres1	H2020 disruptive technology projects – policy round table	Griffin, R.	[Round table member]
Pres2	Digitalisation in Public Employment and Guidance Services How apps and algorithms are changing the face of welfare delivery (Maynooth University)	Griffin, R.	Digitalising Public Employment Services: International policy developments and trends (panel)
Pres3	ESPAnet PhD Series	Leschke, K and Paulsen Hansen, M. (Conveyers)	Big data and digitalisation in social and employment services
Pres4	Q&A with Index makers	Leschke, J.	The technique behind the world of indexes and databases

Code	Event Name	Name of Attendee	Title of presentation/panel
Pres5	Economy & Society Summer School, Ireland	Griffin, R.	After thoughts
Pres6	Economy & Society Summer School, Ireland	Griffin, R.	The reformation of welfare
Pres7	Economy & Society Summer School, Ireland	Paulsen Hansen, M.	The moral economy of activation
Pres8	H2020 disruptive technology projects - policy roundtable	Griffin, R.	[Round table member]
Pres9	Analysing Social Change Research Group at Waterford Institute of Technology, Postgraduate Forum, Ireland	Jordan, A.	Ethnographic response to Algorithmic Welfare: A case study of statistical profiling in Ireland
Pres10	Irish government "Creating Our Future" Roadshow, Department of Further and Higher Education, Research, Innovation and Science	Tuite, A. and Dooly, Z.	Overview of HECAT research
Pres11	CBS Societal Challenges Seminar Organised by reNew/CBS sustainability	Leschke, J. & Brébion, C.	Disruptive Technologies Supporting Labour Market Decision Making.
Pres12	Online seminar for Research Center Research Centre for Digitalisation of Public Services and Citizenship (CEDIC)	Leschke, J.	Sustainable labour market integration: potentials and challenges in using job quality information in job matching and algorithmic profiling of jobseekers
Pres13	Seminar to mark the publication of the Oxford Handbook of Job Quality, with one of the editors and several of the eminent chapter authors in the volume	Leschke, J.	Janine Leschke (co-author Ch. 16) Job quality trends in Europe since the Recession of 2008-2010 [Ch. 16 The Great Recession and Job Quality Trends in Europe. Christine Erhel, Mathilde Guergoat- Larivière, Janine Leschke, and Andrew Watt (Pp. 363–388).]
Pres14	EUCit / Euroship / WorkingYetPoor / DG EMPL Event: “The future of work and welfare in the digital economy – new risk of poverty and social exclusion (January 2023)	Leschke, J.	The directive on transparent and predictable working conditions: relevance for food-delivery platforms
Pres15	ORBITAL EU Project (MSCA ITN) Final Conference, Waterford, Ireland	Jordan, A.	HECAT Project and Career Change through PhD EU Funding
Pres16	Public Service AI /// Trust - Values – Accuracy: Policy Launch	Hayes, O. and Griffin, R.	Algorithm profiling in public employment services (PES): Reporting standards
Pres17	After Conditionality: A Speculative Workshop, University of York	Griffin, R.	Digital first welfare: strategies to 2030
Pres 18	Online seminar for Research Center Research Centre for Digitalisation of Public Services and Citizenship (CEDIC), OSLO ME	Leschke, J.	Sustainable labour market integration: potentials and challenges in using job quality information in job matching and algorithmic profiling of jobseekers

PhD Summer School - Economy and Society Summer School, Ireland

The “Society, Economy & Culture Research Centre” (SECR) is based in University College Cork and the South East Technological University (SETU) in Ireland. The Economy and Society Summer School is an annual event hosted by this centre. HECAT partner SETU is a founding member of the centre and a co-host of the summer school. The summer school took place in 2021 (online), 2022 and 2023 during the HECAT project¹⁶.

¹⁶ Economy and Society Summer School, Ireland <https://economyandsocietysummerschool.org/>

The Economy & Society Summer School is oriented to the needs of doctoral students and advanced masters students interested in further research. It can be taken as a 5 or 10 credit module, accredited by University College Cork¹⁷ and applications are welcomed from Irish, EU and international students.

Themes of social welfare, digitalisation, work and markets have run throughout the Summer School programme and have included lectures from international academics in these areas, including: Evelyn Brodtkin, Mary Murphy, Joe Whelan, Fiona Dukelow, Illana Gershon, Stefan Schwarzkopf, Mitchell Dean, Angus Bancroft, Lina Denick, Alex Wood.

Table 12 Economy and Society Summer School

Code	Event Name	Seminars	Audience
ES1	Economy & Society Summer School 2021: Virtual Summer School	15	Doctoral students and advanced masters students
ES2	Economy & Society Summer School 2022: "Returning"	16	Doctoral students and advanced masters students
ES3	Economy & Society Summer School 2023: "Theorising at the Edges of the World"	16	Doctoral students and advanced masters students

5.2 Communication and Impact

Effective communication informs, promotes and communicates project activities and results. It is instrumental in sharing research findings as it bridges the gap between researchers and various stakeholders, making the knowledge generated more accessible and impactful. Well-crafted communication of research findings through press releases, media interviews, and other public engagement can elevate general awareness and support for critical issues. Additionally, it facilitates collaboration between researchers and practitioners, encouraging the translation of theoretical knowledge into practical applications and evidence-based decision-making.

Effective communication of research also encourages peer review, enabling other experts to scrutinize and validate the work, ensuring its credibility and reliability. Ultimately, communication empowers researchers to convey the significance of their findings, spark meaningful conversations, and drive positive change, turning knowledge into a powerful tool for societal progress. Again, in delineating the differences between dissemination and communication, the following definition is used for communication activities; the strategic and targeted measures which promote a given action.

¹⁷ Economy and Society Summer School accredited by University College Cork Ireland, Postgraduate Training module PG7040 (5 ECTS credits) <https://ucc-ie-public.courseleaf.com/modules/?details&code=PG7040> and module PG7010 (10 ECTS credits) <https://ucc-ie-public.courseleaf.com/modules/?details&code=PG7041>

Communication Plan

HECAT's communication strategy across the project operated under four main objectives includes:

Specific Needs	Expected Impact	Activities
Communication efficiency	Maximising the efficacy of our communication / information sharing.	Use of valued platforms as a means of sharing research activities. This includes HECAT's website and Twitter.
Raising awareness among stakeholders	Raising the awareness of citizens, the unemployed, PES', public servants, public administrators and policy makers in general on potentialities related to the adoption and use of an ethical algorithmic approach.	Engaging with local, national and European-wide PES through leveraging available contacts and co-partners ESS as a national PES organisation. Engaging in expert panels and showcasing activities with PES decision-makers, managers and caseworkers and the unemployed. Promotion of research work via various channels, including sharing policy insights.
Engaging in public dialogue	Engagement in a dialogue with the public through encouraging civic engagement, fostering new and more innovative ways to think about work and unemployment.	Engaging in both academic and general publications to ensure maximum impact of research findings. Piloting and expert panel activities which engaged conversations with a range of stakeholders. Reporting of these in deliverables and via academic publications Legacy showcasing of MLM and its abilities.
Empowerment	Empowerment: to bring about a more direct form of democratic participation; to provide citizens and the unemployed with tools for contributing substantially to public services.	Engaging key stakeholders in conversations via piloting, expert panels and showcasing across the project. Engaging in PR activities to share research findings and impact.

In reaching these objectives, a number of communication channels have been utilised across the span of this project.

Twitter <https://twitter.com/SoUnemployment>

As a microblogging platform, Twitter offers researchers access to a vast and diverse user base and the capacity to engage a global audience via a single platform. Indeed, Twitter is a popular tool for research communications, hosting a wide variety of academic communities and experts who engage in informal communications and interaction. Twitter's role as a global platform for information sharing means that

research findings can reach a vast audience rapidly, fostering broader impact and encouraging both academic and stakeholder dialogue.

The below chart considers HECAT’s communication targets via Twitter, wherein it is clear that expectations have been surpassed in this regard.

Table 13 Twitter social media indicators

Twitter Indicators	M42 Targets (from Annex 1)	Actual at M20	Actual at M42
Followers	500 overall	725	817
Posts (including re-posts)	8 – 16 per month	8 – 16 per month	8 – 16 per month
Impressions	1000 per month	3300 per month	4200 per month
Likes	50 – 100 per month	50-100 per month	50-100 per month

YouTube [HECAT Research - YouTube](#)

YouTube offers a number of benefits for research sharing, making it a powerful and accessible platform for academics and researchers. YouTube provides a platform for researchers to visually showcase their work, further encouraging the sharing of presentations, explainer videos and further visual content. Within the HECAT context, YouTube has been used to house event and presentation videos, which became particularly valuable across Covid times wherein on-demand, video-based presentations were vital to knowledge sharing.

YouTube is a further channel where communication targets have been met within this project, visible via the graph below.

YouTube Indicators	M42 Targets (from Annex 1)	Actual at M20	Actual at M42
Views	500 in the first 6 months	595 in less than 4 months	1170 total views

Table 14 YouTube social media indicators

Website and Blog <http://hecat.eu/blog/>

Websites play a crucial role in research sharing by offering a versatile and user-friendly platform that enhances the accessibility, visibility, and impact of research findings. They enable researchers to connect with a global audience, promote engagement and collaboration, and contribute to the advancement of

knowledge across diverse fields and communities.

The HECAT team have endeavoured to write one blog per month promoting the research work of the project within that given time-frame. Blogs have included explorations of advanced sociological topics related to the project at large to behind the scenes look at team meetings. These blogs have served a great purpose in showcasing knowledge but have also allowed anyone with interest to engage with the humans beyond the research project. The below chart again signifies we have surpassed targets with this channel.

Blog Indicators	M42 Targets (from Annex 1)	Actual at M20	Actual at M41
Articles	1 per month	1 per month	1 per month
Views	200 per month	230+ per month	230+ per month

Table 15 Blog indicators

In continuing impact, the HECAT website will remain live for the agreed period of time. In this, anyone with an interest in reading research findings, exploring open access deliverables and learning about the project at large has remit to do so within a single space. The website is further embedded with Zenodo connectivity, linking readers to HECAT's repository of research related artifacts which will benefit legacy impact.

PR and Popular Media

Effective PR in research communication is essential for bridging the gap between the research community and the public, promoting informed decision-making, and maximizing the societal impact of research endeavours. In this sense, the below table charts PR related mentions of the HECAT project in local, national and global media.

Table 16 Media and PR

Code	Type	Title	Location
PR1	PR Article	Waterford IT School of Business team awarded €3.5m to Study Unemployment Algorithms	WLRFM (Local radio, Waterford, Ireland)
PR2	PR Article	Waterford Researchers Awarded €3.5m to use Algorithmic Insights in Study of Unemployment	TechCentral.ie (Irish media website)
PR3	PR Article	Waterford researcher awarded €3.5m to study unemployment algorithms	Waterford Live (Waterford, Ireland Media)
PR4	PR Article	Irish Research Council Welcomes European Funding Success For Former Awardees	Irish Research Council News
PR5	Newspaper Interview	Work is Ireland's new religion, unemployment its new sin – Interview with Dr Tom Boland and Dr Ray Griffin (08/07/21)	Irish Times newspaper
PR6	Podcast	The Reformation of Welfare: The New Faith of the Labour Market with Dr Ray Griffin	Taking Stock Podcast, Newstalk radio, Ireland
PR7	Newsletter	HECAT Newsletter - A Year of Progress 2020-2021	HECAT Newsletter
PR8	Newsletter	HECAT Newsletter - 2022 in Review	HECAT Newsletter
PR9	Radio interview	Welfare after post-growth takes hold (15/07/21)	Talking Business radio interview (Irish business podcast of the year)

Code	Type	Title	Location
PR10	Radio interview	Religion of work and welfare (25/01/23)	Thinking Allowed (BBC)
PR11	Newspaper article	Plan to link jobseeker's benefit to income scraps key welfare principle	Irish Independent newspaper

Mentions

Further, there has been a number of instances where the HECAT project and its findings have been either mentioned or alluded to in other publications. This includes in blogs and other academic publications.

Table 17 Media mentions

Code	Type	Title	Location	Author
M1	Book review	Review of Tom Boland & Ray Griffin, The Reformation of Welfare: The New Faith of the Labour Market Bristol University Press, 2021	Journal of Economics, Theology and Religion	Stefan Schwarzkopf
M2	Review Article	Understanding the use of Emerging Technologies in the Public Sector: a Review of Horizon 2020 Projects	Digital Government: Research and Practice	Kalampokis, E. et al.
M3	Conference Paper	Artificial Intelligence and Blockchain Technologies in the Public sector; A Research Projects Perspectives	International Conference on Electronic Government	Kalampokis, E. et al.
M4	Blog	HECAT Project	UL - School of Economics and Business News Blog	University of Ljubljana
M5	Blog	QualiChain Meets with the IMPLUSE, HECAT and C03 Projects	Qualichain-project.eu	QualiChain
M6	Blog	Using Labour Market Information for Career Development in the Changing World of Work	Pontydysgu.eu	Graham Attwell
M7	Blog	Umfrage zur Sicherung von nachhaltigen Arbeitsmöglichkeiten für Kulturschaffende [Survey on securing sustainable job opportunities for cultural workers]	Kultur Vermittlung	

6. Future Actions and Legacy

The HECAT project grew out of many years of academic research into experiences of unemployment and social welfare provision. The conclusion of the funded period of the HECAT project provides opportunity to continue this research, to explore new avenues and to continue to develop the professional networks developed in the past number of years. The full impact potential of the HECAT research project and the MyLabourMarket platform will only be realised over the next number of years with consortium members making plans to continue to develop and fully implement the technology, raise key findings with

policymakers and develop new avenues of research based on the research findings.

MLM Platform Showcase

Integration of the MLM platform will continue within Slovenian PES, ESS. In addition to this MLM platform showcase demonstrations will be offered to all European PES. The MLM platform has been designed to work off both publicly available Eurostat data that can be complimented by country specific PES and labour market data. To expand the scope of the platform input from as many stakeholders as possible will improve the depth of its impact.

MLM Technology Development

The current MLM platform and the three tools housed within it have potential to be expanded and tailored towards the needs of users. Evidence from the piloting interviews and expert user panels indicates that there is scope to extend the reach of the tool to include additional metrics, including education and skills opportunities.

Follow on Funding

The HECAT lead partner SETU has received funding of €250,000 for a project drawing on the legacy of HECAT. The *PESTech* project¹⁸ *Making the Labour Market Visible* (2023), aims to use the knowledge gained through HECAT to produce a digital tool for Irish PES and unemployed people. This challenge is funded under the Digital Transformation component of the National Challenge Fund. The National Challenge Fund was established under the Irish Government's National Recovery and Resilience Plan (NRRP), funded by the EU's Recovery and Resilience Facility. The fund is coordinated and administered by Science Foundation Ireland.



The SETU team was also awarded a SETU President's Award (2023) for the project *Understanding economically marginalised young adults exclusion from digital-first Government Services: An ethnographic journey*, with funding of €106,000.



Policy and Policymaker Interventions

¹⁸ <https://www.sfi.ie/challenges/future-digital/pestech/>

Continued dissemination and communication of findings from the HECAT project will be directed towards policy and policymakers to maximise the impact of the research and to continue to support and highlight the individual needs of unemployed people. In May 2023 a first policy, Algorithm Profiling in PES: Reporting Standards, was launched and a second policy will be launched in October 2023 aimed at PES policymakers and managers. Consortium members will continue to address social welfare policy in their own countries and will benefit from the legacy of EU funded cross-border research.



Appendix 1: Work Package Overview

WP	Objective	Outputs	Achieved Impacts
1	The overall objective of WP1 is to develop a rich, deep and nuanced understanding of the experience of unemployment and of the context in which care and support is given to the unemployed by the state, private organisations and self-help strategies.	<p>Deliverables – D1.1, D1.2, D1.3a, D1.3b</p> <p>Academic publications using sociological and anthropological insights on unemployment. Specific focus on the French context and PES within the French state.</p> <p>Special issue of the Journal of European Social Policy on HECAT-centric topic “Active social policy and labour market integration in the digital era”, forthcoming</p> <p>Related “Digital PES in Action” book chapters:</p> <ul style="list-style-type: none"> • Demazière, D. “Job Searching: What Types of Information Guides Jobseekers?” • Demazière, D. and Delpierre, A., “The Use of Statistical Profiling in the French PES; An Ethnographic Fieldwork Among Counsellors” • Jordan, A., Dooly, Z. and Griffin, R., “The Making of an Unemployed Population” • Tuite, A., “Cyborg Futures of Care and Welfare”. 	<p>Production and publication of academic knowledge, based on social sciences, on the digitisation of the PES</p> <p>Producing a critical analysis of the most current transformation of the welfare state</p> <p>Examination of PES from a French context</p> <p>Co-ordination and co-editing of special issue of the Journal of European Social Policy on HECAT-centric topic “Active social policy and labour market integration in the digital era”, forthcoming</p>
2	This work package draws on the extensive review on existing and discontinued profiling systems and links the sociological and ethical vision that emerges in WP1 with the big data content that feeds the algorithm and gives it is processing power. At the heart of this work package is a deep dive into the staticalisation and metricisation practices around the labour market and work in Europe with a view on desirable outcomes in terms of labour market integration from the perspective of the unemployed.	<p>Deliverables – D2.1, D2.2, D2.3, D2.4</p> <p>Several academic publications on job quality</p> <p>Several presentations to high-level academic and industrial groups regarding job quality within the labour market</p> <p>“Digital PES in Action” book chapters:</p> <ul style="list-style-type: none"> • Editors, “The Dynamics of PES Digitalisation” • Jordan, A. and Griffin, R., “From Politics to Code; The Unfolding of EU Aspirations Into Practice” • Næsborg-Andersen, A., “Legal Considerations for Algorithm Development” • Brébion, C. and Leschke, J., “Labour Market Data and Job Quality” 	<p>Introducing job-quality as a multi-dimensional concept into a labour market visualisation platform</p> <p>Presentation of various job quality elements as promising within a visualisation, labour-market visualisation tool.</p>
3	The objective of this work package is to specify the algorithms for assessing the likelihood of	<p>Deliverables – D3.5</p> <p>Development of MyLabourMarket code with open repository publicly available</p>	Aggravation of labour market data from different granularity and sources

WP	Objective	Outputs	Achieved Impacts
	sustainable, good employment for each individual in the available registry based on the currently changes in the labour market as well as predictions of near-future changes in the labour market.	<p>Academic publications in regard to labour market data modelling and tools</p> <p>“Digital PES in Action” book chapters:</p> <ul style="list-style-type: none"> • Kelly, A. and Roche, Z., “Digitalisation Exclusion: The Challenges of Modern Unemployment and PES Delivery” • Hayes, Ó, Tuite, A. and Griffin, R., “Exploring Omni-channel Welfare Experiences in Unemployment Services” • Editors, “The Future of PES Services and Welfare” 	<p>Development of workflows:</p> <ul style="list-style-type: none"> • From sparse data to model information feeding • Pipeline for full text analysis of job postings • Module for geo estimation of the most appropriate position (e.g., number of available positions) versus job seeker wishes <p>Development of:</p> <ul style="list-style-type: none"> • Probabilistic VB survival models • Explainable survival model based on SPYCT oblique trees • Decision support models • Job progression routes • Job quality • Occupation similarity metrics based on bipartite graphs
4	The WP4 objective is to transform the raw technology developed by WP3 into an effective, user-friendly and fully operative information visualisation tool ready for its use in piloting and final evaluation (WP5).	<p>Deliverables – D4.2, D4.5, D4.6 and D5.7</p> <p>MyLabourMarket.com – V1</p> <p>MyLabourMarket.com – V2</p>	<p>Development of MyLabourMarket platform (V1 and V2)</p> <p>Technical work on information visualisation and gamification strategies for labour market tools</p> <p>Technical work on gamification within labour market visualisations and tools.</p> <p>Development and integration of several functionalities within the MyLabourMarket platform (5 initial functionalities, narrowed to 3 based on user feedback)</p>

WP	Objective	Outputs	Achieved Impacts
			<p>UX development and user testing</p> <p>Testing and rectification of site issues – Debugging and optimisation of tools where possible</p>
5	<p>WP5 draws together all the prior work to deliver and pilot the platform and its user expressions in the field, gather feedback to strengthen the algorithm and the user interface, and to offer an overall demonstration, validation and verification of the social and ethical life of this disruptive technology and identify and work towards its legacy after the project ends.</p>	<p>Deliverables – D5.1, D5.2, D5.3 and D5.4</p> <p>“Digital PES in Action” book chapters:</p> <ul style="list-style-type: none"> • Paulsen-Hansen, M., Pultz, S. and Müller, M., “Labour Market Data in PES Counselling” • Paulsen-Hanse, M, Pultz, S., Müller, M, Demazière, D., Griffin, R. and Rameša, M. • Pultz, S., “Profiling and Subjectification of the Unemployed – Insights From Casework” 	<p>Co-ordination of Expert Advisory Panels in Denmark, France, Ireland and Slovenia.</p> <p>Reporting on the findings of Expert Advisory Panels</p> <p>Development, planning, training and implementation of Technical Piloting</p> <p>Data analysis of Technical Piloting results</p> <p>Reporting on Technical Piloting results for final evaluation.</p>
6	<p>The objective of work package 6 is to coordinate the communication of the research, its findings, activities and dissemination. This includes all aspects of publicity and marketing of the project through multiple media outlets.</p>	<p>Deliverables – D6.1 and D6.2</p> <p>Regular maintenance of Twitter activity</p> <p>Sharing of HECAT dissemination activity via online mediums</p> <p>Regular website updates and blogs tracking project’s progress</p> <p>HECAT-related book – Digital Public Employment Services in Action, forthcoming (Q2, 2024)</p>	<p>Reaching of all targets and KPIs in regards Twitter, YouTube and HECAT’s website</p> <p>Tracking of all HECAT dissemination activity</p> <p>Co-ordination of HECAT communications activities across Europe</p> <p>Organisation of HECAT’s Policy Events</p> <p>Facilitation of outward-facing dissemination activities e.g., School visits, blog posts, article writing, results packs etc.</p> <p>Co-ordination of the publication of HECAT related book, forthcoming (Q2, 2024)</p>
7	<p>The objective of work package 7 is to effectively manage the HECAT project.</p>	<p>Deliverables – D7.1, D7.2, D7.3, D7.4, D7.5</p> <p>Minutes of all team meetings across the project duration</p>	<p>Maintenance of project management across the HECAT project durations</p>

WP	Objective	Outputs	Achieved Impacts
		<p>Policy papers and events contribution</p> <p>Targeted engagement with stakeholders to demonstrate the final tool e.g., High-level meetings with DG EMPLOI</p> <p>“Digital PES in Action” book chapter:</p> <ul style="list-style-type: none"> Tuite, A. and Boškoski, P., “Open Inquiry into Disruptive Digital Services” 	<p>Integration of an interdisciplinary philosophy across the project</p> <p>Integration of SSH and STEM in project design and delivery</p> <p>Sociologically led disruptive technology development management</p> <p>Navigation of remote working as a key element of the project’s lifecycle</p>