

Talking interoperability

A dialogue series for advancing interoperability in the social protection sector

Linking social protection and public employment services through system interoperability

October 2, 2025 | 12:00-14:00 GMT

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Welcome



Housekeeping rules

- Ask your questions in the Q&A box
- Share any comments or resources in the chat
- Simultaneous interpretation is available
Select the language in the interpretation icon on control bar
(English, French, Spanish, Portuguese available)
- Session will be recorded



To: Everyone ▼



Your text can be seen by panelists and other attendees



Agenda

12:00–12:10 Welcome and Introduction

12:10–12:30 Background Study Presentation

12:30–13:00 Country Presentation – South Korea

13:00–13:30 Panel Discussion

13:30–14:00 Participants' Q&A and Closing

Introductions



Talking Interoperability #21

A dialogue series for advancing interoperability in the social protection sector

Linking social protection and public employment services | October 2, 2025 | 12:00-14:00 GMT



Presenter

Martina Bergthaller

Independent Consultant



Presenter

Dr. Sang Hyon Lee

South Korea



Discussant

Juan Marcelo C. Segovia

ILO



Discussant

Thomas Byrnes

Market Impact



Discussant

Aylin Isik-Dikmelik

World Bank



Moderator

Céline Peyron Bista

ILO

About the Digital Convergence Initiative

The **Digital Convergence Initiative (DCI)** is a joint effort by USP2030 to support the **digital transformation of social protection systems**.

Co-funded by



Coordinated by



Our approach

Knowledge sharing

Open and collaborative **digital knowledge base** on digital social protection

Knowledge products:

- ✓ Case studies and reports
- ✓ Guides and toolkits
- ✓ Learning briefs

Events:

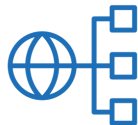
- ✓ Webinars e.g. Talking interoperability
- ✓ In-person workshops and conferences



Global technical standards

Global effort to harmonize **technical standards for interoperability**

- ✓ Transparent, multi-stakeholder, consensus-building processes to **develop standards**
- ✓ Open **digital repository** of technical standards
- ✓ Engagement with solutions providers and practitioners to **promote adoption**



Country implementation support

Digital transformation and interoperability **country support**

- ✓ Direct **implementation** in seventeen selected countries
- ✓ The **Helpdesk** as a technical support facility for expanded outreach to countries to guide on Digital Transformation



Capacity development & training

Strengthening institutional and human **capacity**

- ✓ Structured **peer learning** opportunities through cross-country exchanges
- ✓ Modular, adaptable and practice-oriented **training programs**, designed for country-specific contexts



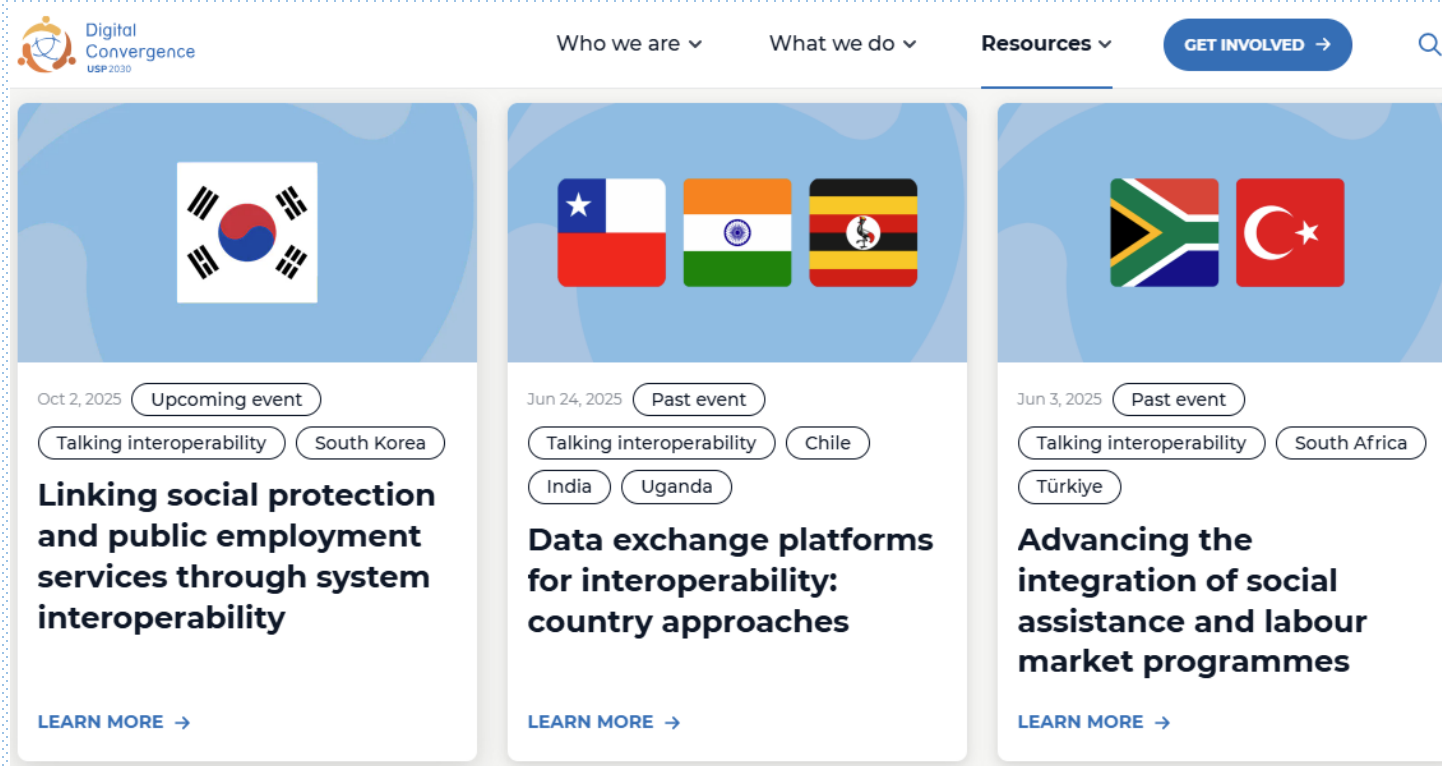
Talking Interoperability

A **dialogue series** by the DCI to facilitate **in-depth technical conversations** around integrated and interoperable social protection information systems across countries

Deep dive into country-level system to:

- Share the technical nuts and bolts of how agencies have designed their social protection information systems for interoperability
- Understand how agencies have tackled the major challenges to interoperability
- Brainstorm potential solutions to remaining bottlenecks

Recordings of past sessions available



The screenshot displays the website for Digital Convergence USP 2030. The header includes the logo, navigation links for 'Who we are', 'What we do', and 'Resources', a 'GET INVOLVED' button, and a search icon. The main content area features three event cards, each with a header image of flags, event details, a title, and a 'LEARN MORE' link.

Event Date	Event Type	Topic	Participants/Countries
Oct 2, 2025	Upcoming event	Linking social protection and public employment services through system interoperability	Talking interoperability, South Korea
Jun 24, 2025	Past event	Data exchange platforms for interoperability: country approaches	Talking interoperability, Chile, India, Uganda
Jun 3, 2025	Past event	Advancing the integration of social assistance and labour market programmes	Talking interoperability, South Africa, Türkiye

[Events – Talking Interoperability – spdci.org](https://spdci.org)

Standards are needed for interoperability



Three Main Parts

Process

Data Standards

API Standards

Description

workflows for interoperability between systems

Specifications for the data elements exchanged: Data objects, attributes, and code directories

Specifications outlining the methods and protocols that the systems can use to exchange data



Standard documentation

Broader audience



GitBook

<https://standards.spdci.org>

Technical experts



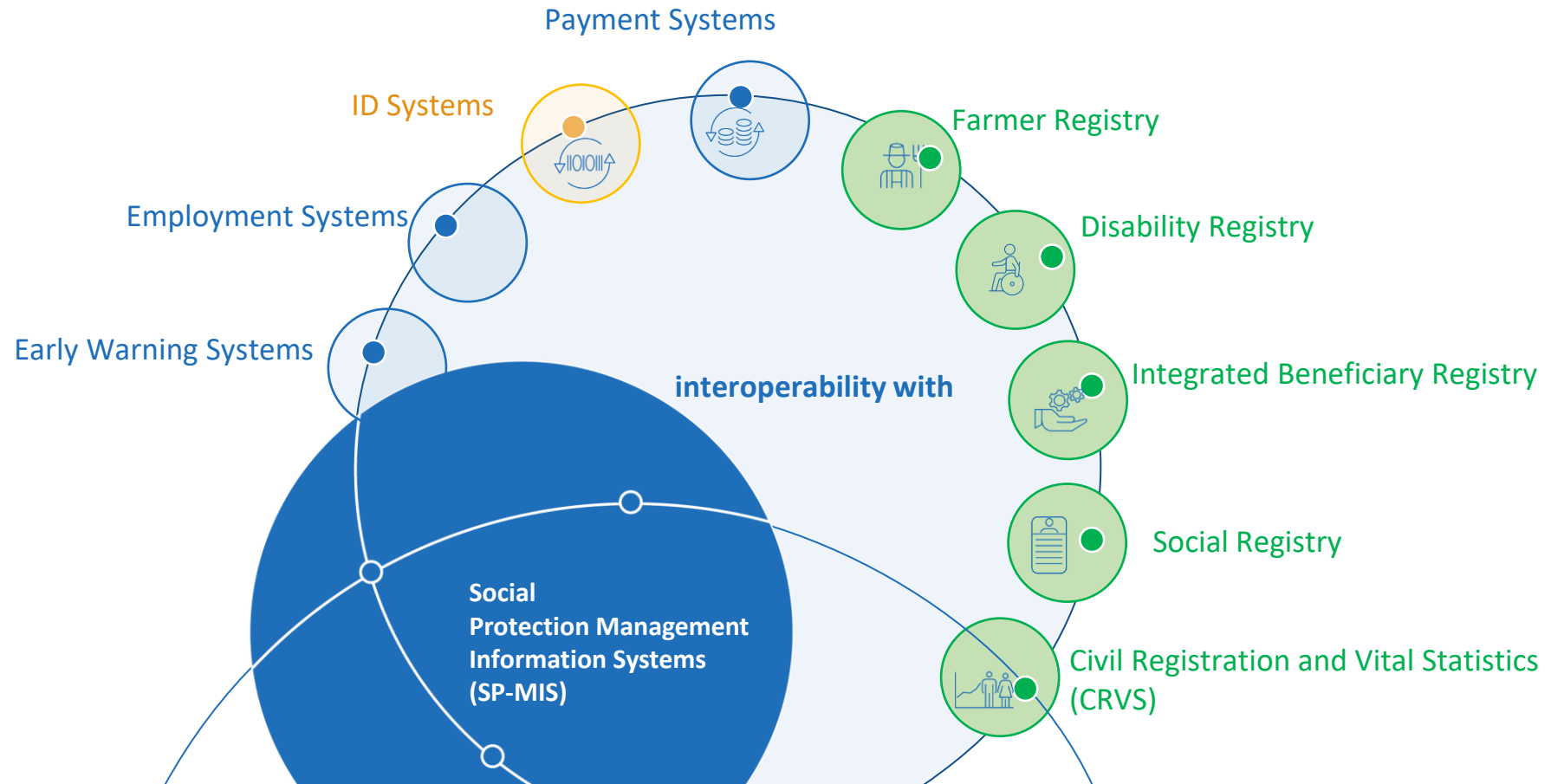
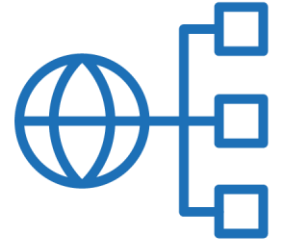
GitHub

<https://github.com/spdci>



Technical standards

Standards for Interoperability



Presentations



Linking social protection and public employment services through system interoperability

Background study



Martina Bergthaller, independent consultant

Outline of the presentation

- **Background** and objective of the study
- Zooming in – **Public Employment Services** (PES)
- Potential **benefits of collaboration** between social protection administrations and PES
- Overview of **digital information systems** of both areas and **key data points** covered (with a focus on PES)
- Potential **benefits of interoperability** between social protection and PES information systems
- **Practical examples** of collaboration and use cases for systems interoperability
- **Key considerations**

Introduction

Background

- Rising **importance of social protection and employment policies** in global agendas
- Stronger **coherence between the two areas** as a strategy to increase income generation and labour market participation, and to reduce poverty
- Established practices in **high-income countries** (workfare, activation), with a strong role of PES
- Increased interest in **low- and middle-income countries** to link social protection with economic inclusion and decent employment measures
 - **Collaboration between social protection and PES actors still nascent**
 - Effective cooperation requires **coordinated governance, legal frameworks, and organizational processes**, supported by **digital tools**, data exchange, and shared information systems.

Objective of the study:

- Examine **drivers and options for stronger collaboration** between social protection administrations and PES
- Highlight **added value** for institutions and beneficiaries
- **Explore the role of digital technologies and data exchange** in supporting and reinforcing collaboration

ILO normative framework guiding collaboration between social protection and PES

Employment Service Convention, 1948 (88)

Article 6

(d) co-operate in the administration of unemployment insurance and assistance and of other measures for the relief of the unemployed; and
(e) assist, as necessary, other public and private bodies in social and economic planning calculated to ensure a favourable employment situation

Employment Promotion and Protection against Unemployment Convention, 1988 (168)

Article 2- and preamble and all other articles

Each Member shall take appropriate steps to co-ordinate its system of protection against unemployment and its employment policy

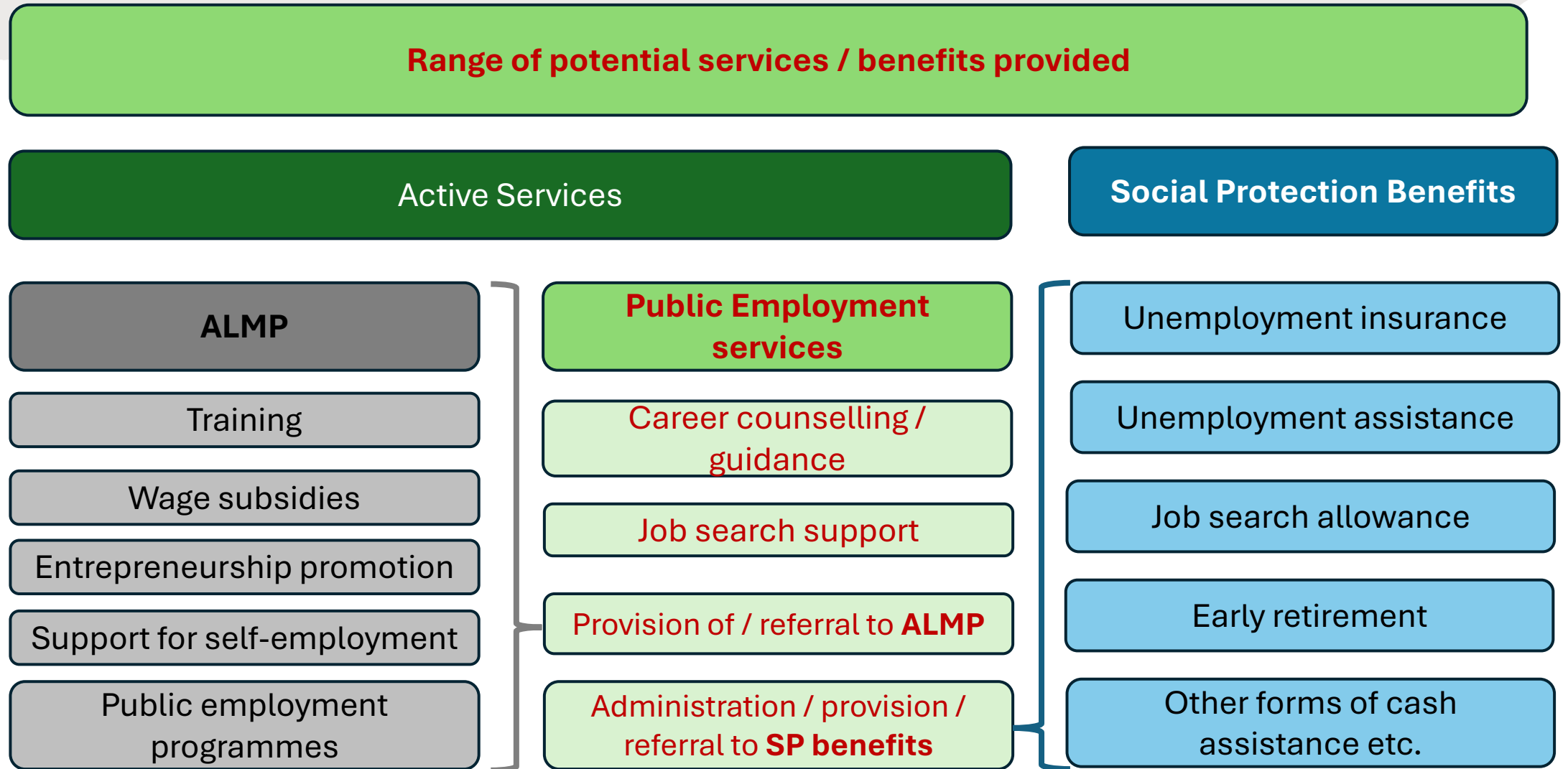
Social Protection Floors Recommendation, 2012 (202)

Article 10

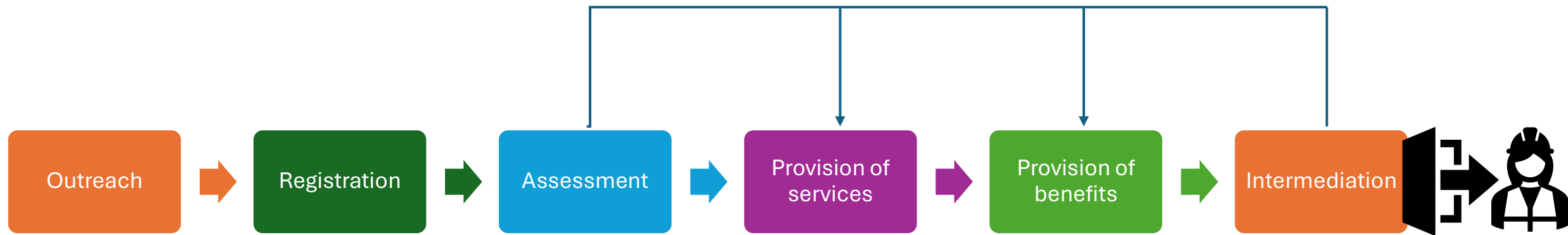
In designing and implementing national social protection floors, Members should:

- (a) combine preventive, promotional and active measures, benefits and social services;
- (b) promote productive economic activity and formal employment through [...] labour market policies [...], and that promote education, vocational training, productive skills and employability; and
- (c) ensure coordination with other policies that enhance formal employment, income generation, education, literacy, vocational training, skills and employability, that reduce precariousness, and that promote secure work, entrepreneurship and sustainable enterprises within a decent work framework

Zooming in – Public Employment Services (PES) Range of services



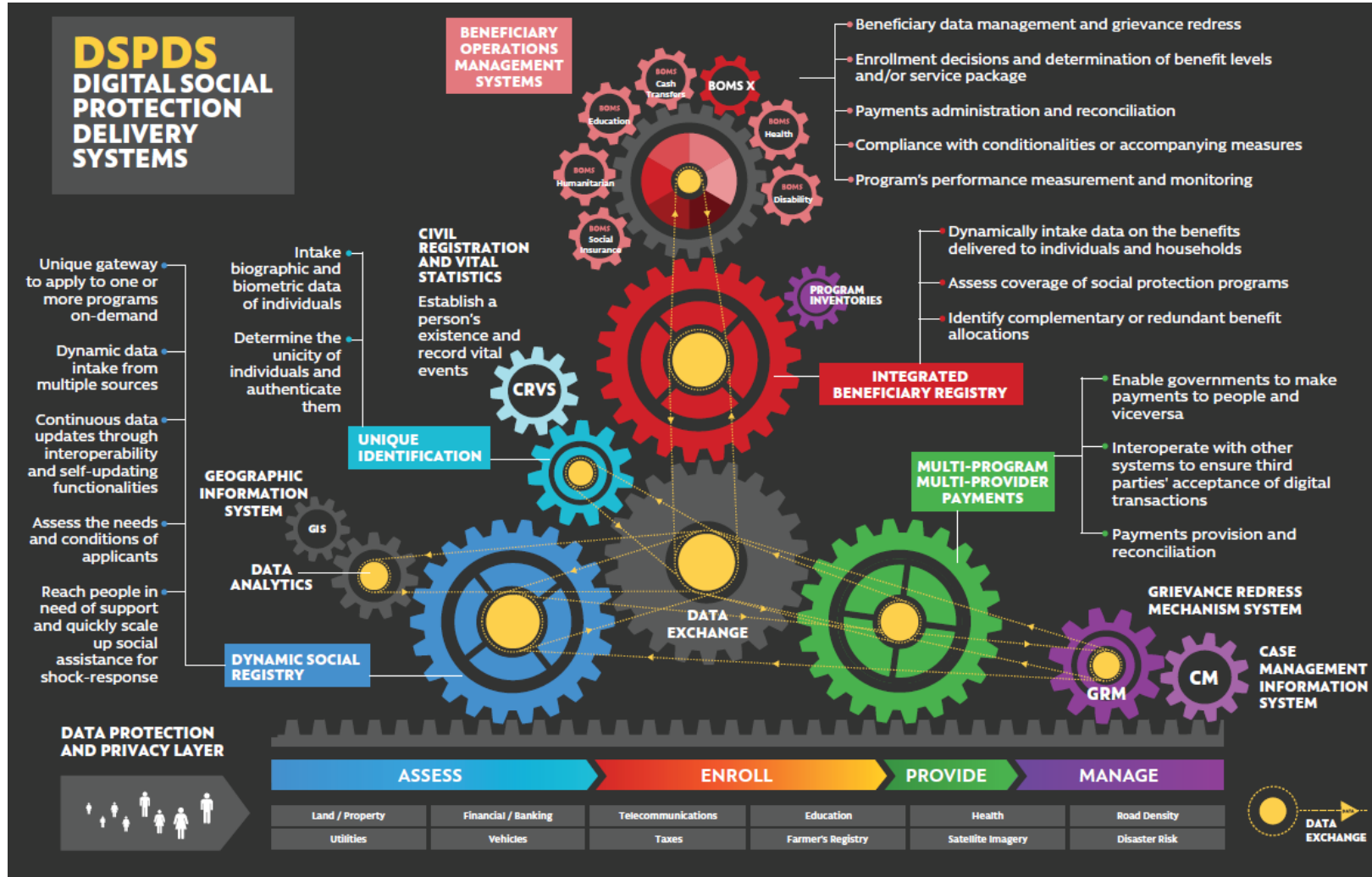
Zooming in – Public Employment Services (PES) delivery chain



Benefits of collaboration between SP and PES

 Jobseekers / SP beneficiaries	 Employers	 Governments
Short-term benefits		
• increased awareness of services and benefits available • simplified procedures and administrative processes • increased ability to participate in training, reskilling, and job placement	• improved access to potential workers (activation effect) • better aligning skills supply with labour market demand → employers find better-qualified candidates	• Efficiency gains and cost savings through aligned processes, shared access points, interoperable systems • more strategic allocation of public resources
Medium- to long-term benefits		
• supporting transitions into (formal) employment • strengthened resilience and long-term wellbeing (individual and household level)	• reduced hiring gaps, improves productivity, and supports enterprise growth	• broader social insurance coverage and stronger tax base • boosting economic productivity, especially in downturns • enhanced social inclusion of marginalized groups, fostering social cohesion • supports just transitions

Overview: Social protection information systems



SP information systems

Key data points:

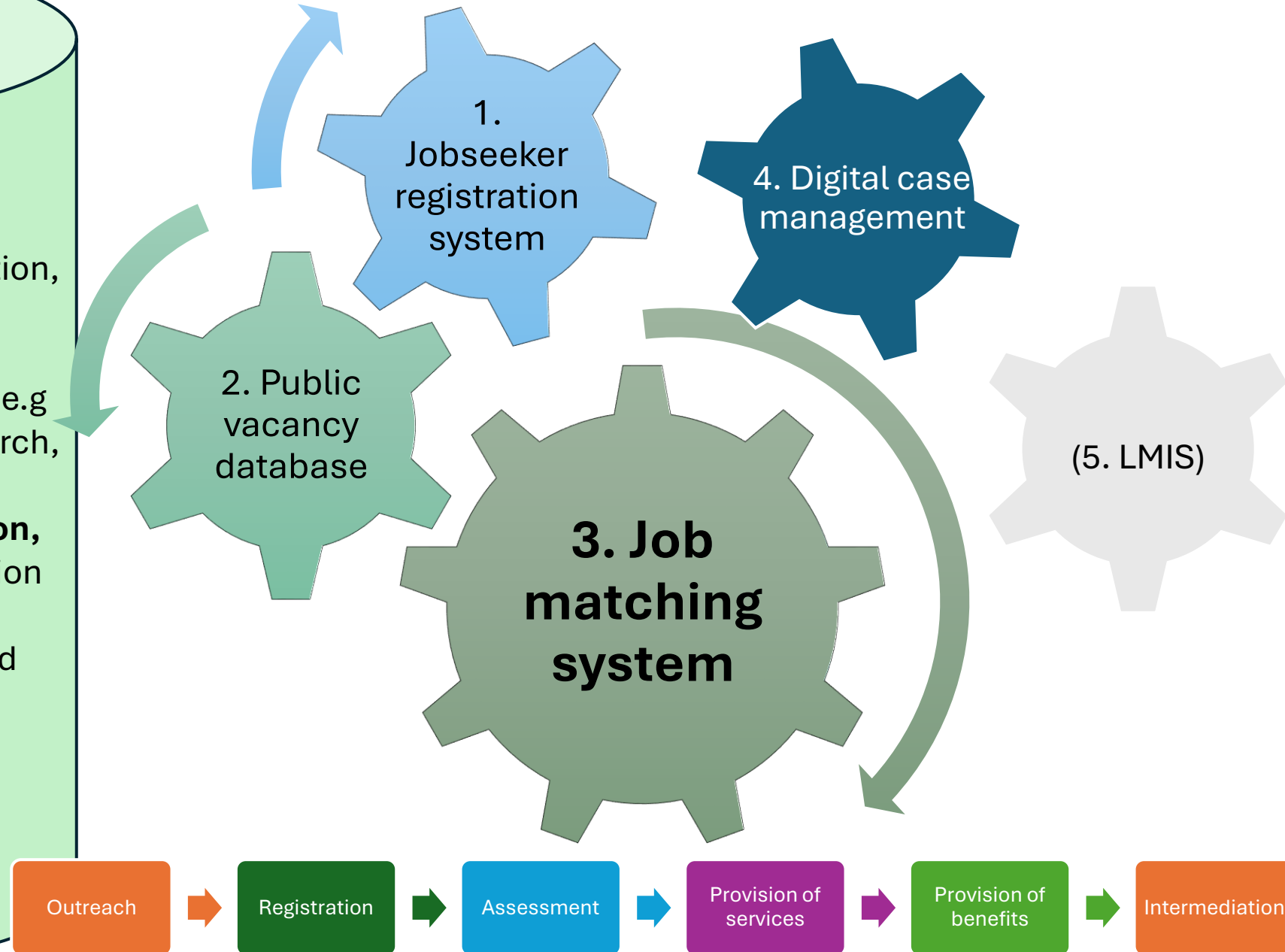
- **Personal identification and demographic data** (households / individuals)
- **Socioeconomic information**, e.g. education, health, employment status, income, etc.
- **Programme and benefit data**, e.g. enrolment records, benefits delivered, compliance with conditionalities, social insurance contributions, case management, and audit traceability, etc.

Overview: PES information systems

PES information systems

Key data points:

- **Personal identification and demographic** data (individuals)
- **Labour market profile**, e.g. education, skills, qualifications, employment history
- **Needs assessment and profiling**, e.g. motivation and capacity for job search, barriers to employment, etc.
- **PES case management information**, e.g. counselling records, participation in training or ALMPs, job referrals, agreed next steps, applications, and placement outcomes.
- **Benefit coordination**, e.g. claim status, amount, and duration of unemployment benefits (where integrated).



PES information systems

Usefulness for SP administrations:

- Supporting beneficiaries in **labour market (re-) integration**
- Monitoring **compliance** with work-related conditions
- **Adjusting benefits** based on employment outcomes
- Supporting **transitions** from social assistance to social insurance and decent employment

SP information systems

1. Jobseeker registration system

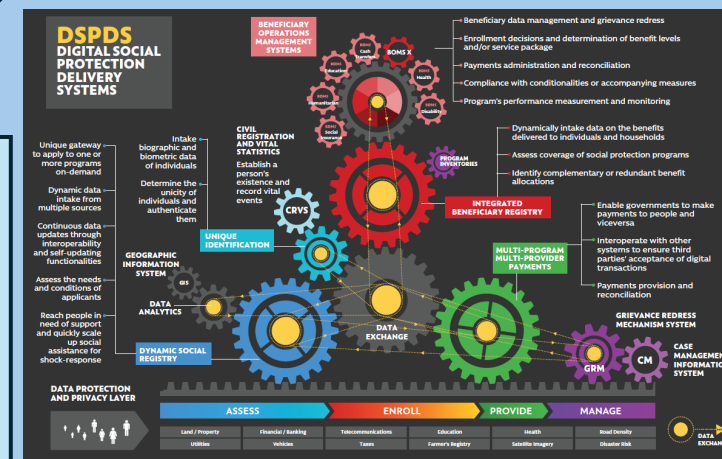
4. Digital case management

2. Public vacancy database

3. Job matching system

Usefulness for PES:

- Facilitating better **coordination of active labour market and SP policies**
- **Improve outreach** to population groups further away from labour market
- **Tailoring services** to specifically vulnerable group



Source: own elaboration based on own elaboration based on [GIZ/FAO 2023](#)

PES information systems

1. Jobseeker registration system

2. Public vacancy database

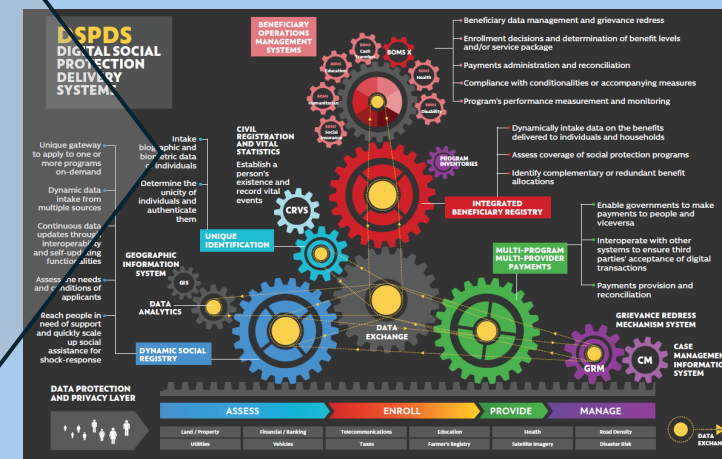
3. Job matching system

4. Digital case management

Usefulness for both PES and SP administrations:

- Enhancing **coherence** of approaches and instruments
- Strategic **programme sequencing** and layering
- **Reducing data collection cost** and burdens
- Improving overall **data accuracy**
- Improving **cross-sectoral M&E**

SP information systems



Overview of potential collaborations and corresponding use cases for systems interoperability

Social protection-initiated collaboration	PES-initiated collaboration
1. Supporting social protection beneficiaries to find employment	
2. Supporting youth from families receiving social assistance in school-to-work transitions	1. Supporting PES and other ALMPs users to access social protection benefits
3. Monitoring compliance with activation measures	2. Employment subsidies for target group / beneficiaries of social protection schemes
4. Employment status verification in collaboration with the labour administration	3. Monitoring compliance of employers benefitting from ALMP with social insurance obligations (in collaboration with labour inspection)
5. Integration of PES platforms with social registries	

Example of social protection-initiated collaboration: Supporting social protection beneficiaries to find employment

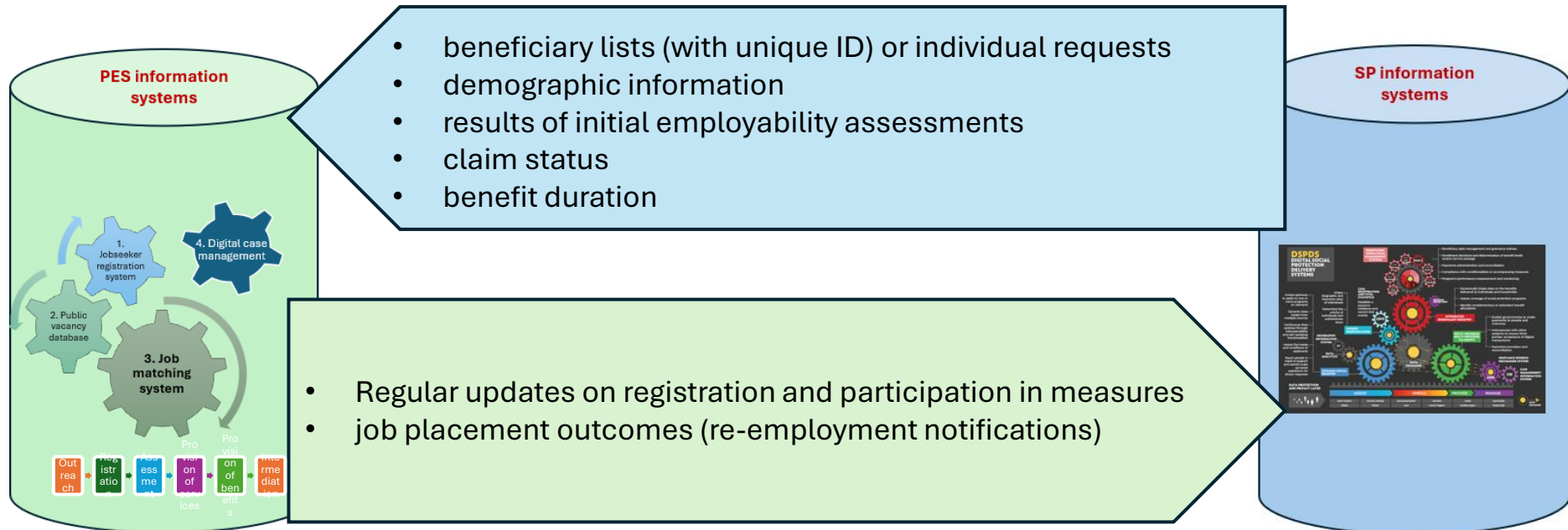
Rationale

- Ensure that working-age social assistance or unemployment benefit recipients can **transition to decent employment**
- Promote employability, reduce dependency on benefits, and enable sustainable labour market integration

Need for data exchange

- Data sharing underpins referrals, automated registration, eligibility checks, and regular status updates
- Level of data exchange depends on support type: from basic referrals with minimal data exchange to integrated case management (advanced, seamless interoperability)

Country example:
Türkiye



Example of PES-initiated collaboration: Employment subsidies for SP beneficiaries

Rationale

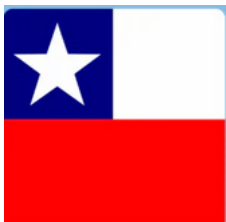
- **Incentivize firms** to hire disadvantaged jobseekers
- **Incentivize SA/UI beneficiaries** to enter the formal labour market
- Targeting SA/UI beneficiaries helps reduce long-term unemployment and reliance on benefits

Need for data exchange

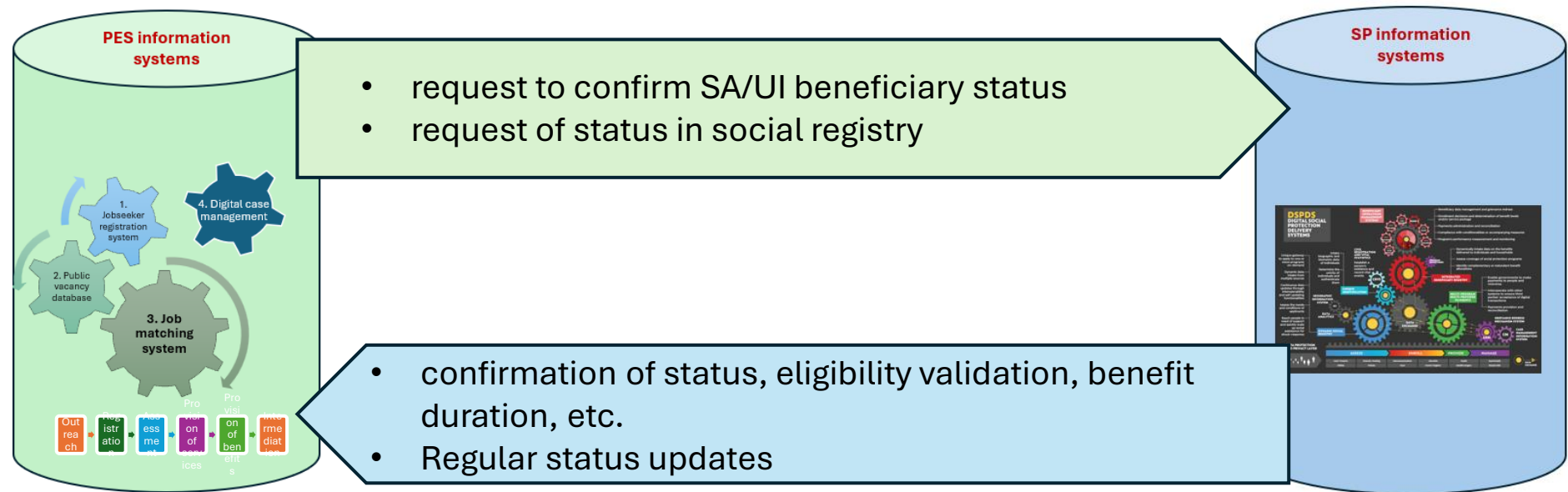
- Accurate, timely verification of SA/UI beneficiary or poverty /vulnerability status
- Supports eligibility confirmation, subsidy approval, and tracking of outcomes
- Real-time interoperability vs. periodic data sharing

Country example:

Chile



Talking interoperability #4



Key considerations (initial findings)

- **Opportunities for collaboration** (and corresponding use cases for interoperability) differ by country context, influenced by
 - Socioeconomic situation and political priorities
 - Social protection landscape (contributory and non-contributory)
 - Availability and **maturity** of PES
- **Maturity of PES** is key to success (but often limited in low- and middle-income countries)
 - Clear mandate, legal and institutional framework
 - Strong institutional and human capacity (staffing)
 - Range of services offered for different target groups and deliver channels
 - Supported and enhanced by **digital information system (“digital maturity”)**
- **Interoperability of digital information systems** is a means, not an end in itself
 - Support broader national / sectoral policy goals
 - Alignment with governance, legal and operational frameworks is essential
- **Levels of collaboration** to be carefully tailored
 - **coordination vs. cooperation vs. integration** of benefits, services, and digital systems

E

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Employment Services Linking with SP for Better success

Dr. Sang Hyon Lee
Sang



1. Basic Labor Market Information of Korea

- * Area : 100,363km², size of Guatemala and Portugal
- * Population: 51.68 millions
- * Employment Rate: 28.96 millions 63.3%
- * Unemployment Rate: 2.0%
- * Life expectancy : 84.3 Male 81.4, Female 87.1
- * Combined birth rate : 0.72
- * Per Capita GDP: Estimated at around \$36,132.



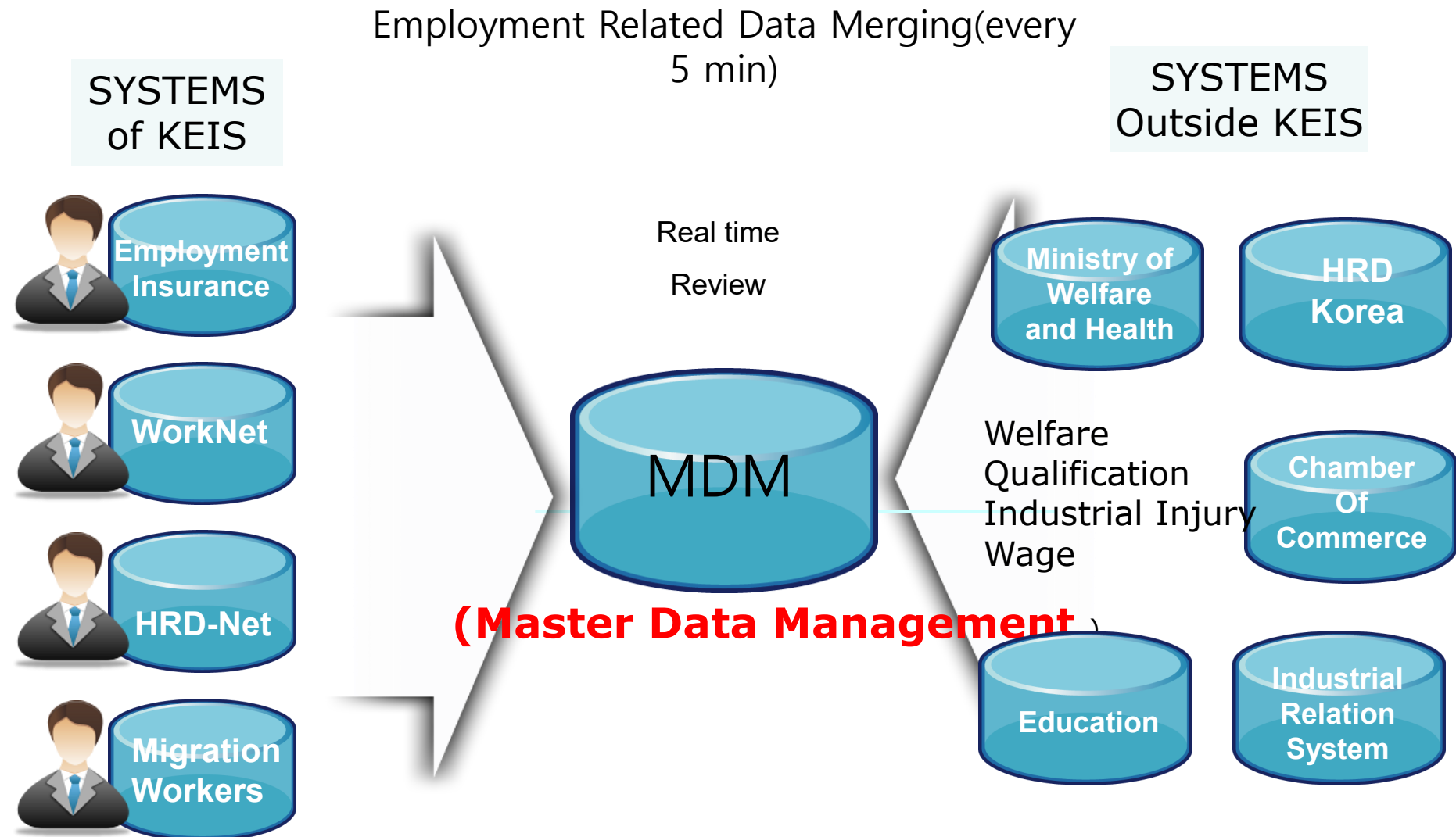
2. Expansion of social protection in Korea

Ministry of Employment and Labor	UI	Unemployment Insurance Program (introduced in 1995) Mandatory 15,627,000 insured (Aug. 2025) 1.8 M Benefit recipients(2024)	Self-Employed UI (expanded in 2006) Voluntary 53,000 insured (2025)	Non Standard workers (2021) Voluntary Artists(10 Dec. 2020) Specific workers (Jul. 2021) Platform workers (Jan. 2022) 1,800,000(2023)
	UA	National Employment Service Program (2021), 350,000 person		
Ministry of Welfare and Health	SA	Basic Livelihood Security Program(implemented in 2000) (2,673,485 benefit recipients, 2024) disability pensions, child support benefits, basic pensions for the elderly		

3. NESP service process

- Application
- Eligibility test and report : Data checking with social assistance, credit, taxation, medical insurance etc.
- Establishment of Individual Action Plan : 1st benefit payment for activating job search
- Performing job search activities based on IAP, employment services
 - more than twice per months ; 630 USD benefit payment for activating job search
 - work job experience program : work trial type : 24-30 days 4 hours per day, internship type : up to 3 mts.
- Afterward cares
 - Employment promotion bonus : 1 year additional 1,000 USD

4. Master Data Management : 20 years ago, started small

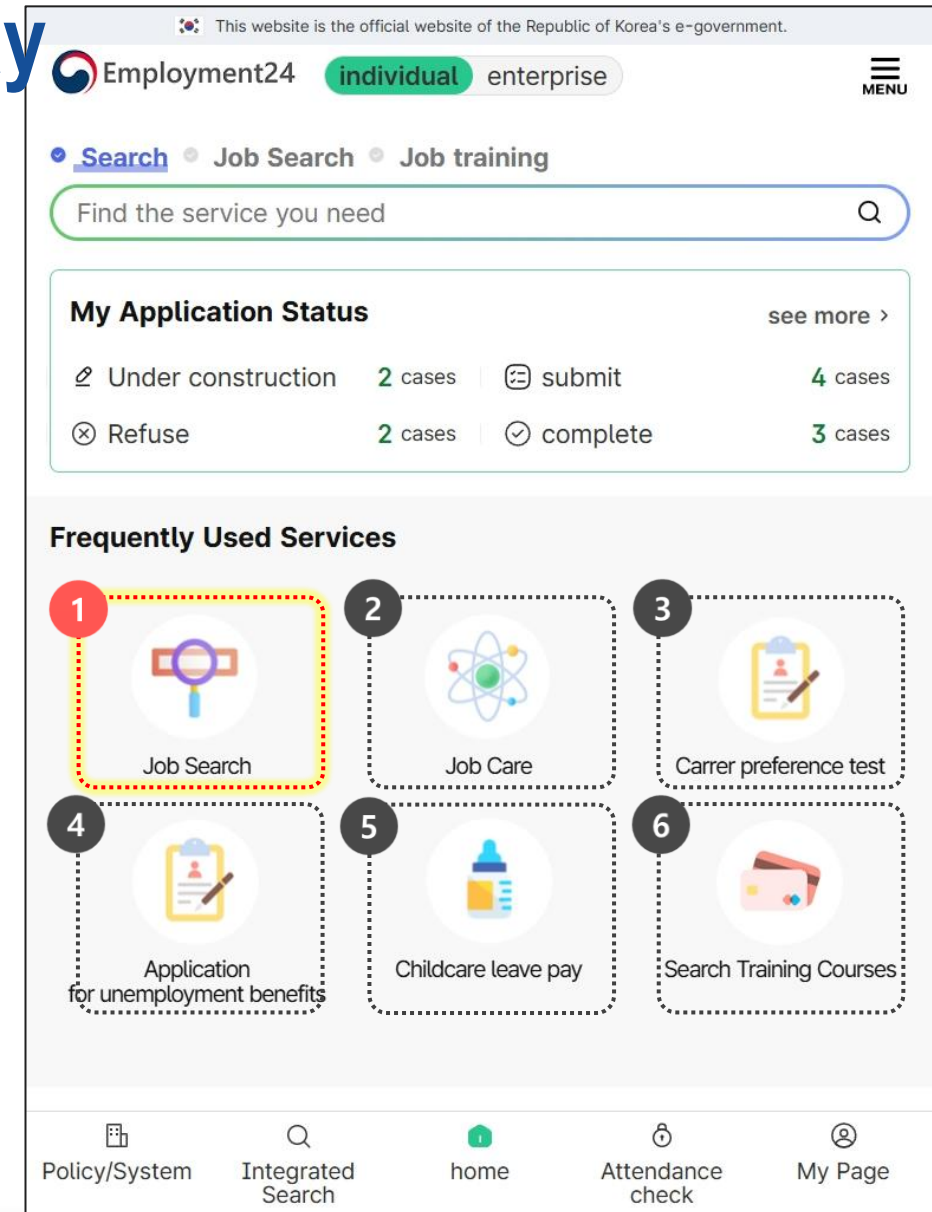


5. SA, UA, UI, ALMP, + **collocated** at Employment Welfare+, 2014



6. Employment 24 : Data Sharing Today

- ① Job Search
- ② AI based career coach Job Care
- ③ Career preference test
- ④ Application for unemployment benefits
- ⑤ Children leave pay
- ⑥ Training Courses



6. Employment 24 : Data Sharing Today

[Employment 24 Internal]

Job placement, unemployment insurance, NESP, vocational trainings as One, migrant workers

[Ministries]

Ministry of Employment and Labor, Ministry of Science and ICT, Ministry of Education, Ministry of Land, Infrastructure and Transport, National Tax Service, Ministry of Justice, Ministry of Gender Equality and Family, Ministry of Personnel Management, Ministry of SMEs and Startups, Ministry of Agriculture, Food and Rural Affairs, National Court Administration, Ministry of Economy and Finance, Statistics Korea

[Related Institutions]

Construction Workers Mutual Aid Association, National Health Insurance Service, National Pension Service, Korea Credit Guarantee Fund, Small and Medium Enterprise Promotion Corporation, Korea University of Technology and Education, Korea Senior Human Resources Development Institute, Korea Council on Social Welfare, Korea Communications Agency, Korea Legal Aid and Welfare Corporation, Korea Social Enterprise Promotion Agency, Human Resources Development Service of Korea, Korea Employment Agency for Persons with Disabilities, Korea Polytechnics, Small Enterprise and Market Service,

[Municipal governments] Cities, Provinces, Districts

[Financial and Private Institutions]

Woori Bank, KB Kookmin Bank, Shinhan Bank, Hana Bank, IBK Industrial Bank of Korea..... etc.

Multicultural Family Support Center, Korea SME Association, Chamber of Commerce, Saramin, JobKorea, Incruit, CareerNet, MidasIT

7. Public Administration Data Sharing System : Future

This system is a key component of South Korea's digital government initiatives. Its primary purpose is to enable and facilitate the efficient and secure exchange of information between various government ministries, agencies, and public institutions.

- * Interoperability: The system breaks down data silos by creating a standardized platform for different agencies to communicate and share data. This prevents redundant data collection and improves the efficiency of public services.
- * "Once-only" Principle: ensure that citizens or businesses do not have to provide the same information to different government bodies repeatedly. Once a piece of is submitted to one agency, other authorized agencies can access it through the system.

7. Public Administration Data Sharing System : Future

- * **Enhanced Public Services**: By sharing data, government agencies can offer more streamlined and integrated services to the public. The data sharing system allows **the AI based proactive application process**
- * **Policy Making and Management**: Access to a wider range of data allows for more informed, **data-driven decision-making and policy development.**
- * **Security and Privacy**: The system operates under strict regulations and protocols like **the Personal Information Protection Act** to ensure the **security and privacy of personal information.**

An abstract graphic featuring a large blue circle on the right side of the frame. A thin blue line curves from the top left, passing through a small blue dot, then around the blue circle, and ending at a larger blue dot. Another thin blue line curves from the top right, passing through a small white dot, then around the blue circle, and ending at a larger white dot. Inside the blue circle, there are several orange shapes: a large orange arc at the top, a large orange arc on the left, and a large orange arc on the right. There are also four small orange circles: one at the top, one on the left, one on the right, and one at the bottom. The text "Discussion & Q&A" is written in a blue, sans-serif font on the left side of the frame.

Discussion &
Q&A

Next Interoperability in Action event: Employment Systems

November 6, 2025
12:00 – 14:00 GMT

Registration via
socialprotection.org



Support the Initiative

Your input matters

- **Contribute your expertise** to our workstreams
- **Support** the process of **consensus building and harmonization of standards**
- **Spread awareness** about the initiative
- **Adopt the standards and other outputs** in your projects and share **feedback**

Forms of participation

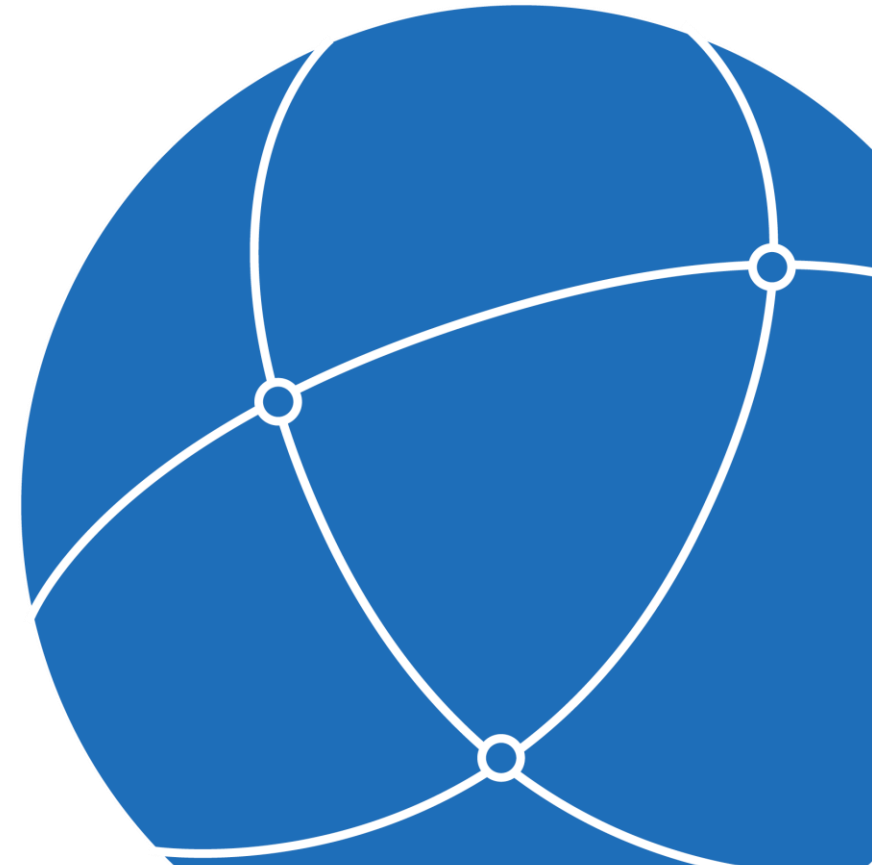
- **Share existing materials**
- **Review** outputs
- **Join group discussions** and workshops
- **Submit your draft standards** to DCI for consensus building through DCI standards committees
- **Join the standards committees**

Learn more and connect

The DCI is an **open, transparent and virtual community** which welcomes contributions from diverse stakeholders.

For more information, or to get involved:

- ✓ visit our [website](#)
- ✓ email us at contact@spdci.org
- ✓ or check us out on [LinkedIn](#), [Gitbook](#), and [Github](#)



Thank you

