AI-powered matchmaking & Dashboarding tool for HR

Developing an own tool can disrupt TMC's business model: not only seconding people, but also focusing on selling a platform which is created in the right environment for it. With an AI-powered matchmaking tool, employeneurs can be matched to the right projects. The same tool can provide insights in the employeneurs for the Personal Coach and HR.

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Technology Impact Cycle Tool

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Impact on society

What impact is expected from your technology?

This category is only partial filled.

What is exactly the problem? Is it really a problem? Are you sure?

With the ambitions of TMC, to grow 500% in employeneurs in 2030, it'll be challenging for HR and the Personal Coaches to manage al the skills/competencies/learning paths of the employeneurs. Employeneurs should also be linked to the right projects so that they can continue to develop and so that they feel in their right place.

Are you sure that this technology is solving the RIGHT problem?

This question has not been answered yet.

How is this technology going to solve the problem?

This question has not been answered yet.

What negative effects do you expect from this technology?

This question has not been answered yet.

In what way is this technology contributing to a world you want to live in?

This question has not been answered yet.

Now that you have thought hard about the impact of this technology on society (by filling out the questions above), what improvements would you like to make to the technology? List them below.

This question has not been answered yet.

Hateful and criminal actors
What can bad actors do with your technology?

This category is only partial filled.

In which way can the technology be used to break the law or avoid the consequences of breaking the law?
The technology in this case is AI. With AI, you have to make sure that the data is not biased and also that it does not make suggestions based on ethnicity. On top of the AI algorithm, there must an extra internal person who can have insights on the algorithm. So not that only one person is managing this. Otherwise he/she can adjust the algorithm and sabotage the algorithm.

Can fakers, thieves or scammers abuse the technology?
This question has not been answered yet.

Can the technology be used against certain (ethnic) groups or (social) classes?
This question has not been answered yet.

In which way can bad actors use this technology to pit certain groups against each other? These groups can be, but are not constrained to, ethnic, social, political or religious groups.
This question has not been answered yet.

How could bad actors use this technology to subvert or attack the truth?
This question has not been answered yet.

Now that you have thought hard about how bad actors can impact this technology, what improvements would you like to make? List them below.
This question has not been answered yet.

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Privacy

Are you considering the privacy & personal data of the users of your technology?

This category is only partial filled.

Does the technology register personal data? If yes, what personal data?

It uses the competencies, skills and learning paths of employeneurs to find a match. Also the name of the employeneur and the TMC branch where the employeneur works can be seen. Data such as the specific address is not needed for the matchmaking process and therefore would not be included in the solution.

Do you think the technology invades the privacy of the stakeholders? If yes, in what way?

This question has not been answered yet.

Is the technology is compliant with prevailing privacy and data protection law? Can you indicate why?

This question has not been answered yet.

Does the technology mitigate privacy and data protection risks/ concerns (privacy by design)? Please indicate how.

This question has not been answered yet.

In which way can you imagine a future impact of the collection of personal data?

This question has not been answered yet.

Now that you have thought hard about privacy and data protection, what improvements would you like to make? List them below.

This question has not been answered yet.

Human values
How does the technology affect your human values?

This category is only partial filled.

How is the identity of the (intended) users affected by the technology?
Now Personal Coaches and HR need to manage the needs and profiles of their employeneurs in an analogous way. That does make it personal. The tool should contribute to keep it still personal: it becomes a tool to be used during the meetings together with the employeneur. So it's not that the interaction between the Personal Coach and employeneur falls away completely.

How does the technology influence the users' autonomy?
This question has not been answered yet.

What is the effect of the technology on the health and/or well-being of users?
This question has not been answered yet.

Now that you have thought hard about the impact of your technology on human values, what improvements would you like to make to the technology? List them below.
This question has not been answered yet.

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Stakeholders
Have you considered all stakeholders?

This category is only partial filled.

Who are the main users/targetgroups/stakeholders for this technology? Think about the intended context by answering these questions.

Name of the stakeholder
Employeneurs

How is this stakeholder affected?
-

Did you consult the stakeholder?
Yes

Are you going to take this stakeholder into account?
Yes

Name of the stakeholder
Personal Coaches

How is this stakeholder affected?
-

Did you consult the stakeholder?
Yes

Are you going to take this stakeholder into account?
Yes

Name of the stakeholder
Clients

How is this stakeholder affected?
-

Did you consult the stakeholder?
Yes

Are you going to take this stakeholder into account?
Yes

Name of the stakeholder
HR

How is this stakeholder affected?
-

Did you consult the stakeholder?
Yes

Are you going to take this stakeholder into account?
Yes

Name of the stakeholder
Business Managers

How is this stakeholder affected?
-

Did you consult the stakeholder?
Yes

Are you going to take this stakeholder into account?
Yes

Did you consider all stakeholders, even the ones that might not be a user or target group, but still might be of interest?
-

Now that you have thought hard about all stakeholders, what improvements would you like to make? List them below.
This question has not been answered yet.

Data

Is data in your technology properly used?

This category is only partial filled.

Are you familiar with the fundamental shortcomings and pitfalls of data and do you take this sufficiently into account in the technology?
Extensive research still needs to be done on how the data can make its contribution correctly. For example, how new projects in the database can be easily applied & what factors will now become the factors on which matchmaking choices will be based.

How does the technology organize continuous improvement when it comes to the use of data?
This question has not been answered yet.

How will the technology keep the insights that it identifies with data sustainable over time?
This question has not been answered yet.

In what way do you consider the fact that data is collected from the users?
This question has not been answered yet.

Now that you have thought hard about the impact of data on this technology, what improvements would you like to make? List them below.
This question has not been answered yet.

Inclusivity
Is your technology fair for everyone?

This category is only partial filled.

Will everyone have access to the technology?
This question has not been answered yet.

Does this technology have a built-in bias?
Well, it may be that two employeneurs are looking for a project and they both have exactly the same profile. Who then gets preference? Of course, TMC has to think about that, and it would be fair to choose the one who is currently waiting the longest for a new project. But TMC could also choose to favor the one who has been with TMC the longest. This depends on TMC's values and also the data it actually collects in the system for this purpose.

Does this technology make automatic decisions and how do you account for them?
This question has not been answered yet.

Is everyone benefitting from the technology or only a a small group? Do you see this as a problem? Why/why not?
This question has not been answered yet.

Does the team that creates the technology represent the diversity of our society?
This question has not been answered yet.

Now that you have thought hard about the inclusivity of the technology, what improvements would you like to make? List them below.
This question has not been answered yet.

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Transparency

Are you transparent about how your technology works?

This category is only partial filled.

Is it explained to the users/stakeholders how the technology works and how the business model works?

TMC can be transparent in how the matchmaking algorithm works. An advantage could be that job entrepreneurs can even make suggestions to improve the algorithm. That would create a win-win situation.

If the technology makes an (algorithmic) decision, is it explained to the users/stakeholders how the decision was reached?

This question has not been answered yet.

Is it possible to file a complaint or ask questions/get answers about this technology?

This question has not been answered yet.

Is the technology (company) clear about possible negative consequences or shortcomings of the technology?

This question has not been answered yet.

Now that you have thought hard about the transparency of this technology, what improvements would you like to make? List them below.

This question has not been answered yet.

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Sustainability

Is your technology environmentally sustainable?

This category is only partial filled.

In what way is the direct and indirect energy use of this technology taken into account?

The energy used is just computing power on a platform. It wouldn't matter that much.

Do you think alternative materials could have been considered in the technology?

This question has not been answered yet.

Do you think the lifespan of the technology is realistic?

This question has not been answered yet.

What is the hidden impact of the technology in the whole chain?

This question has not been answered yet.

Now that you have thought hard about the sustainability of this technology, what improvements would you like to make? List them below.

This question has not been answered yet.

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Future

Did you consider future impact?

This category is only partial filled.

What could possibly happen with this technology in the future?

TMC can tender it for consumers. Then the platform really has to be adapted to what the customers want. So it has to be built flexibly. Again, it is important that the algorithms do not use features determined by ethnic backgrounds, for example. Otherwise, TMC may end up in the news negatively.

Sketch a or some future scenario (s) (20-50 years up front) regarding the technology with the help of storytelling. Start with at least one utopian scenario.

This question has not been answered yet.

Sketch a or some future scenario (s) (20-50 years up front) regarding the technology with the help of storytelling. Start with at least one dystopian scenario.

This question has not been answered yet.

Would you like to live in one of this scenario's? Why? Why not?

This question has not been answered yet.

What happens if the technology (which you have thought of as ethically well-considered) is bought or taken over by another party?

This question has not been answered yet.

Impact Improvement: Now that you have thought hard about the future impact of the technology, what improvements would you like to make? List them below.

This question has not been answered yet.