

What is happening in the labor market ?

The world of work is changing. Global economic growth is slowing, resulting in challenging labor market conditions worldwide:

- **Unemployment rates continue to rise, especially for youth and the long-term unemployed.**
- **Precarious jobs are threatening decent work.**
- **The skills demanded in the labor market are changing constantly and workers need to be able to update their skills quickly before their knowledge becomes obsolete.**

The model of lifetime jobs is fading

Job transitions are the driver of the new world of work. Lifetime jobs are no longer the default, and workers must be prepared to change jobs many times during their careers. More transitions can translate in more opportunities, for example to develop new skills. But, if not well managed, they could also potentially lead to income loss, unemployment, skills losses, and social exclusion.

In this scenario, workers more than ever need support to cope with the many transitions they will face during their lifetimes: finding their first job, reentering the labor market after a period devoted to care for their family, overcoming the loss of a job, transitioning from education and training to employment, or simply moving between jobs.

About this study

What are today´s labor market challenges?

What role do public employment services (PESs) play in the new world of work?

How do PESs need to adapt and modernize in order to help people find good jobs and to help firms find the right talent in the current labor market?

What is the current situation of PESs around the world?

The World of Public Employment Services provides systematic, structured and comparative information to help understand the structure and development of PESs around the world as well as the challenges and opportunities they face today. This book is the most comprehensive analysis undertaken to date of the current situation and development of PESs, covering 73 PESs on all continents.



The World of Public Employment Services

Download your free copy of the book at www.theworldofpes.org





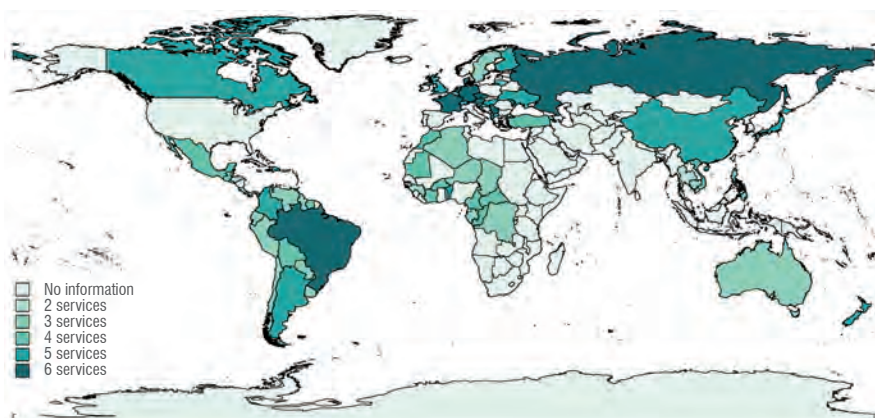
Public employment services: key agents in the world economy

In order to both help people find better jobs and help firms get the right talent, most countries have created public employment services (PESs), which usually perform some combination of these five different functions:

- Job brokerage
- Provision of labor market information
- Design and implementation of active labor market policies (ALMPs)
- Management of unemployment benefits
- Management of labor migration

In a context of more varied and frequent transitions between jobs, modern PESs can play a crucial role in the world economy by creating a virtuous cycle through skills development and skills matching, improving employability for individuals and increasing productivity and competitiveness for countries around the world.

Number of Services Provided by Public Employment Services around the World



Key success factors for effective modern public employment services

- **Right skills matching:** To boost countries' productivity, we need workers with the right skills at the right moment at the right job. An approach to career transitions that considers the long-term consequences of training and placement decisions for an individual's employability and adaptability is needed to avoid job placements characterized by lower-quality skill matches.
- **Promoting lifelong learning:** PESs must aim at enhancing job quality (as opposed to simply providing job placement) and provide career guidance, upskilling and vocational training, and postplacement support to ensure that vulnerable workers achieve long-term success.
- **Adapting to new technologies:** As new platforms open up to link job seekers with employers (e.g., social networking sites and mobile apps), PESs must consider adapting their business models.
- **Partnerships:** The possibility of having more influence in the balance of supply and demand for skills requires close collaboration with employers, employers' organizations, jobseekers, trade unions, and other stakeholders with information, know-how, and institutional capacity.



Taking public employment services to the next level

PESs vary widely across the world in terms of history, structures, and capacities as well as the national labor market context in which they operate. Despite these differences, in order to meet the demands of the new world of work PESs will have to rethink their priorities and adapt their methods of operation. *The World of Public Employment Services* highlights four important cross-cutting issues:

- **Matching skills for the life cycle:** Partnerships with relevant labor market stakeholders are key to enhancing the role that PESs play in skills identification, orientation, profiling, verification, matching, and training. A more proactive role is crucial to become a more relevant player on all of these issues.
- **Strategic multichannel service delivery:** It is imperative to deliver the right services to the right people through the right channel. On-line, face-to-face, or telephone? A strategy whereby all channels are integrated and blended offers the greatest potential to succeed at delivering services effectively, efficiently, and with higher levels of customer satisfaction.
- **Increased institutional capacity:** Increased institutional capacity—a network of well-equipped and accessible offices and well-qualified staff with reasonable caseloads as well as adequate and reliable funding sources—is key to enabling people and countries to reap the benefits of better matching on the labor market.
- **Right governance mechanisms:** Flexibility on the local level and integrated ways of working are needed to adjust programs and policies to fit local demands and to respond to complex interdependent issues. The right governance mechanisms, which balance flexibility, capacity, and accountability, are an important mediator between policy and implementation.