

A joint initiative of UN, ILO and World Bank



number

23

January - February - March 2010

editorial

Dear YEN Newsletter reader,

Earlier this year we conducted the first satisfaction survey among our donors, key partners, and clients. The first good lesson learned is that the YEN Network cares about what we do as we had a response rate of more than 55%, a high rate for online surveys. Secondly, it is encouraging to know that our revised portfolio of services is relevant and respondents are overall very satisfied with what we deliver. Finally, the survey shows some areas for improvement, among them the request to become faster when responding to requests. I would like to thank all the respondents who took the time to answer the questions and to provide us with valuable feedback and suggestions. From now on we will go through this exercise on a regular basis. Read more about the satisfaction survey in this issue of the newsletter.

There is good news from Indonesia – one of the first countries to join the YEN Lead Country Network. The government bundled its efforts in combating youth unemployment by creating an interministerial secretariat who is working on a new action plan based on quantitative, time bound targets.

With best regards

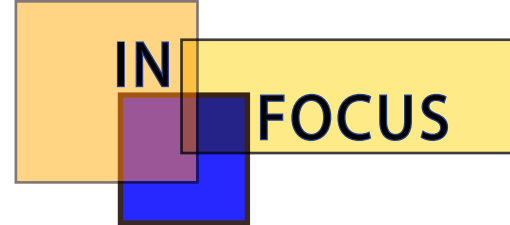
Markus Pilgrim  
YEN Manager

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YEN is a global platform of action dedicated to developing and implementing strategies that give young people everywhere a real chance to find decent and productive work. YEN's work is made possible thanks to support from the Swedish International Development Agency (Sida).

We welcome both feedback and contributions to this newsletter:  
[YENetwork@ilo.org](mailto:YENetwork@ilo.org)

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## Results from YEN's Network Satisfaction Survey

YEN conducted its first ever "Network Satisfaction Survey" from 4 February to 4 March 2010. Feedback received from recipients was positive and enthusiastic. Respondents were pleased with the strategic direction of YEN and with the quality of services it delivers. Respondents also provided suggestions on areas for improvement that will help YEN increase its effectiveness in the future.

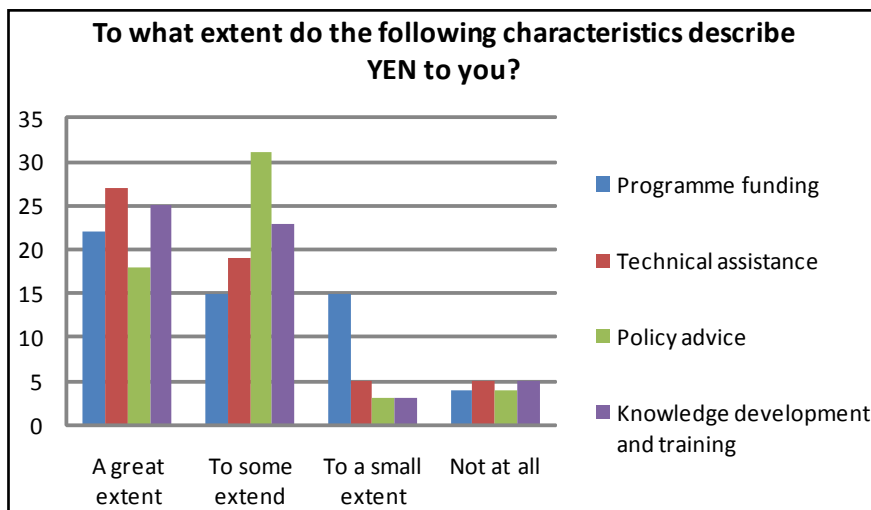
The survey was sent out to 101 recipients including YEN donors, core agency members and Lead Country focal points. An excellent response rate of 55% indicates a high level of engagement in YEN activities among its stakeholders. The high response rate tells us that stakeholders are extremely interested in YEN's activities and would like to keep benefiting from partnerships with YEN.

Highlights of the survey results included:

- A majority of survey respondents were from organizations based in Sub-Saharan Africa (67%). This result reveals a new and important category of stakeholders in YEN's network – youth-lead organizations of YEN's Youth-to-Youth Fund. This area of YEN's work will be expanded in the future.
- 47% of respondents only began working with YEN in the past 2 years indicating that YEN's network is slowly growing.
- Overall quality of YEN's cooperation with its stakeholders received high marks. 59% of respondents rated overall

cooperation as "very good".

- Respondents were asked to what extent the development activities of "programme funding", "technical assistance", "policy advice" and "knowledge development and training" described YEN (see graph). These results were then cross referenced with respondents "type of organization where you work". Civil society perceived



YEN the most as a programme funder and a policy adviser, government perceived YEN as mostly a technical assistant while multi and bilateral organizations perceived YEN as mostly a knowledge developer and trainer.

- Respondents were asked how they would rate the quality of YEN's performances. The question was divided into two steps: the first step asked "How important do you rate the following performances?" and the second step "How satisfied are you with these performances?" Eight categories

of performance were identified.

Responses to these questions were overwhelmingly positive. All eight categories received over 90% marks in "very important" and "important" and "very satisfied" and "satisfied". Two of the categories received lower marks for importance and satisfaction than others: "Quality of technical assistance" and "Request for funds delivered on time".

Respondents also provided valuable feedback on how YEN can improve its work. Highlights of this feedback include:

- **Support to Lead Countries:** Respondents criticized YEN for its lack of support and its lack of response to the needs of Lead Countries. Suggestions were made to conduct "review" missions in each of the Lead Countries with the objective of determining national youth employment priorities. Depending on available funding, YEN will organize "review" missions to Lead Countries over the next year.

- **Definition of activities:**

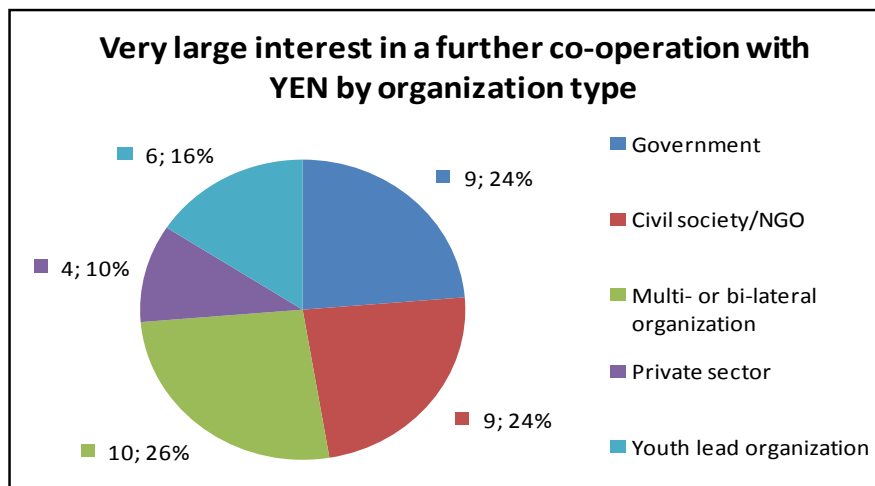
Respondents felt YEN needed to improve on defining more precisely the products and services which are offered. As YEN transitions to a more demand and results driven agenda, ambiguities about what is expected from YEN should be reduced. YEN's newsletter, website and brochures should precisely define its areas of work

- **Youth participation:** The low level of survey responses from young people themselves (3%) indicates YEN should do a better job surveying the young population. In next year's edition of the Satisfaction survey, more young people will be added to the distribution list.

- **Continuity:** Respondents felt YEN should do a better job with

follow up and continuity of its services. Some respondents who participated in YEN

The Full Summary of Results can be accessed [here](#). YEN would like to express its gratitude to all



sponsored training, conferences or workshops were disappointed that efforts were not made to follow up on requests and decisions reached during the event. Participants complained of not being invited back for follow up events.

respondents who took time to answer the survey – thank-you!

For more information contact Drew Gardiner at [gardiner@ilo.org](mailto:gardiner@ilo.org)

## 2010 proclaimed the International Year of Youth

The United Nations has proclaimed the year commencing on 12 August 2010 as the International Year of Youth: Dialogue and Mutual Understanding. The Year will coincide with the 25th anniversary of the first International Youth Year in 1985 on the theme Participation, Development and Peace.

The Year aims to encourage dialogue and understanding across generations and promote the ideals of peace, respect for human rights and freedoms, and solidarity.

It also encourages young people to dedicate themselves to fostering progress, including the attainment of the UN Millennium Development

Goals (MDGs), which seek to slash a host of social ills, ranging from extreme poverty and hunger to maternal and infant mortality to lack of access to education and health care, all by 2015.



Several international events are already scheduled throughout the year, including the Fifth World Youth Congress from 31 July to 13 August in Istanbul, and the World Conference for Youth in Mexico City from 24 to 27 August. Both gatherings will focus on youth and sustainable development in the context of the MDGs.

The inaugural Youth Olympic Games in Singapore from 14 to 26 August will seek to inspire youth around the world to embrace, embody and express the Olympic values of excellence, friendship and respect.

Join the International Year of Youth 2010 official [Facebook page](#).

2010: "INTERNATIONAL YEAR OF YOUTH"

# Indonesia bundles efforts to combat youth unemployment

In April, the Indonesian Ministry of Planning launched the new Secretariat of the Indonesian chapter of YEN (I-YEN) which will coordinate the government's efforts in promoting youth employment for the forthcoming years.

Indonesia was one of the first countries to join the YEN Lead Country Network back in 2002. The country has the fourth largest youth population in the world (40 Million) and therefore youth employment remains a top priority of the government. Indonesia is the only Lead Country to have went through an external evaluation of its first youth employment action plan in 2008. Key findings were a lack of time bound targets and indicators as well as the absence of a clear business model for the IYEN Secretariat. Based on these findings and a request from the government, YEN had facilitated in July 2009 a planning workshop of several Indonesian Ministries in order to come out with future priority areas for interventions and a business model for the new IYEN Secretariat.

Based on the results of this workshop as well as the support from ILO Jakarta, the Ministry of Planning decided to host the IYEN secretariat for the period 2010 to 2014. Other Ministries (Economic Affairs, Manpower) have already delegated staff to the new Secretariat. Key areas of intervention have been identified (entrepreneurship, internships, vocational training) and the functions of the Secretariat

have been determined (knowledge sharing, coordination of resources, an inventory of key players in Indonesia). YEN, the Ministry of Planning, and ILO Jakarta officially launched the new Secretariat during a youth employment conference held in April in Jakarta.

The new business model for IYEN is promising as it limits the Secretariat's functions to areas where it has added

as the draft working plan still lacks precisely defined deliverables based on quantifiable and time bound indicators and clear responsibilities. Therefore, YEN and ILO Jakarta have offered to regularly meet with the new Secretariat in order to finalize the 2nd Indonesian youth employment action plan and to make sure that it will be implemented based on a clear monitoring plan.



value, defines well its core services, and delegates responsibility for the implementation of programs to the relevant Ministries. The main opportunity certainly is that the Indonesian government comes out with a coordinated and realistic policy response moving from commitment to action. The major risk is that the newly established Secretariat does not take off

For more information contact Markus Pilgrim at [pilgrim@ilo.org](mailto:pilgrim@ilo.org)

## International Youth Foundation's Entra 21 Programme: Contribution to the Evidence Gap

Entra 21 is a regional program of the International Youth Foundation and the Inter American Development Bank designed to provide disadvantaged youth, ages 16-29, in Latin America and the Caribbean with employment training and job placement services so they can find decent jobs and increase their employability.



recorded employment impact of the programs' beneficiaries six or more months after graduation. Results revealed the programme did not only exceed the target number of youth by 50%, (12,000 versus over 19,000) but also employment rates were 14 points higher than expected.

Due to the success of entra 21, a second phase was launched in 2007 which will award \$30 million in grants for some 27 projects over a 4 year period.

[Read](#) the Executive Summary of the Final Report of the Entra 21 Program Phase I: 2001-2007.

[Read](#) the full Final Report of the Entra 21 Program Phase I: 2001-2007.

For more information contact Susanna Pezzullo at [s.pezzullo@iyfnet.org](mailto:s.pezzullo@iyfnet.org)

*Results of Entra 21 Evaluation*

INDICATORS	RESULTS
Graduation Rate	87%
Employment Rate	54%
Job Quality	78% with formal contracts 76% with 1 or more benefits 74% earned minimum wage or more
Youth Satisfaction	High 80% youth like their jobs a lot
Employer satisfaction	High 100% satisfied with interns Rated youth employed 4.1 out of 5

## Egypt: Winner of the Award for Best Report of the Benchmarking Exercise

The first Benchmarking Exercise on Youth Employment received a wide positive and encouraging response from the Lead Countries. Ten out of 17 countries participated in the exercise taking stock of current and recent youth employment policies and programs and sharing data and indicators on youth in the labor market. Their final goal is to identify benchmarks for successful initiatives that can be shared and replicated in peer countries.

As an incentive for quality reports, the YEN Secretariat offered an Award to the Best Report. The award consists

of sponsorship of a training course on youth employment related issues. Due to its timely submission, shown ability to collect necessary quantitative and qualitative data despite information constraints, and substantial explanatory information, the winner of the award is Egypt.

YEN acknowledges, with thanks, the commitment of its focal point in Egypt, Madame Mervat Wahby, Director General of the International Labour Department in the Ministry of Manpower and Migration, and her team for putting together for the first time a quality report that provides

compelling information of Egyptian youth in the labor market and the efforts of the government in tackling youth unemployment.

YEN also thanks the participation of the other reporting countries, Tanzania, Sri Lanka, Ghana, Democratic Republic of Congo, Jamaica, Mali, Syria, Turkey, and Zambia. This is a first great effort toward informed policymaking on youth employment!

Contact Susana Puerto-Gonzalez at [puerto-gonzalez@ilo.org](mailto:puerto-gonzalez@ilo.org)

## News from Secretariat



**Tendai Pasi-panodya** started working in April as Sub Regional Coordinator for YEN's office in West Africa, based in Dakar,

Senegal. Originally from Zimbabwe, Tendai obtained her Masters Degree in Development Studies from the London School of Economics and later worked as an Economic Development Consultant for the consulting company Shared Intelligence in London. Tendai has worked as a project officer with youth employment organisations such as La Case De Jeunes Femmes, an NGO in Dakar that trains young women in non-traditional fields, and EcoVentures, a non-profit in Washington DC, promoting environmental entrepreneurship amongst youth. Tendai began working with YEN in Dakar in 2007. When she is not working Tendai enjoys cooking, dancing and painting.



**Minna Mattero** joined YEN in April as the new Program Officer in charge of the Youth-to-Youth Fund, one of the key

components of the new Youth Entrepreneurship Facility for East Africa – a joint program of YEN and ILO supported by the Danish led Africa Commission. She will be based in Dar Es Salaam where the Facility has its regional hub.

Minna has experience in designing and implementing youth grant programs at the World Bank, where she has been working for eight years. For the last five years she has worked on a broad range of child and youth development topics in the Human Development Network's Children and Youth Unit, with a focus on youth employment, school-to-work transition and impact evaluations.

Minna has a Master's Degree in Economics and Business Administration from the Turku School of Economics in Finland. Earlier in her career she worked on human resources development in the Latin America and the Caribbean Region of the World Bank and in the private sector in Finland and India.

In the even more private sector, Minna's long term human development project called Lukas recently turned one year.

**David Rossello** joined YEN in May as a Intern in the YEN Secretariat in Geneva. David has a Master Degree in International Relations from the Graduate Institute of International and Development Studies in Geneva. He later worked with the regional government of Andalucía, Spain, implementing the European Union training project FORMANUE and cross-border projects. More recently, he volunteered for UPR-Info, a small Human Rights oriented NGO, working as an assistant and promoting the Universal Periodic Review process.



**Noreen Toroka** joined the YEN's office for East Africa in April as a National Program Officer supporting the Youth

to Youth Fund component of the Youth Employment Facility (YEF) in Tanzania. Noreen has experience in grant management and designing and implementing development programmes at the ILO, working as Programme Officer for the International Programme on the Elimination of Child Labour (IPEC), which promotes child labor prevention through education and empowering youth through skills training and small business management.

Noreen holds a Master's of Arts in Development Policy from the University of Bremen, Germany with a focus on Non Governmental Organizations (NGOs). Before joining the ILO, Noreen worked for Care International and Africare in Tanzania, providing technical support to the communities, Community Based Organizations (CBOs) and national NGOs on child care and youth development programmes, particularly on education, skills training and small business management.