

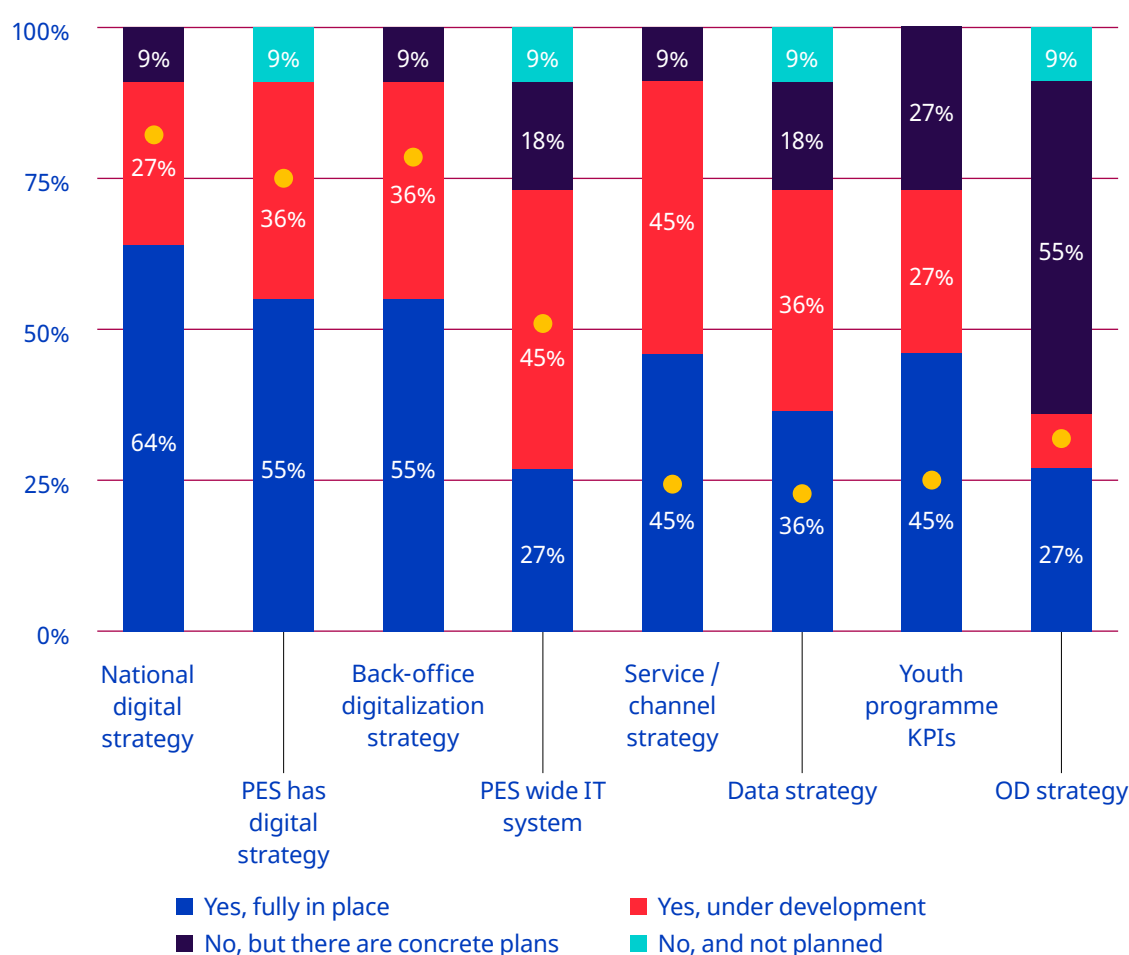
Philippines

This country profile on technology in public employment services (PES) for youth is part of the ILO (2023) report on *Technology in public employment services to promote youth employment in Asia and the Pacific*.

Income category	Middle-Income Countries
Egovernment Development Index (2022)	89
PES digital orientation	Digitalization

Digital maturity

The figure below provides an overview of PES digital strategies across five areas (overall strategy, back office, front office, data and organization) for all participants. Philippines is highlighted.



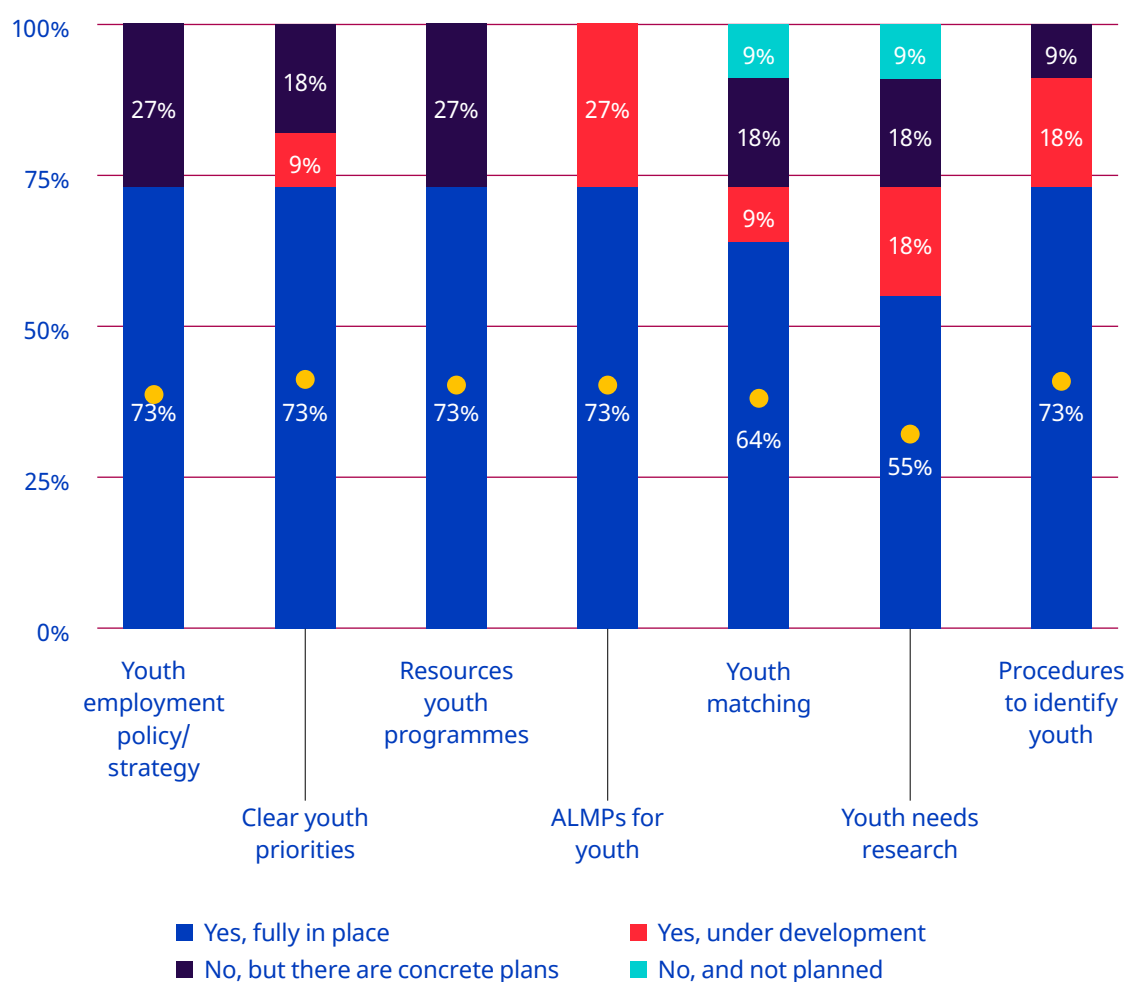
Philippines in general is a developing country in terms of digital technology. Most strategic elements are being developed, but on the positive side the PES has a service/channel as well as data strategy. Implementing the overall digital strategy should be beneficial in guiding overall digital developments. The Philippines could also benefit from efforts to address the following areas:

- Lack of knowledge technology
- Insufficient digital skills
- Lack of data
- Lack of inclusive approaches

- Lack of channel strategy
- Lack of subgroup insights
- Lack of financial and other resources
- Lack of integrated processes
- Lack of vision/strategy
- Insufficient leadership
- Lack of customer insights
- Cybersecurity

Youth services and programmes

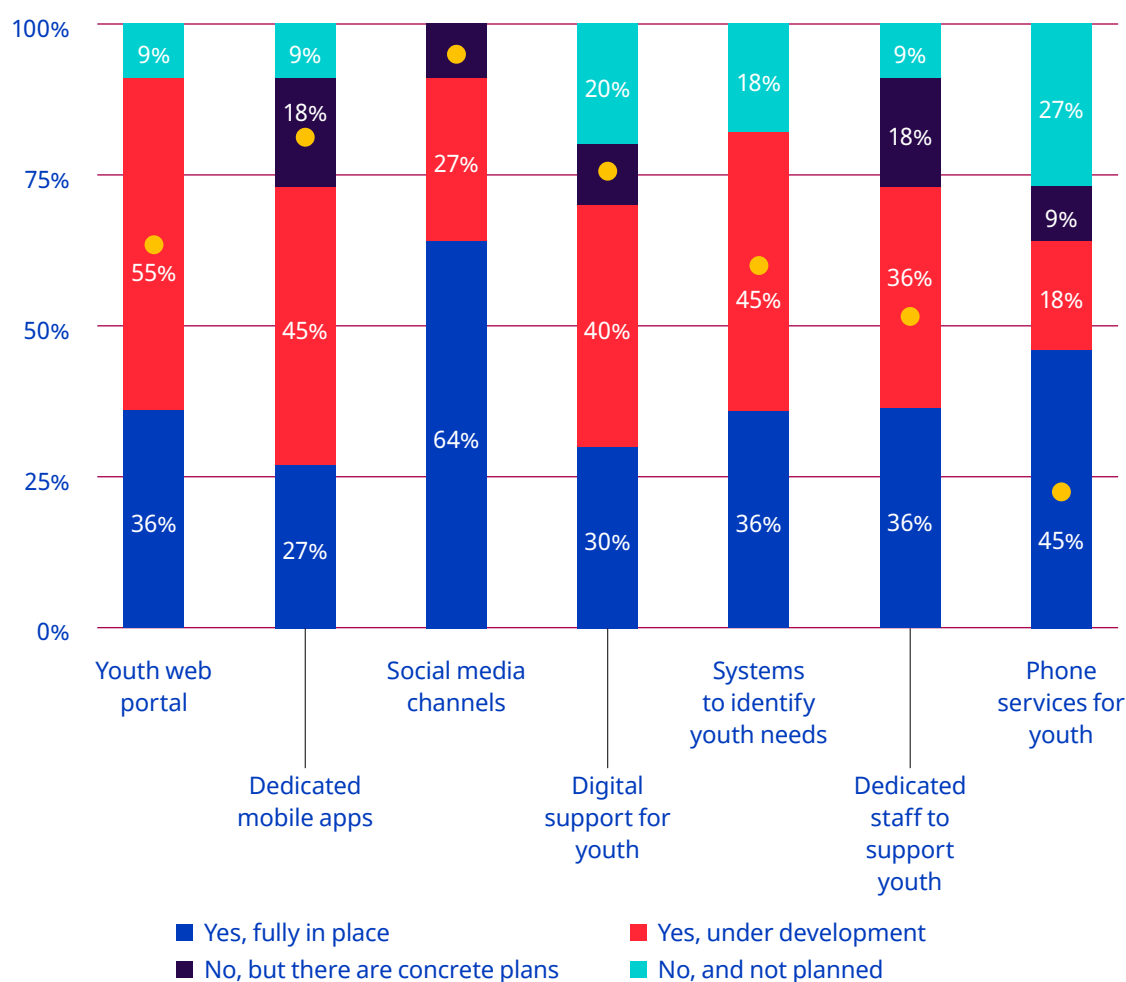
The following figure highlights key elements of youth services, programmes, and approaches, as well as the Philippines' position in this area. It illustrates the degree to which a wide range of youth services are in place.



In the Philippines, all the youth-oriented elements are fully in place and this is exemplified by specific youth ALMPs such as the Special Program for Employment of Students, JobStart Philippines, and the Government Internship Programme.

Youth technologies

The final area concerns technologies used by PES in their front and back offices. The following provides an overview of key technology areas and the Philippines' standing in these areas.



Many elements are either under development, such as a youth web portal, systems to identify youth needs and dedicated youth staff). Other elements are well advanced at the planning stage and this includes mobile apps, social media and digital support for youth. The PES should ensure that plans in these areas are translated into actions.

Good practices and learning points

The following points are areas where other countries could learn from the Philippines, followed by areas where the Philippines could improve and/or learn from other PES.

- The PES has advanced youth programmes that could serve as an inspiration to other countries in the region.

Learning points:

- The Philippines is faced with many issues standing in the way of further digitalization. Clearly prioritizing these, and starting with the highest-level (such as lack of a vision/strategy) could create an umbrella to address other obstacles more efficiently.
- Youth-oriented technologies appear to be underdeveloped in the country. Technology could clearly be relevant to support young people properly, ensuring the inclusion of all youth segments.