

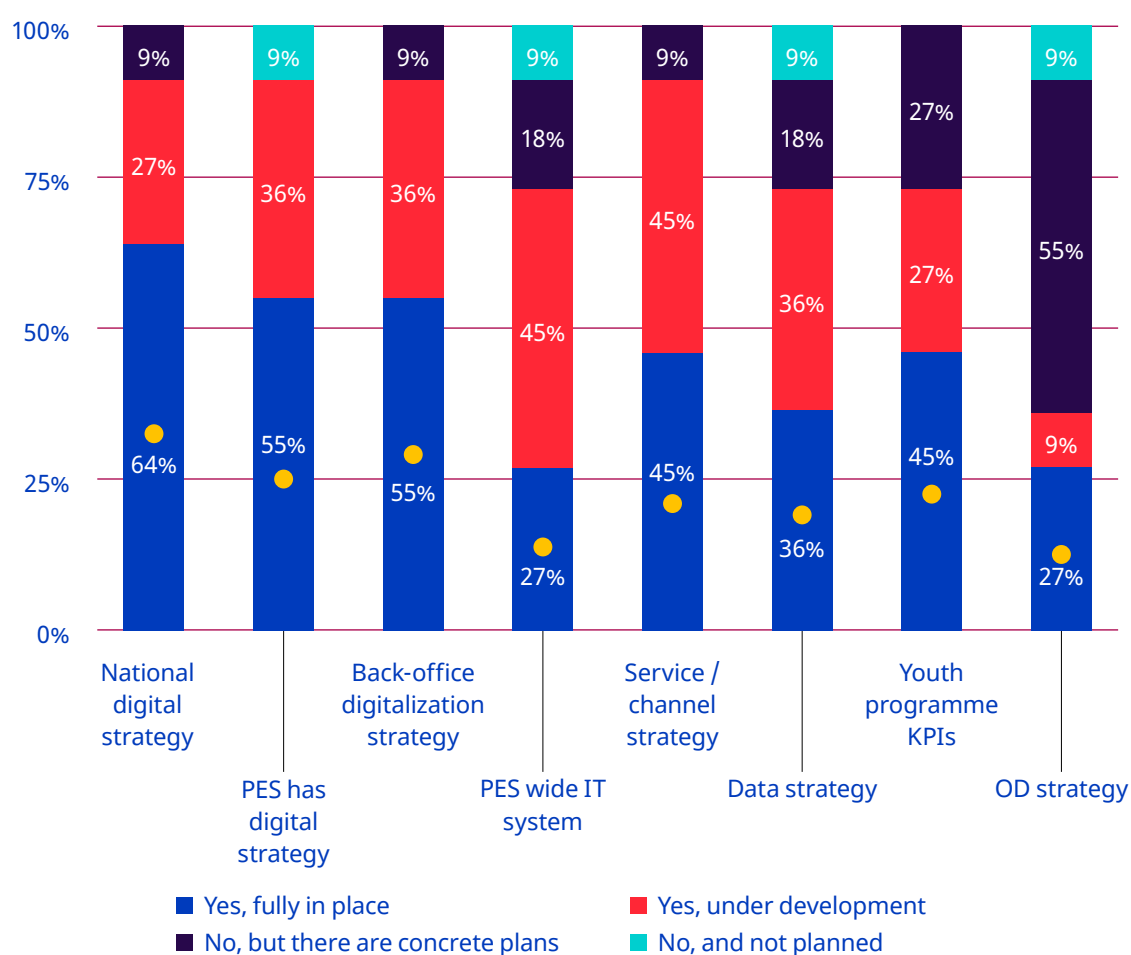
Republic of Korea

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	High Income Countries
Egovernment Development Index (2022)	3
PES digital orientation	Digital Transformation

Digital maturity

The figure below shows of PES digital strategies across five areas (overall strategy, back office, front office, data and organization) for all participants. The Republic of Korea is highlighted.



The Republic of Korea in general is an advanced and well-developed country. All of the more digital strategy elements are in place. This does not mean that there are no challenges. Korea could benefit from efforts to address the following areas:

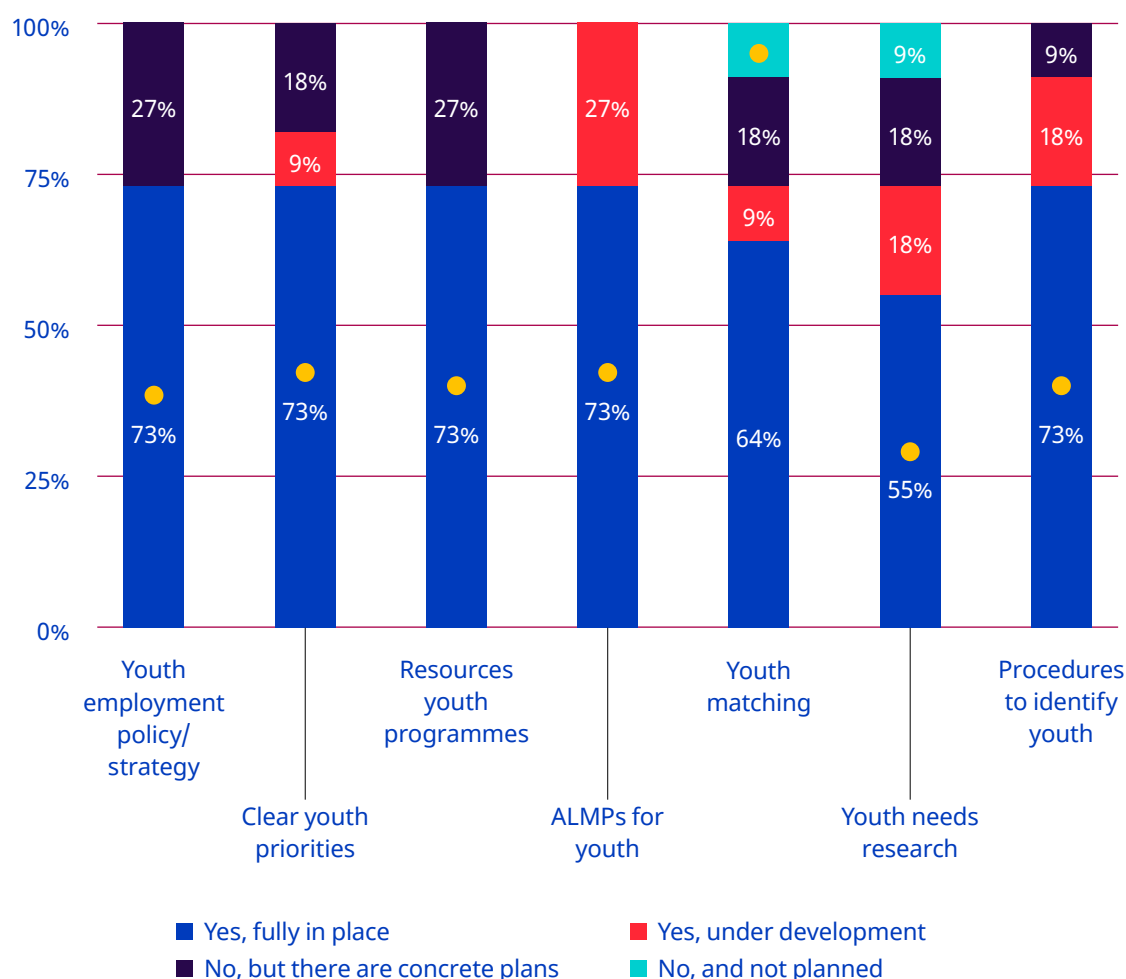
- Siloing
- Resistance in the organization
- Lack of vision/strategy
- Insufficient digital skills

- Lack of channel strategy
- Lack of (financial) resources
- Lack of subgroup insights
- Lack of knowledge technology
- Lack of inclusive approaches
- Lack of integrated processes
- Lack of customer insights

While the PES has all the strategic elements in place, it still lacks a longer-term vision – that could be a could starting point for eliminating the various obstacles.

Youth services and programmes

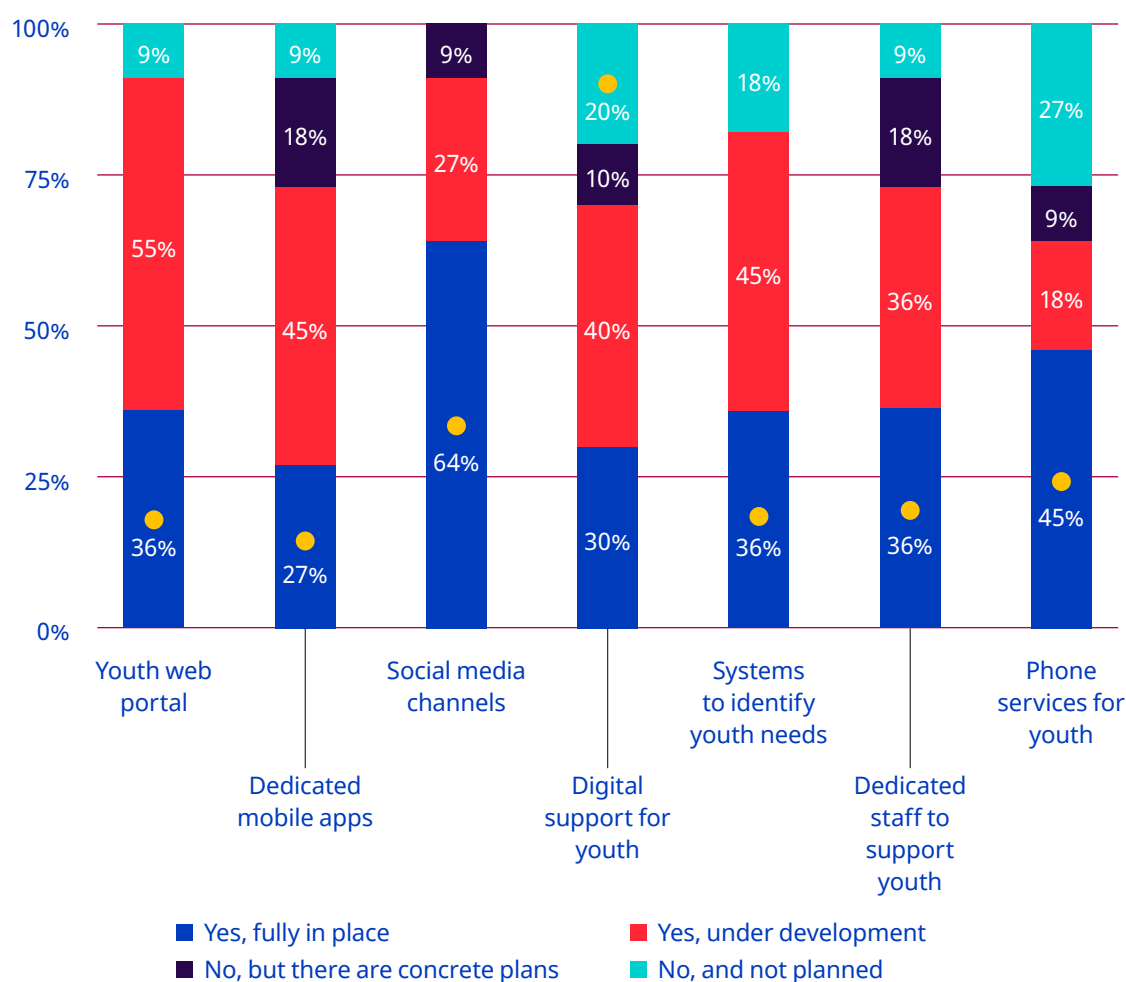
The following figure highlights key elements of youth services, programmes, and approaches, as well as the Republic of Korea's position in it. It illustrates the degree to which a wide range of youth services are in place.



This is another area where the PES is advanced. Underpinning this is the legal framework that regulates and provide services for youth through the Basic Act for Young People, Special Act for Youth Employment Promotion, and the Basic Employment Policy Act. The PES currently has no plans to focus specifically on vacancy matching for young people, although that could further benefit if youth populations and youth subgroups.

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 Korea's standing in these areas.



This, again, is an area where the Republic of Korea is advanced, as most areas are fully in place. The only area where the PES has no plans is providing digital support. While it does not plan to do this specifically, the Ministry of Employment and Labour does promote a “K-digital” training project for youth.

Good practices and learning points

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

- With the Korean PES being one of the most advanced PES in the study, many PES could benefit from the Korean experience in digitalization. This applies to the more strategic level, youth services and programmes, as well as youth technologies.

Learning points:

- Despite its advanced level, the PES does face many challenges for the future and could benefit from the development of a longer-term vision in order to keep up-to-date.