

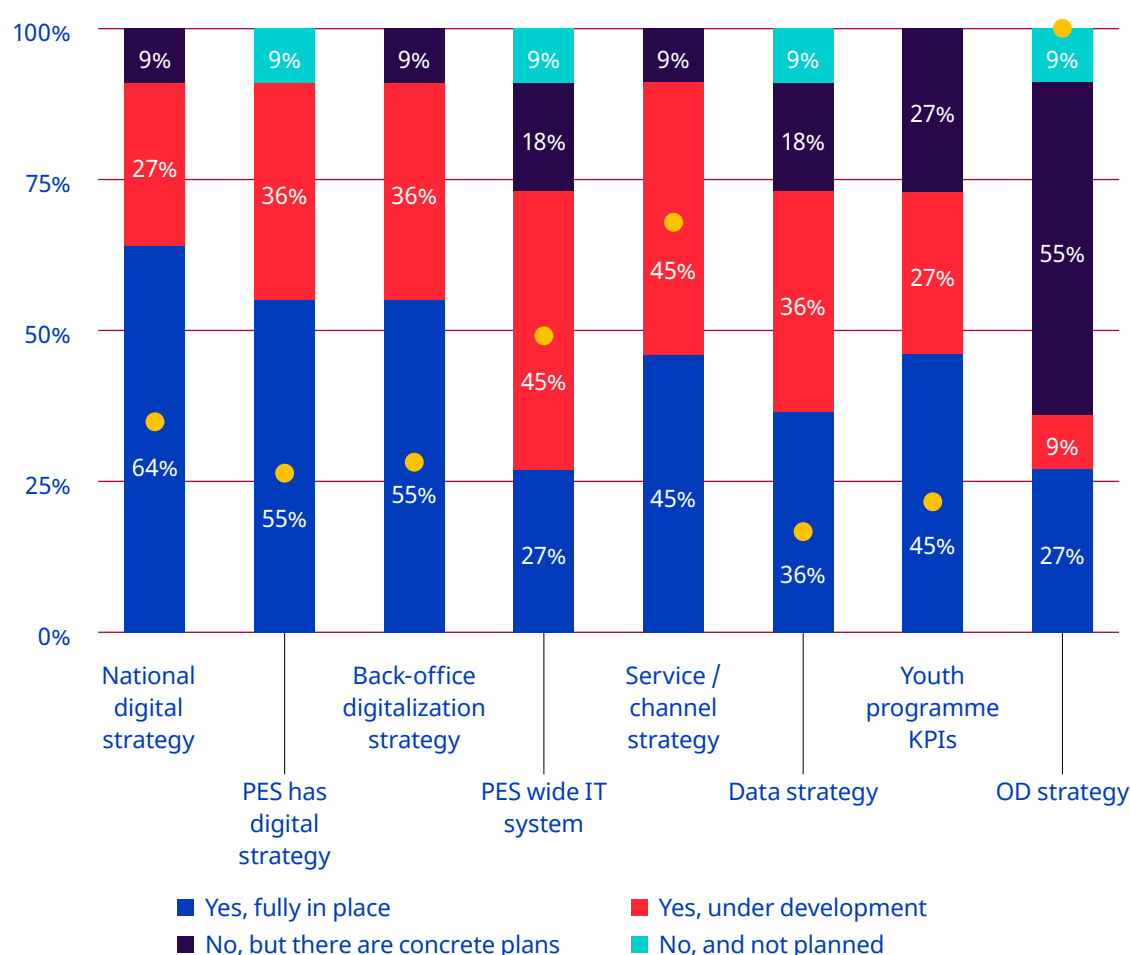
Singapore

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)	12
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) across all participants. Singapore is highlighted.

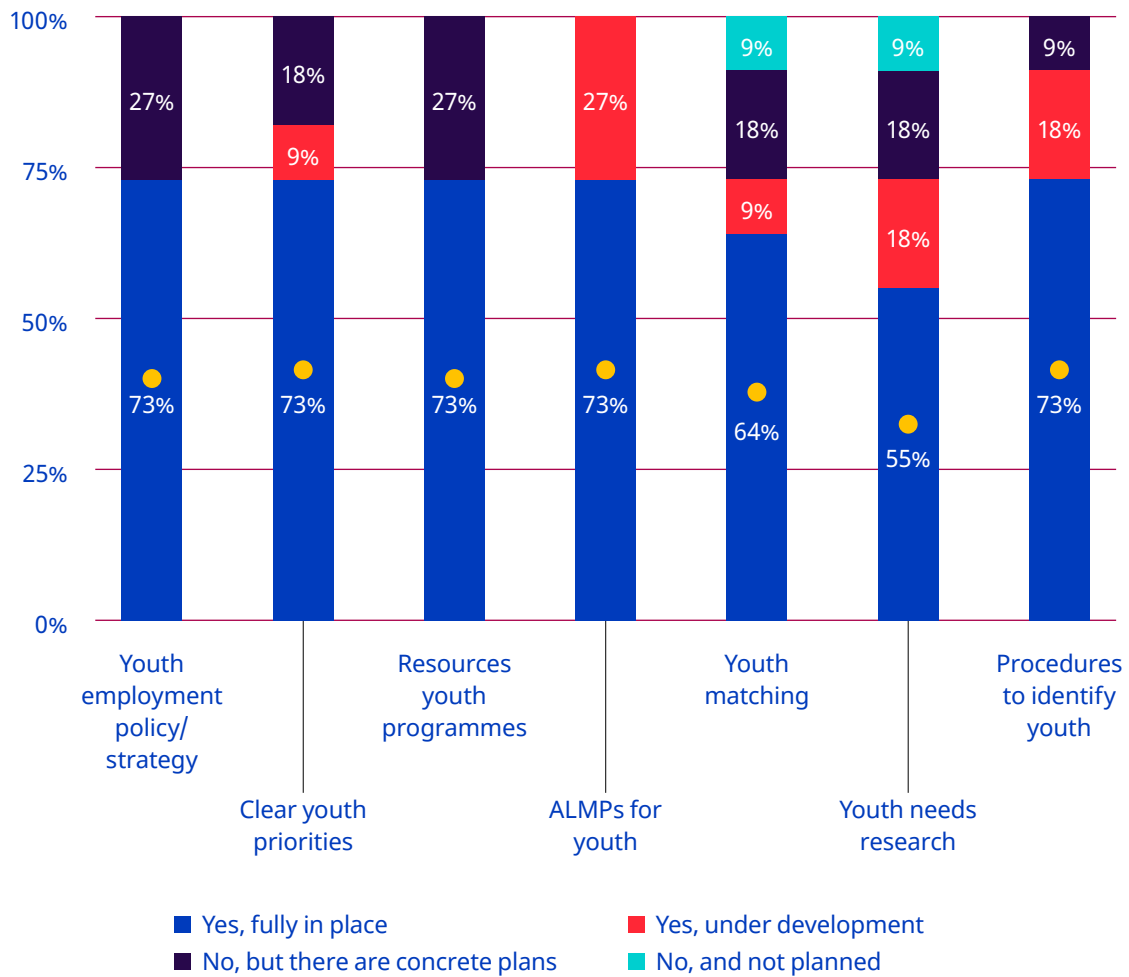


Singapore in general is an advanced country and many of the digital strategy elements are in place. Notable examples are the business and process transformation efforts and the data strategy. However, not all is in place yet and the PES could benefit from efforts to integrate further aspects in its PES-wide IT system, as well as implementing a service/channel strategy. Furthermore, the PES has no plans to implement an organizational development (OD) strategy, which could be beneficial. Lastly, the PES could benefit from a greater focus on addressing the following areas:

- Lack of financial and other resources
- Legacy systems
- Lack of integrated processes
- IT interoperability

Youth services and programmes

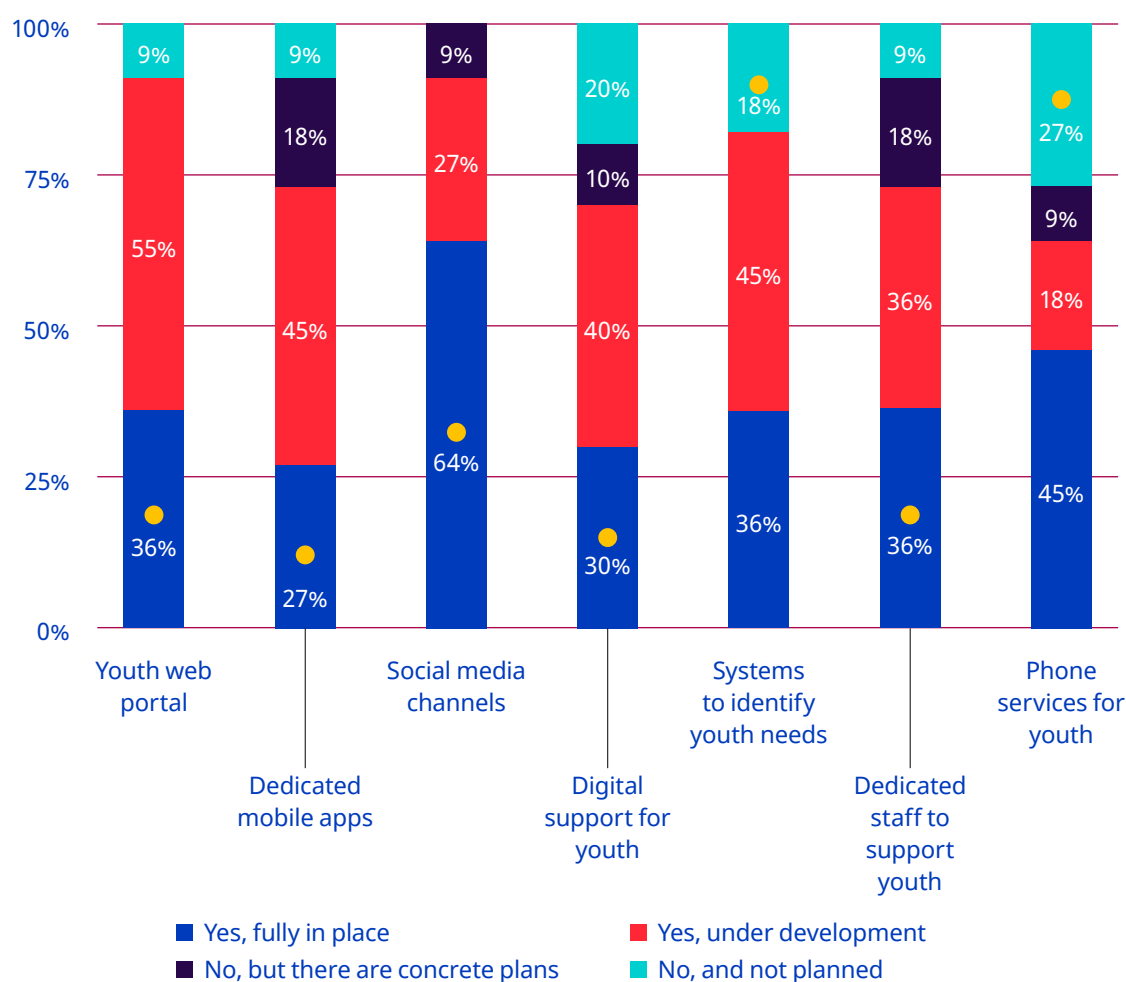
The following figure highlights key elements of youth services, programmes, and approaches, as well as Singapore's position in it. It illustrates the degree to which a wide range of youth services are in place.



This is clearly an area where the PES is advanced. All key youth policies, programmes and services are in place and these are guided by the comprehensive National Strategy for Youth Employment which outlines specific strategies to be implemented by different public sector agencies, including Workforce Singapore. This ensures that youth needs are being met and that involved organizations have targets to facilitate young people's transition from school to work.

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 Singapore's standing in these areas.



The PES has most elements in place. For example, there is a national youth-focused web portal called On My Way (OMW) which helps young people to learn about different jobs and industries, and there are dedicated social media channels through Instagram, Facebook and LinkedIn. The only area where Workforce Singapore could improve is to have systems in place that help identify youth needs in order to better target the youth population.

Good practices and learning points

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

- The business and process transformation efforts in Singapore are advanced and many PES could benefit from their experiences.
- The data strategy in Singapore is world class and could be an example for PES around the world, and could also help in segmenting and targeting the youth.

Learning points:

- The PES faces several challenges and many are IT/process-related (such as legacy systems and IT interoperability). This suggests that a new IT strategy might be developed focusing specifically on these issues.