

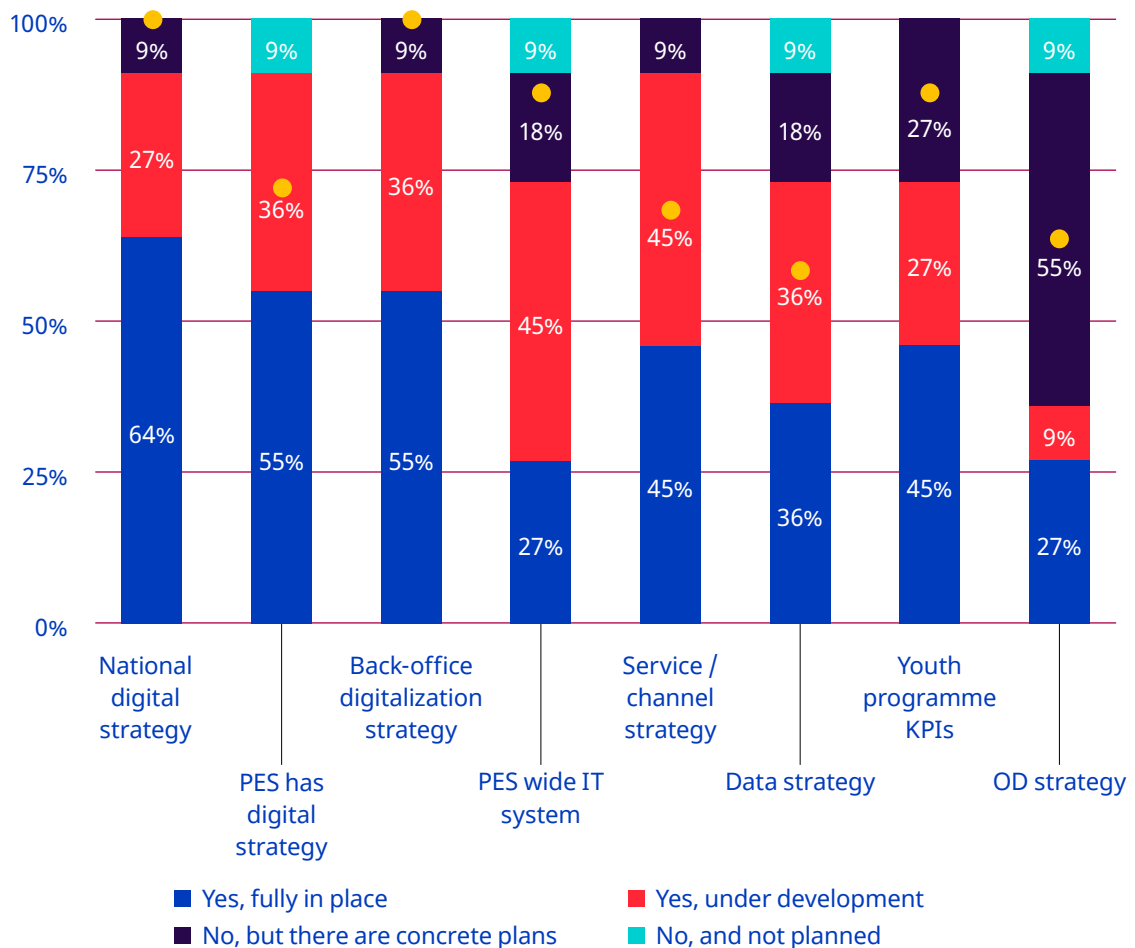
## Cambodia

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)	127
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, with Cambodia highlighted.



All digital elements are under development or being planned. The following areas were identified as affecting the performance and effectiveness of the PES:

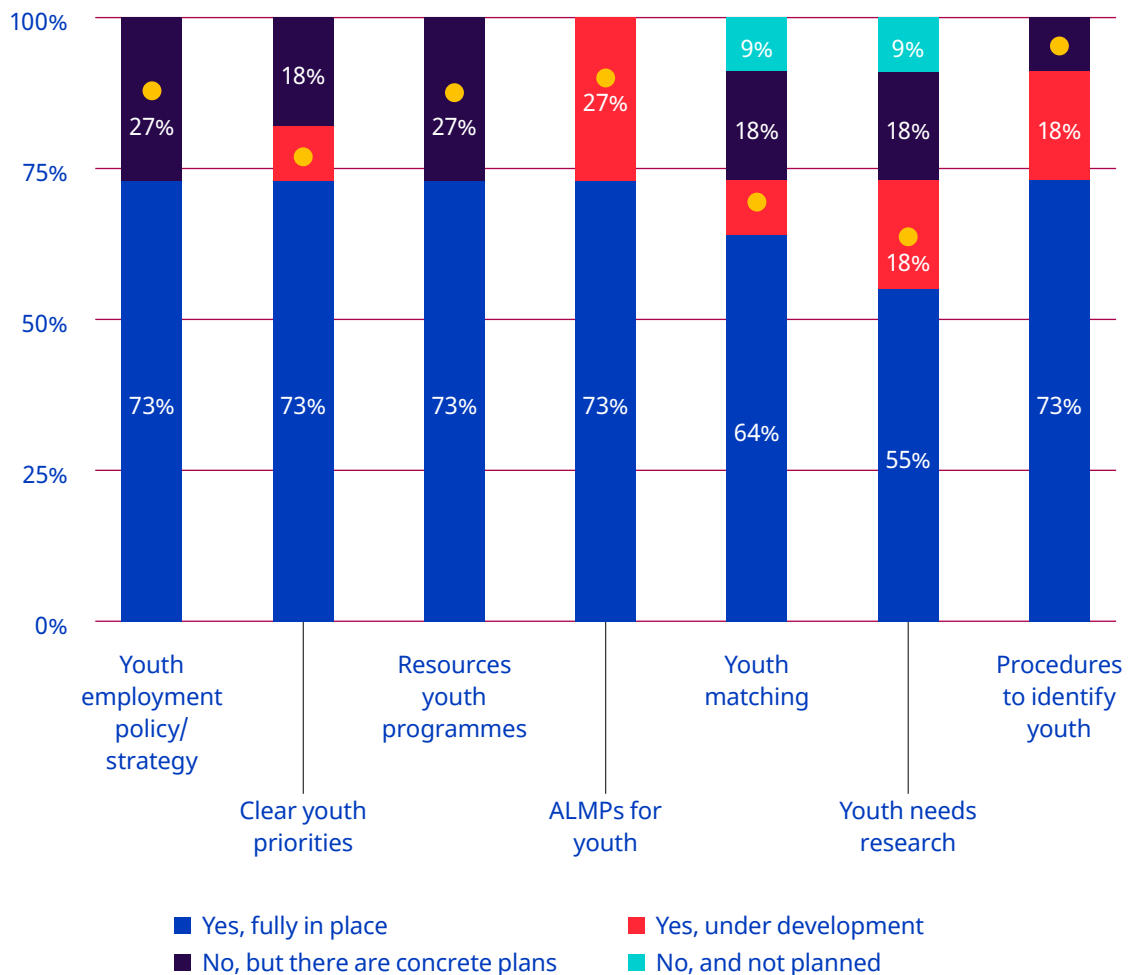
- Lack of financial and other resources
- Lack of channel strategy
- Lack of vision/strategy
- Privacy protection

- Insufficient leadership
- Lack of knowledge technology
- Lack of inclusive approaches
- Persistent legacy systems
- Siloing
- Lack of customer insights
- Lack of data

Developing a vision/strategy, as well as appointing the appropriate leadership are good starting points to make improvements.

### Youth services and programmes

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

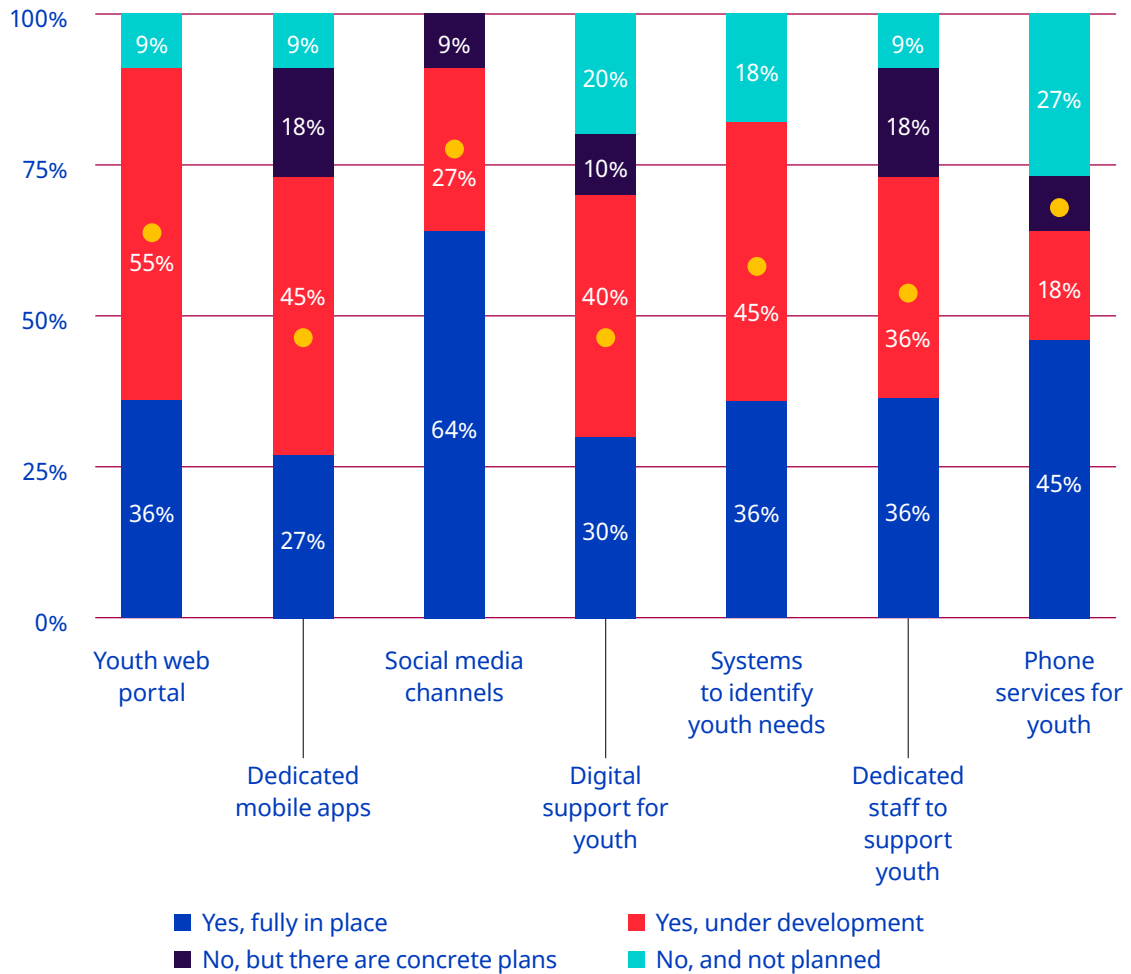


Similar to the digital area, Cambodia is developing its youth services. It is encouraging that most types of programmes/services are being developed or planned. Certain youth services are already in place, such as CV training or interview training and while these are not specifically targeted at youth, most clients

are young. Furthermore, the PES is developing an employment programme that focuses on specific target groups, including young people.

### 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 Cambodian standing in these areas.



Cambodia is actively and rapidly expanding its national portal. For example, it plans to allow jobseekers to upload their CVs to the website in the near future, and, further, to integrate youth services in the portal.

### Good practices and learning points

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

- The Cambodian PES is relatively advanced in the use of Key Performance Indicators (KPIs). The country has developed a comprehensive set of goals at various levels that are translated into KPIs.

Learning points:

- The overall digital strategy and leadership are areas where the Cambodian PES could potentially learn from the experience of other PES.

- ▶ Cambodia could work more actively on dedicated youth programmes as well as active outreach to youth to also include those not currently in the PES system.
- ▶ Clearly identify major current obstacles and work to mitigate them.