



ILO EXPLORES TECHNOLOGICAL TRANSFORMATION IN PUBLIC EMPLOYMENT SERVICES, PES

Across all ILO regions, employment is one of the most critical areas of public services needing better digital capabilities.



All 69 surveyed PES in 64 countries are already experiencing a technology transformation, although with varying degrees of development and investment.

THE DRIVERS

PES TECHNOLOGICAL TRANSFORMATION IS DRIVEN BY THE NEED TO:

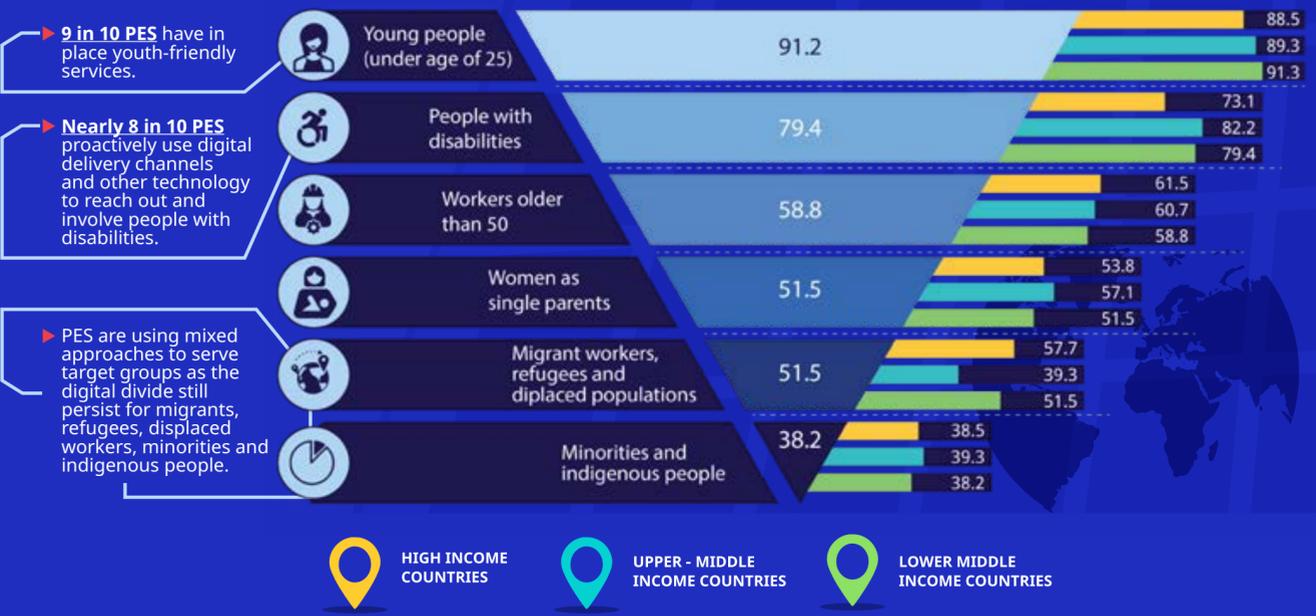


- PES see technology primarily as a vehicle to increase performance and expand service coverage, particularly in low- and middle-income economies.
- Changes in clients' behaviour and expectations are another critical factor accelerating the shift to digital services, particularly in advanced economies where improving client's experience in accessing services is quickly developing.
- Reducing operational costs is important for PES but not the main policy driver to adopt new technologies for delivery.

BENEFITS

PES USE DIGITAL TECHNOLOGIES TO BETTER SERVE CLIENTS AND STREAMLINE OPERATIONS

Technology enables inclusive practices in service delivery when solutions are accessible and adapted to all



Almost 9 in 10 Surveyed PES in middle-income and lower-income countries leverage technology investment to increase transparency and make services accessible to more people.

6 in 10 PES use social dialogue in various ways to develop inclusive and sustainable technology-based services.

CHALLENGES

PES STILL NEED TO OVERCOME GAPS IN CORE CAPABILITIES

- The need to more frequently up-skill staff is the biggest challenge PES are experiencing.
 - Without new skills in the use of information technology, the full potential of digital technologies might not be harnessed.
- Client's lack of digital skills ranked second.
 - More than half of PES reportedly have no plan in place in the event of a data theft.
- Challenges also remain in cybersecurity, data protection and contingency plans.
 - Nearly 5 in 10 PES in lower-middle income and one third in upper-income countries lack an effective backup plan to rapidly restore services following a cyberattack.



WAY FORWARD

IN ADVANCING TECHNOLOGICAL TRANSFORMATION, PES NEED SUSTAINED INVESTMENT TO CREATE AND MAINTAIN NEW CAPACITIES

- Technology adoption needs alignment with overall strategy: 8 in 10 surveyed PES have a digital transformation strategy but only 6 in 10 earmarked funds to execute it.
- Skilled digital staff is key to implement new delivery approaches. Still, only 6 in 10 of respondent PES offer regular training to own staff given over-reliance on learning-by-doing approaches.
- Placing clients at the centre of technology transformations allows PES to reduce friction, help closing the digital divide for vulnerable jobseekers, and provide for new safety requirements.

