



---

## Services Publics de l'Emploi dans la réponse à la crise économique globale

---

### Introduction

Le Département des compétences et de l'employabilité (EMP/SKILLS) surveille actuellement le rôle des Services Publics de l'Emploi dans la réponse à la crise économique. Ce travail compile l'information sur les contributions des Services Publics de l'Emploi nationaux dans les pays de toutes les régions du monde pour répondre à l'impact de la crise financière sur l'emploi et pour illustrer le rôle important de ces institutions au sein du marché du travail. Des informations ont été collectées par l'OIT, de l'Association Mondiale des Services d'Emploi Publics (AMSEP), et des sources nationales de Service Public de l'Emploi. Ce travail fournit aussi d'autres exemples de décisions politiques mises en application par des Services Publics de l'Emploi inclus dans le papier soumis au Comité d'Emploi et de Politique Sociale « soutien de l'OIT pour le rôle des Services Publics de l'Emploi sur le marché du travail » (G.B.306 ESP/3/2). Cette liste de réponses reflète les informations disponibles au mois d'Octobre 2009. Elle continue à être augmentée et mise à jour, et le bureau accueillera volontiers les informations des constituants envoyées à l'adresse suivante: [empskills@ilo.org](mailto:empskills@ilo.org).

### Résumé des résultats :

- Les Services Publics de l'Emploi (PESs) sont les agences principales pour la mise en œuvre des programmes gouvernementaux de réponse à la crise sur le marché du travail.
- La majorité des PESs a répondu à la crise en augmentant les services d'emploi existant ou en introduisant plus de flexibilité dans les critères d'acceptabilité pour les allocations de chômage, les services d'entremise ou les programmes de marché du travail. D'autres PES ont réactivé ou remodelé les incitations ou les programmes employés dans des réponses aux crises précédentes (par exemple au Mexique, Chili, Canada, États-Unis, Cameroun).
- Un certain nombre de pays ont concentré leurs services sur des groupes de travailleurs affectés par la crise de façon disproportionnée, en particulier les jeunes demandeurs d'emploi, les travailleurs licenciés et les travailleurs âgés de plus de 45 ans (par exemple au Japon, Salvador, Jordanie, Monténégro).
- L'installation de services mobiles (livrés sur place dans les entreprises) a permis à certains PESs d'offrir des réponses plus rapides dans des secteurs spécifiques ou dans des entreprises spécialement affectées par le ralentissement de l'activité économique (par exemple en Croatie, Thaïlande, Pakistan).
- Le partage du travail, ou les arrangements de travail à court terme, ont été présentés dans beaucoup de pays pour empêcher des licenciements de travailleurs et pour permettre à des entreprises de maintenir leur main d'œuvre (par exemple Turquie, Hongrie, Uruguay, Mexique).
- Un certain nombre de PESs ont renforcé leurs associations avec des agences d'emploi pour prolonger des services ou pour profiter de l'expertise du personnel de ces agences (par exemple les Pays Bas, Nouvelle Zélande, Allemagne, Croatie).



## National Public Employment Service (PES) Responses to the Global Economic Crisis

Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
<b>Argentina</b>	<ul style="list-style-type: none"> <li>▪ Reinforcing the PES with 10 additional local offices by the end of 2009</li> <li>▪ Introducing the Jobs Unit for young people as part of the PES</li> <li>▪ Equipping local offices with wide connectivity access to make available the full array of labour supply and demand information</li> </ul>	<ul style="list-style-type: none"> <li>▪ Young men and women aged 18-24</li> <li>▪ Lower-skilled workers</li> <li>▪ Workers over 45</li> </ul>	<ul style="list-style-type: none"> <li>▪ Offering vocational guidance and initial training as well as work-related training services to young jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Subsidizing jobs for young lower-skilled</li> </ul>	<ul style="list-style-type: none"> <li>▪ Providing specific training, counselling and financial support to young jobseekers to start a business</li> <li>▪ Unemployed are entitled to use Unemployment Insurance (Single Payment) as capital assets to start a business</li> </ul>
<b>Australia</b>	<ul style="list-style-type: none"> <li>▪ Implementing a New Employment Services Contract (started July 2009) folding seven employment services programmes into a "one stop shop"</li> <li>▪ Stressing individually tailored assistance for job seekers commensurate with their level of disadvantage</li> <li>▪ Providing immediate employment services to support retrenched/laid-off<sup>1</sup> workers, including access to the intermediation services through the Employment Pathway Fund</li> </ul>	<ul style="list-style-type: none"> <li>▪ Young jobseekers at risk (aged 19-24)</li> <li>▪ Retrenched/laid-off workers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Doubling budgetary resources for securing training and retraining opportunities to support displaced workers and newly retrenched workers</li> <li>▪ Allocating additional funds to support apprentices and trainees who have lost their jobs to continue with their qualification</li> </ul>	---	---
<b>Bahrain</b>	<ul style="list-style-type: none"> <li>▪ Using existing services as basis to facilitate the introduction of crisis response programmes: upgraded jobs bank, and job orientation measures included in a range of training programmes</li> <li>▪ Providing access to first-time job seekers to unemployment insurance scheme of benefits (for up to six months) and training programmes</li> </ul>	<ul style="list-style-type: none"> <li>▪ First time jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Expanding suitable training opportunities for jobseekers through the <i>Tamkeen</i> authority (formerly Labour Fund)</li> </ul>	---	----

<sup>1</sup> These terms also refer to displaced, redundant, dislocated or dismissed workers.



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
<b>Cambodia</b>	<ul style="list-style-type: none"> <li>▪ Reinforcing PES with a new National Employment Agency and the establishment of 9 new regional job centres</li> </ul>	<ul style="list-style-type: none"> <li>▪ Retrenched/laid-off workers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Allocating additional funds into the Retraining Scheme for unemployed and recently retrenched/laid-off workers</li> </ul>	---	<ul style="list-style-type: none"> <li>▪ Retraining scheme is intended to result in self-employment, mainly for retrenched/laid-off workers</li> </ul>
<b>Cameroon</b>	<ul style="list-style-type: none"> <li>▪ Increasing budgetary allocations for the National Employment Fund</li> <li>▪ Expanding the number of local offices</li> <li>▪ Upgrading Job Counsellors posts as Job Developers</li> <li>▪ Improving the labour market information system of the National Employment Fund with the creation of a Mini Labour Observatory</li> <li>▪ Designating the National Employment Fund as the only and direct provider of the total offer of public employment programmes in the country</li> </ul>	---	---	---	---
<b>Canada</b>	<ul style="list-style-type: none"> <li>▪ Increasing capacity of public employment services with additional staff members to process Employment Insurance claims and extending hours of operation in Employment Insurance call centres, including Saturday</li> <li>▪ Assisting unemployed older workers and their families in vulnerable communities through the <i>Targeted Initiative for Older Workers</i>, a federal-provincial/territorial cost-shared initiative that provides a wide range of employment activities such as skills training and self-employment support</li> <li>▪ Providing two-year targeted funding to enable more employers in the not-for-profit sector to hire summer students</li> </ul>	<ul style="list-style-type: none"> <li>▪ Long-tenured workers</li> <li>▪ Older Workers</li> <li>▪ Aboriginal Canadians</li> <li>▪ Young jobseekers and apprentices</li> </ul>	<ul style="list-style-type: none"> <li>▪ Allocating additional funds through existing <i>Labour Market Development Agreements</i> with provinces and territories to help respond to the higher demand for labour market programmes and training, due to increased unemployment</li> <li>▪ <i>Strategic Training and Transition Fund</i> provides additional funding to individuals,</li> </ul>	<ul style="list-style-type: none"> <li>▪ Extending duration of work-sharing programme from 38 weeks to a maximum of 52 weeks</li> <li>▪ The Government of Canada is joining with Ontario to create a <i>Joint Rapid Response Action Plan</i> to meet the needs of workers, employers and communities affected by mass layoffs</li> <li>▪ The <i>Wage Earner Protection Programme</i> reimburses eligible workers for unpaid wages and vacation pay</li> </ul>	---



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
	<p>using funds from the Youth Employment Programme</p> <ul style="list-style-type: none"> <li>Increasing funds for the <i>Targeted Initiative for Older Workers</i> to facilitate their transition into new jobs</li> <li>Implementing the Aboriginal Skills and Employment Partnership over 3 years to create sustainable employment for Aboriginal people in important economic sectors such as mining, construction, fisheries, tourism, hydro development, and public infrastructure projects across Canada</li> </ul>		<p>particularly those unskilled and low skilled, whether or not they qualify for Employment Insurance, over two years period</p> <ul style="list-style-type: none"> <li>The <i>Severance Investment for Training Initiative</i> entitles long-tenured workers to invest their Employment Insurance Part I income benefits for their own training</li> <li>Extending up to 12 weeks the Employment Insurance and Training Incentive (pilot project) for long-tenured workers</li> <li>Apprenticeship Completion Grant supports apprentices to become certified in a designated Red Seal Trade (recognition of qualifications)</li> </ul>	<p>when their employer declares bankruptcy or becomes subject to a receivership</p> <ul style="list-style-type: none"> <li>Effective doubling of the tax relief provided by the <i>Working Income Tax Benefit</i> to encourage low-income Canadians to find and keep a job</li> </ul>	
<b>Chile</b>	<ul style="list-style-type: none"> <li>Allocating additional funds to reinforce employment services, training programmes and job creation measures</li> <li>Starting the establishment of the Labour Market Intermediation System and the privatization of the electronic job vacancy database</li> </ul>	<ul style="list-style-type: none"> <li>Low-income youth aged 18-24, having completed basic mandatory school.</li> <li>Retrenched/laid-off workers</li> </ul>	<ul style="list-style-type: none"> <li>Increasing resources funds to accredit training providers</li> </ul>	<ul style="list-style-type: none"> <li>Redesigning a former incentive to hire and retain low-income young workers</li> <li>Granting subsidies to retain workers holding a fix term contract in combination with short-term training</li> <li>Applying the</li> </ul>	<ul style="list-style-type: none"> <li>Doubling funds to support women head of households starting a micro-self-employment business</li> </ul>



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
				“Contingency Fund to prevent unemployment” to automatically allocate resources into regular programmes and public investments aimed at creating jobs through diverse schemes such as apprenticeships, subsidized jobs, and on-the-job training	
<b>China</b>	<ul style="list-style-type: none"> <li>▪ Strengthening training, job placement and employment information services aimed at reinforcing the employability of jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Laid-off and displaced migrant-workers</li> <li>▪ Rural workers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Implementing a vocational training programme addressed to migrant workers (preference is given to young migrant workers)</li> </ul>	---	<ul style="list-style-type: none"> <li>▪ Counselling services to support self-employment</li> </ul>
<b>Croatia</b>	<ul style="list-style-type: none"> <li>▪ Intensifying job mediation services.</li> <li>▪ Implementing Mobile Centres to assist and support businesses undergoing restructuring and privatization</li> <li>▪ Individualized counselling and assessment on worker’s existing skills and determining worker’s training needs</li> <li>▪ Coaching for drafting a professional job search plan</li> <li>▪ Psychosocial assistance is also offered to jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Workers aged over 45</li> <li>▪ Low skill workers holding secondary certificate and without previous work experience in craft industries</li> </ul>	<ul style="list-style-type: none"> <li>▪ Co-financing training for workers placed by the Croatian Employment Service</li> <li>▪ Financing or co-financing training to upgrade workers skills according to current labour market needs.</li> </ul>	---	<ul style="list-style-type: none"> <li>▪ Support offered by the PES to individuals interested in launching a private business (implemented in cooperation with other departments of the Croatian Government)</li> </ul>
<b>Czech Republic</b>	<ul style="list-style-type: none"> <li>▪ Reorganizing local employment services to ensure a more flexible structure</li> <li>▪ Monitoring mass dismissals and situation on the Labour Market</li> <li>▪ Applying strict criteria to deliver work permits to foreigners</li> <li>▪ Establishing partnership with other stakeholders and local partners</li> </ul>	<ul style="list-style-type: none"> <li>▪ Retrenched/laid-off workers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Re-training for retrenched/laid-off workers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Allocating additional financial support for creating new workplaces</li> <li>▪ Agreements on partial unemployment</li> </ul>	---



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
<b>El Salvador</b>	<ul style="list-style-type: none"> <li>▪ Increasing resources from the European Social Fund for financing basic tools for retraining, support and maintaining existing jobs</li> <li>▪ Simplifying and enhancing of the basic set of intermediation services</li> <li>▪ Preparing the establishment of various “Jobs Factory Centres” at the city hall of each province to provide employment services to jobseekers and persons seeking to improve their labour competences: vocational training and information of the available vacancies</li> </ul>	<ul style="list-style-type: none"> <li>▪ Unemployed and underemployed individuals</li> <li>▪ Disadvantage and low income jobseekers</li> <li>▪ Young jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Vocational training programme for young women and men to get their first job</li> </ul>	---	---
<b>Germany</b>	<ul style="list-style-type: none"> <li>▪ Increasing the number of PES staff</li> <li>▪ Expanding capacity of the regular employment services and programmes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Young people without vocational training and professional education</li> </ul>	<ul style="list-style-type: none"> <li>▪ Additional training for re-employed workers</li> <li>▪ Programmes originally designed for low-skilled and older workers have been expanded to other target groups.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Enlarging the pool of employees eligible for reduced working hour compensation</li> <li>▪ Expansion of the compensation paid to employees for reduced working hours. The federal employment service covers 50% of employer social insurance contribution and the total percentage if the employee participates in work-related education or training programmes</li> </ul>	---
<b>Hungary</b>	<ul style="list-style-type: none"> <li>▪ Extending support to public employment services by linking the provision of existing programmes to the Labour Market Fund and the Social Renewal Operational Programme</li> <li>▪ Launching “Safeguarding Jobs” programme for expanding the services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Young job seekers.</li> <li>▪ Women re-entering the labour market</li> <li>▪ Jobseekers over 50 years of age</li> <li>▪ Unskilled people and people living in</li> </ul>	<ul style="list-style-type: none"> <li>▪ Providing special support to young unemployed people within the frame of the training projects funded by the Social Renewal programme</li> </ul>	<ul style="list-style-type: none"> <li>▪ Offering non-wage cost reduction for 2 years to employers who employ young job seekers, women who return from childcare to work, jobseekers over 50 and</li> </ul>	---



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
	provided by the Regional Labour Market Centres to re-integrate those who became unemployed due to the crisis or to those threatened by job loss. The programme also foresees special training to increase the labour market mobility of these groups	depressed localities		unskilled individuals (START programme). Allocating additional funds through the Regional Labour Market Centres to support large firms restructure their production and maintain their employment level. These funds target those firms that otherwise would reduce employment by more than 50 persons	
<b>India</b>	<ul style="list-style-type: none"> <li>Continuing the restructuration process of the national employment services; including automation of the employment exchange process</li> </ul>	---	---	---	---
<b>Indonesia</b>	<ul style="list-style-type: none"> <li>Allocating additional resources to the Ministry of Manpower to train the unemployed and for the acquisition of training equipment and the renovation of new training centres</li> </ul>	---	<ul style="list-style-type: none"> <li>Intensifying the training programmes for unemployed individuals demanding the service</li> </ul>	---	---
<b>Ireland</b>	<ul style="list-style-type: none"> <li>Increasing PES capacity to assist individuals through the provision of guidance on employment and information on education and training opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Unemployed individuals</li> <li>Retrenched/laid-off apprentices</li> </ul>	<ul style="list-style-type: none"> <li>Maximizing the availability of up-skilling and training supports to preserve jobs</li> <li>Providing additional training for people unemployed for more than 6 months</li> </ul>	---	---
<b>Japan</b>	<ul style="list-style-type: none"> <li>Placing additional staff in the employment service offices and enhance services</li> <li>Delivering dedicated employment services in large cities, giving special emphasis to career counselling and placement services</li> </ul>	<ul style="list-style-type: none"> <li>Middle-aged laid-off workers</li> <li>Unemployed graduates whose employment offers</li> </ul>	<ul style="list-style-type: none"> <li>Enhancing vocational training for job seekers e.g. the newly implemented long-term trainings on care</li> </ul>	---	---



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
	<ul style="list-style-type: none"> <li>▪ Using Job-Card system to compile jobseekers data</li> <li>▪ Reinforcing the capacity of employment service agencies to provide employment placement services and retention support for workers with disabilities</li> <li>▪ Providing guidance to employers to prevent inappropriate dismissals and terminations</li> <li>▪ Launching a three-year Fund to support the unemployed who are not eligible for unemployment benefits on the condition that he/she takes part in a vocational training programme</li> <li>▪ Establishing ten additional Mothers' employment services centres dedicated to support female jobseekers.</li> </ul>	<ul style="list-style-type: none"> <li>were cancelled</li> <li>▪ Temporary agency workers</li> <li>▪ Female jobseekers</li> </ul>	services and IT		
<b>Jordan</b>	<ul style="list-style-type: none"> <li>▪ Establishing the Directorate for Employment and Training, including seven additional employment offices</li> </ul>	<ul style="list-style-type: none"> <li>▪ Jobseekers aged 18-35</li> <li>▪ Unemployed workers with less than high school education</li> <li>▪ Unemployed women in <i>middle Aghwar</i> area</li> </ul>	<ul style="list-style-type: none"> <li>▪ Providing access to specialized vocational training in sectors with high labour intensity, the emerging industries, IT related fields and for working at the real estate management</li> </ul>	---	---
<b>Republic of Korea</b>	<ul style="list-style-type: none"> <li>▪ Introducing flexible management in the PES to recruit temporary staff and place it according to the operational needs</li> <li>▪ Implementing measures to offer job experiences and vocational training opportunities to young jobseekers as a preventive measure for long-term unemployment</li> <li>▪ Easing eligibility requirements for payment of unemployment benefits</li> <li>▪ Enhancing PES basic infra-structure with a</li> </ul>	<ul style="list-style-type: none"> <li>▪ Long-term unemployed</li> <li>▪ Workers at risk of losing their jobs</li> <li>▪ Highly educated individuals (ITC).</li> <li>▪ Low-income workers, single mother households</li> <li>▪ Unemployed young jobseekers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Expanding individually customized job training programmes</li> <li>▪ Increasing significantly the number of training programmes offered to workers who are likely to be dismissed</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shortening work-hours</li> <li>▪ Providing subsidy to employers who allow their employees to take two or more temporary leaves per month</li> <li>▪ Introducing employment promotion allowance to assist SMEs in their search for workers (youth internship</li> </ul>	---





Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
	<p>Public Employment Information Network able to integrate the job vacancy database and information on the labour market</p> <ul style="list-style-type: none"> <li>▪ Providing comprehensive and in-depth employment support services to disadvantaged groups, including low-income and young jobseekers</li> </ul>			<p>system)</p> <ul style="list-style-type: none"> <li>▪ Expanding the scale of the employment retention subsidy by applying broader eligibility and more simple administrative procedures</li> <li>▪ Training subsidy paid for employment retention</li> </ul>	
<b>Latvia</b>	<ul style="list-style-type: none"> <li>▪ Allocating additional funds to the PES to strength the capacity to anticipate labour market and futures skills needs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Youth aged 15-24.</li> <li>▪ Persons within 6 months after termination of parental leave (child-care)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Regular offer of training programmes</li> </ul>	---	<ul style="list-style-type: none"> <li>▪ Subsidies and supporting measures for unemployed individuals interested in becoming self-employed</li> </ul>
<b>Malaysia</b>	<ul style="list-style-type: none"> <li>▪ Establishing 22 new Jobs Malaysia Centres (PES) and upgrade 109 existing ones to enable workers and employers obtain job placements, career counselling and information on training opportunities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Retrenched/laid-off workers</li> <li>▪ Unemployed graduates</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increasing the number of participants under Special Training and Re-Training Programmes targeting retrenched/laid-off workers</li> <li>▪ Offering on-the-job training for unemployed graduates</li> </ul>	---	---
<b>Mexico</b>	<ul style="list-style-type: none"> <li>▪ Implementing the Emergency Temporary Employment Programme, coordinated by the National Employment Service, including a toll free number to provide information to jobseekers on current job vacancies</li> <li>▪ Placing retrenched/laid-off workers on temporary jobs (Pilot)</li> <li>▪ Providing support to retrenched workers in the service sector as a consequence of the current economic crisis</li> </ul>	<ul style="list-style-type: none"> <li>▪ Low-skilled unemployed and underemployed</li> <li>▪ Retrenched/laid-off workers</li> <li>▪ Retrenched/laid-off workers on the service sector</li> </ul>	<ul style="list-style-type: none"> <li>▪ Training grants for unemployed and underemployed</li> </ul>	<ul style="list-style-type: none"> <li>▪ Launching Technical Stoppages (pilot programme, 2009)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Offering grants to encourage self-employed</li> </ul>



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
<b>Montenegro</b>	<ul style="list-style-type: none"> <li>Intensification of job mediation services.</li> </ul>	<ul style="list-style-type: none"> <li>Young jobseekers.</li> <li>Long-term unemployed</li> <li>Workers over 50 years of age</li> <li>Retrenched/laid-off workers</li> <li>Persons with disabilities</li> <li>Seasonal workers</li> </ul>	<ul style="list-style-type: none"> <li>Financing <i>first employment</i> trainees for</li> </ul>	---	<ul style="list-style-type: none"> <li>Granting credit for self-employment initiatives</li> </ul>
<b>New Zealand</b>	<ul style="list-style-type: none"> <li>Establishing partnerships with private recruitment agencies to locate more jobs offers for jobseekers</li> <li>Expanding e-mail services to promptly notify jobseekers about new vacancies</li> <li>Intensifying the provision of labour market information, advice and guidance to employers for helping them to increase flexibility and firm survival</li> <li>Introducing case management for clients with priority needs</li> </ul>	<ul style="list-style-type: none"> <li>Young jobseekers.</li> <li>Maori (indigenous Polynesian groups)</li> <li>Long-term unemployed</li> <li>Migrants and refugees under official programmes</li> </ul>	<ul style="list-style-type: none"> <li>Establishing arrangements to support the continuation of training, particularly for apprentices</li> </ul>	<ul style="list-style-type: none"> <li><i>Job Support Scheme</i> to retain firms' staff.</li> <li>Providing temporary support to help workers return to a full time job (ReStart)</li> <li>Granting economic support for retrenched/laid-off workers to get back into a job (ReConnect)</li> </ul>	---
<b>Pakistan</b>	<ul style="list-style-type: none"> <li>Planning the establishment of a Commission on Employment and Human Resources responsible of operation employment exchanges aligned with ILO standards</li> <li>Budgeting the use of mobile training units to implement measures for enhancing the employability of educated post-graduates</li> </ul>	<ul style="list-style-type: none"> <li>Youth and post-graduates</li> </ul>	<ul style="list-style-type: none"> <li>Providing access to skills training and a monthly stipend for youth (automotive industry and other high demand sectors where employment is expected to increase significantly)</li> <li>Providing access to the National Internship Programme targeting post-graduates</li> </ul>	---	---



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
<b>Poland</b>	<ul style="list-style-type: none"> <li>Reorienting the measures designed to reintegrate unemployed individuals into the labour market towards a more active labour market component</li> </ul>	<ul style="list-style-type: none"> <li>Unemployed below 25 years of age</li> <li>Unemployed over 50 years of age</li> <li>Long-term unemployed</li> <li>Unemployed with no professional qualifications, no occupational experience or low education level</li> <li>Unemployed lone parents</li> <li>Unemployed individuals with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Providing training support for long-term unemployed from the Labour Fund</li> <li>Supporting internships for unemployed youth under 25 years of age</li> <li>Supporting training for employees affected by reduced working time</li> </ul>	<ul style="list-style-type: none"> <li>Providing counselling, training and employment intermediation services to retrenched/laid-off workers. The programme applies as mandatory in enterprises with at least 100 employees applying collective redundancies (Monitored Redundancy Programmes)</li> </ul>	<ul style="list-style-type: none"> <li>Providing lump-sum for launching self-employment activities</li> </ul>
<b>Philippines</b>	<ul style="list-style-type: none"> <li>Intensifying labour exchange services: job search, quick response employment teams, and career guidance, especially for youth</li> <li>Job fairs conducted nationwide and internationally (Dubai, April 2009)</li> <li>One-Stop Shop Workers Assistance Centre (POSWAC) in 12 regions: access to intermediation services and a wide range of training programmes and scholarships in one site</li> <li>Placing overseas mobile teams in crisis areas (Taiwan, South Korea and Dubai) to assist workers <i>in situ</i> (job search and placement)</li> </ul>	<ul style="list-style-type: none"> <li>Formally retrenched/laid-off workers</li> <li>New unemployed workers</li> <li>Unemployed poor</li> <li>Workers overseas</li> <li>Out-of-School Youth</li> </ul>	<ul style="list-style-type: none"> <li>Providing access to subsidized skills training measures: training vouchers and transport allowance to trainees</li> </ul>	<ul style="list-style-type: none"> <li>Mobilizing quick response teams of the regional offices to areas of high job displacement</li> </ul>	<ul style="list-style-type: none"> <li>Providing skills training and market development support for self-employment</li> </ul>
<b>Russia</b>	<ul style="list-style-type: none"> <li>Intensifying career guidance and job search support</li> <li>Providing relocation/labour mobility programmes</li> </ul>	---	<ul style="list-style-type: none"> <li>Providing access to training for retrenched/laid-off workers <i>before</i> contract termination.</li> </ul>	---	---



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
			<ul style="list-style-type: none"> <li>Providing access to internships for employees facing the risk of collective dismissal, workers in vulnerable occupations</li> </ul>		
<b>Serbia</b>	<ul style="list-style-type: none"> <li>Expanding the capacity of the PES through information and quality management systems</li> </ul>	<ul style="list-style-type: none"> <li>Youth considered potential emigrants</li> </ul>	<ul style="list-style-type: none"> <li>Expanding coverage of training programmes</li> </ul>	<ul style="list-style-type: none"> <li>Allocating hiring incentives/subsidies</li> </ul>	---
<b>South Africa</b>	<ul style="list-style-type: none"> <li>Intensifying the provision of employment services</li> <li>Allocating additional resources to the labour centres for providing extended counselling services for retrenched/laid-off workers</li> <li>Working on the proposal for offering training to employees indentified for retrenchment</li> </ul>	<ul style="list-style-type: none"> <li>Retrenched/laid-off workers</li> </ul>	---	---	---
<b>Spain</b>	<ul style="list-style-type: none"> <li>Adding professional vocational guidance staff to reinforces PES placement services.</li> <li>Improve automation of unemployment benefits and job placement services</li> <li>Improving PES web services (virtual office).</li> <li>Providing stipends to support labour mobility of unemployed relocating in a new job</li> </ul>	<ul style="list-style-type: none"> <li>Unemployed head of households</li> </ul>	<ul style="list-style-type: none"> <li>Granting subsidies for unemployed persons 25-40 years of age interested in getting a university degree</li> </ul>	<ul style="list-style-type: none"> <li>Reducing the Social Security contribution for employers hiring unemployed head of households</li> <li>Reducing the Social Security contributions for employers hiring for an under terminated period, individuals receiving unemployed benefits</li> </ul>	----
<b>Switzerland</b>	<ul style="list-style-type: none"> <li>Recruiting new employment counsellors and other staff to reinforce the Regional Placement Offices (ORP)</li> </ul>	<ul style="list-style-type: none"> <li>Long-term unemployed</li> <li>Young jobseekers who have completed compulsory schooling</li> </ul>	<ul style="list-style-type: none"> <li>Providing on-the-job training for young apprentices</li> <li>Offering allowance for workers whose qualifications are obsolete and who are</li> </ul>	<ul style="list-style-type: none"> <li>Extending up to 6 months the compensation for workers entitled to receive the Work Hours Reduction (RHT)</li> </ul>	<ul style="list-style-type: none"> <li>Providing financial support to the unemployed to enter self-employment</li> </ul>



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
<b>Thailand</b>	<ul style="list-style-type: none"> <li>▪ Expanding Job Fairs, One-Stop Service Centres and Mobile Services in specific areas affected by the economic downturn</li> <li>▪ Promoting overseas labour mobility for Thai workers</li> <li>▪ Providing some part time work to those displaced by the economic crisis</li> </ul>	<ul style="list-style-type: none"> <li>▪ Disabled jobseekers</li> <li>▪ Individuals over 50 years of age</li> <li>▪ Laid-off workers</li> <li>▪ Rural population</li> <li>▪ Migrant workers</li> </ul>	<p>at risk of losing their jobs</p> <ul style="list-style-type: none"> <li>▪ Additional funding to provide vocational training to laid-off workers for 61 types of jobs</li> </ul>	---	---
<b>Turkey</b>	<ul style="list-style-type: none"> <li>▪ Increasing flexibility in procurement of services in active labour market programmes (as is the case in South Eastern Anatolia Region).</li> <li>▪ Broadening PES mandate to offer vocational training in addition to recruitment services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Newly employed women</li> <li>▪ Unemployed individuals 18-29 years of age</li> </ul>	<ul style="list-style-type: none"> <li>▪ Offering vocational training to improve individuals' employability both during and after the crisis</li> <li>▪ Providing training and rehabilitation programmes financed with resources allocated out of the Unemployment Insurance Fund</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reducing work-hours compensation (extension up to 6 months) for the staff of companies forced to reduce, temporarily but significantly, the weekly work hours as a consequence of the economic crisis</li> </ul>	---
<b>United Kingdom</b>	<ul style="list-style-type: none"> <li>▪ Allocating additional funds and recruit additional staff to the PES to ensure the provision of job search assistance and personalized counselling</li> <li>▪ Streamline administrative processes in the PES to better serve higher customer volumes</li> <li>▪ Extending the Local Employment Partnerships to cover the newly unemployed and the "harder" to place.</li> <li>▪ Establishing the National Employment Partnership to encourage employers to advertise vacancies through Jobcentre</li> </ul>	<ul style="list-style-type: none"> <li>▪ Young jobseekers 18-24 unemployed more than 12 months</li> <li>▪ Jobseekers unemployed for more than 6 months</li> <li>▪ Workers affected by redundancy.</li> <li>▪ Apprentices</li> <li>▪ Workers at risk of redundancy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Strengthening pre-redundancy re-training support through Train to Gain and Skills Hubs.</li> <li>▪ Allocating extra funding for training places to help re-skill unemployed people</li> <li>▪ Providing subsidies to make available apprenticeships for low-skilled workers and to sustain employer's</li> </ul>	<ul style="list-style-type: none"> <li>▪ Providing incentives paid to employers to recruit and train unemployed people for more than six months (<i>Employers' Golden Hellos</i>)</li> <li>▪ Doubling funds in 2009 for the Jobcentre Plus's Rapid Response Service (RRS) to support employees at risk of losing their job as part of a locally significant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assisting individuals to set up a business by giving advice on creating a business plan, and granting funds for the first months of trading</li> </ul>



Country	Primary PES responses	Target groups	Related programme responses (Directly implemented or supported by the PES)		
			Training measures	Employment retention measures	Self-employment assistance
	<p>Plus, and provide greater access to work-related training through Train to Gain</p> <ul style="list-style-type: none"> <li>▪ Guaranteeing job, training or work placement for all 18-24 year olds who reach 12 months unemployed</li> <li>▪ Introducing new services for sole support parents whose youngest child is aged 12 or over, to prepare them for paid work</li> <li>▪ Promoting work-focused volunteering options: Short periods of voluntary work to reinforce skills and experience of unemployed jobseekers to bring them back to work</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sole support parents</li> </ul>	<ul style="list-style-type: none"> <li>investment in training programmes</li> <li>▪ Providing job search assistance for apprentices at risk of redundancy in the construction sector</li> </ul>	<ul style="list-style-type: none"> <li>redundancy</li> </ul>	
<b>United States of America</b>	<ul style="list-style-type: none"> <li>▪ Broadening unemployment insurance coverage: extending duration, increasing levels and expanding eligibility for benefits</li> <li>▪ Providing additional funds for training and job search assistance</li> <li>▪ Competitive grants to stimulate green jobs and jobs in high growth sectors</li> <li>▪ Community service employment for older workers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Retrenched/laid off workers</li> <li>▪ Disadvantaged workers</li> <li>▪ Older Workers</li> <li>▪ Persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>▪ YouthBuild education and construction training for disadvantaged youth</li> <li>▪ Providing vocational rehabilitation grants to help persons with disabilities</li> </ul>	---	---
<b>Uruguay</b>	<ul style="list-style-type: none"> <li>▪ Combining labour intermediation services and subsidies for employers engaging Targeting Jobs Programme participants</li> </ul>	<ul style="list-style-type: none"> <li>▪ Low income and long term unemployed workers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reinforcing access to training for low income and long term unemployed workers</li> <li>▪ Providing training for all laid-off workers entitled to receive subsidies through the unemployment insurance</li> <li>▪ Establishing a National Institute of Employment and Vocational Training (INEFOP) on May 2009</li> </ul>	<ul style="list-style-type: none"> <li>▪ Allocating subsidies for employers participating in the "Targeting Jobs Programme".</li> </ul>	---

**Sources of information**

- *ILO Survey for Assessing Country Employment and Social Protection Policy Responses to the Global Economic Crisis: the G20 request to the ILO*, ILO-Economic and Labour Market Analysis Department files. June, 2009.
- *ILO-WAPES Survey for Assessing Public Employment Services Responses to Past and Present Economic Crises*, ILO-Employability and Skills Department, March, 2009.
- *National Public Employment Services Presentations on Crisis Response of Public Employment Services: Operational Initiatives towards Sustainable Recovery*, WAPES World Congress, Dubrovnik, Croatia, 28-29 May, 2009.
- Various National Public Employment Services websites.