

# ► **Employment services:** Making labour markets work for a post-pandemic jobs recovery

Around the world, through good times and bad, employment services have proved their value in connecting jobseekers with employers, retaining jobs, supporting enterprises, facilitating recruitment, growing the workforce – and strengthening national economies.

And today they can help countries respond to economic crisis and adopt a human-centred, job-rich recovery from the COVID-19 pandemic.



## ► Today's labour market is changing more rapidly than ever

Whether by choice or by necessity, people around the world move in and out of employment and between jobs more frequently than in years past.

► 3 to 5 times on average over the course of their careers.

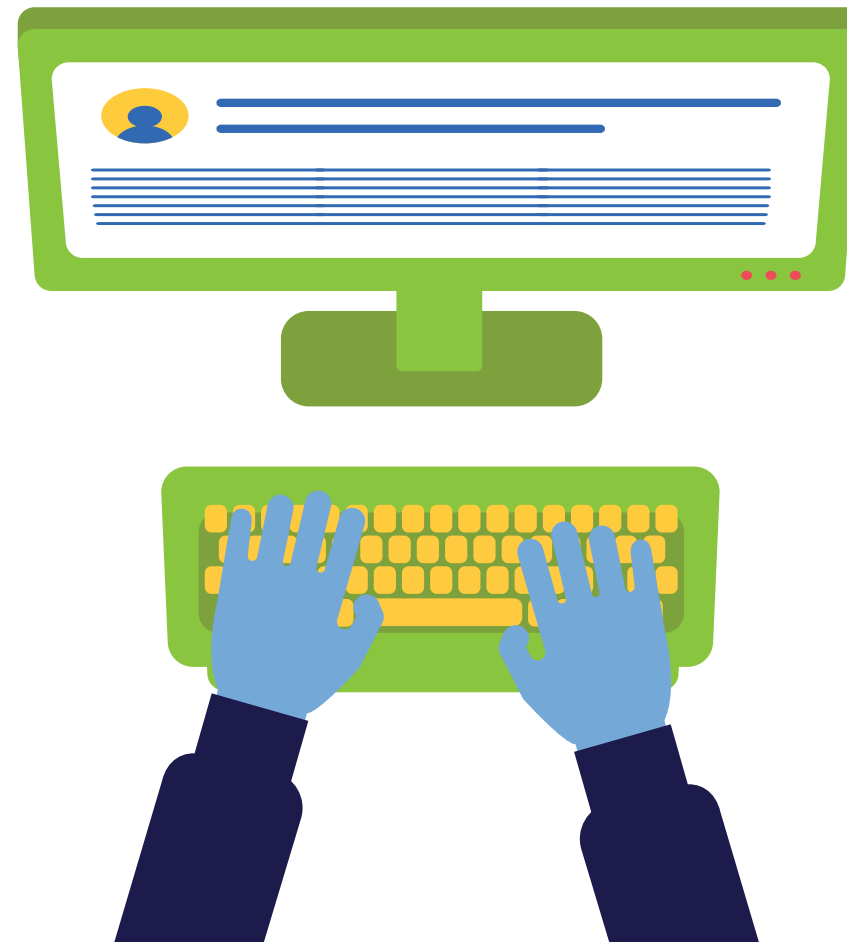
Many countries are also experiencing persistent skill gaps as technological adoption is transforming tasks, jobs and skills.



## Workers, Employers, and Governments need support in coping with labour market disruptions...

### Workers need support in:

- ▶ Finding job
- ▶ Cushioning income losses
- ▶ Acquiring skills businesses are demanding



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### Employers often need assistance in:

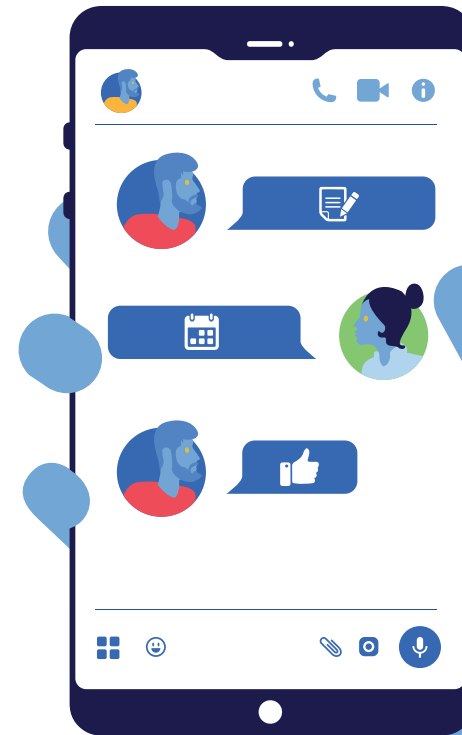
- ▶ Finding the workers they need
- ▶ Pre-screening for hiring
- ▶ Scaling workforce capacity to meet seasonal demand



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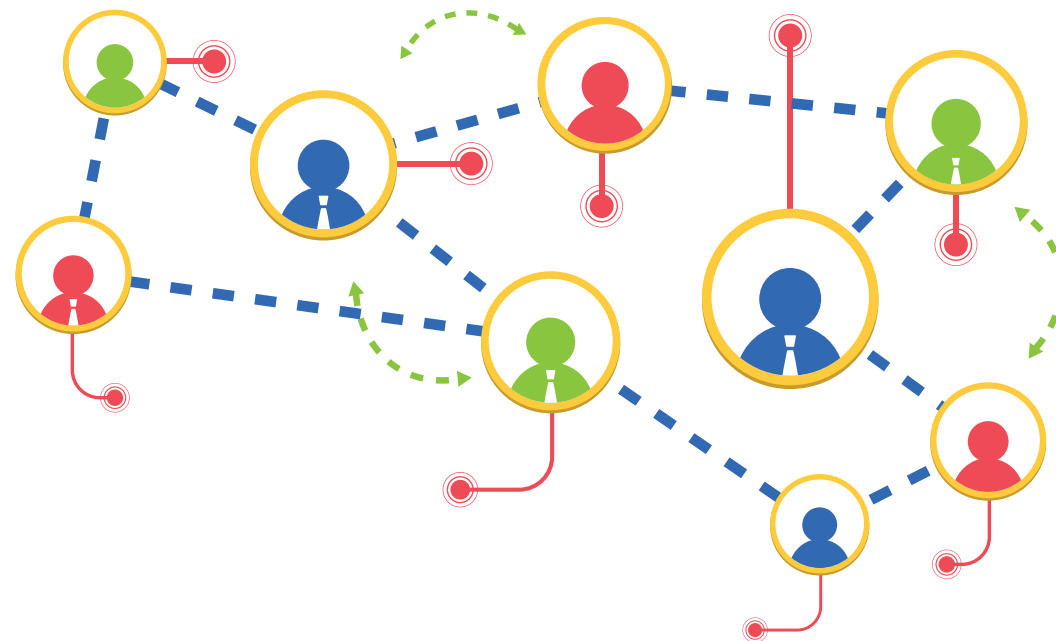
### Governments need ways to:

- ▶ Boost business and employment by creating a reliable source of labour market information
- ▶ Match jobseekers with opportunities
- ▶ Develop skills in the labour force to meet future demand in sectors with high employment potential



► **EMPLOYMENT SERVICES** are at the very foundation of maintaining well-functioning labour markets that are vital to job creation and to economic development and progress.

- Public employment services are one of the most cost-effective mechanisms to facilitate labour market transitions and participation in decent work. They also contribute to making the job market more transparent, fair, and inclusive.
- Private employment agencies also help businesses and jobseekers get back to work. When properly regulated, they can act as a stepping-stone to formal and regular employment.



ILO Conventions promote the fundamental roles of both public and private employment services in serving workers and employers and achieving well-functioning labour markets.

Countries that adopt and ensure compliance with international labour standards in their national policy and legal frameworks are better able to help people to move into quality jobs and businesses to find skilled workers, in conditions of nondiscrimination and full transparency.



## ► The Employment Service Convention, 1949 (No. 88)

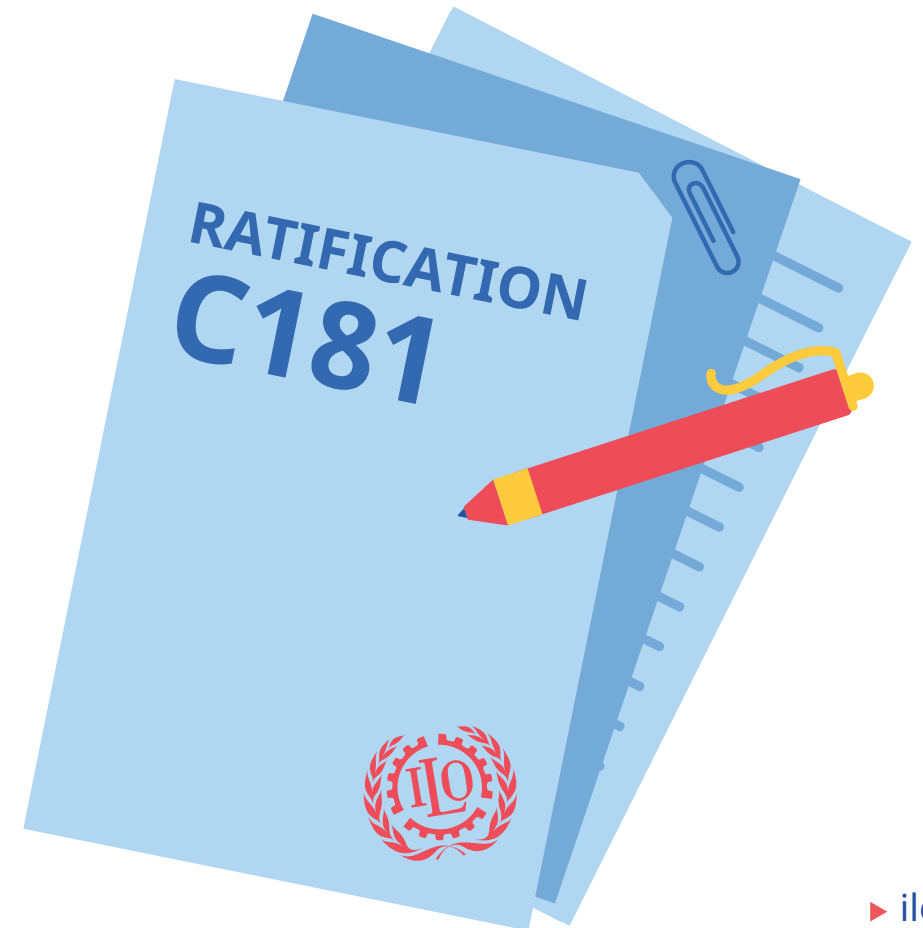
- Calls on governments to ensure there is a network of public employment offices that are cost-free and open to everyone who needs support in searching for employment or in hiring workers.
- Calls for cooperation with public and private bodies to ensure the best possible organization of the labour market for achieving and maintaining full employment and for developing and deploying productive resources.





## ► The Private Employment Agencies Convention, 1997 (No. 181)

- Establishes a comprehensive framework for the registration, licensing, and effective regulation of private employment agencies – and the protection of both workers and employers that use their services.
- Prohibits private employment agencies from charging recruitment fees or costs to workers, except in specified circumstances.
- Recognizes the recruitment sector's important contribution in matching labour demand and supply, and protects national and migrant workers from abuses.



## ► In assuring a human-centred and job-rich recovery from the pandemic – it is important that countries ratify and implement both C88 and C181.

Wider ratification and effective implementation of both conventions is crucial to support resilient labour markets that are better prepared to achieving full and productive employment and decent work.

Get involved!

Find out if your country has already ratified [C88](#) and [C181](#)

Guidance on [Ratification](#) and [FAQs](#)

For assistance with ratification, contact: [normes@ilo.org](mailto:normes@ilo.org)

