Determining the Collaboration and Challenges of Public Employment Service with Stakeholders, Employers and Job Seekers: In Case of Amhara National Regional State, Ethiopia

Authors : Redie Bezabih Hailu

Abstract : Unemployment is a problem of nations that needs a continuous research. This study aimed to determine the collaborations and challenges of public employment service (PES) with special emphasis of stakeholders, employers and job seekers. The researcher used pragmatic philosophy, exploratory design and inductive approach to collect data from the respondents using interview and focused group discussion techniques. PES provides job market information, vocational counseling, and training. As PES is not fully furnished with man power, budget, modern technologies, it is providing less adequate services to the employers and job seekers. Matching job seekers with job vacancies is the major challenge for the center and using paper-based data management system too. There is also a number of job seekers in spite of very limited number of vacancies that the service provision is poor due to the fact that there is low level of vacancies and high level of job seekers. The center has collaboration with AFE, AYA, BoTVED, BoWCY, and CETU. The major challenges with this collaborations was the absence of operational guidelines to evaluate effectiveness and performance, lottery method of selecting candidates for vacancies and nepotism or favoritism were challenges for job seekers. On the other hand, (COVID-19) pandemic, inability to get skilled labor, absence of standardized payment, expectation of job seekers and less educational quality and mass graduation were another challenges for employment services. The study recommended quality education and training, operational guideline for collaboration, technology based labor market information system and suggested further studies on quality of PES.
Keywords : public employment service, collaborations, stakeholders, employers, job seekers

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