



# **YOUTH EMPLOYMENT AGENCY PRESENTATION (IVORY COAST)**

*(ROUND TABLE 03)*

**ONLINE SERVICES AND INNOVATIONS OFFERED TO  
INVESTORS AND COMPANIES BY PESs**

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## YOUTH EMPLOYMENT AGENCY PRESENTATION



- ✓ On 8 April 2015, the National Agency for the Integration and Employment of Young People, known as the Youth Employment Agency, was created by order of the Ivorian government.
  - ✓ This agency originates from the transformation of existing facilities with the Youth Employment Agency being the only employment agency for young people in Ivory Coast.
  - ✓ Therefore, the Youth Employment Agency is now our Public Employment Service (PES) for Ivory Coast.
- Its creation responds to the need to accelerate government initiatives in favour of youth employment.



## OUR SERVICE PROVISION



- Registration of job seekers
- Submission of business plans
- Registration for training
- Publication of job offers
- Publication of information relating to employment



## OUR SERVICE PROVISION



Technological innovations implemented by the Agency have resulted in the computerisation of services listed which previously relied upon physical support (noticeboards in agencies).



## OUR ONLINE SERVICE PROVISION



- ✓ Online services are technological tools that we use to develop interaction between various people.
- ✓ This includes the technological platform, internal call centre messaging,



With a view to moving closer towards our users (companies, investors, job seekers) and to improve our services, the Youth Employment Agency has decided to depart from the conventional PES model and to innovate in order to diversify the channels through which services are delivered.



## OUR SERVICE PROVISION AND USERS



A technological platform has therefore been implemented to facilitate access to our services by users, these being:

- Young job seekers
- Young project promoters
- Recruitment and placement agencies
- Companies
- Investors
- All our partners



## BENEFITS OF THE TECHNOLOGICAL PLATFORM



- ✓ We have a database of job seekers which enables us to create a **compendium** of young people's skills which we make available to companies and investors.





## BENEFITS OF THE TECHNOLOGICAL PLATFORM



- ✓ Automated management of young job seekers, young project leaders and employment counsellors. -As soon as a job seeker registers online, the system allocates an employment counsellor to them, who will help them in their search for employment until they find a job.



## BENEFITS OF THE TECHNOLOGICAL PLATFORM



- ✓ As soon as a project leader submits their project, the system automatically allocates a project adviser to them.
- ✓ The Youth Employment Agency offers training published on the technological platform, from which young people make their selection according to their profile.



## BENEFITS OF THE TECHNOLOGICAL PLATFORM



- ✓ The jobs offered by companies are published on the website;
- ✓ All interested candidates apply online and those whose files are selected are subject to tests arranged by the Agency in collaboration with the company;
- ✓ Independent management of job offers by regional branches; each regional branch independently publishes the job offers they have available and arranges the recruitment tests. The candidates who best fit the profiles stipulated by the company are selected



## BENEFITS OF THE TECHNOLOGICAL PLATFORM



- ✓ The Agency permits authorised private agencies to publish their offers on the platform and to undertake profile searches.
- ✓ All these developments have enabled the Agency to improve its performance as regards speed, effectiveness and reliability
- ✓ The agency's website has plenty of animation, is interactive, eye-catching and dynamic. It records an average of 8000 registrations per month.



## LIMITATIONS



- ✓ A fast Internet connection is not always available for young people
- ✓ Lack of availability of equipment
- ✓ Digital illiteracy of a large number of users



## PROPOSED SOLUTIONS



- ✓ Creation of cyber centres in all our regional branches, including areas where the Agency is not represented
- ✓ Initiation of training sessions and exchange forum on the Agency's technological platform
- ✓ Information, raising awareness among young people, investors and company managers regarding the benefits to them in using this tool



**THANK YOU FOR YOUR  
ATTENTION**