Swinging into Action in Response to the COVID-19 Pandemic

Presentation of survey results

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Swinging into Action in Response to the COVID-19 Pandemic

Welcome words by the President of WAPES

Abdelmonnime EL MADANI
Director General of ANAPEC, Morocco
WAPES President

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The Future of the World of Work After COVID-19

Introduction

Miguel PEROMINGO
Senior expert on global labour markets and employment services

@wapesorg
The survey results presented by the expert panel

Synthetic presentation of the main results of the survey

Thierry Huort
Senior Consultant WAPES

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PES are Swinging into Action in Response to the COVID-19 Pandemic

Joint Survey – April/May, 2020
A survey in 4 areas

- Prevention and economic support measures
- Measures to maintain PES services
- Current or foreseeable problems
- Services organization measures

31 questions...

Joint Survey - PES are Swinging Into Action in Response to the COVID-19 Pandemic

April 2020
79 PES representing 72 countries...

Representativeness of the sample
- Africa: 39%
- America: 46%
- Asia: 17%
- Europa: 58%
- Oceania: 7%

About 1/3 of the countries...
1. Prevention and economic support measures

- Encouragement of telework: 87.3%
- Relaxation of labor regulations: 83.5%
- Improvement of health and security at work: 86.1%
- Protection and support to the self-employed: 68.3%
- Implementation of measures containment of the population: 75.9%
- Simplification of procedures and simplified access to information for companies: 62.0%

April 2020

Joint Survey -PES are Swinging into Action in Response to the COVID-19 Pandemic
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Giovanni Mattozzi
Researcher, Labour Market for Transition Unit
International Labour Organization

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Services for job seekers and companies maintained thanks to the development of digital and multichannel services ...

Online/Apps. 84,8%

Phone/hotline 69,8%

Face to face on appointment 24,1%

Face to face on the flow 14,2%
3. Services organization measures

A massive use of telework at the heart of employment services ...

- North America =
- South America +53,0pts
- Africa +13,0pts
- Europa +3,4pts
- Asia/Oceania +37,5pts
Service continuation and adaptation

Several PES reported having experienced a sharp increased in the demand of services:

More than 50% of the respondents declared having established a service continuity plan

Adjustments in the organizational structure were applied and some critical departments were reinforced.

- Relocation of staff
- Recruitment of new staff
- Staff lending from other institutions

Adjustment of eligibility, coverage and rules to access benefits

Facilitating the urgent need for workers in essential sectors and services during the crisis
Synthetic presentation of the main results of the survey

Thierry Huort
Senior Consultant WAPES

The survey results presented by the expert panel

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## 4. Current or foreseeable problems

**Challenges for our action...**

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<thead>
<tr>
<th>Challenge</th>
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<tbody>
<tr>
<td>Facing mass unemployment again</td>
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<tr>
<td>Support professional and sectoral transitions in uncertain and volatile contexts</td>
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<tr>
<td>Preventing additional risks of growing inequality, exclusion from the labor market and poverty</td>
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<tr>
<td>Promote and give value to digital training with companies and workers</td>
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<tr>
<td>Tackling digital insecurity</td>
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</tbody>
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**Knowing how to adapt our service offers...**
4. Current or foreseeable problems

To meet these challenges ...

Increase the flexibility and responsiveness of our organizations by integrating new ways of working and management in a sustainable manner

Develop our information systems on the job market to make them tools of prospective and decision-making aids for our governments, our organizations as well as our users

Continue and accelerate the process of securing the performance of our services by integrating, in particular, prevention, risk management (health, environmental, etc.) and sustainable development objectives

Contribute to the transformation of our action "ecosystems" by reorienting our partnerships and our subcontracting policies (professional training, economic and social integration devices, social and solidarity economy, etc.).

Adapting our organizations...

Strengthen our cooperation...
Thanks to all the contributors to this survey

and thank you for your attention !!
The survey results presented by the expert panel

Points of view & Questions and answers with our panel of experts

Michael Mwasikakata
Head of Labour Market Services for Transitions Unit
Employment and Labour Market Policies Branch - Employment Policy Department
International Labour Organization
The survey results presented by the expert panel

Points of view & Questions and answers with our panel of experts

Thierry Fiquet
Development and Technical Advisor (DTA), SOCIÉUX+

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Questions & Answers

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Increase cooperation between PES to face the crisis: PES Network initiatives

Spiros Protopsaltis,
Governor of OAED Manpower Employment Organisation - Ministry of Labour and Social Affairs, Greece and Vice-Chair of PES Network, Europa
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Questions & Answers

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Conclusion and perspective

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