The digitalization of PES
for inclusive services for disadvantaged

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KEIS

Korea Employment
Information Service **KEIS**

PES of Korea

Ministry of Employment and Labor

Employment and Welfare + Centers (131, 5200 staff)

| Job Matching | Unemployment Benefit | Unemployment Assistance Employment Services | Vocational Training | Employer Support |

Welfare

Plus

Municipal Social Welfare Service

Municipal Job Center

NPO Job Centers
Aged My Job Center, Women New Job center

Micro credit

Job centers of Korea

GYM and Karaoke room

Nambu Job center facilities

Leading organization of "digital" based employment information for linking workers and jobs.

Korea Employment Information Service **KEIS**

Major information systems of KEIS

Job matching and career development platform WorkNet

Unemployment insurance system EI

Vocational training system HRD-Net

Migration workers support systems – EPS

Digitalization of PES services and administration became critical in the time of COVID-19
Speed of digital transformation became priority
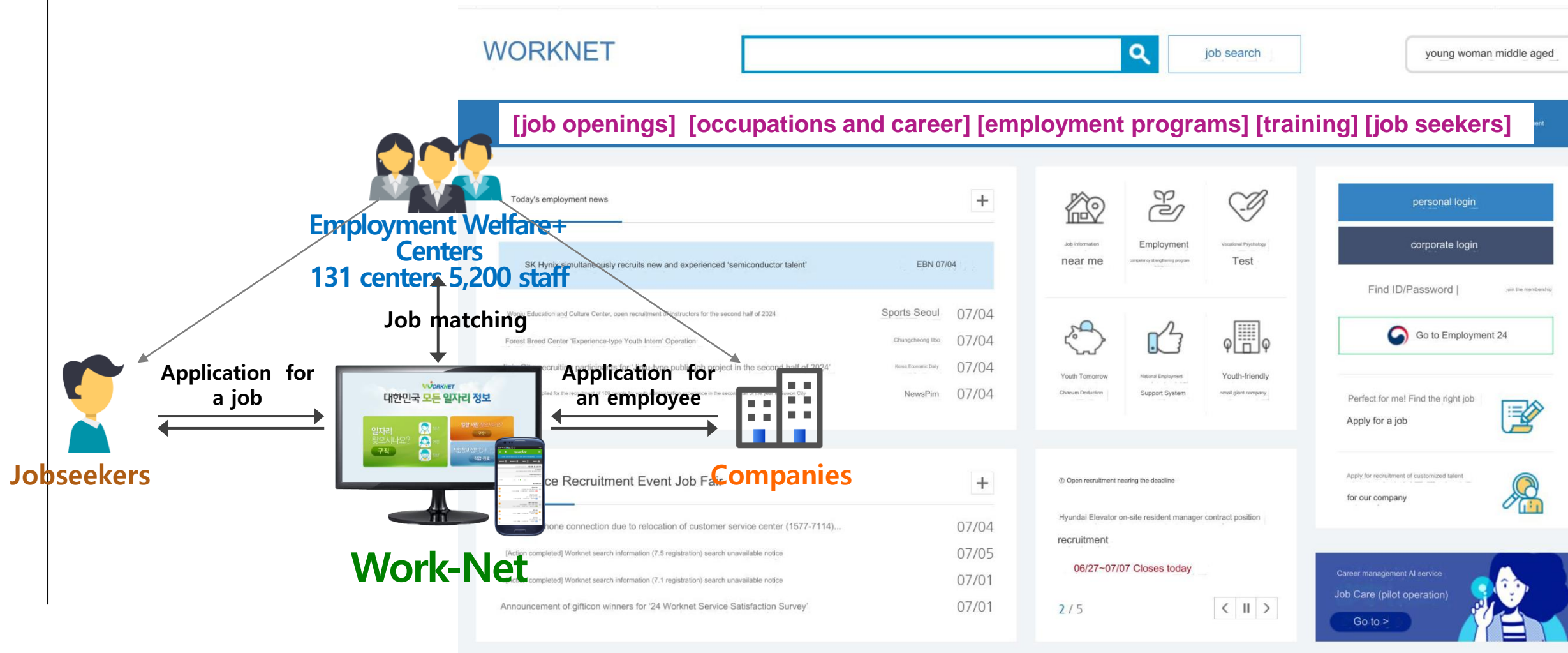
Big data center

2021 Newly established

17 staff, 6 Ph.D. (1 business management,
1 statistician, 1 economist, 3 computer scientists)
 and 11 software engineers

big data, A.I., machine learning,
data analytics, etc.

What is WorkNet?

WORKNET | [search box] 🔍 | job search | young woman middle aged

[job openings] [occupations and career] [employment programs] [training] [job seekers]

Employment Welfare+ Centers
131 centers 5,200 staff

Job matching

Jobseekers

Application for a job

Work-Net

Application for an employee

Companies

Milestones of WorkNet

- 1987 Text based job placement DB services
- 1998 Web based WorkNet
- 2010 Mobile application services
- 2013 Master database management system
  (Merging UI, Job matching, HRD, Welfare etc…)
- 2019 Chat-bot services
- 2020 AI job matching service
- 2021 AI Job Care service
- 2024 Employment 24

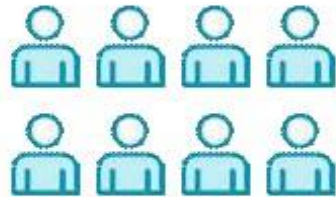**Cumulative Download number of Worknet Application**

11.4 million

2023
Job openings 2,904,899
Job seekers 4,776,288
Job placements 1,617,934

Daily Average number of Visitors

1,050,000

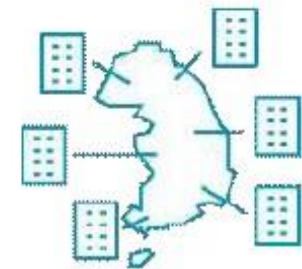**Registered Integrated Corporate Information**

2.08 million

Worknet Members

7.69 million
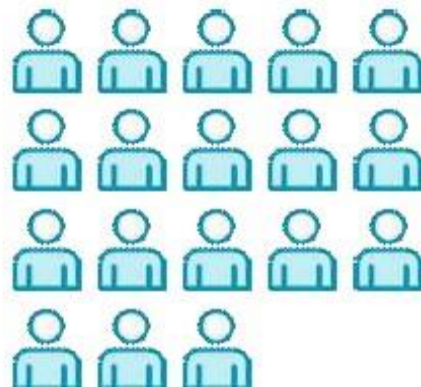
Partners

24 organizations

Mobile WorkNet

- Jobs around you

Youth service

Company information

Details of job openings

Individual service

A.I. job matching since 2020
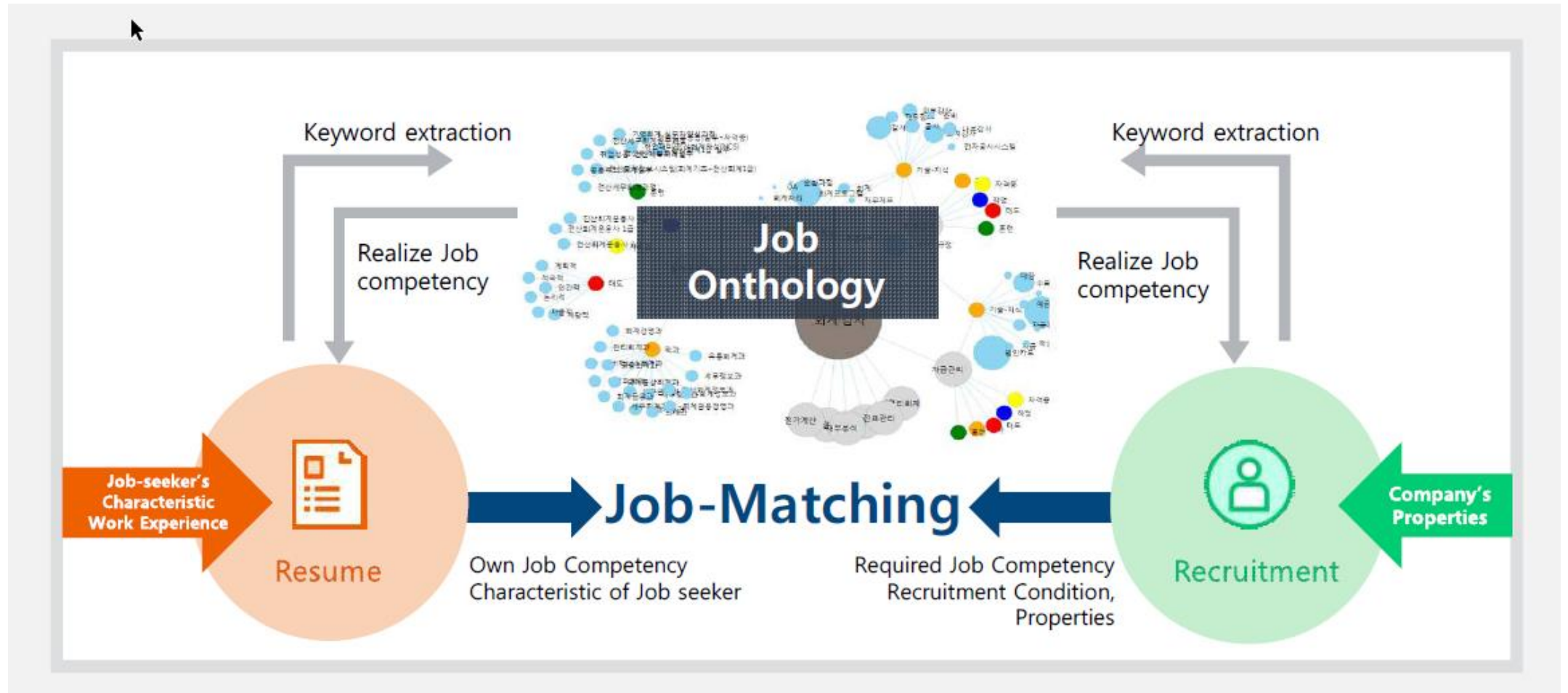
A.I. Job Care 2021

- The AI career counseling system 'Job Care' plays a role in finding and recommending a large amount of information to assist the role of job counselors. 'Job Care' is a comprehensive career management support service that started with the idea of providing customized service to individual job seekers using big data and artificial intelligence technology. The concept of 'health care', where we receive management and counseling service to maintain our health, was applied to career management.

- The purpose of the service is to classify customer targets by life cycle from the labor market point of view, and to present a career roadmap by competency level after analyzing labor market information and information needed for competency assessment so that job seekers can manage their own careers.

ChatGPT v.s. Human Career Counsellors

Occupations, Career, finding jobs, Counselling, Information, WorkNet, Interest
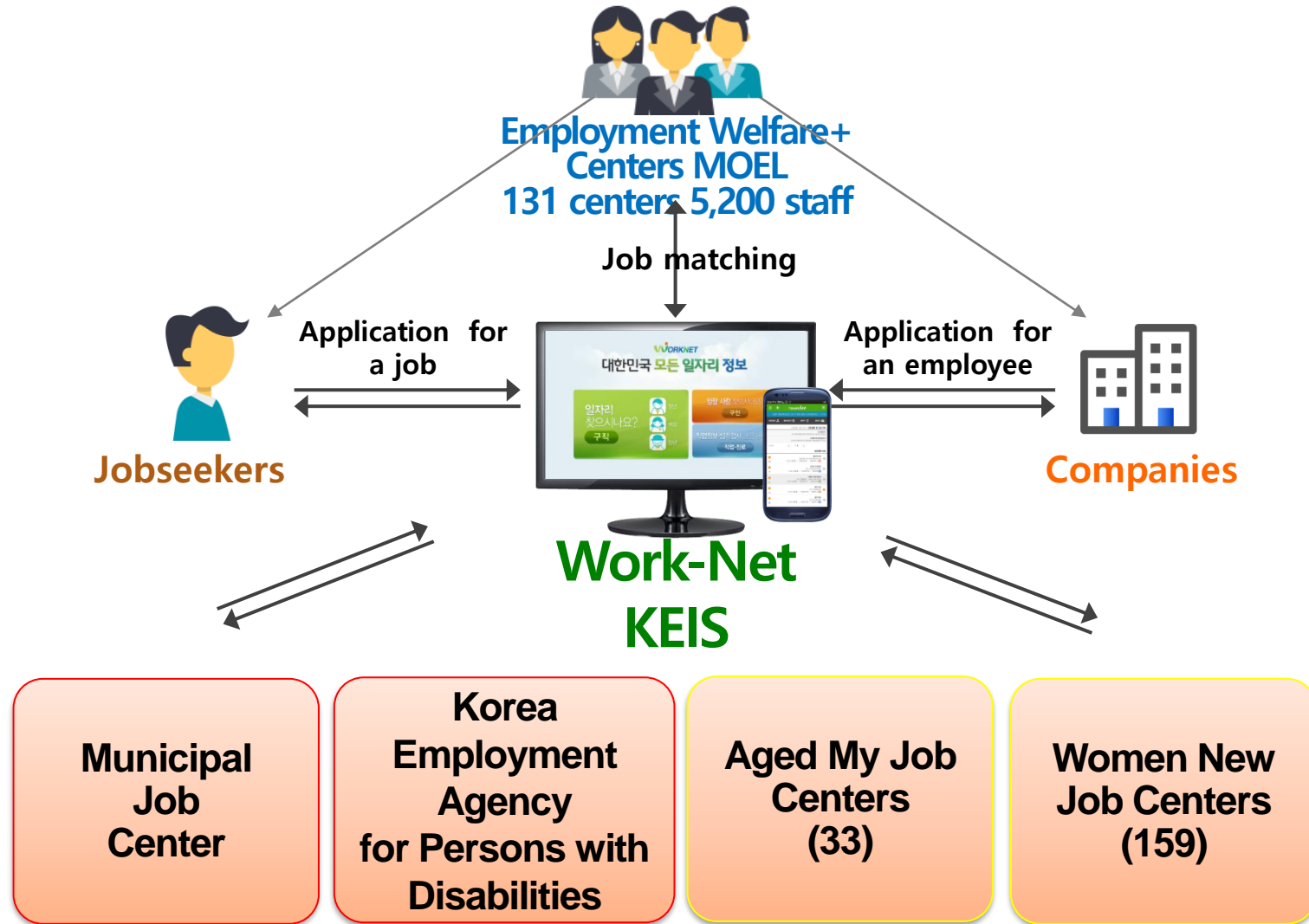
Finding jobs, Skill, Occupations, Counselling, Methods, Qualification, Major, Prepare, Goal

Employment 24

- 「Employment 24」 is an integrated portal of various sites such as WorkNet, Employment Insurance, and Vocational Training Portal (HRD-Net) and more. (Pilot, March, 2024)

- The mobile 'Application for various 'Employment Support Programs' online PES

- ① safely and conveniently login based on biometric information such as fingerprint recognition, and ② you can easily find out about job openings around you through location-based services. ③push service, you will be able to receive customized guidance

Partners of WorkNet

Employment Welfare+
Centers MOEL
131 centers 5,200 staff

Job matching

Application for a job

Application for an employee

Jobseekers

Companies

Work-Net
KEIS

| Municipal Job Center | Korea Employment Agency for Persons with Disabilities | Aged My Job Centers (33) | Women New Job Centers (159) |

Korea Employment Agency for Persons with Disabilities

Korea Employment Agency for Persons with Disabilities

- Provides job placement, the PWD employment success package, internship and employment support for workers with severe disabilities.

- One-stop shop approaches for the provision of all services for persons with diverse disabilities

- Using same server and data with WorkNet

- Dual [Disabled] preferred job openings : find and registered KEAPD exclusive job openings

Aged My Job Centers

- Using same server and data with WorkNet

- Step by step training for digital and mobile WorkNet literacy for aged

- Program contents

  - Using mobile WorkNet

  - Using mobile fax

  - Using ZOOM

Thank You