

# JAPAN-WAPES Joint Project

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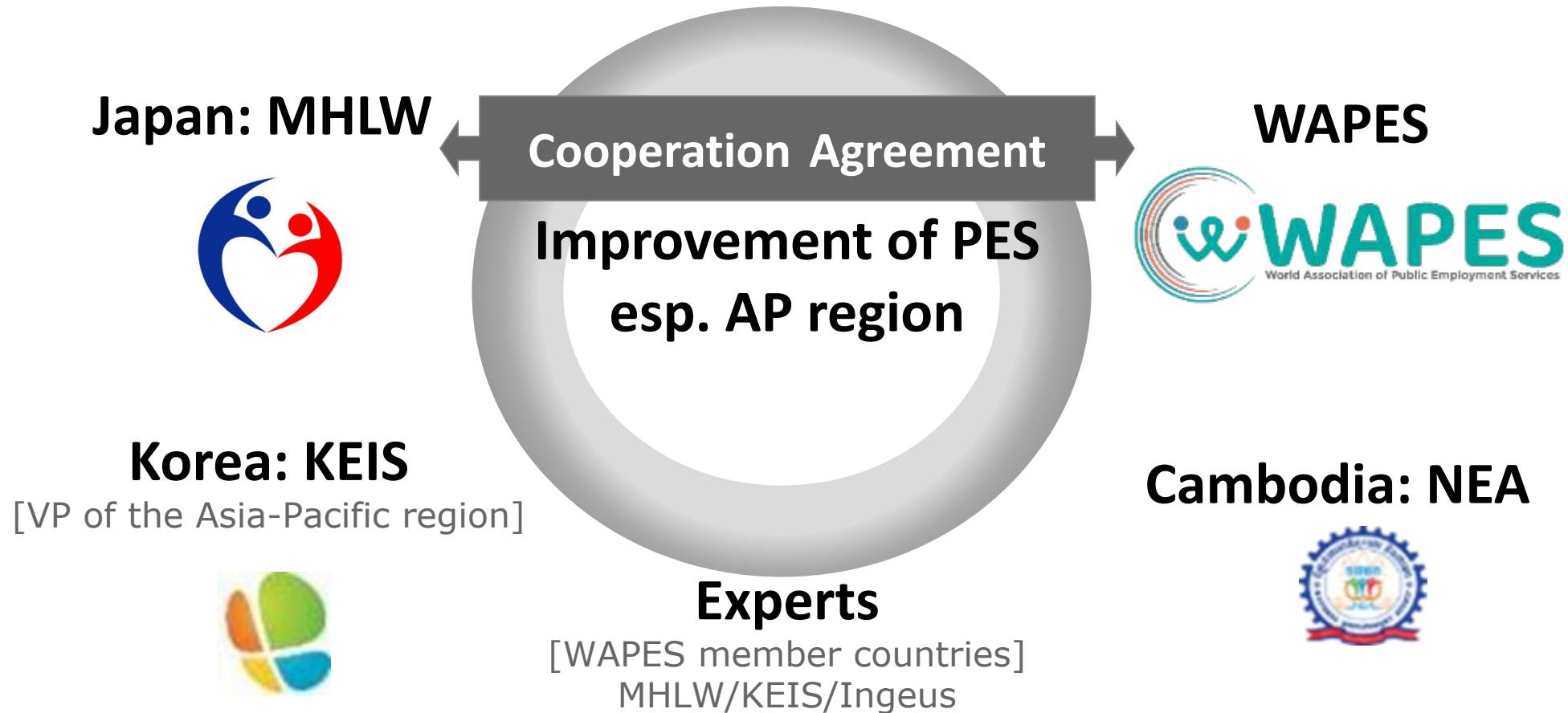
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# Framework

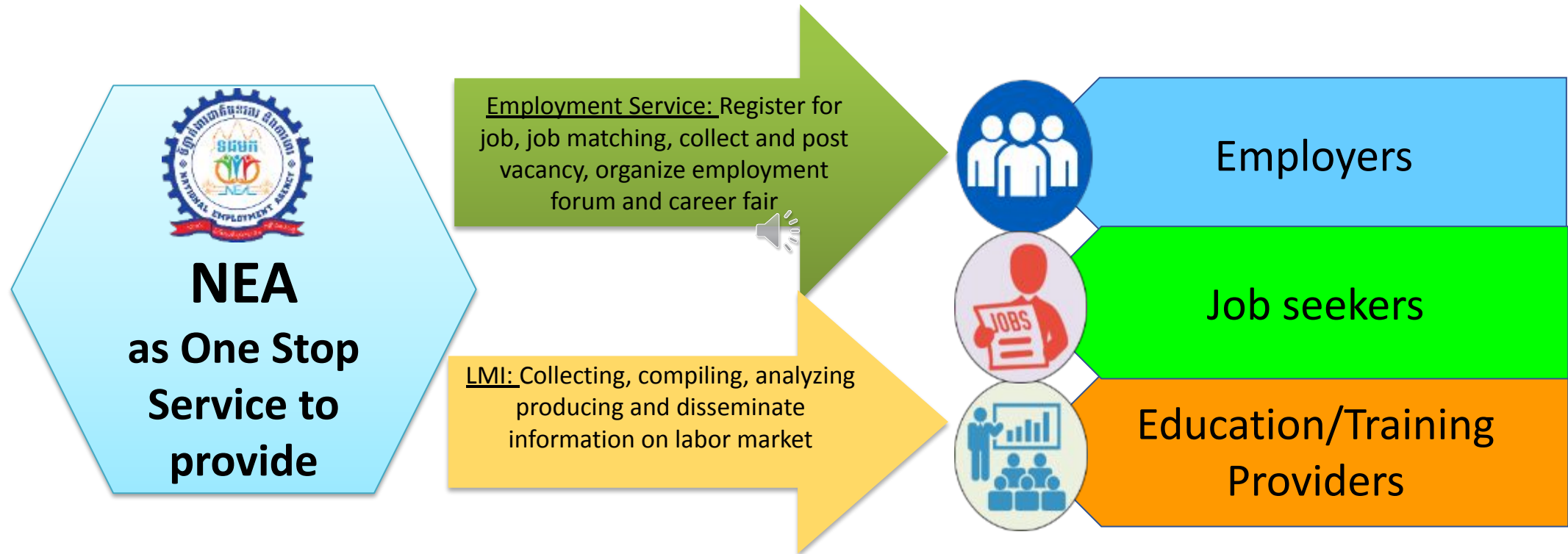


The first phase: September 2019 - August 2021

The second phase: September 2021-August 2023

# Cambodia Public Employment Service

- The **National Employment Agency (NEA)** is only Public Employment Services Agency ever established since 2009 under **National Training Board (NTB)**, MoLVT
- Member of World Association of Public Employment Service (WAPES) since 2013.



**NEA's Vision "To be a leading Agency to Provide Quality Employment Service and Labour Market Information in Cambodia"**

# Cambodia Public Employment Service

## Service Options

### Job Centers

14 Job Centers in the provinces and 3  
Mobiles Job Centers



### Online services

Website, Facebook, App

#### Website

[www.nea.gov.kh](http://www.nea.gov.kh)



#### Facebook

[www.facebook.com/neakhmer](https://www.facebook.com/neakhmer)



#### App

NEA Job Search



**NEA's Vision "To be a leading Agency to Provide Quality Employment Service and Labour Market Information in Cambodia"**

# The main focus

## **Self-Assessment of PES**

## **PAF (Performance Assessment Framework)**

### **How are services provided by Job Centers?**

### **KPIs in 3 pillars**

Increase in the number of service users

Increase in the numbers of staff and staff capacity building

Decrease in skill mismatches

# The main focus

## Self-Assessment of PES

## CSS (Customer Satisfaction Survey)

### Assess PES performance from use's perspective

Timeliness

Accessibility

Respectful Treatment

Reliable information

Expected outcome for customers



# Achievements

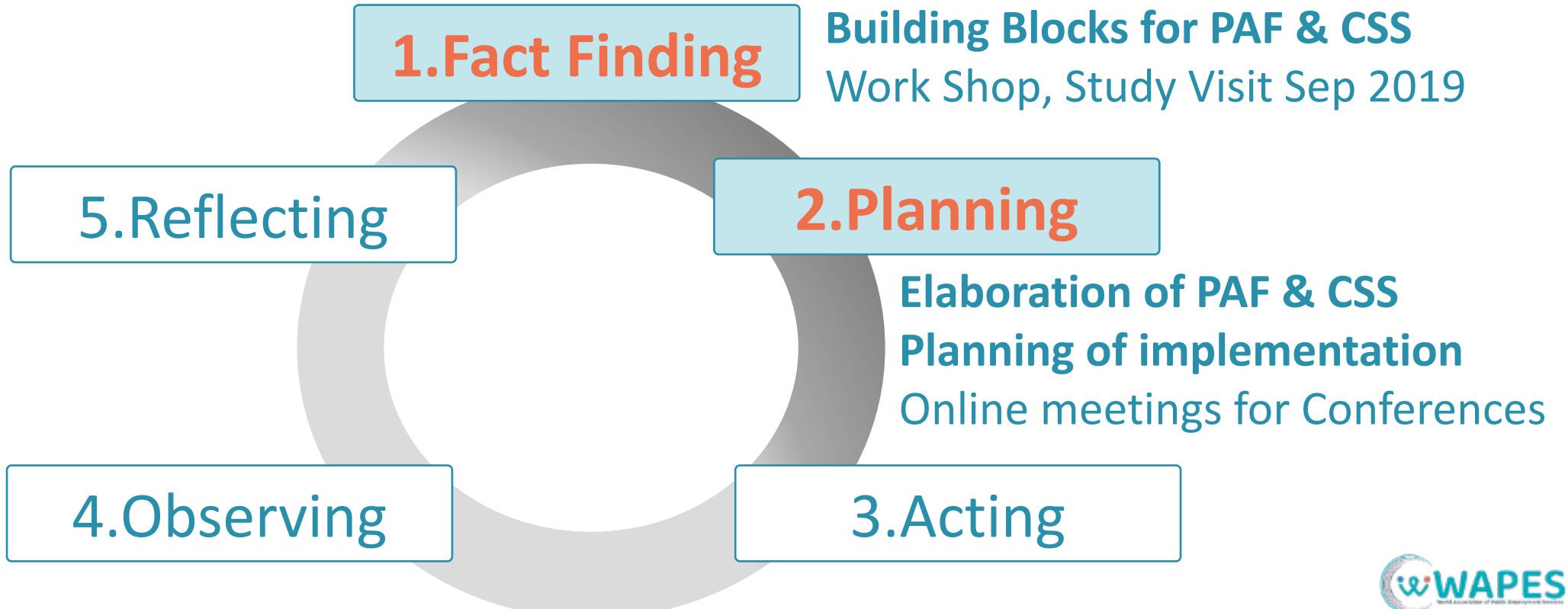




# What we have done & Future Activities

The first phase: September 2019 - August 2021

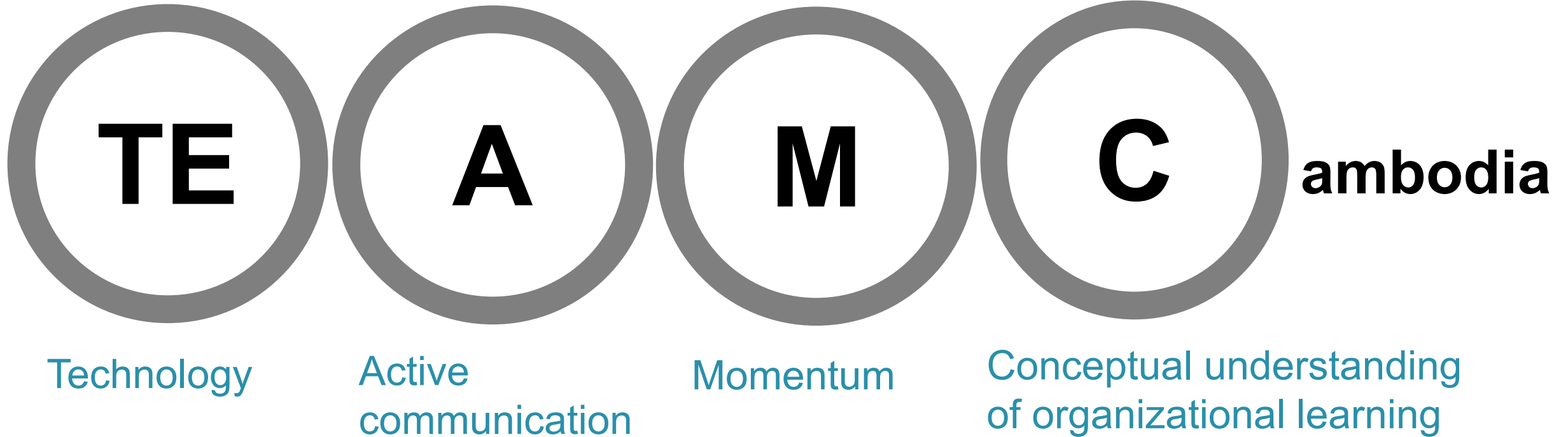
The second phase: September 2021 - August 2023



# Next Steps



# Recommendations





## Japan-WAPES Joint Project

ご清聴ありがとうございました  
Thank you for your kind attention !



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recorded  
presentation)

