

WAPES Asia-Pacific Workshop 2026



Labour Market Information Systems as the Foundation of PES Governance and Service Delivery: Challenges and Opportunities

21 April 2026
9:30-11:00 CET

(online)

Report

I. General Information

The webinar *Labour Market Information Systems (LMIS) as the Foundation of PES Governance and Service Delivery: Challenges and Opportunities* was organized by the World Association of Public Employment Services (WAPES) and the Ministry of Health, Labour and Welfare in Japan (MHLW) as the Asia-Pacific Regional Workshop 2026. It was streamed live on the 21 April between 09:30 CET and 11:00 CET to an audience of 106 participants from 26 countries across the globe. The profiles of participants ranged from executives and front-line staff in public employment services (PES) and labour authorities of the different countries to employment experts in international organisations and development agencies.

II. Context and objectives

WAPES and MHLW set up this webinar to create a space for promoting:

- shared understanding of data-driven employment governance as a strategic approach for strengthening Public Employment Services in the Asia-Pacific region and globally;
- exchange of experiences on how labour market data and information systems are used to inform policy decisions and service delivery;
- peer learning and regional cooperation among Asia-Pacific countries to enhance evidence-based employment governance.

Panellists and the audience discussed how an intelligent and comprehensive use of labour market data will lead to employment policy and practice which is driven by evidence, forecasting functionalities and realistic profiling and matching parameters between jobs, skills and training.

The country deep dives showcased that the complexity of data sources in the world of work today has increased and elaborated on several solutions how to embed LMIS strategically and how to cater to the variety of data points and real-time labour market pressures. In the particular context of the Asia-Pacific region, labour market information systems pose a range of challenges such as finding the appropriate scale of LMIS according to the PES capacity, the proper implementation of algorithms and their ethical context, as well as the rise in new forms of work and the need to find representative data points for them.

III. Agenda and structure

The speakers of the webinar came from four organisations in the Asia-Pacific region presenting their institutional viewpoint and experience in dealing with LMIS and job matching.

ILO Asia-Pacific

Makiko Matsumoto, Employment Specialist at the International Labor Organization (ILO) in Bangkok with experience in analysing implications of globalization and trade on employment, pro-employment macroeconomic policy framework, and youth employment and school-to-work transition of young people.

PERKESO Malaysia

Muhamad Faizal bin Abdul Basir, IT professional with experience in system development, data processing, and digital platform optimization leading the development of APIs,

automates data pipelines, and delivers labour market insights through tools such as Python, Talend, and Tableau.

IAS India

Neha Prakash, Director of Employment with experience as HR professional including people strategy, employee relations as well as internal communication at companies such as Infosys Ltd and EXL Service.com taking on roles ranging from senior Manager to line HR executive.

MHLW Japan

Minako Takasaki, Joint Project Coordinator at WAPES seconded by the Ministry of Health, Labour and Welfare in Japan experienced in public employment service programs, employment measures for foreign workers, job counseling, employment statistics and employment insurance.

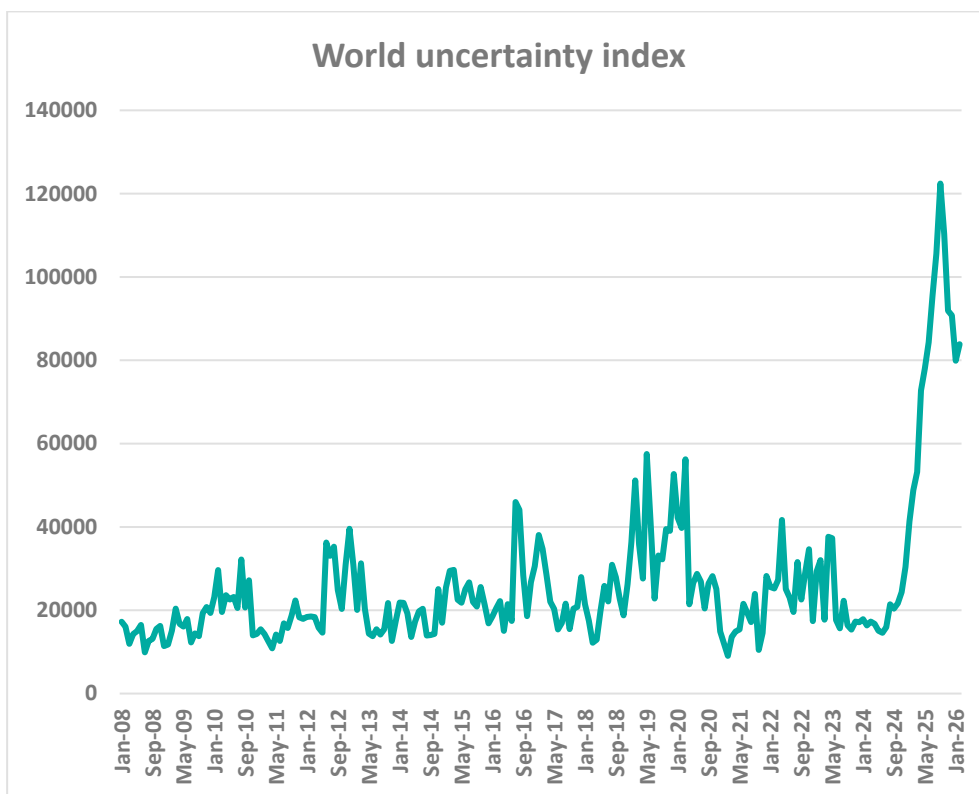
Agenda

Asia-Pacific Regional Workshop 2026 (APRW 2026)	
09:30	<p>Opening Speech & Online Photo Session</p> <ul style="list-style-type: none"> ▪ Ms. Amandine Moignard, WAPES Executive Secretary
09:35	<p>Panel Discussion: Labour Market Information Systems as the Foundation of PES Governance and Service Delivery: Challenges and Opportunities</p> <ul style="list-style-type: none"> - Leading Speech Ms. Makiko MATSUMOTO, Employment Specialist, ILO Regional Office Asia-Pacific - Deep Dive Session <ul style="list-style-type: none"> ▪ Malaysia (10’): Mr. Muhamad Faizal bin Abdul Basir, Social Security Officer, Social Security Organisation (PERKESO) ▪ India : Ms. Neha Prakash, Director of Employment, Indian Administrative Service ▪ Japan: Ms. Minako TAKASAKI, Deputy Director, Employment Policy Division, Ministry of Health, Labour and Welfare (MHLW) - Open Forum (Q&A)
11:00	Closing Remarks and Summary

IV. Key Messages and takeaways

Key messages ILO-opening

- PES are an essential vehicle for LMIS.
- LMIS continues to be sourced from a mix of data points that can be longer-running matching data bases but also ad-hoc sources like surveys among users.
- This variety combined with the different periodicity of data mining (real-time, monthly, quarterly, annually) calls for structure, ownership and coordination.
- The more frequent and richer the data, the easier to monitor and report on the progress related to employment policies.
- The now-casting tool of the ILO designed and tested through the Covid-19 pandemic uses existing high frequency data like daily data points and adjusts the information to the needs of the current labour market. During the pandemic, for instance, the number of hours worked was more relevant to analyse than the employment rate since those were, where the impact of the Covid-19 measures was expected to be felt.
- Intelligent reduction of data is crucial to manage larger data sets. High frequency data can be prepared into smaller dimensions, for example by the so-called principal components analysis which build down the data volume to three representative groups of data. Combined with further parameters in data-rich countries this can help to create projections also for countries with lesser data availability.
- PES need to explore and decide where services are delivering more efficiently online and where in-person service might be indispensable. For this LMIS can help gather the necessary data to inform decisions.
- With the rising level of global uncertainty in a poli-crisis environment, LMIS can help understand spikes of economic shocks and help search for solutions like immediate response measures.



Source: <https://worlduncertaintyindex.com>

Learnings from the PERKESO deep dive

- The use of big data to understand user behaviour and continuously improve matching is an essential feature of a job data base which holds skills profiles and job vacancies.

- Fine-tuning the matching algorithm to reflect current supply and demand in the market acknowledges that the labor market is not static.
- Constant taxonomy updates keeping occupational directories in line with emerging industries, new job titles, and evolving skills classification is an underlying driver of LMIS in practice.
- The taxonomy algorithm in particular is the backbone of accurate job matching, for it does not look at job titles only, but also at alternative job labels, essential skills and knowledge needed, optional skills, and specific IT knowledge requirement.
- User tracking and reporting in real-time including portal activity and user traffic, helps make informed decisions.

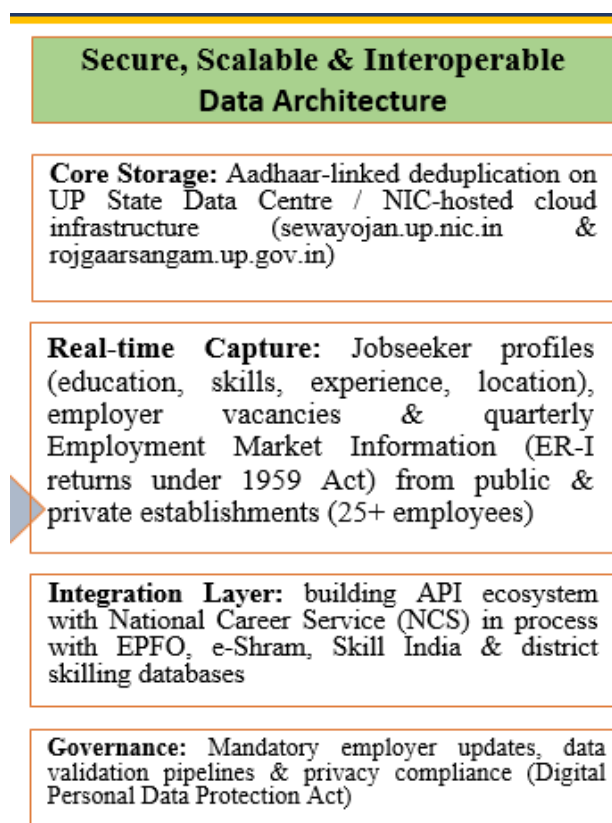


- The main challenges of running a complex LMIS are data fragmentation across different agencies, ensuring data quality and manage change to increase acceptance of LMIS impact on staff and structures of the PES.
- The opportunities of advanced LMIS are the enhanced, AI-driven matching and profiling by going deeper with personalization and predictive capabilities. Further, predictive labour analytic and the potential of integration with the training ecosystem in the LMIS can connect employment services more closely with skills development and upskilling pathways.

Learnings from the IAS deep dive

- Digital PES is only a subset of the entire LMIS.

- Traditionally, PES when they function and unemployment registers have a structural system gap because of a limited real-time job matching capability.
- Only when PES started working with granularity and filter functions in the skills matching area, LMIS came into play.



Source: <https://rojgaarsangam.up.gov.in/>

- Job portals not only match skills, they also provide macro data on what the popular skills and jobs are.
- Job portals can also be attractive for employers beyond vacancy sharing, for example by offering job fairs with pre-sifting functionality of candidates.
- The ideal LMIS loop consists of obtaining the job seeker profiles, running the skills gap analysis based on employer vacancies, looking at targeted interventions for upskilling/reskilling, organizing a job fair, and finally evaluate the employment outcome at the end of the loop.
- LMIS functions as a one-stop shop integrating private sector jobs, the campus placements, job fairs, and skilled labour vacancies as well as career management modules.
- An operational use of LMIS can be to create an activation program, for example in times of larger migration and mobility flows or returning migration when people moved back to rural areas and needed a job during the Covid-19 pandemic. The job platform back then allowed to register for home-based and daily need services and helped preserve employability.

Learnings from the MHLW deep dive

- A customer-facing LMIS/job portal lands on a PES design of job consultation and placement, employment support measures and connection to industry and training – not the other way around.

Category	Main performance (FY2023)
Job placement	<ul style="list-style-type: none"> • New Jobseekers' registrations: 4.62M (approx.) • New job offers: 10.94M • Career consultations: 18.2M • Access to Hello Work Internet Service for job search: 74M (monthly average)
Employment insurance	<ul style="list-style-type: none"> • Registrations as insured employers: 2.37M (as of the end of the FY) • Registrations as insured employees: 44.89M (average at the end of months) • Unemployment benefit recipients: 430K (average at the end of month):
Public Vocational Training	<ul style="list-style-type: none"> • Job seekers in public vocational training: 76K • Job seeker support training: 39K
Subsidies	<ul style="list-style-type: none"> • Specific Jobseeker Employment Development Subsidy approved: 137K
Employment management	<ul style="list-style-type: none"> • Companies reporting the status of disabled employees: 108K • Companies reporting the status of senior employees: 237K • Companies reporting the status of foreign workers: 319K

Source: MHLW presentation

- When systems are well-designed and integrated, they allow for nationwide connections among stakeholders and clients as well as for a hybrid management of the recruitment process.
- The granular amount of client and process data stored over time in the LMIS serves customized needs-based consultations to job seekers or employers.
- Integrated LMIS shares information with various other administrative systems, not only those within the Labour remit, such as workers' accident insurance and the health insurance system, but also those related to finance and individual identification number systems opening way to complex administrative procedures and providing useful statistical, evidence-based information for analyzing the labor market precisely.
- Practical labor market analysis with the help of LMIS includes a coordinated effort of all agencies obtaining data, a structured analysis by industry, age, profession,

area, employment type, and the job description on a year-over-year and monthly basis. If particular trends are found, a more in-deep analysis can help identify effective and quick countermeasures to labour market challenges.

- LMIS can provide information for media and press work sharing labour market statistics and good examples.

V. Discussion highlights and recommendations

The main questions raised in the discussion were around:

- LMIS should be about drawing the big labour market picture, not about collecting data.
- New forms of work like (micro-) entrepreneurship are often considered irregular work and therefore not part of the LMIS or the labour entity mandate. Data integration across silos can help gather more comprehensive data on more diverse economic activity than just registered employment and unemployment.
- LMIS is not just a department in the PES, but a cross-cutting entity informing all staff and processes
- The language between the software provider programming the LMIS and the PES is crucial when it comes to codify occupations and skills, but also in building the overall system including the strategy, implementation and maintenance frame. A customized option will serve better than an off-the-shelf solution that does not match local needs.
- LMIS are not just numbers sitting somewhere waiting for something, but they reflect the real world and are a good entry point for stakeholder management and building ecosystems.
- Skills information from LMIS can be used in a phased way, for example by publishing available skills clusters, then get employers interested, and when they engage with the PES, as in a job fair, they get more disclosed info on candidate profiles.
- Even if human and financial resources are sufficient to set-up an LMIS, the real challenges can lay in the cooperation to engage and integrate enough stakeholders in bringing the data points to life.
- The potentially high investment into the infrastructure for an LMIS pays off in return of economic prosperity, social integration and wellbeing.

The following recommendations can serve for further discussion and elaboration within the design and development process of LMIS in PES:

Be mindful of the potential of information disparity and bias in the data from the beginning of setting up an LMIS. The aim ought to be delivering the same quality of information and service to all labour market cohorts.

There needs to be a priority on data being accurate, reliable, and frequently gathered.

Establish the LMIS as a joint effort tool to close gaps on the labour market, not as a statistical source alone

Strive for language of LMIS concerning taxonomy and information organizing formats that is understood across stakeholders, regions and client groups.