

Services and active measures implemented on the labour market. Challenges in the context of COVID.

Raisa Dogaru, Director of National Employment Agency, Republic of Moldova
COVIDIMPACT – Act on Skills event, 10 December 2020

Mission / Duties of NEA

Increasing employment opportunities for jobseekers and supporting employers in identifying skilled labour and creating new jobs.

performs tasks in the following areas:

- ✓ implementation of employment ***promotion*** policy;
- ✓ ***labour migration***;
- ✓ ***unemployment insurance***.

Measures of employment promotion

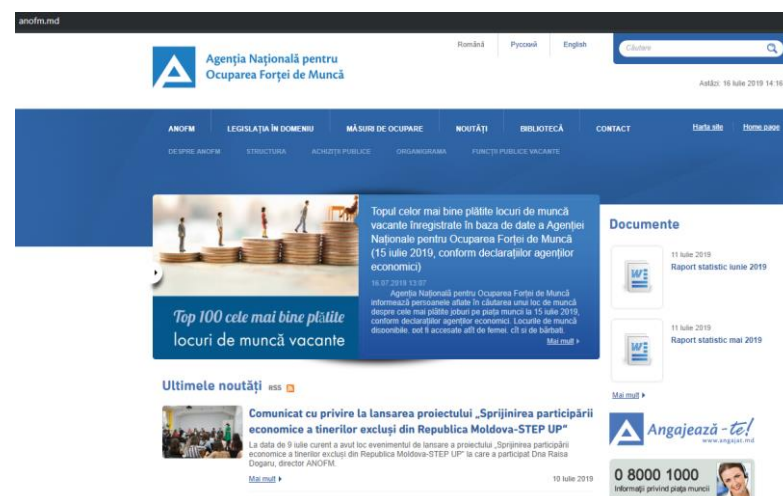
Employment services are services that ensure the connection between labour demand and supply, at local and national level, in order to promote and support employment.

Active employment measures are aimed at the unemployed and employers and are granted in order to increase employment opportunities, either by creating new jobs or by facilitating access to job vacancies.

Employment services

Labour Market information

- labor demand and supply, registered at NEA;
- services offered and measures provided;
- conditions of access to services and measures;
- the qualifications and abilities of the persons registered at Employment Agencies;
- the vacancies registered at NEA and the conditions for filling them;
- job search methods;
- the situation and occupational trends on the labour market.



Employment services

Career guidance

- information on professions and the specifics of the labor market;
- self-knowledge;
- consulting in the development of personal marketing tools;
- career decision consulting.



Employment services

Labour mediation

- providing information on job vacancies and employment conditions;
- pre-selection of candidates according to job requirements;
- electronic intermediation.



Call Center - Labour Market (since 2010)

Information and consultations on:

- documents required for registration at EA
- the rights and obligations of the unemployed
- services and employment programs implemented, employment, job vacancies and employment conditions
- vocational guidance and training services
- granting unemployment benefits and the integration allowance
- legal employment and the risks of illegal migration
- accessing information tools: www.angajat.md, www.anofm.md, www.e-angajare.md
- EA contact data



The poster features a blue header with the logo of the National Agency for Employment (ANOFM) and its name in Romanian. Below this, it states 'Informație și consultanță privind piața muncii din Moldova'. The main title is 'Centrul de Apel Piața Muncii din Moldova'. A central image shows three female call center operators smiling and wearing headsets. Below the image, the toll-free number '0 8000 1000' is listed as 'apel gratuit pe teritoriul țării', followed by the taxable number '+ 373 22 838414' as 'apel taxabil'. At the bottom, it provides the website 'www.angajat.md, www.anofm.md' and logos for the European Union and the Swedish Public Employment Service (Arbetsförmedlingen).

Agencia Națională pentru
Ocuparea Forței de Muncă

Informație și consultanță privind piața muncii din Moldova

**Centrul de Apel
Piața Muncii din Moldova**

0 8000 1000
apel gratuit pe teritoriul țării

+ 373 22 838414
apel taxabil

www.angajat.md, www.anofm.md

Oferit de Uniunea Europeană

Arbetsförmedlingen

- ✓ Placement and visualization of jobs and CVs, formation of job databases
- ✓ Automatic correlation of demand with supply, advanced correlation
- ✓ NEA services and measures for jobseekers and employers

Allows people to:

- to easily access job offers from different fields of activity
- quickly create resume by entering personal data in the form;
- to access useful information related to the free services offered by EA
- to benefit from the advice of recruitment specialists



- **Online job fair** - a recruitment tool on the labour market, accessible at any time and from any country:
- Job offers from various fields of activity
- Quick and easy application for the desired offer: CV and letter of intent sent directly to the employer
- To ask questions and receive an answer shortly
- Specialist advice



Cauți un loc de **muncă?**
Cauți un angajat profesionist?

**TÂRGUL ON-LINE
AL LOCURILOR DE MUNCĂ**

www.e-angajare.md

Contacte:
Centrul de Apel – Piața Muncii:
tel. în RM: 0 8000 1000 (apel gratuit)
și: +373 22 838414 din străinătate
www.anofm.md; www.angajat.md; www.e-angajare.md

 Agenția Națională pentru
Ocuparea Forței de Muncă

Platform: www.cariera.anofm.md

- Innovative tool for career orientation and guidance for young people
- The platform offers young people the opportunity to identify themselves in a category of occupations through a test
- Information on 90 occupations
- Young people can decide which occupation suits their profile and aspirations



Active employment measures



Vocational
training



Job subsidy



Support for
job creation
or adaptation



Stimulating
labour
mobility



Active employment measures

Vocational training

- a) qualification, requalification, advanced training and specialization **courses**;
- b)) **on-the-job training** in the unit;
- c) professional **internships**;
- d) certification of knowledge and skills acquired in **non-formal and informal** education contexts

Job subsidy

Subsidizing employers who employ the unemployed who need **additional support** on the labor market:

- people with disabilities;
- 50 years and more;
- released from places of detention:
- victims of trafficking;
- people who struggle with drug use or psychotropic substances;
- victims of domestic violence;
- other categories, established by law or by the Government.

Support for job creation or adaptation

- a) grants for the **creation or adaptation** of jobs for people with disabilities;
- b) consulting, assistance and support for **starting a business**;
- c) supporting **local initiative projects**

Stimulating labour mobility

- Unemployed who are employed in another locality at a distance of more than 20 km or change their domicile - single employment allowance = 1 average salary per economy for the previous year;
- single **installation** allowance = 5 average monthly salaries per economy for the previous year

Unemployment benefits

- Persons insured by the risk of unemployment in accordance with the provisions of Law 105/2018 (they have been active and have a contribution period of at least 12 months in the last 24 months prior to registration). The amount of aid is 40-50% of the average monthly income provided depending on the circumstances in which the person stopped working. Max period - up to 9 months.
- For uninsured persons during the state of emergency based on the decision of the National Commission for Exceptional Situations (March-May 2020) Size - 2775 lei

Local employment partnerships

- The first Local Employment Partnership (LEP) in Cahul, based on EU approaches to decentralized negotiated planning, direct job creation, and the challenges facing young NEETs, especially those who are detached from the labour market and who think that migration is the only opportunity to earn.
- LEP was established in 2018 by the Cahul District Council and the Territorial Commission for Consultations and Collective Bargaining - a functional mechanism between institutions and a local synergy that has generated solutions for employment and social inclusion. LEP was completed in March 2020. Results:
- **financial contribution to LEP:** The sum allotted to the project totalled USD 408,900.00, of which USD 253,832.00 was provided by the ILO to support multiple service lines within the framework of the project, USD 155,068.00 was given by ODIMM and the remainder comprised in-kind contributions from local stakeholders involved in LEP Cahul, such as public institutions, enterprises, producers' associations, public associations and educational institutions. USD 232,907.00 were provided for implementation of the eight Actions of LEP Cahul.
- **trainings:** thirteen young people trained to acquire knowledge and skills in handicrafts through interactions between artisans and trainees, sharing existing local knowledge and experience; twenty-three local artisans trained based on the adapted ILO Handicraft Manufacturers Guide designed to develop competencies for business start-up and operation through a focus on marketing, financial management and action planning; one hundred and twenty-five people trained in beekeeping; forty people trained in the Cooperatives' Business Model; one hundred and fifty-five young people trained in entrepreneurship based on the ILO tool; one hundred and fifty-three young NEETs trained in R@W for Youth; Thirty-five people trained on financial and project management for a coherent LEP roll-out.
- **Jobs and start-ups:** The businLEP has activated 882 individuals from Cahul district, providing employment opportunities for 208 young people and supporting the launch and expansion of 72 esses
- **creation of 2 cooperatives:** one for entrepreneurs and one for producers
- The next LEPs: Cantemir and Causeni (2020-2021)

Partnerships

- The project implemented by E-Gov "Modernization of public services", one of the components is the digitization of unemployment benefits
- Grant agreement with ILO - implementation of 2 active measures (subsidizing the employment of vulnerable groups, creation / adaptation of jobs for people with disabilities)
- REVOCC project "Reconceptualizing career guidance"
- MiDL project "Migration and local development"

Challenges

- the main employment indicators have decreased in recent years (*employment rate = 42%*)
- high level of informal labour market (*of the total employed: 16% = informal sector and 39% = informal employment*)
- Demographic challenges, in particular population aging and migration have a direct impact on the main indicators of the labour market (*out of the total inactive population (1.7 million): 35% retirees, 21% work abroad, 12% plan to go abroad, etc.*)
- young people remain most affected by unemployment (*15-24 years: 7%*) + high rate of NEET young people (27%)
- the shortage of qualitative jobs, low labour productivity and low incomes
- employment growth in the agricultural sector (36%) is associated with a lack of employment opportunities in non-agricultural sectors
- discriminatory treatment of some population groups on the labour market (*employment rate of people with disabilities = 26%*)

Challenges

The growing discrepancy between labour supply and demand, both in terms of urban / rural environment and in terms of the non-correlation of skills required in several sectors of activity, largely due to migration and lack of social, behavioral and professional skills among young people, specific to the workplace.

Demographic challenges that have led to a decrease in the number of young people applying to EA, on the one hand, and an increase in the number of people over the age of 50, on the other hand, who are less flexible to changes on the labour market.

The level of qualification of the unemployed decreased, thus increasing the number of registered unemployed with primary / secondary / high school education - about 60%, but also the lack of skills, especially digital skills that are increasingly in demand due to the digitization of the labour market.

A high rate of inactivity persists among the population, especially among young people. Respectively, every third young person does not work or participate in vocational training activities - 31% NEET young people (15-34 years old).

About 70% of the unemployed registered according to the profiling process face several barriers to employment and require medium or high intensity of the measures offered and require intensive / individualized assistance and longer time to enter the labour market.

Challenges

The low degree of motivation of the unemployed to participate in employment measures, including accepting jobs, but also the phenomenon of "discouraging" the workforce explained by the high rate of informality, the low level of remuneration proposed by employers compared to requirements for jobs, poorly developed infrastructure related to the transport connection between the localities.

Employers in recent years face a shortage of competitive labour in the labour market in areas such as education, medicine and industry. Employers focus on concrete skills and less on seniority. But in order to pursue these preferences, it is necessary to continuously analyze these phenomena and make them visible to labour market actors and decision-makers.

The lengthy and relatively financially burdensome process of accrediting vocational training programs influences the supply of training opportunities for the unemployed. Likewise, the programs are quite rigid and it is problematic to make them more flexible in order to respond quickly to changes in labour market needs.

Lack of a well-developed career guidance system at country level, as well as insufficient cooperation between school and labour market actors.

The process of automation of operational processes aimed at implementing and monitoring the results of the implementation of employment measures is longer and accentuates the administrative burden on the system.

Objectives to improve the situation on the labour market

- ✓ increase the level of formal employment, which will ensure an increase in the income of the population, an improvement in the standard of living and a sustainable reduction of poverty
- ✓ creating equal opportunities for women and men, groups vulnerable to employment and professional development
- ✓ strengthening the link between the labour market and the vocational training system for better skills and qualifications, increased employability and adaptability of the workforce, creating the mechanism for prompt response to new labour market needs
- ✓ capitalizing on the potential of international labour migration to achieve employment policy objectives
- ✓ strengthening the capacity of public authorities to develop partnerships for better employment policies, respecting the principle of equal opportunities

The main result indicators

74604	people looking for a job
45981	registered unemployed
23246	managed vacancies
21079	beneficiaries of intermediation services
8607	unemployed have found a job
622	graduates of vocational training courses
221	beneficiaries of the subsidy measure
88	beneficiaries of allowances to stimulate labour mobility
7823	beneficiaries of unemployment benefits (according of the Low 105/2018)
23654	according of decision of the National Commission for Exceptional Situations

More details:

Web-site of the NEA: www.anofm.md

Portal: www.angajat.md

Online job fair: www.e-angajare.md

E-mail: anofm@anofm.md

Call Center - Labour Market: 0 8000 1000

Social networks: www.facebook.com/anofm.md

