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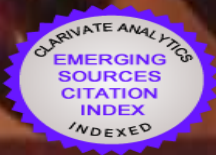
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**POLICIES ON PUBLIC EMPLOYMENT  
SERVICES FOR WORKERS: A CASE STUDY  
IN VIET NAM**

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**Abstract**

*The article studies the current situation and solutions to public employment service policy for workers in Ha Tinh based on the theoretical framework for public employment service policy at the local level. Accordingly, the study will approach the system of public employment services policies based on policies connecting labour supply and labour demand. The public employment service policy solution for Ha Tinh is to resolve the conflict when selecting service delivery activities: fairness or efficiency; ensure employment for long- term unemployed workers or*

*new workers to the labour market; focus on vulnerable groups or provide services to all workers; provide direct service or outsource; competition policy or cooperation with private employment service providers. Therefore, the Ha Tinh authorities should base on the needs of workers, the socio-economic context as well as central policy regulations to develop a fair public employment service policy.*

**Keywords:** public employment service; public employment service policy; workers, Viet Nam.

## **1. Introduction**

Public employment services are provided by the state or by community organizations. Public employment services play an overarching role in job security and job creation locally. This employment service has some basic functions: (1) providing good information about the labor market; (2) assisting job search and providing job placement services; (3) managing unemployment insurance benefits; (4) administering programs related to the labor market. Therefore, public employment services are of great importance in promoting equality in access to the labor market and protecting the vulnerable (Thuy et al. 2001).

The employment service policy is one of the policies that helps employees overcome barriers in the labor market to access jobs which is the information barrier (OECD 2010). The goal is to develop services and increase opportunities for employees to access information about jobs and to choose jobs. As part of the employment policy, the employment services policy is intended to provide intermediary services between the employee

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and the firm. In the period of economic crisis, employment service policy is the central element of employment policy.

Policies for public employment services in countries / regions always have to resolve the conflict between the choices of service activities: securing fair or efficient services; guaranteeing jobs for long-term unemployed laborers or for new laborers entering the labor market; focusing on vulnerable groups or providing services to all workers; providing services directly or outsourcing; conducting policy of competition or cooperation with private employment service organizations; developing enterprise-oriented public employment service organizations or implementing public policy.

Many current studies also mention the choice between two policy options: (1) the policy of providing employment services at the headquarters of public employment service organizations; or (2) a self-service policy, which is based on the development of information technology, whereby the development of information technology makes information in the labor market clear and transparent. Employees can rely on communication means such as the internet, public phones, electronic bulletin boards in public places ... as a means of replacing the role of job brokers in job placement centers. Instead of establishing public employment service, local authorities will develop free media platforms to support workers in finding jobs (Thuy et al. 2001). Therefore, local governments need to rely on the needs of workers, the socio-economic context as well as central regulations and policies to develop an appropriate public employment service policy.

## 2. Literature review

“Public employment services in industrialized countries have traditionally provided job-brokering services –arranging for job seekers to obtain jobs and employers to fill vacancies” (Dar 2003). The public employment service has played a significant role in addressing job mismatches, helping job seekers find jobs, increasing re-employment rates, increasing the probability of having a formal (rather than informal), encouraging employment promotion of vulnerable groups, and alleviating manpower shortages in small and medium-sized enterprises (SMEs) (Yang 2015, Ellwood & Welty 2000, Kobayashi & Masahiro 2014, Cseres-Gergely 2012, Pignatti 2017, Morales-González et al. 2019, Fougère et al. 2009). Research by Wray et al. (2019) on the public service employment program for the United States indicated that it is necessary for economic recovery, redistribution, and social sustainability in the future growth trajectory of the country. The effective functioning of the private employment agencies has eliminated state monopolies in relation to employment services (Uckan 2005).

However, public employment services also had negative effects such as a negative effect on hourly wages of the high-skilled (Pignatti 2017), public employment services did wrong can be wasteful, inefficient displacing, and counterproductive (Ellwood & Welty 2000).

There was a difference between people looking for a new job under the public employment service. Kobayashi & Masahiro (2014) pointed out that people who had changed their job by Public Employment-service are limited with specific characteristics which are less education, less income,

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and more age. The search effort is more costly for low-educated women, low-skilled adult unemployed workers (Fougère et al. 2009). The importance of social relations in the labor market creates inequality by putting people with weak social networks at a disadvantage (Liechti 2020).

To improve the positive labor market policy, a number of public employment services policy has been proposed. Koning (2007) proposed three main solutions, including (1) improving quality by defining better goals and by better-designed practices, (2) more efficient execution and distribution, and (3) better performance by evaluating the various implementing agencies involved. Mwasikakata & Martins (2017), Freedland FBA et al. (2007), McCourt (2013), Dmitriev et al. (2018) has the implications of public service reform; the establishment of an open and competitive market; the establishment of an efficient welfare state; the fulfillment of core public service responsibilities; the creation of public-private partnerships; policy coherence and institutional coordination. Colley (2016) and O'Leary (2017) has done research on the renegotiation of pay, employment security, and of the relationship between government and public sector unions, paying surplus insurance in employment policy. Wray et al. (2018) proposed a job "paying a uniform living wage with abasic benefits package" to all who are ready and willing to work.

Regarding the innovation of traditional labor markets, Abraham & Sasikumar (2018) studied the performance of the National Career Service, an Information Technology-based career service ecosystem in India. Hofmann & Köhler (2013) provided new registration data from the German public employment service. This data contains daily information

on the timing of the three policy tools aimed at reintegrating the unemployed: invitations to individual meetings, vacancy referrals, and integration contracts. By contrast, Pignatti (2017) pointed out that the public employment services has a more positive effect when the services are provided face-to-face rather than online.

In the other hand, some researchers focus on specific subjects, such as employment service-policy for people with disabilities Gettens & Henry (2015), the impact of public policy on skill development and career progression of black workers (Bartik & Hollenbeck 2004), work policies for women to ensure a balance between work and family (Etuk et al. 2011, Andersen et al. 2008), the public service delivery in addressing challenges with youth in accessing jobs (Petreski 2018, Golam Moazzem & Alam Shibly 2020).

Employment services in Korea have been provided by a variety of organizations, such as the central government, local government, governmental agencies, and private employment agencies. However, public employment services are more developed and play a key role in the labor market in terms of implementing most of the labor market policies including unemployment benefits, vocational training, and skills development and programs such as job counseling, vocational testing, and career guidance. In contrast, private employment agencies tend to be smaller and primarily provide job placement services and carry out tasks outsourced by the public employment services (Yang 2015).

Labor offices in the Czech and Slovak Federal Republic not only provide job vacancies and relate services on retraining of job seekers, job

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training benefits, unemployment insurance management but also monitors and enforces the employer's compliance with the employment laws. The Employment Services Administration at the national level is part of the organizational structure of the Ministry of Labour and Social Affairs. At the local level, it manages 77 district labor agencies (Kalužná 2008).

The report by Kalužná (2009) described the decentralization of the organization of employment services. Local-level powiat labor offices (PUPs) were subject to a number of centrally defined legal rules and standards, e.g. minimum number of employees they should use for the primary function, the cost for the operation, local budgets may be used to finance the outsourcing of some labor market services.

### 3. Research methodology

#### *3.1. Approach and research framework*

##### *Research approach*

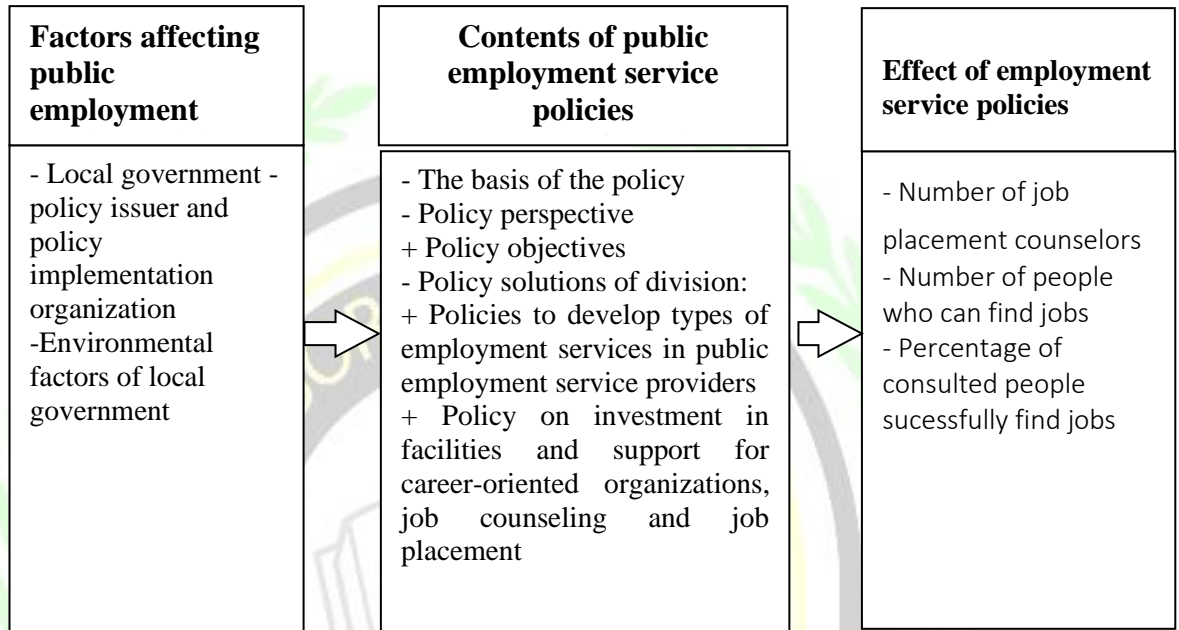
When researching the public employment service policy, the author applies the systematic perspective and analysis approach to research the current public employment service policy system in Ha Tinh province as well as analyze the factors that influence policy such as local government factors. The author also applies the micro perspective when analyzing public employment service policy through analyzing in detail the basic contents of an employment policy such as: The bases and objectives of the policy; Policy perspective; Policy subject and object; Solutions and policy tools. To complete the policy, the research uses employment policy evaluation criteria, and refers to the different objectives of this policy. This view also is applied when investigating the beneficiaries of the employment policy, the public employment service policy makers and enforcement officers.

##### *Conceptual Framework*

To study the policy of public employment service for employees in Ha Tinh province, the research approaches the system of employment policies on the basis of policies of connecting labor supply and demand.

The research framework is shown in the diagram below:





*Source: Author's research*

**Chart 1: Public employment service research framework at local level**

### **3.2. Research methodology**

**To achieve the research objectives, the author uses the following methods:**

- Using the method of systematic analysis to identify which policies are a part of the public employment service policy system, to analyze policies as well as propose solutions to complete public employment service policies.

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- The method of collecting secondary data is used in the study to synthesize the data on the situation of labor and employment in Ha Tinh province.

- Primary data have been collected from interviewing for expert opinion, a survey by questionnaires, case methods, in-depth interviews on policy status, and policy implementation results. Objects of the investigation are 20 experts, 200 employees, 50 employees working in the People's Committee of the province and district, and 50 enterprises in the province of Ha Tinh. Content of labor law survey, opinions on employment service policies, and recommendations on public employment service policies.

- Using descriptive statistical methods; analytical method of mean and standard deviation. Using the comparison method to analyze the employment trends of Ha Tinh province over the years, compare the results of implementing the employment policy, compare the annual employment status in the province.

### **4. Results and discussion**

#### ***4.1. Factors influencing public employment service policies in Ha Tinh***

Public employment service policies at the local level are always influenced by factors, both domestically and externally, directly or indirectly. Therefore, when analyzing the current situation of public employment policy in Ha Tinh, it is necessary to consider these factors to

have a comprehensive view of the public employment service policy process in Ha Tinh province.

*a. Factors belonging to the local government*

The first group of factors affecting the public employment service policy in Ha Tinh province is the group of factors belonging to the government of Ha Tinh province, which reflects in the determination of the provincial leaders in job creation; Local socio-economic development planning; Provincial government's employment policy planning and implementation process; Financial capacity of the province. In fact, these factors have strongly influenced the effectiveness and efficiency of the public employment service policy through the issuance of many documents related to public employment service issues by the provincial government such as Decision No. 3178/QD-UBND dated October 14, 2013 of the Ha Tinh Provincial People's Committee (2013c) on the program for job creation - labor export in Ha Tinh province; Decision 1890/QD-UBND on Strengthening Ha Tinh job placement center (Ha Tinh Provincial People's Committee 2014), Decision 3125/QD-UBND approving the Job Placement Project of Center for Vocational Training - Career guidance and continuing education at district level (Ha Tinh Provincial People's Committee 2013b). The province has also developed and issued a master plan for socio-economic development of Ha Tinh province for the period 2011 - 2015 as a basis for the public employment service policy making, so that the public employment service policy has made many progress compared with the previous period.

*b. Factors belonging to the local government's environment*

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The environment of the local government of Ha Tinh province has a great influence on the public employment service policy in the province such as the characteristics of the employees in Ha Tinh province; the economic development of neighboring localities such as Nghe An and Quang Binh provinces; the national employment strategy and policy; decentralization in employment policy making; the support and coordination of relevant organizations; the natural, economic and social conditions of Ha Tinh province.

### **4.2. Situation of Public employment service policies in Ha Tinh province**

#### *a. Policies to develop different types of employment services in public employment service providers*

The main public employment services are currently regulated sporadically in a number of provincial employment policies. Decision No. 3178/QĐ-UBND dated October 14, 2013 of the Chairman of the Provincial People's Committee on the program for job creation and labor export in Ha Tinh province, regarding the types of services such as job festivals, points job counseling, vocational training (Ha Tinh Provincial People's Committee 2013c). These services provide an opportunity for employers, workers to contact and exchange information, interview for recruiting workers, counseling on domestic employment, labor export consultancy on the area of communes, wards and towns. Enterprises inside and outside the province wishing to recruit workers, businesses with the function of sending workers abroad under contracts, job placement centers, job

placement enterprises , state management agencies, mass organizations, vocational training institutions, workers wishing to find jobs or learn jobs.

Decision 1890/QĐ-UBND of the Chairman of the People's Committee issued on July 3, 2014 on the consolidation of Ha Tinh Job Introduction Center into Ha Tinh Job Service Center (Ha Tinh Provincial People's Committee 2014), regulating employment service activities The Center's activities are as follows: (1) Consulting activities, including: a) Apprenticeship counseling, overseas study counseling for students and workers on career options, training levels, and suitable study places abilities and aspirations; b) Counseling on jobs for employees on job selection suitable to their abilities and aspirations; on exam skills; on self-employment, domestic and foreign job hunting; c) Counseling for employers on labor recruitment; human resource management and development; on labor use and job development; d) Counseling on labor policies and law for employees and employers; (2) Introduce jobs to employees, supply and recruit employees at the request of employers, including: a) Introduce workers looking for jobs to employers. labor; b) Supplying workers at the request of employers; c) Approved labor recruitment

In addition, according to regulations, job placement centers have activities such as organizing training, training to improve job seeking and skills training, language training, vocational training and other vocational training according to regulations of the Law; support workers in case of moving from one job to another, moving from one locality to another, moving abroad to work and other support as prescribed by law. Some

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other support services in implementing other policies such as propaganda and dissemination of policies and laws on labor and employment; implementation of employment programs and projects; implementation of unemployment insurance policies in accordance with law; performance of other services as prescribed by law; Collection, analysis, forecast and provision of labor market information.

Chairman of the People's Committee of Ha Tinh province also issued Decision No. 3125/QĐ-UBND, on the approval of the "Project on Job Placement of the Center for Vocational Training - Career guidance and continuing education at district level" on August 8. 10 years 2013 with the regulation of career guidance services that the centers can provide in parallel with vocational training activities (Ha Tinh Provincial People's Committee 2013b). These activities include: career counseling, employment, career selection, and streaming counseling for students after all levels of study. These activities will be supported by the state budget depending on the scale of operation and associated with the initiative of the center. Conduct surveys with surveyed subjects who are enterprises/organizations providing employment services (Symbol A - 50 subjects); Managers (Symbol B - 50 people); Experts (Symbol C - 20 people) and Workers (Symbol D - 200 people) showed the results of the survey of employment services in Ha Tinh as the following Table 1:

**Table 1: Results of public service surveys**

Criteria	Number of observations				Mean				Average	Standard Deviation				
	A	B	C	D	A	B	C	D		A	B	C	D	

The unit has supported the development of diversification of various types of employment services	50	50	20	198	4,2	4,5	4,3	4,1	4,28	0,82	0,77	0,89	8
Workers have been able to choose a variety of services in accordance with the requirements	50	50	20	197	4,1	3,2	3,2	2,9	3,35	0,87	0,89	0,88	7
The unit has facilitated and supported employees to use the service themselves through public information	50	50	20	199	2,0	1,5	1,6	1,2	1,58	0,81	0,89	0,89	8
The unit has focused on vulnerable groups in their access to services	50	50	20	199	4,5	4,2	4,3	4,1	4,28	0,96	0,91	0,97	6
There are full regulations on coordination between centers and other organizations in the provision of employment services	50	50	20	199	3,1	2,9	3,0	2,8	2,95	0,88	0,88	0,87	8

*Source: Author's survey results*

According to the survey results, the policy on public employment services achieved has created conditions for service providers to diversify employment services (score of 4.28). The policy has focused on vulnerable groups in their access to services (a score of 4,28). However, these employment services are not really suitable for the requirements of workers, so the statement "workers could choose many types of services suitable to the requirements" was rated 3.35 points. In addition, workers still have to depend on employment services centers, there are no public media for workers to provide their own services (score of 1.58). The full regulations on coordination between centers and other organizations in

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providing employment services have not been appreciated (score of 2.95), especially the policy of ensuring the coordination between job centers, between centers and businesses, workers in providing information about the labor market so information about the labor market is not available and interconnected between regions and localities.

*b. Policies on investment in facilities and support for vocational organizations, career counseling and job introduction*

Regarding investment in job centers, the Chairman of the Provincial People's Committee issued Decision No. 3178/QĐ-UBND on October 14, 2013 on the Ha Tinh Employment And Labor Export Program (Ha Tinh Provincial People's Committee 2013c). In particular, the specific goal is to standardize the operation of the job exchange to become a weekly activity at Ha Tinh Job Introduction Center and Vung Ang Economic Zone Job Exchange. The task of the job exchanges is to create jobs domestically for 3000 people every year, supply a labor exports of 1500 people every year. The policy on investment and improvement of facilities of Ha Tinh Job Center and Vung Ang Economic Zone Job Exchange; procurement of equipment for job exchanges

**Table 2: Investment in job centers**

Criteria	2011	2012	2013	2014	2015	Imple- mente d from 2011 to 2015



<b>Total budget (million dong)</b>	<b>7,500</b>	<b>10,040</b>	<b>12,000</b>	<b>4,000</b>	<b>5,000</b>	<b>38,540</b>
<b>Local budget (million DONG)</b>	<b>3,000</b>	<b>2,100</b>	<b>2,000</b>	<b>1,000</b>	<b>1,000</b>	<b>9,100</b>
<i>State budget (million dong)</i>	<i>4,500.00</i>	<i>7,940.00</i>	<i>10,000.00</i>	<i>3,000.00</i>	<i>4,000.00</i>	<i>29,440.00</i>
<b>Proportion of local budget (%)</b>	<b>40.00%</b>	<b>20.92%</b>	<b>16.67%</b>	<b>25.00%</b>	<b>20.00%</b>	<b>23.61%</b>

*Source: Ha Tinh Department of Labor, War Invalids and Social Affairs (2015)*

The total investment in the job centers in the period of 2011 - 2015 is 38,540 billion, of which the state budget is 29,440 billion, the local budget is 9.1 billion. The local budget accounts for 23.61%. However, it can be seen that the investment budget for job centers is decreasing along with the trend of financial autonomy of public administrative units.

Policies to support vocational organizations, career counseling and job centers issued by Ha Tinh Provincial People's Committee in Decision No. 20/2011/QD-UBND on July 19, 2011 on vocational and employment support funds, and specifically in Decision 18/2013/ QD-UBND issued on 25/03/2013 on stipulating some specific contents of vocational a Tinh (Provincial People's Committee 2013a) and employment support fund in Decision No. 20/2011/QD-UBND (Ha Tinh People's Committee 2011). According to regulations, the Province will support state units with the function of doing vocational training, career counseling and job introduction. Subjects and conditions of support are units of the State that have the function of doing vocational training, vocational training advising and introducing jobs to employees who are subject to support of the Fund

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to organize conferences on vocational training, vocational advising and job introduction; organize job fairs and vocational training. The level of support is considered by the Vocational Fund Management Council and employment settlement depending on the specific case.

Conducting a survey on the current situation of supporting the public employment service center in Ha Tinh with the surveyed subjects being enterprises/organizations providing employment services (50 subjects); Managers (50 people); Experts (20 people) and Workers (200 people) showed the results of the investigation supporting the employment service center in Ha Tinh as follows:

**Table 3: Results of the survey supporting the employment service center in Ha Tinh**

Criteria	Number of observations				Mean				Average	Standard Deviation			
	A	B	C	D	A	B	C	D		A	B	C	D
There have been solutions on active support for the investment in facilities of public employment services centers	50	50	20	198	3.5	4.5	3.6	3.3	3.73	0,91	0,87	0,85	<b>0,86</b>
The facilities at public employment services center are modern	50	50	20	197	3.3	4	3.2	3	3.38	0.89	0.98	0.98	<b>0.95</b>
Support policies (training service)	50	50	20	199	3	4.1	3.3	3	3.35	0.81	0.85	0.88	<b>0.98</b>

providers, supporting service providers) have ensured that centers improve their serviceability													
High serviceability of each center	50	50	20	199	3.2	3.8	3.1	2.8	3.23	0.91	0.95	0.94	<b>0.96</b>

*Source: Author's research*

According to the survey results, Ha Tinh Province has had policy solutions to support the investment in facilities of public employment services centers, but the solutions are not strong enough (score of 3.73), so the criteria "facilities at public service center are modern and adequate" is only satisfied at 3.38 points. Other supporting policies for public employment services such as supporting the training of vocational staff, employment counseling, supporting vocational conferences, career counseling, job introduction; organizing job fairs and vocational training is rated at 3.35 points. Therefore, the serviceability of the centers is rated only at 3.23 points.

*4.3. Assess the impact of public employment service policies in Ha Tinh province*

Public employment service policy in Ha Tinh province has significantly contributed to the implementation of the general employment policy goals of Ha Tinh province, reflected in the following indicators: Number of people being consulted for job placement; The number of people who successfully find work; The percentage of people consulted successfully find a job and shown in table 4 follows:

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**Table 4: Impact of public service policy**

Criteria	2011	2012	2013	2014	2015	Implemented from 2011 to 2015
Number of people who are consulted and introduced jobs (people)	3,875	5,424	5,000	6,500	7,500	23,299
In that, the number of people who successfully find a job (people)	850	1,478	1,200	1,500	1,800	6,628
The percentage of people consulted successfully find a job	21.94%	27.25%	24.00%	23.08%	24.00%	28.45%

*Source: Ha Tinh Department of Labor, War Invalids and Social Affairs  
(2015)*

Employment service centers in the period 2011-2015 have contributed to consulting, introducing and finding jobs for unemployees at all 3 levels (provinces, districts, communes) with 94 job sessions, 48 conferences and job fairs, 254 apprenticeship and employment consultation conferences held in districts, communes and high schools which attracted 122,500 participants, of which the number of workers seeking employment was 7,670 people (Ha Tinh Province People's Committee 2015).

**Table 5: Organizing job exchanges (under the labor market development project)**

Criteria	2011	2012	2013	2014	2015	Implemented from 2011 to 2015

Number of participating units	216	278	375	550	660	2,019
Number of job-seeking subscriptions	3,875	5,424	5,517	5,800	6,000	26,616
Number of people employed through the exchange	850	1,478	1,543	1,500	1,700	7,071
Number of people registered for apprenticeships	250	250	265	305	350	1,420
In which the number of people recruited for apprenticeships	150	250	235	250	300	1185

*Source: Ha Tinh Department of Labor, War Invalids and Social Affairs (2015)*

In the period 2011 - 2015, the public employment service policy of Ha Tinh province contributed with other employment policies to create 160,284 employees, an average of nearly 30,000 employees annually, an increase of 4.28% compared to the previous 2006-2010 period. In particular, the number of domestic workers was 124,663 (95.9%), the number of workers working abroad was 27,585 (92%) (Ha Tinh Provincial People's Committee 2015). The growth rate of the number of people who successfully find jobs has shown a positive trend in recent years, the increase of 2014 is 17.64% higher than that of 2013, and the number of 2015 is 4.4% higher than that of 2014, of which majority are domestic workers. The number people who successfully find jobs overseas also improved from 2013 to 2014, the number for 2015 is 9.09% increase compared to that of 2014.

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**Table 6: Current situation of the number of jobs created annually**

	Criteria	2011	2012	2013	2014	2015
<b>1=3+5</b>	<b>Number of employees (number of people who can successfully find jobs)</b>	<b>29,134</b>	<b>28,500</b>	<b>30,150</b>	<b>35,469</b>	<b>37,031</b>
<b>2</b>	<b>The rate of increase in the number of jobs (%)</b>		<b>-2.18%</b>	<b>5.79%</b>	<b>17.64%</b>	<b>4.40%</b>
<b>3</b>	<b>Number of employees in the country (number of people)</b>	<b>23,486</b>	<b>23,424</b>	<b>24,789</b>	<b>29,969</b>	<b>31,031</b>
<b>4</b>	<b>The rate of increase in the number of jobs (%)</b>		<b>-0.26%</b>	<b>5.83%</b>	<b>20.90%</b>	<b>3.54%</b>
<b>5</b>	<b>Number of workers working abroad (people)</b>	<b>5,648</b>	<b>5,076</b>	<b>5,361</b>	<b>5,500</b>	<b>6,000</b>
<b>6</b>	<b>The rate of increase in the number of workers working abroad (%)</b>		<b>-10.13%</b>	<b>5.61%</b>	<b>2.59%</b>	<b>9.09%</b>
<b>7</b>	<b>Number of self-employment workers (people)</b>					

*Source: Ha Tinh Department of Labor, War Invalids and Social Affairs  
(2015)*

#### **4.4. Some policy solutions for employment services for workers in Ha Tinh**

Based on the analysis and assessment of the current situation of employment service policies in Ha Tinh recently, it can be seen that, in order to ensure that public employment service centers provide the most

optimal services, be best suited to the needs of employees, policies for public employment services need to be enacted more drastically. Accordingly, the Provincial government should have more specific policies for public employment services as follows:

*Firstly, it is necessary to specify the objectives of public employment service centers.* Accordingly, public employment service centers have two goals, one is being fair and the second is be effective in the service provision. The goal of providing public employment services is to prioritize fairness before focusing on service efficiency.

Ha Tinh needs to clarify the development orientation for employment service centers at district, and provincial levels is developing in the direction of being a link in the system of organizations implementing employment policies of the Province, not being monetary-driven.

Therefore, when prescribing the provision of services in employment service centers, it is necessary to prioritize the disadvantaged who will benefit the most from the employment service. Priority provisions such as priority on the type of service as required, priority in service provision, priority on service costs. However, these priorities should depend on the previous working history of workers. The labor record-storage system will be a tool to control the number of supports as well as the status of quits and job jumps of disadvantaged workers - which is the grounds for determining the priority / non-priority form in the provision of services in the next time.

*Secondly, the policy should also clarify the priority for long-term unemployed workers in the labor market and the type of services necessary*

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*for this priority group. Long-term unemployed workers should be given priority in job search consultancy services in parallel with training services, skills training consultancy services to ensure the necessary settings for finding and maintaining jobs.*

*Thirdly, the regulation promotes the diversification of employment services of employment service centers. Accordingly, public employment services at the centers can be expanded to develop under the policy of diversifying products and services. In addition to some traditional employment services, regulations on centers are diversified to other services such as career research support services for employees, career-oriented services associated with employment, vocational training services; job fairs, job trends forecasting services in economic sectors and enterprises. Employment centres can expand into other services such as connecting team workers to learn job search skills, find information, and learn the professional skills needed to find work; provide mobility assistance services when workers are on the move and wish to find work in other areas.*

*Fourthly, the province also needs to enact a policy on funding to support public employment service organizations to move towards free employment centers for workers.*

*Fifth, the Provincial Government's policy on the development of autonomous employment services through investment in equipment for workers to find information on their own such as investment in installation and development of the internet, public telephone, electronic notification boards of public nature to replace employment service centers. This service*



can be deployed in many areas, especially in areas with networked areas, remote areas can use public telephone systems.

*Sixth, In order to implement the a above-said solutions, the Province may prescribe solutions to improve employment exploitation capacity, information consulting capacity, training capacity and management capacity for managers and officials implementing job programs at centers. Solutions to open training classes on employment-solving operations of the Labor–Invalids and Social Affairs sector; The Bank for Social Policy for staff of job centers; public organizations and leaders of People's Committees of communes, wards and townships are the priority solutions of capacity-enhancing policies; fostering employment consultants on skills associated with new occupations, especially in rural areas.*

*Seventh, the province should focus on solutions to build infrastructure for the special labor market information system in rural areas to effectively link human resource training to labor demand. Investment policies to build information infrastructure should prioritize both hardware infrastructure policies such as internet, public phones, networked computers ... and investment in software infrastructure such as information systems on the labor market, human resources systems operating information infrastructure. The province also needs to have policies to encourage enterprises, sectors and statistical agencies to accurately provide forecasts on skilled labor needs and labor supply and demand relations in the labor market to help businesses and career centers do not have accurate and reliable information to plan workers' advice and training.*

## **5. Conclusion**

The trend of fierce competition in the market of goods and services, enterprises using labor increasingly requires high-quality human resources, along with creating better quality of work. Therefore, jobs seeking services in Ha Tinh province needs to harmoniously combine the importance of the number of jobs with improving the quality of employment. Three important aspects of employment quality indicators are employment-creating policies for workers on the basis of economic development, finding labor export markets; policies to ensure some necessary inputs for workers to get jobs such as job creation credit policies, vocational training, information provision and policies to connect labor supply and demand such as the development of employment services including employment services. Therefore, the system of employment service policy solutions of Ha Tinh province needs to have sufficient practical grounds, meet the needs and desires of employees, and most importantly, oriented towards employment results. The promulgating of any employment solution should be based on labour market practice surveys, corporate surveys, vocational training institutions and employment services.

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