

Implication on Policy for Revising Public Employment Service in Korea: focused on the Employment Center

Young-min Lee¹, Ji-hyun Oh²

¹Graduate school of Human Resources Development for Women,
Sookmyung Women's University
100 47th street, Chungparo, Yongsan-gu, Seoul 140-742, KOREA
ymlee@sookmyung.ac.kr

²Dept. of Human Resource Development Policy, Sookmyung Women's University
100 47th street, Chungparo, Yongsan-gu, Seoul 140-742, KOREA
Corresponding Author: successjh05@naver.com

Abstract. The purpose of this study is to take a look at the development direction and task of the employment center on the basis of issues and causes of the employment center known in advance studies and present the policy implications thereof. Therefore, with respect to the development plan and task of the employment center, it may be divided largely into four types. First, there is a need to structure the governance with the central employment service commission as the peak point for quantitative expansion and qualitative enhancement of the public employee service, service connection for each dept and for each business, strengthening of reconciliation, and advancement of core functions for the employment center. Second, for the case of private consignment of the public employee service, it may waive the principle of public monopoly while carrying out the revision of business and contents of the public employee service around the employment center in order to strengthen the public employee service as the public goods and value goods. Third, there is a need to implement personnel management and education to upgrade the specialization of human resources and enhancement of institutional competency through expansion of infra investment on the employment center. And fourth, there is a need to improve the employment service method and improve the specialization of human resources in order to appropriately reflect the information and technology innovation.

Keywords: Employment, Employment Center, Public Employment Service, Private Employment Service, and Development Scheme of Employment Service

1 Introduction

After the financial crisis in 1997 and international financial crisis in 2008, with the massive unemployment from slow economic growth around the world and extinguishment of life-long employment, Korea also pays attention to structures of the employment infra for resolving the unemployment issues. Due to the skyrocketing

unemployment rate, the government began to place full-scale effort on the employment service, such as, enhancement of accessibility of customers, provision of one-stop service and customer specialized service and so forth. However, structuring employment infra for employment service is a long-term consideration that requires substantial time that the qualitative improvement of employment service in public sector and private sector has been advanced rather slowly [1, 2].

In 1998, the public sector integrated the employment affairs of local labor offices and employment insurance works into the employment center. After 2000, since the group counseling program for employment support has been developed, facilitation of employment service in the private sector and employment service strengthening in the public sector have been prepared as the advancement plan for national employment support service to have the employment service policy as one of the critical fields of labor policy in full-scale [3].

Notwithstanding such a short history, various techniques and programs related to employment service under the promptness and learning culture environment unique in Korea have been introduced and implemented. However, by operating similar public employee service delivery system for each department, for each local government, and for each business, the status and role of the employment center has become vulnerable and there has been repeated budget investment, partially excessive service and a segment of works that have been issues for providing the public employee service [4].

In the meantime, it is the situation with indispensable accompanied growth of private institutions to supplement the limitations of the public sector in order to provide diversified employment services to meet the demands. Accordingly, the government is fully devoting on facilitating the private employee service to provide the differentiated services by optimizing the occupational stabilization functions and facilitation of human resource supply through the 'employment service advancement plan' in 2006 [5]. Therefore, those private employee service institutions have become enlarged in size around certain institutions with the trend of expanding the service territories into entire HR areas. On the other hand, the employment center has a number of problems with low specialization of employees, frequent work transfers, low quality of service follow excessive administrative works, increase of term-based employees in the employment center, and decline in skill level.

Furthermore, due to the fact that the legal and systematic basis to strengthen the status and role of the employment center is vulnerable and the development strategy in the governance point of view on employment service has yet to be established, there is a limit to optimize the efficiency of employment service. There is no detailed model for connection, adjustment and partnership between regional employment and labor agency and employment centers, private employee service institutions and employment center, local government and employment center, and government consigned institution and employment center, and the employment center is focusing only on administrative execution due to the business-oriented outcome evaluation only [4].

Notwithstanding the fact that there are several issues pointed out, studies on facilitating the employment center has been insufficient yet. Therefore, the purpose of this study is to take a look at the development scheme and tasks of the employment center based on the issues and cause of the employment center to present the policy implication thereof.

2 Method

This study aims at taking a look at the development scheme and tasks of the employment center based on the issues and cause of the employment center to present the policy implication as pointed out through several documents and present certain implications. In order to accomplish the purpose of this study, Contemplation has been made by facilitating recent theses, writings, newspaper articles and data presented by government presented from 2010 to 2015.

Studies were done by facilitating the recent data on online sites from Korean Education and Research Information Service (KERIS) and RISS as the well-known academic DB, the Ministry of Employment and Labor that processed numerous studies in relation to the research themes, employment information center, Google site and so forth. The key words for the study has been made for employment, employment center, public employee service, private employee service and development scheme of employment center. After going through the above-mentioned process, 10 theses and 10 relevant data and newspaper articles were excerpted for the final use.

3 Direction for Development of the Employment Center and Tasks

Followings are the tasks and development scheme on the basis of issues and causes of the employment center. First, there is a need for quantitative expansion and qualitative enhancement of the public employee service, service connection for each dept and for each business, strengthening of reconciliation, and advancement of core functions for the employment center. Therefore, it requires to structure the governance to evaluate and adjust the employment service delivery system for each department, structure the employment service commission for each metropolitan region to perform comprehensive functions of employment service, and operate the employment welfare and center for base unit that are led by tentatively called 'central employment service commission'. For the case of Germany, it has established Bundesagentur fur Arbeit (BA) for carrying out the central role of employment service delivery system. This BA is the main body to execute aggressive labor market policy, employment brokerage, employment insurance, unemployment and so forth as the responsible operation institution of labor market policy of Germany [6].

Second, for the private consignment of the public employee service, it requires to waive the public monopoly while revising the businesses of public employee service around the employment center to strengthen the public employee service as the public goods and value goods. For example, the employment center may need to be adjusting its main role by providing appropriate service on specific subject including the broader reaching for vulnerable classes, construction human resources, foreign human resources, homeless and so forth. In addition, three plans are presented for enhancing the efficiency of private employee service institutions while maintaining the quasi-market nature of public employee service. There has to be the followings: 1) enlargement of the private employee service institutions and role sharing with the employment center through adjusting the business territories, 2) strengthening of support to

induce the service standardization and promote the public service by facilitating management, certification and incentive through developing quasi-public/ public-type private employee service institutions, and, 3) development of integrated HR service institutions through reform of private employee service institution regulations.

Third, there is a need for personnel management and education implementation to heighten the specialization of human resource and enhancement of institutional competency through expanding infra investment on the employment center. The situation requires the plans on required budget and plan to increase the number of employees for each year as well as request to increase the human resources through expanding employment welfare and establishment of employment centers. And, it would require the review on reduction on administrative human resources working at the employment center, control on transfer arrangement through new establishment of the employment center and review to maintain specialization. It is also required to establish the competency training system of employees at the employment center through employment and labor training center as well as providing the opportunity to improve specialization through completing required credits.

And, fourth, there is a need for endeavors to improve the specialization of human resource and improve the s6 method to appropriately reflect the innovation of information and technology. Through the employment information network, the advance examination, desire for job seeking and so forth for the job seekers are surveyed before visiting the employment center, the interview time has to be saved and the tailored information for individual has to be able to provide with the advance support. The information provision method has to be modified to be able to provide the good job information required for individuals by facilitating the big data in tailored method and quality improvement upon visiting the employment center would be required. Furthermore, the online consultation of those employees at the employment center is to be facilitated while prepare the plan to provide appropriate information related to enterprise, wage and so forth to increase the efficiency of employment service.

4 Conclusion

For the expansion of functions and advancement of the employment center, it is dearly needed to search for service plans to structure the channel in timely fashion for workers needed for small and medium companies. In addition, there is a need to strengthen the global competency to develop and advance human resources in national and local community level as well as responding to the movement of global labor force. Furthermore, a review to establish a public-type dispatch company would be required around the social service fields.

References

1. Kim, S.T.: "Tasks of Advancement for Employment Service and Development of Specialized Human Resources" International Labor Brief, October 2014, pp.1-3 (2014)
2. Kim, S.T.: "Prospect and Major Policies for Labor Market of Each Country in 2015," International Labor Brief, February 2015, pp.1-3 (2015)
3. Choi, S.H., Oh, S.W.: "Empirical Study on Determinant Factor of Efficiency for Employment Service Institution of Korea by Using the Envelopment Model: Centered around Work Structure, Finance, Employment Outcome of employment center," Korea Policy Academy Newsletter, Vol.20, No.4, pp.479-503 (2011)
4. Oh, S.W.: "Scheme of Development to Structure Outcome Management System of public employee service," Study on Occupation and Employment Service, Vol.7, No.2, pp.17-33 (2012)
5. Jang, U.S.: "Status and Development Scheme of public employee service; Overview of Researches, Vol. 2010, No.1, pp.8-31 (2010)
6. Park, M.J.: "Employment Service of Germany: Delivery System and Provision Method of Public Service," International Labor Brief, October 2013, pp.17-29 (2013)