E-EMPLOYMENT PROJECT

The "e-Employment (e-İŞKUR)" as an Institutional Transformation Project was realized to create a platform on which clients can themselves proceed with their work related to the Agency. The project is intended to maximize the content of all domestic and external clients through a client-centred approach and use of up-to-date technologies.

The İŞKUR has recently completed all necessary work needed to provide a system through which all citizens and institutions can get in touch with the Agency in electronic environment and receive effective, safe, transparent, fast and continuous information services based upon the updated portal content of the Agency.

İŞKUR's all target audience that are natural and legal persons are able to benefit from this project because e-Employment covers all services of İŞKUR.

Natural persons are job seekers, employers, agriculture employers, employer agents, agriculture agents, academics, researchers, students, decision makers and the persons who benefit from unemployment insurance, want to participate in labour training courses, benefit from job and vocational counseling services and unemployment insurance.

Legal persons are domestic and foreign enterprices which demand labour force and are visited by İŞKUR, want to organise labour training courses, and want to take trainings at enterprice and send labour force to abroad.

Targets of the Project:

- Provision of services 7 day / 24 hours,

- Improving the effectiveness and efficiency of Agency's works by using up to date technologies,

- Providing for internal and external users to make the proceedings by themselves,

- Providing the persons who can not use computer technologies with guidance and counseling service at self-service desks in offices.

- Making matching processes more quickly,

- Providing job seekers for having a job in a short peiod.

- Presenting system users in labour market with up-to-date and correct information by creating labour market information system,

- Realizing unemployment insurance and job loss compensation payments in accordance with laws,

- Providing protection of employment and increase of employment opportunities,

- Generalizing job and vocational counseling services

Project Scope:

Under the project pilot implementation was started in various units of the Agency in 2006 and the whole Agency was covered in early 2007. As of the end of 2007, the system was ready for external users as well. The following modules were developed:

E-Transformation Portal Applications:

- Employment (national, abroad, private employment offices)

- Compensation,

- Labour market,

- Courses and seminars,

- Job and occupational counselling,

- e-learning

Administrative Applications:

- Human resources,

- Payroll,

- Accounting,

- Keeping track of receivables,

- Fixed assets,

- Stocks,

- Document Management System,

- e-tendering

While operations could be carried out only within the Agency earlier, the project enabled outsiders to use the system through the Internet in the following areas:

By jobseekers;

- Jobseeker registry,

- Updating registration information,

- Keeping track of vacant jobs

- Job application,

- Following up the outcome of applications and interviews,

- Removal of registration if job seeking is given up,

- Keeping track of messages from employers and the Agency,

- CV and photograph entry.

- Application for unemployment pay,

- Following up payments,

- Application for labour force training courses,

- Asking for appointment in job and occupational counselling,

- Information about occupations,

- Using of distant teaching,

- Accessing to Turkish Occupations Dictionary

By employers;

- Registration,

- Updating registration information,

- Presentation of monthly labour force tables,

- Presentation of registered labour force disaggregated by occupation, age, education, etc.

- Asking for labourers (vacant jobs),

- Keeping track of vacant jobs in the enterprise,

- Entering outcomes of interviews with jobseekers applying for vacant jobs,

- Updating job leaves (within 15 days),

- Keeping track of procedures for the selection of trainees, attendance of trainees throughout the training period, training course expenditures and information related to their employment,

- Raising requests fro training,

- Referral to jobs abroad,

- Presentation of reports by private employment agencies.

In order to get in fast communication with real or corporate persons registered with the system and save time, short messages are sent to their e-mail addresses or GSM phones. The following are the headings where short messages are used:

- User activation
- Approval by employers
- Notification of acceptance to those selected for vacant jobs,
- Notification of jobseekers who are invited to interview
- Invitation to labour force training courses
- Notification about the cessation of unemployment pay
- Informing employers in the public sector that their labour force request is found appropriate
- Informing employers in the public sector that their labour force request is not found appropriate

The project established linkages through web services with agencies in close relationship with the activities of İŞKUR.

With the Identity Information Sharing System (ISS) real and corporate persons registered with the system are checked for the accuracy of their information, redundancies are eliminated and online access is provided.

With the SSK integration, conditions of disqualification for unemployment benefit are better tracked and checked and online information exchange was made possible.

Project Outcomes:

With the project, registration procedures were made easier and a transparent system was placed in for individuals to track their own proceedings. Since jobseekers can work through the Internet while employers use the same medium in seeking workers and submitting their legally compulsory declarations, this corresponds to a significant time saving compared to the case where they have to report to the agency personally.

In the e-State project, the TC (Republic of Turkey) citizen identity number is the exclusive key for having access to personal information. Consequently, the same key is also adopted and used in İŞKUR's e-Transformation Project.

With the introduction of services in electronic environment, documents that job seeking citizens as well as those applying for unemployment pay have to submit are significantly diminished.

Those who apply for public employment services now wait shorter for their turn to come. The Agency is now able to work without the earlier time limitation of 7:00/24:00. In the earlier system, time needed for the initial application of any job seeker who wanted to register with the Agency could change from few minutes to couple of hours in a working day depending on the work load of the unit concerned. In the present system, on the other hand, application can be made at any moment and any time of the day.

Project outcomes are reflected also in Agency's statistics. In February 2007, for example, there were 66,555 applications (51, 361 males and 15,194 females) to the Agency. A year later, in February 2008, applications totalled to 132,373 (107,994 males and 24,379 females). Furthermore, while outside users numbered only 17,508 one week after the system was opened to outside users, the number jumped up to 193,214 as of the end of March 2008.