

MAJOR FINDINGS OF NATIONAL LABOUR MARKET SURVEY (2017)

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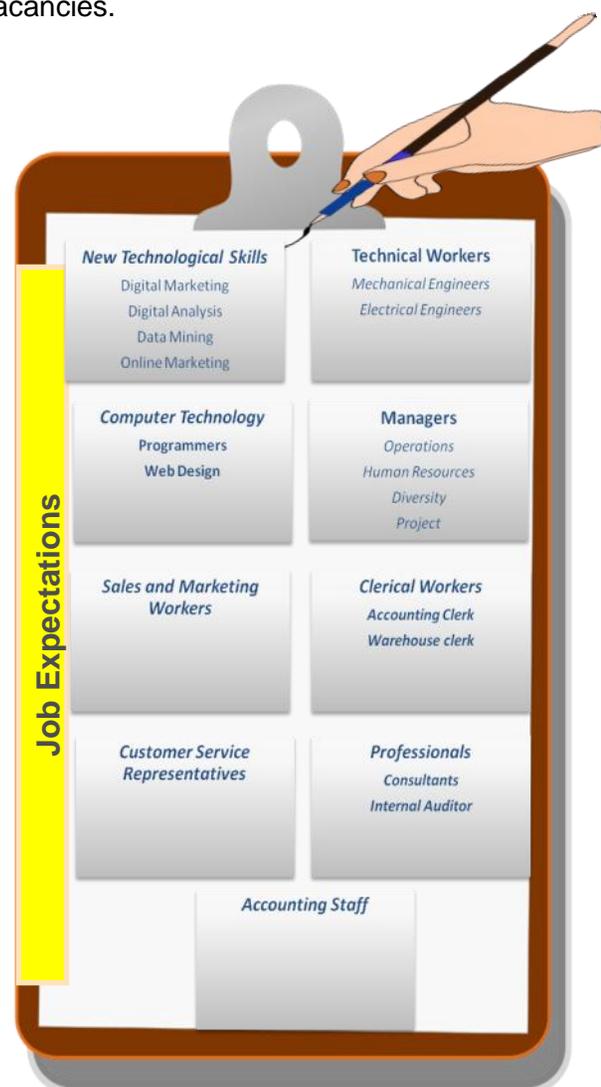
Strengthening the services of the LMIS- Integrating labour with social protection.

In 2016, the Ministry of Labour and Social Security (MLSS) commissioned a National Labour Market Survey (NLMS), during which employers from 660 firms were interviewed. The main objectives of the study were to:

- Establish and measure the quantity and quality of human capital in the Jamaican work place;
- Examine the extent to which technology is used in the workplace and how its use impacts the demand for workers and training;
- Examine the demand for new jobs; and
- Examine other factors (challenges) apart from wages faced by employers in obtaining the requisite skills needed to fill vacancies.

MAJOR FINDINGS

- Fifty-eight percent of the workforce was 25-44 years.
- Ten percent of the firms employed Persons with Disabilities (PwDs).
- Less than one (1) % of the workers in the participating firms were foreigners.
- Eighty per cent of firms found it difficult to fill vacancies in their organizations. This was mostly due to lack of experience and unqualified job seekers.
- The majority (70 percent) of the firms used technology either in the form of laptops, tablets or smart phones.
- Most firms were optimistic about their business prospects, with 67 percent indicating plans to expand.
- Demand will be greatest for Skilled Workers in Production and Services (72 per cent).
- The Hotel and Restaurant Services had the greatest opportunity for growth in the labour market.



GIVING QUALITY CUSTOMER SERVICE - A SKILL DEFICIT IN JAMAICA

Have you ever felt cheated or disrespected when you enter a business place to do a transaction or to seek information? If you are thinking that this is a case of poor customer service, then you have hit the nail on the head.

The National Labour Market (2017), identified Customer Service skills as one of the specific training needs of employees in Jamaica . This is because the quality of customer service is less than desired in Jamaica and is impacting negatively on the livelihood and sustainability of businesses.

CUSTOMER SERVICE REPRESENTATIVES - MAKING A DIFFERENCE

Customer Service Representatives are normally the first person you meet in an organisation and so they give the first impression of their workplace. Their job is to interact with customers, deal with queries regarding products and services, as well as help to resolve customer complaints via phone, emails, mails and social media. With Jamaica becoming an E-Service driven economy, there is an increased demand for more workers with good customer service skills. If you are interested in a Customer Service job, then it is important to apply the following qualities depicted in the diagram below.



HOW TO START A BUSINESS...WHERE TO GO?

With the high unemployment rate in Jamaica, persons who have the desire of becoming an Entrepreneur should not be afraid of starting their own business, in order to generate a source of income. Business start-ups contribute to the growth and development of an economy. However, sustaining a business can be challenging. Below are some tips to help you start a business:



1. Establish your business structure:

Sole Trader

A sole trader is the exclusive owner of a business. This person is the only beneficiary of profits or losses incurred by the business. The Labour Force Survey (October 2016) indicates that 422,000 or 35.7 per cent of the labour force are own account workers in Jamaica.

Partnership

This business structure involves two (2) or more persons working together to make a profit. Some examples of businesses with this type of structure are Accounting, Auditing and Law firms.

Company

A company is any entity that engages in business. This means that a company can be owned by one (1) person or a group of persons.

Co-operative

A co-operative is a member-owned business structure with at least five (5) members. All have equal voting rights, regardless of their level of involvement or investment. Credit Unions are examples of a Co-operative.

2. Choose a name for your business.

It is important to choose a name that relates to the purpose of your business and can market your business at the same time.

3. Meet legal requirements before starting a business in Jamaica.

This can be achieved by registering with Companies of Jamaica which will provide benefits such as:

- Showing your business on the Companies of Jamaica's website;
- Increasing your chances of accessing loans and grants;
- Being able to get Government and other contracts; and
- Earning customers' confidence, knowing they are dealing with a legal and registered entity.

4. Register with the Inland Revenue Department

This will allow for payments of Statutory deductions. It is also important to make payments to the National Insurance Scheme (NIS), to obtain pension benefits in the future. Contributions to the National Housing Trust is also essential for housing benefits.

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USING MARKET SIGNALS TO CREATE A BUSINESS

Market signals are information passed between producers and consumers of various industries in the economy. These signals often tell how the market is performing and the needs of consumers. Market signals are important to budding entrepreneurs who need information to start or enhance their businesses. Below are five market signals which aspiring entrepreneurs should consider before establishing a business.

CHANGES IN TECHNOLOGY

This has revolutionized the way businesses operate nowadays. Information Communication Technology (ICT) leads to greater efficiency in delivering products and services. This has resulted in increased competitiveness of business and more profit. As indicated in the National Labour Market Study, businesses are utilizing experts in the ICT field in order to enhance their products and services. Therefore, upcoming entrepreneurs, should keep abreast of the ICT applications in your industry.

ESTABLISH LINK TO VALUE CHAIN

The success of an industry often creates opportunities for persons from other industries to pursue. One industry that continues to thrive in Jamaica is Tourism, which attracts over three million visitors annually and creates opportunities for entrepreneurs. If you have an interest in Tourism, then Agro-tourism is a business you could capitalize on. The importation of food to supply locals and the growing demand from hotels and restaurants in Jamaica can be lessened, by establishing a well planned business in livestock, fruits or vegetables etc.

CONSUMERS' TASTE

Consumers' taste and preferences will evolve with time. Many goods and services that we found relevant and fascinating ten years ago have become outdated. For eg., in preparing for the more health conscious customers today, a Cook or Chef has to facilitate this new lifestyle. Changes in consumers' tastes, such as being more health conscious has resulted in greater demand for organic foods, nutraceutical products and fitness centres.

CHANGE IN POPULATION

A change such as an ageing population often leads to a shift in the demand for certain goods and services. If the population continues to age in Jamaica, the need for elderly care services will increase. These include health care services such as the operation of retirement and nursing homes, as well as the sale of equipment and furniture for recreational and occupational therapy.

INDUSTRY TRENDS

Knowing what's trending is very important for prospective entrepreneurs, as this will give them an idea of which industry they should venture in. Persons seeking this kind of information can visit the Labour Market and Information Systems (LMIS) website. This website provides useful information on the industries and labour market trends in Jamaica. According to the LMIS, sectors which have grown include Tourism, ICT/BPO, Agriculture and Energy. With the impending Logistic Hub Development, there are also prospects for increased businesses in ICT/communication, Transportation, Restaurants, Cleaning services, and Light manufacturing.

MLSS... CREATING BUSINESSES FOR VULNERABLE JAMAICANS

The Ministry of Labour and Social Security (MLSS), through its employment, education and entrepreneurship grants, has assisted over one 1000 persons each year. These grants facilitate independence of the beneficiaries and contribute to their growth and development.

• The Steps-to-Work Programme

This Programme was created to promote economic self sufficiency for poor households, particularly beneficiaries of the Programme of Advancement Through Health and Education (PATH). It seeks to engage working age persons 15-64 years who are not attending school, in a set of initiatives. These are aimed at job readiness, skills and competence building, job matching and business development.

• Economic Empowerment Grants

This grant is available to Persons with Disabilities (PwDs). In cases where PwDs are unable to access the grant themselves, a parent or guardian may assist. A group of PwD's with disability can also access the grant. Applicants are able to operate a project that is viable or which will enable them to gain sustainable employment. Through this Grant, some PwD's are able to pursue businesses, such as livestock farming, craft work, carpentry, floral arrangement and dressmaking.



Products made by recipients of the Economic Empowerment Grants in Western Jamaica.

• Rehabilitation Grants

The main purpose of this grant is to provide an opportunity to improve the beneficiary's economic base through income generating projects. The types of project/micro enterprises which are supported include:

1. Trading in haberdashery, clothing/garment, cosmetics, etc.
2. Hairdressing/Barbering, butchering, food-vending, etc.
3. Shop keeping
4. Purchasing or repairing tools, machines or other equipment for work
5. Small livestock rearing in rural areas; as well as the planting of cash crops and the purchase of hand tools.

• Social Intervention Programme (SIP) - Education & Entrepreneurship Grant Programme

These Programmes offer financial assistance to vulnerable individuals who may lack the resources or who are unable to finance their educational pursuits. The grants are offered to pursue educational or entrepreneurial activities.

Peta-Gaye Kelly – Awestruck Spa Club

A number of aspiring entrepreneurs have benefitted from SIP. One (1) such beneficiary is Peta-Gaye Kelly, a certified Beauty Therapist. Kelly started Awestruck Spa Club with limited resources two and a half years ago and has been making a name for herself in the Cosmetology industry.



Recipient of SIP Grant,
Peta-Gaye Kelly

The talented Kelly had high praises for the Ministry's Entrepreneur Grant as she said that it allowed her to acquire much needed capital for her business. *"I am happy that I was a part of the Programme. I was able to purchase goods from the grant I received...I also got a chance to do some voluntary service, which allowed me to increase my passion and drive towards service"*, explained Kelly.



PICTORIAL HIGHLIGHTS



Hon. Shahine Robinson (second left), Minister of Labour and Social Security engages in conversation with members of the Mandeville Chamber of Commerce, which houses a LMIS kiosk for registering job seekers and employers.



Mrs. Colette Roberts Ridsen (second left), Permanent Secretary of the Ministry of Labour and Social Security and PATH Youth Ambassador Navoya McIntosh (first left), interact with students of the Robert Lightbourne High School at a Career Development Initiative.



Mr. Dave Lumley (Centre), of the Electronic Labour Exchange interacts with participants at the Global Opportunities Emigration Fair at Jamaica College.



Mr. Damian Cox (first right) presenting to participants at the Training Workshop for the establishment of the Regional Labour Market Information System.



Mrs. Simone McKenzie-Mair (right) presenting on "Labour Market Intelligence" to participants at the Grenadian Study Tour to observe the best practices of Jamaica's LMIS.



Ms. Trevena Mercuries, Ms. Venecia Francis, Ms. Andrica Black and Mrs. Millicent Gayle of the LMIS at a booth presentation for the UWI Job Fair Exposition.

THINGS TO KNOW WHEN SEEKING A JOB THROUGH PRIVATE EMPLOYMENT AGENCIES (PEA)

In recent times, job search has become a dangerous venture for Jamaicans. This is especially so due to increased use of the internet to seek employment and the establishment of illegal PEAs for recruitment both locally and overseas. Globally, jobseekers have become victims of human trafficking, resulting in modern day slavery and other atrocities, which is a cause for concern in Jamaica.

The Employment Agency Unit of the Ministry is responsible for monitoring all PEAs that provide employment for persons both locally and abroad. The Employment Agency Regulations Act 1956 was instituted to govern and regulate activities of PEAs. Only Operators authorized by the granting of licence issued by the Ministry of Labour & Social Security, should participate in the recruitment and placement of persons in jobs both locally and overseas.



| DOs | DON'Ts |
|---|---|
| Check the Ministry to see the status or legitimacy of Operators or Agencies. | <i>Meet individuals on the side of the road, under trees, in vehicles etc. to do business for overseas job placement.</i> |
| <i>Ensure that you see a valid and updated licence from the PEA which is issued by the Ministry.</i> | <i>Pay money for any service to personal account.</i> |
| Report improprieties of Operators to the Ministry so that they can be investigated. | Send money to any remittance service for employment. |
| <i>Seek guidance from the Ministry on accurate Regulations and activities carried out by the Operators.</i> | <i>Pay for jobs under the USA H2B Programme or other programmes which prohibits the payment of fee.</i> |
| <i>Check with the Ministry to determine if correct fees for services offered by the PEAs are being observed under the Regulation.</i> | <i>Pay money to individuals pretending to act as a representative of the Ministry.</i> |

HELPFUL TIPS WHEN USING A PRIVATE EMPLOYMENT AGENCY (PEA)

- All operators of PEAs must have a physical office space.
- Licences must be visible on business premises and renewed every year.
- It is illegal for a person to advertise job opportunities, overseas or locally, if he or she is not registered by the Ministry.
- A list of all licensed employment agencies can be found on the LMIS website (www.lmis.gov.jm).

For further information on the list of legitimate operators, please visit our website at www.lmis.gov.jm.

STRENGTHENING THE SERVICES OF THE LMIS- INTEGRATING LABOUR WITH SOCIAL PROTECTION

In 2015, the Government of Jamaica through a loan agreement from the Inter-American Development Bank (IDB), commenced the piloting of an On-the-Job Training (OJT) Programme for disadvantaged youths. This was done through the



HR manager Michelle Thame (right), along with St Ann OJT candidates at Mystic Mountain.

Ministry's Steps-to-Work Project. Approximately 1500 persons are expected to benefit from the pilot over (4) years. To be qualified, participants should be graduates of a secondary institution and possess an academic and/or vocational training.

The Ministry, through its Electronic Labour Exchange (ELE), has been actively engaging Private Sector Organizations to provide on-the-job experience to the candidates. The interns receive a stipend of \$9,000 weekly through the Project. However, before these candidates are placed in an organization, the ELE conducts a one week Employability Skill/Job Readiness Session, where a variety of topics are taught to further prepare them for the work world. The interns are also further trained and certified by the Human Resource Training Agency (HEART Trust/NTA) job entry.

The OJT Programme has been successful. As of March 31, 2017, over 660 candidates were placed by the ELE team to work in a variety of organizations, with 206 persons gaining permanent employment after the completion of their internship.

UPCOMING STUDIES AND ACTIVITIES



GREEN ENERGY STUDY-
WASTE MANAGEMENT



CANADIAN FARM WORK PRO-
GRAMME IMPACT STUDY
(PHASE 2)



COMING SOON LAUNCH
OF PHASE 3
ENHANCEMENT OF
THE LMIS WEBSITE



STUDY ON -
THE ASSESSMENT OF THE
AGEING POPULATION IN JA-
MAICA AND THE OCCUPATIONS
AND SKILLS REQUIRED TO
ADDRESS THE NEEDS OF SEN-
IORS IN GERIATRIC CARE



LABOUR
MARKET STUDY IN FOUR SE-
LECTED PARISHES

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