



# **Ministry of Labour and Social Security Costa Rica**



**NATIONAL SYSTEM FOR  
INTERMEDIARY ACTION,  
ORIENTATION AND  
INFORMATION ON  
EMPLOYMENT  
(SIOIE)**

# Background



In Costa Rica, the Political Constitution states that work is a right

- **Article 56:** “work is a right of the individual and an obligation to society. The State must strive to ensure that all have work which is honest and useful and suitably rewarded”.
- **Article 72:** As long as no unemployment insurance exists, the State shall maintain a technical and permanent system for the protection of those who are involuntarily unemployed, and shall strive to return them to the world of work.

# Duties

## National Employment Department



### DECREE 18647 – TSS (NATIONAL EMPLOYMENT DEPARTMENT)

#### Article 4:

- a) To act as a public organisation entrusted with the duty of intermediary action regarding employment in the labour market.
- b) To organise its actions on a regional basis and to expand its effects within the labour market.
- c) To articulate its activities in respect of employment with other institutions.

# Duties of the Department of Intermediation, Orientation and Employment Search



## Article 75 Organic Law of the MTSS

1. To register employment supply and demand to assist workers to find a suitable position and to supply employers with workers which meet their needs.
2. To assist working people to choose, improve or change their occupations, taking their characteristics and the possibilities on offer in the labour market into account.
3. To monitor the operations of private employment placement agencies.

# National Employment Network



## Decree 34936 - MTSS

This was published in the Official Gazette No. 244 of December 17, 2008.

**Article 1:** The National Employment Intermediation, Orientation and Information System, known as the S.I.O.I.E., was established. The system is made up of the MTSS, the MEP, the INA and the Municipalities which have entered into agreements with the MTSS.

**Article 5:** The National Council for Employment Intermediation was established, consisting of representatives from the MEP, the INA, the MTSS, the CONARE, an employers' representative and a workers' representative, plus a Technical Secretary.

It is provided with an Electronic Employment Search Platform.

# About the S.I.O.I.E.



- ❑ This is a free-of-charge public service which operates under the agreement between State bodies MTSS, MEP, INA and the Municipalities.
- ❑ It was officially launched on August 18 2009. It began to operate with the MTSS as of September 1 2009.
- ❑ It operates by means of the internet round the clock, 365 days a year.
- ❑ It promotes and facilitates the establishment of connections between employers and jobseekers.
- ❑ Its purpose is to respond to the actual needs of the labour market.

# Decentralisation



- It began as a process intended to provide employers and workers with greater access to the employment service. It was also designed to extend the reach of the service.
- It came into being through agreements and the opening of municipal employment offices.
- Before an employment office is opened, an analysis of the companies operating in the zone is undertaken.
- These offices are opened in zones where jobs are actually being created.
- The ability of the entire population to access the services is analysed.
- It is hoped that they will be provided with human resources, physical space and suitable technological resources.

# Decentralisation by means of Local Government



- Employment Intermediation Services are decentralised thanks to the active participation of local governments with a view to making joint efforts and as part of their own development on the employment, economic and social fronts.
- Articles 2 and 7 of the Municipal Code authorises the Municipalities to sign agreements with the relevant public body or organisation with a view to performing services or other activities in its zone on a joint basis.



# Decentralisation by means of Local Governments



- The opening of Employment Intermediation Services to articulate supply and demand in the labour market, with the development of employment inclusion strategies with special emphasis on vulnerable sectors of the population.
- In its capacity as the overarching authority, the Ministry of Labour promotes these services with a view to narrowing the gap between the services in question and their users.

# MTSS Responsibilities



- Consultancy and regular inspection (quarterly) of the development of the programme, using measurement and assessment tools.

Example: Minimum information guide

**On the supply side:**

A table of the jobs on offer where recruitment is based on occupation, gender, age, education level, level of experience, civil status, individuals placed in positions.

# MTSS Responsibilities



## On the demand side:

Positions registered by occupation and sex, positions registered by economic activity.

- To launch its activities the Intermediation Office will require equipment and basic furniture donated by (to be advised)

# MTSS Responsibilities



- To promote, organise, advice and assess the Services which may be offered the level of the region, zone or municipality.
- To offer internships in the MTSS central offices to municipal managers as an induction procedure (processing supply and demand, labour market diagnoses, labour management guidelines of orientation, promotion and publicisation).

# Responsibilities of the Municipality



- To facilitate the recruitment and offer selection procedures and their connection with labour demand by means of the Employment Service and along the guidelines of the National Employment Department.
- To provide an accessible office to process users with at least one officer with a university degree in economics, social sciences or ICT with access to the internet, telephone and fax.

# Responsibilities of the Municipality



- To process people in search of work on a basis of equality, without discrimination on grounds of age, ethnicity, gender or religious beliefs, and to initiate affirmative actions for the benefit of vulnerable sectors, such as the young seeking their first job, women, the handicapped, the older adult and individuals at risk on social grounds.
- To monitor compliance with the instruments and procedures as laid down by the MTSS.

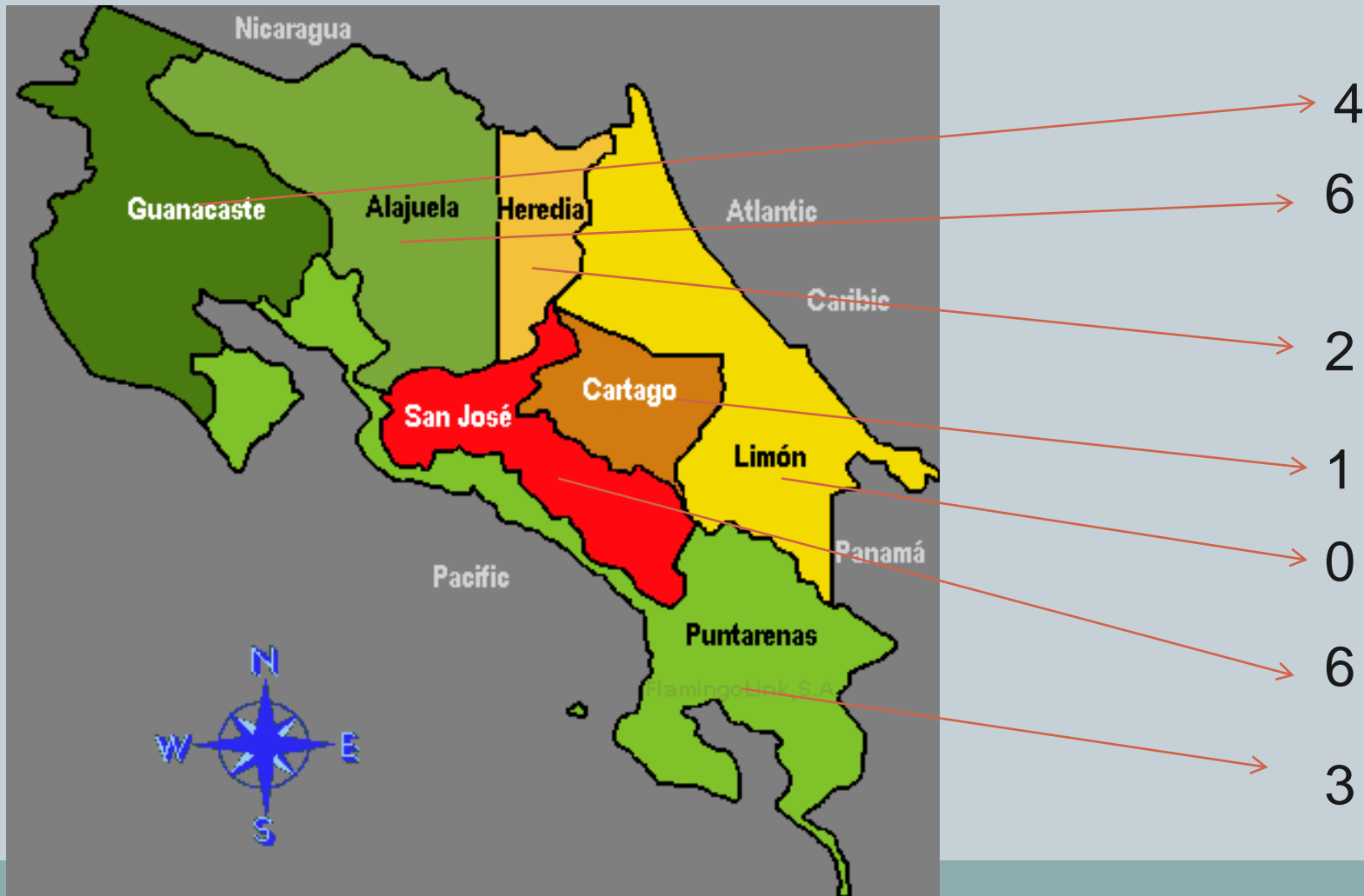
# Responsibilities of the Municipality



Others will be added to these as they arise from joint action, such as labour market diagnostics, for example.

- Channelling requirements regarding employment inclusion, training or other employment options, such as self-employment.
- Handling the reports requested by the National Employment Department. (quarterly)
- Coordinating with human resource occupational training institutions according to the situation on the labour market.

# Network of employment offices having signed the MTSS agreement





# Advantages of Decentralisation



- To facilitate the service for users by the provision of an Intermediation Service near their homes.
- To provide a national network of Organisations and Institutions working together in Employment Inclusion and Intermediation operations.
- To provide users of the National Employment Intermediation, Orientation and Information System to occupational qualification and training services.

# Advantages of decentralisation



- To integrate the efforts of the social bodies and organisations concerned for their own development as regards employment, their economy and their social structure.
- To extend the national cover of the Intermediation Services by means of local governments.
- Technical and inter-institutional coordination to suggest, identify and define action protocols.
- Maximise the usage of material, human and capability resources held by the institutions which make up the system, streamlining access by the user population of the whole country.

# Disadvantages of decentralisation



- Decentralisation is a costly and complex process.
- Change in the human resources allocated to the Employment Intermediation Services.
- Change in the policy according to the Mayor in office.
- Because of different levels of training, the full participation of employment managers is not achieved.
- Municipal department are slow to supply the national employment services with their reports.



**THANK YOU !**