

 Early Warning System

AFDB-G-TN-I00-ZZZ-003

Public Employment Services Project: From a Mass to a Client Oriented
Approach



Quick Facts

Countries	Tunisia
Financial Institutions	African Development Bank (AFDB)
Status	Active
Bank Risk Rating	U
Voting Date	2018-10-01
Borrower	*Borrower information not provided at the time of disclosure*
Sectors	Industry and Trade, Law and Government
Investment Type(s)	Loan
Investment Amount (USD)	\$ 2.49 million



Project Description

According to bank provided information, the present intervention concerns “Public Employment Services Project: From a Mass to a Client Oriented Approach”. It consists of grant of USD 2,560,000 from the MENA Transition Fund. The project aims primarily to promote youth’s inclusion and empowerment through a shift from a mass to a client approach in the public employment services and the development of professionalized support and personalized services.

The objective of the project is to promote youth’s inclusion and empowerment in public employment services by providing professional support and personalized services for both job seekers and young entrepreneurs in the disadvantaged regions of Tunisia. Its specific objectives are the following: (a) introduce the use of statistical profiling techniques at the National Agency of Employment and Independent Work (ANETI) as a tool to shift the way of dealing with heterogeneous unemployed customers from a mass undifferentiated perspective to segment based perspective; (b) finalize, validate and utilize a national classification of occupations and skills; (c) implement a competency matching solution and scoring methods of job seekers’ skills at ANETI’s offices; (d) strengthen the capacity of the Ministry of Vocational training and employment (MVTE), the public employment services and social partners in the regions; and (e) improve professional and interpersonal skills of Tunisian job seekers.



Investment Description

- African Development Bank (AFDB)



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ACCOUNTABILITY MECHANISM OF AfDB

The Independent Review Mechanism (IRM), which is administered by the Compliance Review and Mediation Unit (CRMU), is the independent complaint mechanism and fact-finding body for people who have been or are likely to be adversely affected by an African Development Bank (AfDB)-financed project. If you submit a complaint to the IRM, it may assist you by either seeking to address your problems by facilitating a dispute resolution dialogue between you and those implementing the project and/or investigating whether the AfDB complied with its policies to prevent environmental and social harms. You can submit a complaint electronically by emailing crmuinto@afdb.org, b.kargougou@afdb.org, b.fall@afdb.org, and/or s.toure@afdb.org. You can learn more about the IRM and how to file a complaint at <https://www.afdb.org/en/independent-review-mechanism/>.