

African Journal of Development Studies (AJDS)

ISSN 2634-3630 E-ISSN 2634-3649

Indexed by IBSS, EBSCO, ERIH PLUS, COPERNICUS, ProQuest,
SABINET and J-Gate.

Volume 14, Number 1, March 2024

Pp461-478

Assessing the Role of Public Employment Services in Addressing Unemployment: A South African Perspective

Doi: <https://doi.org/10.31920/2634-3649/2024/v14n1a22>

Shangolirimini Demana

Tshwane University of technology

Shangolirimini.Demana@labour.gov.za

John Ntshaupe Molepo

North West University

John.molepo@nwnu.ac.za

&

Kabelo Boikhutso Moeti

Tshwane University of Technology

Moetikb@tut.ac.za

Abstract

South Africa is confronted with the proliferation of a high unemployment rate, particularly for young people. The continuous growth of the unemployment rate in the country attests that the government lacks initiatives to promote employment creation and protect employment for vulnerable workers. In South Africa, the creation and protection of employment are part of the public service provided by the Department of Employment and Labour (DEL). Measures to address employment creation, alleviation of unemployment, and protection of vulnerable workers are legitimated in the Employment Service Act (Act No. 4 of 2014), which is administered by DEL. Although the Act is clear about such

measures, South Africa is continuously reporting a growing unemployment rate. The purpose of this study is to investigate the issues underlying the implementation of programmes aimed at generating employment and protecting workers from retrenchment by the Public Employment Services (PES). The study employed qualitative research methods and interviews were used to collect data. The main research question for this study is “What are the challenges faced by PES in rendering effective employment services in South Africa”. The study found that the mandate of PES is not implemented appropriately. As a result, the study suggested that PES should be restructured and established as a separate entity from DEL but still report to DEL. This was suggested as the establishment of an entity called the Labour Activation Fund (LAF), which will fully focus on addressing employment issues in South Africa.

Keywords: *Employment Services, Service Delivery, Public Employment Services, Government institution*

Introduction

In South Africa, unemployment is a known affliction of our age, but its causes, nature, and solution remain a matter of dispute. During quarter one of 2022, the Labour Force Survey (LFS) recorded an unemployment rate of 34.5% in South Africa (2022 Quarterly Labour Force Survey). South African youth continue to be disadvantaged in the labour market, with an unemployment rate higher than the national average. The unemployment rate for youth has gone higher than 63% during quarter one of 2022 (2022 Quarterly Labour Force Survey). The growing unemployment rate is a common challenge not only for South Africa but also for many countries around the world. Ayhan (2016) attests that a high unemployment rate has hit both local and developing countries, particularly during the period of the COVID-19 pandemic crisis. In recent years, many studies have been conducted in order to figure out the causes of unemployment globally. The study conducted by Lima, Barbosa, Santos, and Souza (2021) raised concern over the growing technological changes that result in many workers losing their jobs. Those include automation by computer-controlled equipment that can be able to perform work automatically without necessarily having a person do the work. The unprecedented outbreak of the COVID-19 pandemic has greatly changed the world of work and employment. According to Venkatesh (2020), many people have lost their jobs due to of the pandemic. Furthermore, many organisations have implemented teleworking as a way of promoting social distance to minimise the spread of the COVID-19 pandemic. Low-class workers, such

as cleaners and building maintainers, have lost their jobs because of teleworking. According to Macquarie and Daniel (2019), telework is defined as a way of performing professional work outside the employer's premises by making use of the ICT infrastructure. Many have called such exercise work from home.

In South Africa, DEL is mandated to provide employment services through PES. Therefore, this study mainly investigate the challenges DEL faced in providing effective employment services in South Africa. Much research has not been conducted in the way this study has been conducted. The study was empirical, and the qualitative method was used as an insight into data collection. The sequence of the study is as follows: abstract, introduction, background of the study, legislation informing public employment services in South Africa, the role of public employment services in promoting sustainable employment, material and method, service delivery in the South African context, research findings, recommendations, and future trends, conclusion, and reference list.

Background to the Study

Public Employment Services is not only a South African initiative to render employment services by the government. The history reveals that PES was first established in the twentieth century in the United Kingdom (UK) by the Labour Bureau, which later spread nationwide through the Labour Exchange (No. 206 of 1916) (Angel-Urdinoa, Kuddo, and Semlai, 2012). The main purpose of the Labour Exchange Act (No. 206 of 1916) was to increase and improve communication between employers and people seeking employment (Labour Exchange Act (No. 206 of 1916). According to Behrenz, Delander, and Mansson (2013), the establishment of PES was highly influenced by changes in supply and demand of the labour market, which were assimilated by a mismatch between labour demand, supply, and the participation rate of vulnerable groups.

In the early 1990s, many countries started to adopt PES as a way of responding to the adjustment of the labour market to the economy (Kuddo, 2012). The general objective of the PES was to provide job assistance and counselling services to registered job seekers. In developed countries like Sweden, Canada, the United Kingdom, and the United States, the implementation of PES has sharply decreased the unemployment rate. In those countries, the PES mandate is strictly implemented and regularly reviewed to respond to the current need for a labour market (Fill, 2011).

In addition, the International Labour Organisation (ILO) has largely supported the role of PES worldwide. ILO is a united specialised agency responsible for promoting equal opportunity for both genders and producing working conditions of freedom, human dignity, equality, and security (Roy & Kaye, 2002). Furthermore, the ILO also discusses general topics related to the labour market that are common to many countries and can be applied across the globe. The ILO plays a major role in mobilising PES through the International Labour Convention. This is done through the design of labour policies that are responsible for improving interventions and responsiveness to the needs of employers and job - seekers (ILO 2015).

In Africa, South Africa is the first African English-Speaking country to adopt PES in 2014. This was after the promulgation of the Public Employment Services Act (No. 4 of 2014). The main purpose of the Act is to regulate the provision of employment services in South Africa. South Africa is one of the developing countries that is highly affected by the high unemployment crisis (2022 Quarterly Labour Force Survey). In 1994, after the first democratic election, South Africa became a democratic country led by the Constitution of the Republic of South Africa (N0. 108 of 1996). The 1996 Constitution was developed mainly to heal the division of the past, improve the quality of life of all citizens, and establish a society based on democratic values, social justice, and fundamental human rights. Post-1994, several laws aimed at improving service delivery were developed across the country. Employment services were one of the crucial services considered to be provided to all South African citizens.

The mandate of providing employment services in South Africa is invested in the Department of Employment and Labour (DEL), which was previously known as the Department of Labour (DOL). DEL consists of different entities that are responsible for providing labour-related services. One of the entities that is responsible for providing employment services is Public Employment Services (PES). This entity is regulated by the Employment Services Act (No. 04 of 2014), which gives effect to the establishment scheme aimed at employment creation and protection of existing employment. Before the Employment Services Act was promulgated in 2015, the PES was regulated by the Skills Development Act (Act 97 of 1998), which by then served to provide employment services to South African citizens.

Legislation informing public employment services in South Africa

Since 1994, South Africa has taken several positive strides in transforming the public sector in order to improve service delivery. DEL is one of the national departments that has since strived to provide better employment services. Two regulations have been established since DEL began providing employment services. Firstly, the Skills Development Act (No. 97 of 1998) regulated employment services. In 2014, PES developed the Employment Services Act (No. 04 of 2014). This piece of legislation will take effect in mid-2015. Section 27(c) of the 1996 Constitution makes provision for the constitutional mandate of public employment services. It states that everyone has rights to social security, including if they are unable to support themselves and their dependents, and appropriate social assistance. The following session provides a discussion on the legislative framework regulating PES in South Africa.

Skills Development Act (No. 97 of 1998)

Before 2014, when a new act was developed, the Skills Development Act (No. 97 of 1998) regulated PES. The main purpose of the Act was to advise and implement national, sectoral, and workplace strategies, to develop and improve the skills of the South African workforce, and to provide for and regulate employment services. The Act was designed to serve multiple purposes, but with the common goal of advancing the skills of job seekers in order to enter employment. Chapter 2 of the Skills Development Act makes provision for the establishment of the National Skills Authority (NSA). The main function of the NSA was to advise the Minister of Labour on national skills development policies and strategies. The chapter further elaborates on the composition of the NSA, the constitution that regulates it, and the funding model. The Sectoral Education and Training Authority (SETAs), which is mainly responsible for establishing learnership, was established in terms of Section 9(1) of the Skills Development Act.

According to Section 22 of the Skills Development Act, the Director General (DG) of the Department of Labour has the power to establish a Skills Development Planning Unit, which is responsible for conducting research and analysing the labour market in order to determine the skills development need. The establishment of employment services is in accordance with Section 23 of the Act. It makes provision for the establishment of labour centres and the appointment of personnel responsible for providing employment services, such as: registering work

seekers, vacancies, and opportunities, and assisting prescribed categories of people to enter into employment and participate in special employment programmes. Furthermore, the Act also makes provision for the registration of any person who wishes to provide employment services. According to Section 24 of the Skills Development Act, any person who wishes to provide employment service may do so, provided that approval is granted by the DG of Labour. The Skills Development Act was developed in consideration of other laws that were regulating employment services before 1996. The following table depicts a list of those laws:

No. and year of law	Short title	Extent of repeal
Act No. 56 of 1981	Man power Training Act, 1981	The whole
Act No. 62 of 1981	Guidance and placement Act, 1981	The whole
Act No. 106 of 1996	Local Government Training Act, 1985	The whole
Act No. 106 of 1996	Telecommunication Act, 1996	Section 78 to 87

Source: *Skills Development Act, 1998.*

The Skills Development Act (No. 97 of 1998) provides historical regulation of PES in South Africa. In line with the purpose of the study, it is important to outline the evolution of how PES has been regulated to date. The Department of Employment and Labour has been trying to improve employment creation and sustain employment services since 1998. As discussed above, the Act makes provision for several programmes to improve employment services. The following discussion outlines the current status of employment regulation in South Africa.

Public Employment Services Reform (During Employment Services Act (No. 04 of 2014))

In 2014, the Employment Services Act (No. 04 of 2014) was developed to replace the Skills Development Act as the regulator of employment services in South Africa. The main purpose of the Act is to promote employment, improve access to the labour market for work seekers, and improve the employment prospects of work seekers, particularly vulnerable workers. This is done through the establishment of schemes to promote employment for young people and vulnerable people and to provide schemes to assist employees in distressed companies. The Act also regulates employment for foreign nationals and Private Employment Agencies (PEA).

Chapter 2 of the Act makes provision for the establishment of Public Employment Services (PES). The main mandate of PES is to provide employment services to both job seekers and employers. Section 5 of the Act provides a list of services that are provided to job seekers. Those include registration of work seekers and opportunities, placement of work seekers, and provision of career counselling to work seekers. The act also gives the minister of employment and labour power to establish schemes for enabling youth and vulnerable work seekers to enter into employment, remain in employment, and create self-employment (Section 6 of the Employment Services Act, 2014). Section 7 of the act makes provision for the establishment of schemes to minimise retrenchment through turn-around strategies, layoff schemes, retraining, and alternative employment opportunities. The provision of public employment services is financed by money defrayed from budget vote of DEL. Additional financing may also come from the Unemployment Insurance Fund (UIF), the Compensation Fund (CF), grants from registration PEA, and any other donations.

Chapter 3 of the Act provides for the regulation of PEA. Any person or institution that wishes to provide employment services in South Africa should request the permission of the DEL before doing so. The minister of DEL will then provide a certificate to allow the operation of PEA. Section 14 of the Act prohibits any operation of PEA that is not in accordance with the stipulated conditions. No person should be charged for employment services that are provided by PEA. Furthermore, PEA is not required to deduct any fees from the remuneration of employees with respect to the placement of the employee with the employer. In terms of Section 17 of the Act, the PEA must keep employee information confidential. If PEA fails to comply with the conditions stipulated in the Act, the Minister may cancel the registration of such an agency.

The Employment Services Act regulates employment services in South Africa. It is the main legislation guiding the provision of employment. In this study, the act provides guidance in terms of how South Africa manages the issue of employment.

The Constitution of the Republic of South Africa

The 1996 Constitution is the supreme law of the country. Chapter 2 contains the Bill of Rights, which is the cornerstone of democracy in South Africa. It put emphasis on the rights to basic services such as housing, food, health care, water, social security, and education (Sections 26, 27, and 29 of the Constitution). In order for those services to be rendered to the citizens, the Constitution established the government of the republic,

which consisted of as national, provincial, and local spheres of government. Those spheres are distinctive, interdependent, and interrelated, as articulated in Section 40 of the Constitution. Chapter 10 of the Constitution makes provision for basic values and principles governing public administration. For effective service delivery, Section 195(d)(f) states that 'service must be provided impartially, fairly, equitably, and without bias' and 'public administration must be broadly representative of South African people, with employment and personnel management practices based on ability, objectivity, fairness, and the need to redress the imbalance of the past to achieve representation' (Constitution of the Republic of South Africa, Act 108 of 1996). The 1996 Constitution laid the foundation for effective service delivery in South Africa. This study therefore outlined the importation provision for improving service delivery in the Constitution.

The white paper on the transformation of public service (the Batho-Pele white paper)

The White Paper on the Transformation of the Public Service (WPTPS) was published on 24 November 1995. WPTPS sets eight priorities to transform service delivery in the public sector. The main objective of WPTPS was to ensure effective service delivery that meets the basic needs of the citizens of South Africa. In the provision of effective service delivery, WPTPS provides a framework that allows national and provincial departments to develop service delivery strategies. Those departments are also required to outline their short-, medium-, and long-term goals for service provision. Chapter 2 of WPTPS clarifies the concept of 'customer'. Unlike in the private sector, where if the customer is not happy with the service, they can choose another service provider, citizens in the public sector cannot choose to be served elsewhere. Therefore, the citizen should always be seen as a customer in improving service delivery. Chapter 3 of WPTPS sets out eight principles of batho-pele. Those are consultation, service standards, access, courtesy, information, openness, transparency, redress, and value for money (White Paper of the Transformation of the Public Service, 1995).

In this study, the WPTPS provides an understanding of how services are being improved by prioritising the recipients of public services. The Batho-Pele principle provides guidance on how citizens should be prioritised and treated when accessing public services. The next section discusses the role of employment services in promoting sustainable employment.

The Role of Public Employment Services in Promoting Sustainable Employment

The Public Employment Services Act (Act 04 of 2014) provides that the Department of Employment and Labour must render employment services to both employers and employees in South Africa. DEL consists of three spheres, which are national, provincial, and local. The national department is the head office of DEL, which is responsible for policymaking and providing guidance at the provincial and local levels. The head office is also responsible for setting a strategic goal for PES and distributing resources. At the provincial level, there are no offices in South Africa. Each province has its own provincial office, which consists of all directorates for all functions of DEL. PES is one of the directorates responsible for implementing PES services at the provincial level. It is also responsible for providing support to local offices. The local offices, known as the Labour Centre, are the custodians of DEL services. In South Africa, there are 126 labour centres, 40 satellite offices, and 492 visiting points throughout the country (2019/2020 Annual Performance Plan).

Each Labour Centre consists of the following ranks responsible for carrying out the PES mandate: Client Service Officer (CSO), Registration Supervisor (RS), Employment Service Practitioner 2 (ESP2), Career Counsellor (CC), and Deputy Director Labour Centre (DDLCO). These ranks carry out various tasks that are part of the PES function. At the level of the Labour centre, both employer and work-seeker services are provided. The following diagram presents the function of PES at the Labour Centre level.

Employer Services	Work-seekers services
Register work opportunity	Register work-seekers and Retrenched workers
Facilitate the employment of foreign nationals where such skills do not exist in South Africa	Register work and learning opportunities
Oversees placement	Training and income generation opportunities in the Employment Services of South Africa system
Respond to companies in distress	Facilitate access to employment and income-generating opportunities for the unemployed and underemployed
Provide social plan	
Regulation of Private Employment Agency	

Source: (2019/2020 Annual Performance Plan).

Materials and Methods

This study is conducted mainly to investigate the challenges underlying the implementation of PES programmes to promote sustainable employment in South Africa. The study is empirical in nature and, therefore, relies on primary data to draw its conclusions. This section outlines the research methodology applied in this study. According to Rehman and Alharthi (2016), research methodology provides the researcher with guidance on the type of data required to answer the study and the data collection method. In other words, the research methodology guides the researcher on the method to be used when collecting data. This research was conducted in the 2021 academic year, with the application of a qualitative method approach coupled with a review of literature, legislations, and empirical research.

The target population of this study is the employees of the DEL head office in Pretoria. As is impractical and costly to study the whole population, a purposive sampling procedure was used to select participants. The study selected ten officials from the PES section in the DEL head office. An Interview was used to collect data from participants. Before data is collected, the researcher ensures that ethical considerations such as anonymity, confidentiality, voluntary participation, and informed consent are in place. The following main research question provides guidance and direction for the study: 'What are the challenges facing the DEL in providing effective employment services in South Africa?'

During data collection, an appointment was scheduled with participants for an interview. Data collection happens in two-way processes, that is, face-to-face and telephonic interviews. The study was

carried out during the COVID-19 pandemic, and not all participants were comfortable with a face-to-face interview. The interview appointment was made by email, and follow-up was made by telephone. The main challenge during data collection was the withdrawal of participants from the study. The responses of the participants were captured in writing by the researcher. The content analysis approach was used to analyse the data. The study was carried out mainly to investigate the challenges facing PES in implementing programmes that aim to promote sustainable employment in SA. Therefore, the researcher does not have pre-leading literature that has led to the development of hypotheses; rather, research questions were developed.

Service delivery in a South African context

The quest for service delivery in South Africa (SA)

When SA became a democratic country after the first election in 1994, many laws and policies were developed to advance service delivery. One of the major reforms was the 1996 Constitutional Development of the Republic of South Africa (No. 108 of 1996). The main purpose of the Constitution was to heal the division of the past and establish a society based on democratic values, social justice, and fundamental human rights. It is also aimed at improving the quality of all citizens and the free potential of each person (1996 Constitution). As part of improving employment services in SA, the Skill Development Act and Employment Services Act were developed.

Organisation for Economic Cooperation and Development (2010), *as quoted by* Makanyeza, Kwandayi & Ikobe (2013: 3) categories service delivery into three categories. These are public service, private service, and collective or joint service. Private services are those services that are provided by private institutions and are profit-driven. Those include banks, retail shops, and other private institutions that provide services directly to citizens. In the the context of the public sector, service delivery is viewed as the provision of basic services that respond to the needs of citizens, which include, but are not limited to, water and sanitation, housing, electricity, land, and infrastructure (Reddy, 2016). Sharifkhodjaev and Abdullaev (2021) describe collective or joint services as Public Private Partnership (PPP), which is defined as a mutual corporation between public and business for construction, financing, modernisation, maintenance, management, or provision of services.

In the South African context, government departments provided public service. In terms of Section 40(1) of the Constitution, government is constituted as national, provincial, and local spheres of government that are distinctive, interdependent, and interrelated. All spheres of government have the responsibility to provide basic services to their citizens. Mpehle (2012) argues that effective service delivery depends on good policies for fighting corruption. The author further states that good policies alone do not guarantee that good services will be provided, but proper implementation, monitoring, and evaluation of policies do. Although the provision of public services has been a priority since 1994, South Africa is still faced with the challenge of providing effective service delivery. The study conducted by Zerihun (2022) raised concerns about the unrest and protests against poor service delivery. The study indicated that about 94% of the protests that took place between 2004 and 2016 in South Africa were the result of poor service delivery.

There are factors that affect the provision of effective service delivery in South Africa. Lack of accountability by the public organisation responsible for providing a certain service is also an issue. In this study, the term public accountability is used to refer to officials who have a public mandate to control and run public services to legally answer to the public about their actions and conduct (Munzedzi, 2016). In other words, public servants vested with the mandate to execute the provision of public service must be answerable to the public regarding what they have done or not done. Pauw, Van der Linde, Fourie, and Visser (2015) argue that public money belongs to the public and must be used to obtain goods and services for citizens. With regard to that, those who execute public funds to deliver public service must be accountable to the public.

Governance is also one of the key principles for ensuring effective service delivery. According to Fukuyama (2013), governance is described as the ability to make and enforce rules and to deliver services, irrespective of whether the government is democratic or non-democratic. The principle of governance includes the process of selecting government and how they are replaced, the ability of government to formulate and implement policies accordingly, and the respect of the organisation that governs economic and social interaction by citizens (Kgobe & Mamokhere, 2021). Governance may be executed in a way that promotes effective service delivery or, of course, poor service device delivery. The effective process of decision-making and implementation of policies that improve the quality of life of members of the community and improve the level of public participation and accountability is regarded as good governance. On the other hand, bad

governance reflects an organisation that is dominated by corruption, weak accountability, and political instabilities.

Study results and findings

This section presents the results and findings of the study.

Lack of complete implementation of the Employment Services Act (No. 4 of 2014) in the Labour Centers

Results

With regard to the implementation of Public Employment Services Act, the results show that PES is currently unable to implement the full mandate as stipulated in the Act. The response from majority of participants indicate that PES doesn't have mandate to assist companies in distress. They don't perform any turnaround strategies in order to save the employees from retrenchment. Furthermore, participants only know that the entity responsible for protection of employees from getting retrenched is UIF through LAP section. In the current role of PES, participants express their worries when it comes to effectiveness of PES systems. The main system (ESSA) of PES has been largely criticised by participants for not being effective. Participants indicated that PES need a reform in order to achieve its objective.

Findings

One of the underlying causes of the lack of effective employment service delivery is the improper implementation of the legislation regulating employment services in South Africa. It was found that some of the critical provisions of the Employment Services Act are not implemented by PES. Section 7(1) (2) and (3) of the Employment Service Act make provision for the establishment of job retention by emphasising programmes aimed at protecting employees from retrenchment. The responses from the participants indicate that it is not the responsibility of PES to implement job retention programs. Furthermore, some of the participants, who are custodians of PES, are partially aware of job retention. The study also found that job retention programmes are implemented at the Unemployment Insurance Fund (UIF), which is a separate entity from the PES. Few South Africans know about those programmes to protect employees from getting retrenched. The study also found that Section 6 of the Employment Services Act, which makes provision for promotion of

employment for young and vulnerable workers, is partially implemented by PES. During the interaction with the participants, the researcher realised that it was unclear how these programmes were established and implemented.

Inappropriate contribution to employment creation by Public Employment Services in South Africa

Results

The results show that PES is unable to create employment opportunities for work-seekers. Majority of participants indicated that PES is only responsible for placing work-seekers to the available employment opportunities. Other participants indicated that PES is not a production company which can create employment, but depend on the employers in order to make placement. However, there were some participants who didn't have any knowledge regarding employment creation by PES.

Findings

The creation of jobs is vital for economic development. Although PES has the responsibility of promoting employment creation in South Africa, this study found that PES is struggling to initiate programmes for employment creation. Most of the responses emphasise that PES contributes to the creation of employment through the placement of job seekers into employment. However, the placement of job-seekers into employment solely depends on the availability of opportunities from employers. There are not many direct programmes initiated by PES for employment creation. PES is known to register CVs on the ESSA database for placement and employment counselling.

The lack of awareness programmes to familiarise work-seekers and employers with the services provided by PES

Results

With regard to the awareness among PES to work-seekers and employers, the majority of participants indicated that many people are not aware of PES services. Participants explained that those who become aware of PES services are those who visit labour offices when claiming unemployment benefits. The results also show that PES is not well financed and cannot

effectively market itself out there. Participants also indicated that PES is unable to reach work-seekers and employers from rural areas and farms. Furthermore, PES does not use a media platform to educate job seekers and employers about its services.

Findings

Regarding awareness of the services provided by PES, not many job seekers and employers are familiar with the services of PES. Although PES conducts advocacy sessions and stakeholder engagement to educate both employers and job seekers about the services they provide, most people still do not know about PES. Unlike other entities of DEL such as UIF, CF, and CCMA that use media platforms such as television and radio to advertise their services, PES is not yet using such platforms to educate people about the services they provide. One of the contributing factors has been identified as a lack of financial support. Most of the participants' states that PES is underfinanced and, as a result, is unable to properly run awareness programmes. When it comes to people from rural areas and those staying on farms, it becomes very difficult for PES to reach them. They are also, unluckily able to visit labour centres to inquire about such services. Furthermore, employers are also not familiar with the schemes in which they can participate whenever they are in distress.

Recommendations and future trends

Recommendations

The following are proposed recommendations that can help promote effective employment services in South Africa:

- All the provisions of the Employment Service Act should be implemented by a PES entity. Job-retention programmes should be shifted from UIF to PES so that companies in distress can be helped. This will promote the protection of workers from retrenchment.
- Public Employment Services should start initiating programmes that aim to create employment for South Africa. This can be done by opening firms that produce products that are on the market and selling them. Vulnerable work-seekers should be prioritised for opportunities emanating from such programmes.
- The study also recommends that PES should start marketing itself throughout South Africa. This will allow all job seekers and employers to become aware of the services rendered by PES. Many companies will

then be aware that they can be assisted when they are in distress, considering retrenchment. Job seekers from deep villages and farm workers will then be able to advance their chances of being employed by registering their CVs with PES. PES should start advertising their services through radio stations and television. The social media platform can also be used to advertise the services PES render.

Future Trends

Labour Activation Fund

The Labour Activation Fund is proposed as an independent entity of the Department of Employment and Labour. The fund will operate independently and report to the Ministry of DEL. LAF is established to carry out the PES mandate as per the Employment Services Act (No. 04 of 2014). The Public Employment Services will be one of the directorates responsible for carrying out the core functions of the fund. The fund will also have its own administration that will provide strategic leadership, management, and administrative support to the fund. The fund will be administered by the Employment Service Act (Act No. 04 of 2014). The study has realised that little is done with regard to employment creation and protection of employees from retrenchment in South Africa. According to the annual plan of the Department of Labour for 2019/20, the creation of jobs and the reduction of unemployment were stressed as key socioeconomic factors in the promotion of inclusive growth and economic transformation in South Africa. Until now, the department has done little to stimulate employment creation. In 2020, the Department of Labour changes its name to the Department of Employment and Labour. By doing so, much attention needs to be paid to alleviating unemployment by the department.

Conclusions

The study was conducted mainly to investigate the issues underlying the implementation of a programme aimed at creating jobs and protecting employees from retrenchment. The study is empirical in nature, and a qualitative research method was used to collect data. The study findings show that the Employment Services Act, which regulates the mandate of PES, is not fully implemented. This results in some of the key areas where measures to protect employees from retrenchment were not implemented by PES. Furthermore, PES is unable to promote employment for young

and vulnerable workers in South Africa. The study has also found that there are not many efforts to popularise the mandate of PES among the public. The study has recommended that the Employment Services Act be fully implemented and fulfil all the mandates stipulated in the Act. The study further suggested using the LAF model to improve employment services as a future trend.

Reference

- Angel-Urdinola, D.F.,Kuddo, A., and Semlali, A. 2012. Public Employment Services in the Middle East and North Africa. The World Bank.
- Ayhan, F. 2022. Youth unemployment as a growing global treat. *Aktyabhi nrobnemn Ekohomikn*, 7(181) 262-269.
- Behrenz, L., Delander, L.&Mansson, J. 2013. The Public Employment Service: A survey of cost-benefit analysis and productive. Efficiency studies. Linnaeus University.
- International LabourOrganization. 2015. Public Employment Services in Europe. Notes. ILO 2015.
- Kgobe, FKL, and Mamokhere, J. 2022. Interrogating the Effectiveness of Public Accountability Mechanism in South Africa: Can Good Governance be Realized? *International Journal of Entrepreneurship*. 2(25) 1-12.
- Lasker, S. 1916. The British System of Labour Exchanges. Employment and unemployment Series: No.5: Washington Government Printing
- Lima, Y., Barbosa, C.E., Santos, H.S., and Souza, J.M. 2021. Understanding Technological unemployment: A review of causes, consequences, and solutions. *Societies* 11(50) 1-17.
- Macquarie, D.L. and Daniels, K. 2019. Definition of Teleworking: What is it exactly?
- Mphele,Z. 2012. Are Service Delivery Protests Justifiable in the Democratic South Africa? *South Africa Association of Public Administration and Management*. 47(1.1) 213-227.
- Munzhedzi, P.H. 2016. Fostering Public Accountability in South Africa: Reflection on Challenges and Success. *The Journal of Transdisciplinary Research in South Africa*. 12(1) a229. <http://dx.doi.org/10.4102/td.v12i1.339>.
- Pauw, J.C., Van der Linde, G.J.A., Fourie, D., and Visser, CB. 2015. Managing public money. Cape Town: Pearson Holdings South Africa.

- Rehman, A.A. and Alharthi, K. 2016. An Introduction to Research Paradigms. *International Journal of Educational Investigations*. 3(8) 51 – 59.
- Republic of South Africa: Department of Labour Annual Performance Plan 2019-2020. Pretoria: Government Printers.
- Roy, C. and Kaye, M. 2002. *The International Labour Organisation: A Handbook for Minorities and Indigenous Peoples*. Minority Rights Group International and Ab
- Venkatsesh, V. 2020. Impact of Covid-19: A research agenda to support people in their fight. *International Journal of Invention Management*. 55(102197) 1-6
- Zerihun, M.F. 2022. The Quest for Service Delivery: The case of a district municipality in Mpumalanga Province, South Africa. *Africa's Public Service Delivery and Performance Review*. 10(1), a512. <http://dx.doi.org/10.4102/td.v12i1.512>.