

Providing recommendations to real case studies: Job placement centers, Vocational trainings, and Employers in Siem Reap city

The newly created job placement center in Siem Reap

General presentations

In 2011, a job placement centre was established in the Provincial Training Center (PTC) in Siem Reap city, under the Ministry of Labour and Vocational Training. The Job Centre provides counselling to job seekers and employers. The Job centre ensures the registration of job seekers and collects vacancies from companies. To date, the public Job Placement agency in Siem Reap registered 50 companies, mainly hotel, tourism and NGOs.

Challenges mentioned during consultations and other observations

Despite efforts deployed, there is still a **limited understanding of the needs of corporate sector**. One of the reasons may be the **lack of collaboration with Private sector**. For example in Siem Reap city, it seems that the Job placement centre did not enter in contact with many employers in Siem Reap. For example, Apsara Authority, which is one of the main employers in the city, has not been contacted yet. To date, the employers are still reluctant to hire employees through the Job Placement centre, because **they doubt about their skills**.

The vocational training center in Siem Reap

General presentation

There is also a Provincial Training Center in Siem Reap city. It organizes vocational training programs for vulnerable people marginalized from the labor market. The trainings offered focus on chicken raising, pig raising, vegetal grow, rice crops, small engineering, tailoring, sewing, air-condition reparation, computer skills, cooking, haircut, hospitality...

Challenges mentioned during consultations and other observations

However, it seems that the Vocational Training center may not all the time respond to the labour market's expectations. Indeed, they do **not collaborate with companies to identify their needs in term of skills** and propose adequate programs.

Provide your ideas!!

Your team is responsible for solving this real case study. Your mission is to prepare a 6-slides power point presentation to present the solution you propose. Each slide will respond to one of the questions asked below. You will present your strategy in front of the other groups.

- 1) Please present the general context of the case study and the challenges identified
- 2) If you are working in the job center center in Siem Reap, what can you do, concretely, to understand the needs, in terms of skills, of the companies in your city?
- 3) Once you know the skills the private companies are looking for, how can you make sure vocational trainings are developed to answer these needs?
- 4) Would you think creating Public Private Partnership between the Provincial Training Center and private companies would be a good idea? Give 3 arguments.
- 5) Which institution would :
 - a. Be responsible for identifying private companies
 - b. Preparing the curricular of the vocational training
 - c. Teaching the course
 - d. Financing the course
 - e. Provide facilities for the organization of the course
- 6) Would the private company be obliged to hire a certain % of trainees after the program?

Thank you and good luck!

Providing recommendations to real case studies: Tourism as an opportunity to develop local entrepreneurship

Mr. M. S.'s story

Mr M. S. is a taxi driver in Siem Reap. After attending a driving course, he got a driving license and he was hired by a tourism company. Today, he is picking up tourists at the airport, with the hope that they will need a taxi for the following days for city tours. The car he is driving today does not belong to him but to his company. As a result, the company keeps the most of the income earned from the tourists, and the taxi driver is paid through commissions by his company. If Mr. M. had enough money to buy his own car, he could earn a subsequent salary by doing exactly the same job. However, as his wage level is low, he is not able to save money or to get a loan.

The economic context in Siem Reap city

As the gateway town to the world famous heritage site of the Angkor Temples, Siem Reap has transformed itself into a major tourist hub. There is a wide range of hotels, ranging from several 5-star hotels and chic resorts to hundreds of budget guesthouses. Businesses centered around tourism have flourished. A large selection of restaurants offers many kinds of food and plenty of shopping opportunities. Siem Reap-Angkor International Airport in Siem Reap now serves the most tourist passengers to Cambodia. However, while in LuangPrabang (Laos) and in Danang (Vietnam), more than a quarter of all local earnings have a poverty-reducing effect, in Siem Reap this rate is only 5 percent. One of the reasons would be that access to capital is very difficult and the companies are mainly owned by people who come from rich backgrounds.

The vocational training center in Siem Reap

There is a Provincial Training Center in Siem Reap city. It organizes vocational training programs for vulnerable people marginalized from the labor market. The trainings offered focus on chicken raising, pig raising, vegetal grow, rice crops, small engineering, tailoring, sewing, air-condition reparation, computer skills, cooking, haircut, hospitality... However, it seems that the Vocational Training center may not all the time respond to the labour market's expectations. For example, so far, they are not providing trainings to help people setting up their small businesses.

Provide your ideas!!

Your team is responsible for solving this real case study. The objective is to find policy options to increase the impact of tourism on reducing poverty and inequalities in Siem Reap city. The mission of your work is to prepare a 5-slides power point presentation to present the solution you propose. Each slide will respond to one of the questions asked below. You will present your strategy in front of the other groups.

- 1) Please present the general context of the case study and the challenges identified
- 2) How could Mr. M. S. earn a higher level of income by doing exactly the same job?
- 3) What could be solutions to provide him with the capital to set up his small business?
- 4) Which kind of financial institutions could be encouraged to provide financial services to small entrepreneurs?
Provide 3 arguments to support your choice.
- 5) What could be solutions to provide him with the skills to set up his small business, using the already existing government services?

Thank you and good luck!

Providing recommendations to real case studies: Being able to fund his studies, based on the needs of the economy

Rith's story

Rith is a young Cambodian of 23 year-old. He was brought up in a province, and decided to come to Phnom Penh to go to University a few years ago. He is now studying Management at the University. However, his family cannot afford to support him from a financial point of view. As a result, he knew he would have to find a job in order to be able to pay his accommodation and food while studying. Today, he is going to the University in the morning and in the afternoon. After his day at university, he is working as a night receptionist in a guest house. He is working 7 days a week, studying during the day, working during the night. He is also paying for his little sister's accommodation in Phnom Penh, so that she can go to a better High School than she would to in the province.

The skills mismatch in Cambodia

Today, most of the youngsters want to study Management, instead of going to technical schools. However, the companies are looking for technical skills, less than managerial skills. They are not well informed on the market opportunities and can study for many years and still be striving to find job opportunities after graduation.

The case of Rith is representative of the skill mismatch. He is now struggling hard to be able to afford his studies. However, he may not find job opportunities at the end of his university.

Provide your ideas!!

Your team is responsible for solving this real case study. Your objective is to design a policy that encourages youngsters to study technical skills. Your mission is to prepare a 5-slides power point presentation to present the solution you propose. Each slide will respond to one of the questions asked below. You will present your strategy in front of the other groups.

- 1) Please present the general context of the case study and the challenges identified
- 2) Which kind of social protection scheme would the youngster needs to afford to study without being obliged to work full time? Give 3 arguments to support your choice.
- 3) Do you think a part-time program, studying technical skills half time and working half-time in partner companies in exchange for a sufficient income to finance accommodation and food, would be a good solution? Give three arguments.
- 4) Should the company pay for accommodation or food of its trainees? Should the government provide the income support component? Should there be a combination of two. Provide 3 arguments to support your choice.
- 5) Which institutions would have to be involved in the design of such a scheme? Please be specific and give three arguments to support your choice.

Thank you and good luck!

Providing recommendations to real case studies: Encouraging registration of companies

General context: the reality of registration of companies in Cambodia

Presentation of the context

Today, the registration of the companies has to be done in each minister in charge: hotels, restaurants etc. are registered to the Ministry of Tourism; selling art works, informal concert programs, bookshops etc. are registered under Ministry of Culture, enterprises related to extractions, energy etc. are registered under the Ministry of Industry, Mine and Energy etc.

Challenges

As a result, the citizens have to go to several line-ministries or line-departments. There are several databases that do not communicate, and it is a challenge to follow up on the effective registration of companies to the formal sector.

If more initiatives were taken to encourage the registration of companies and for a better follow up, there would be a substantial impact on the government budget since more companies would participate to the formal economy and pay taxes

The One Window Service Office initiative

General Presentation:

The One Window Service Office (OWSO) has been conceived as an instrument to bring more coordination and transparency in the registration of companies. It consists of one single place, in the office of the municipality of Siem Reap and Battambang, to ensure the registration of the companies under Ministry of Culture, Commerce, Tourism, Industry Mining and Energy, Public transportation, Interior, Land Management Urban Planning and Construction. The fees asked for these services are very transparent and displayed on the door to ensure that no extra payment is being asked.

Challenges mentioned during consultations

This initiative represents a subsequent move forward towards the effective registration of companies. However, some challenges were outlined during consultations with the main stakeholders:

- So far, the OWSO enables to register only small businesses (guest house less than 5 rooms, restaurants with less than 50 chairs, massage places with less than 5 beds, handicraft shop under 4 m² etc.)
- According to a Customer Satisfaction Survey, 79 percent of survey respondents believed the service fees at the OWSO were too expensive for the poor.

The Identification of the Poor Project

There is a database of poor people, under a project managed by the Ministry of Planning, the ID-Poor Project. Thanks to a household survey, poor families are identified and classified in two categories: extremely poor, and poor. This database already exists and is being used for social health insurances for example.

Provide your ideas!!

Your team is responsible for solving this real case study. Your objective is to provide recommendations en encourage the registration of companies in Cambodia. Your mission is to prepare a 6-slides power point presentation to present the solution you propose. Each slide will respond to one of the questions asked below. You will present your strategy in front of the other groups.

- 1) Please present the general context of the case study
- 2) Do you think the OWSO is a good idea to encourage registration of companies? Give 3 arguments.
- 3) Which kind of companies should be registered through the OWSO? Only small companies? All kind of companies? Give arguments to support your choice.
- 4) Do you think the poor people should be asked lower fees? How would it be possible to identify the poor people in the office where people register?
- 5) Do you think the creation of a common database for all companies registered could be a good idea? Give 3 arguments.

Thank you and good luck!