

# TRANSFORMATION OF THE LABOR MARKET: INNOVATIONS AND DIGITAL SOLUTIONS

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**DAULET ARGANDYKOV**

President of JSC "Workforce development center"



# Kazakhstan is a leader in the development of online services

**10**  
th place in  
the world

according to the UN  
online services index  
for 2024

## Top 5 Asian Countries

1 Republic of Korea

2 Saudi Arabia

3 Singapore

4 Japan

5 **KAZAKHSTAN**





# About Workforce Development Center

Has been operating for over 20 years



**1999**

RSE "Information and Analytical Center for Employment Issues of the Ministry of Labor and Social Protection of the Republic of Kazakhstan"



**2016**

JSC "Workforce development center"



**MISSION:** Assistance in creating conditions for the development of an effective labor market and improving the quality of public services provided in the social and labor sphere

**1** Digitalization and support of public services social and labor sphere

**16** information systems

**> 300** integration services for information exchange

**95%** automated government services

**2** Improving the quality of employment mediation

**> 200** labour mobility and career centres

**830 thousand** people applied per year

**870 thousand** employers

**2.4 million** job seekers

**3** Analytical support and skills development of labor resources

**100** analytical materials

**3** types of forecasting

**4** basic NSQ tools (NQF, 36 SQF, 632 PS, register of professions)

**279 thousand** online students

The results of the work of the WDC cover

20 million people

Central government authorities

Services for local executive bodies, incl. 2400 rural districts

Unified Accumulative Pension Fund

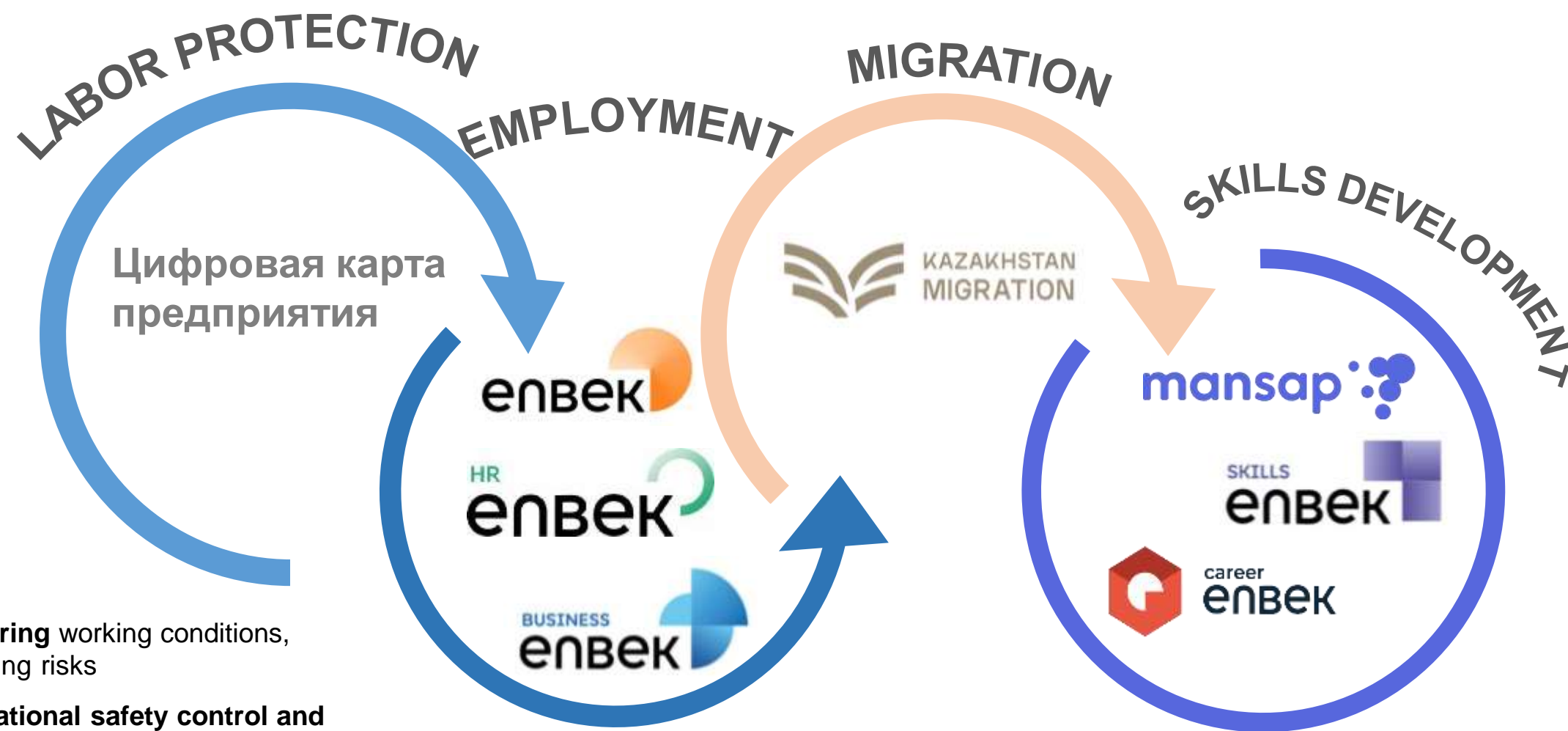
Social Health Insurance Fund

NJSC "State Corporation" "Government for Citizens"

Subordinate organizations



# Digital ecosystem of the social and labor sphere of Kazakhstan



- **Monitoring** working conditions, identifying risks
- **Occupational safety control and assessment of working conditions**

- **Registration** of labor relations
- **Provision** of employment
- **Monitoring** the effectiveness and targeting of social services

- **Management** of migration processes in the Republic of Kazakhstan

- **Career guidance**
- **Acquiring** in-demand skills

**Key trend**

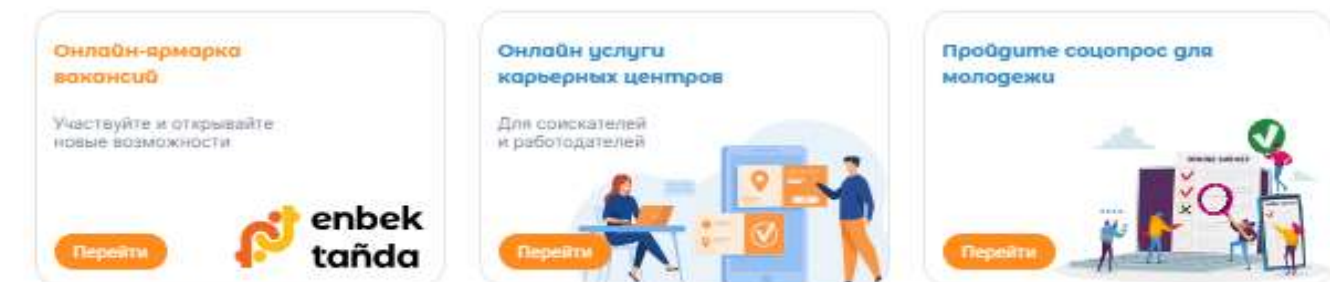
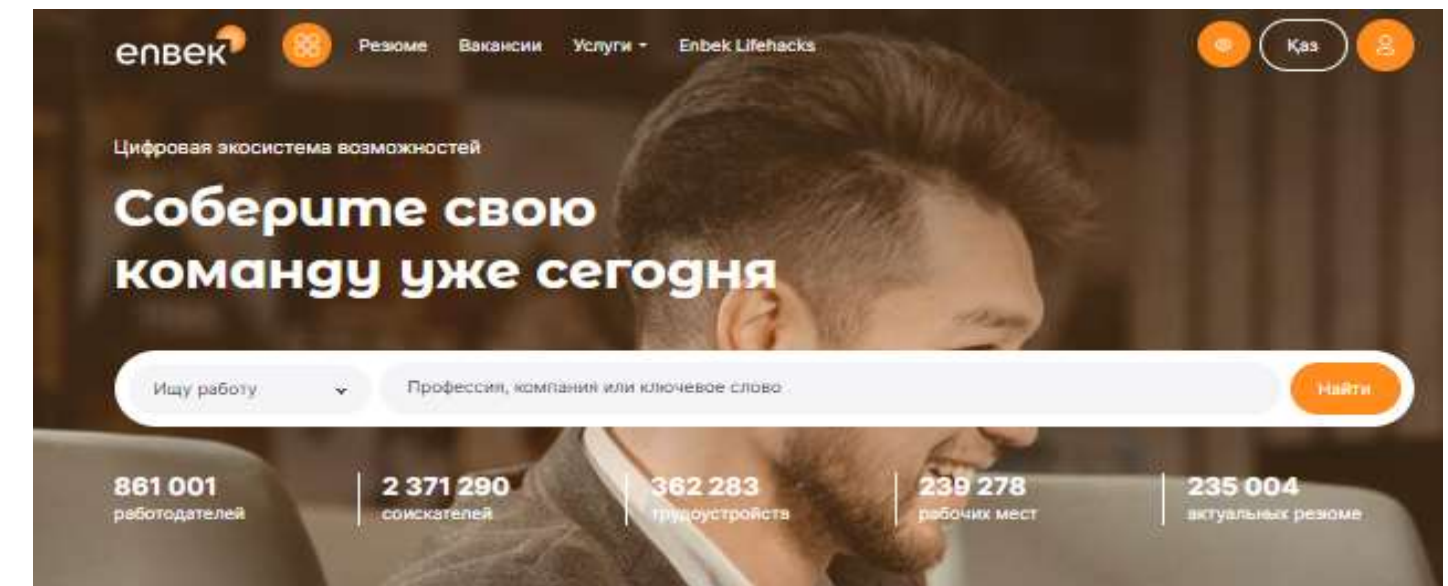
Further improvement of existing IT systems using **AI** and implementation of new proactive services

**Providing support at all stages of citizens' work activity**



# Digital ecosystem of the social and labor sphere of Kazakhstan

- Integration with **18 information systems** of government agencies
- **“Work without borders”** - integration with the international job search and personnel selection system in the territory of the EAEU countries: Armenia, Belarus, Kazakhstan, Kyrgyzstan and Russia
- Integration with the **personnel management information system** of the Agency for Civil Service Affairs
- Connected **207 career centers** (integration with the IS “Labor Market”), private employment agencies, 6 Internet platforms
- **Unified platform of national projects**



## Наши платформы

В центре внимания новые сервисы для пользователей Enbek.



Conducting online job fairs across the country

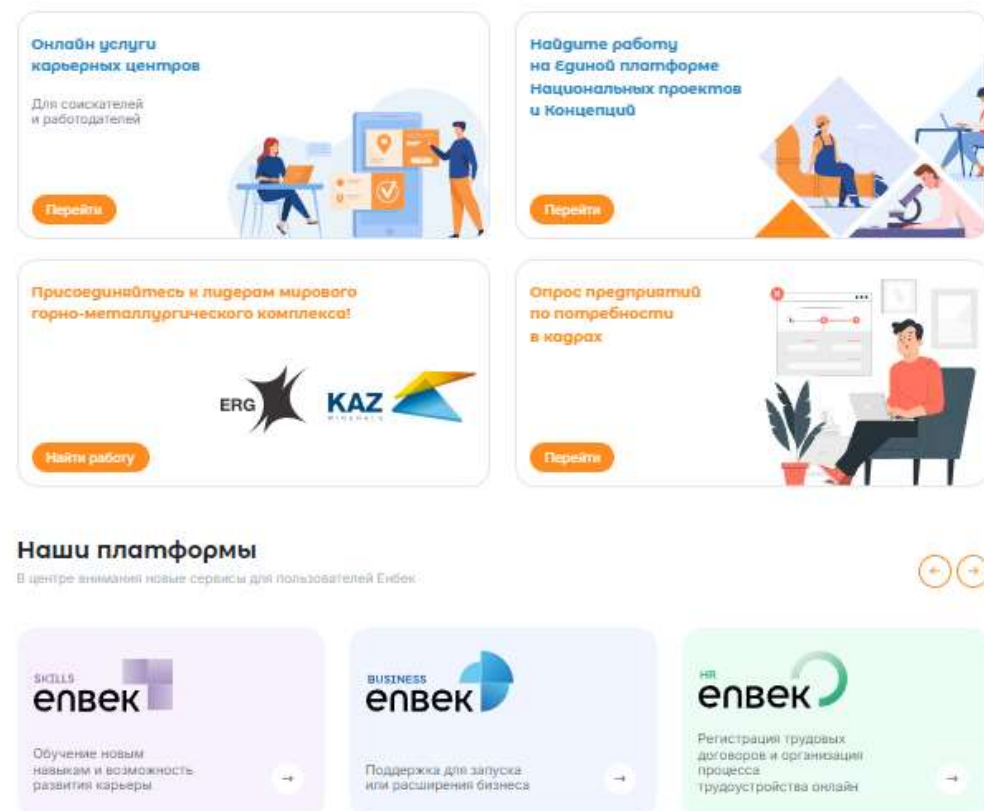
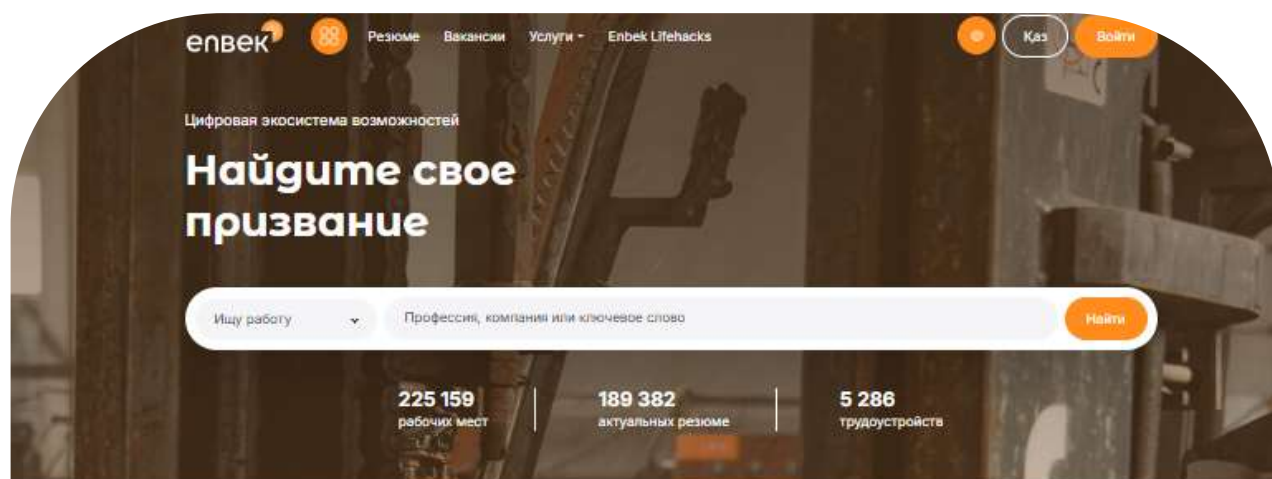
## Registration on the portal

- **applicant** using an electronic digital signature, QR code, mobile phone number
- **employer** using an electronic digital signature



# Enbek.kz – portal for employment and services in the field of labor

## Implemented AI technologies



ML model for resume analysis and selection of optimal job options



ML model for filling positions



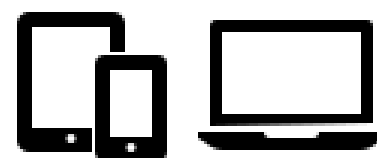
ML model for skills.enbek.kz portal courses based on resume

- Improving the **quality of labor market data** and forecasting
- Diagnose and promote the development of key skills, including for **vulnerable groups**
- Promoting **quality employment**



# “Digital Career Center” project on the Electronic Labor Exchange (Enbek.kz)

From 2020 - **DIGITALIZATION OF SERVICES** and Employment Promotion Measures



The client goes to [www.enbek.kz](http://www.enbek.kz)



## Public services

Automatic registration in the career center, registration of the unemployed.  
Applying for unemployment benefits



## 100% automation of active labor market policy measures

Receiving all services through the Enbek ecosystem without contacting a career center



## Job Brokerage

Proactive selection of suitable jobs with SMS/email alerts for the unemployed.  
Online job fairs



# Skills Enbek – online vocational learning platform



Multilingual and adaptive interface



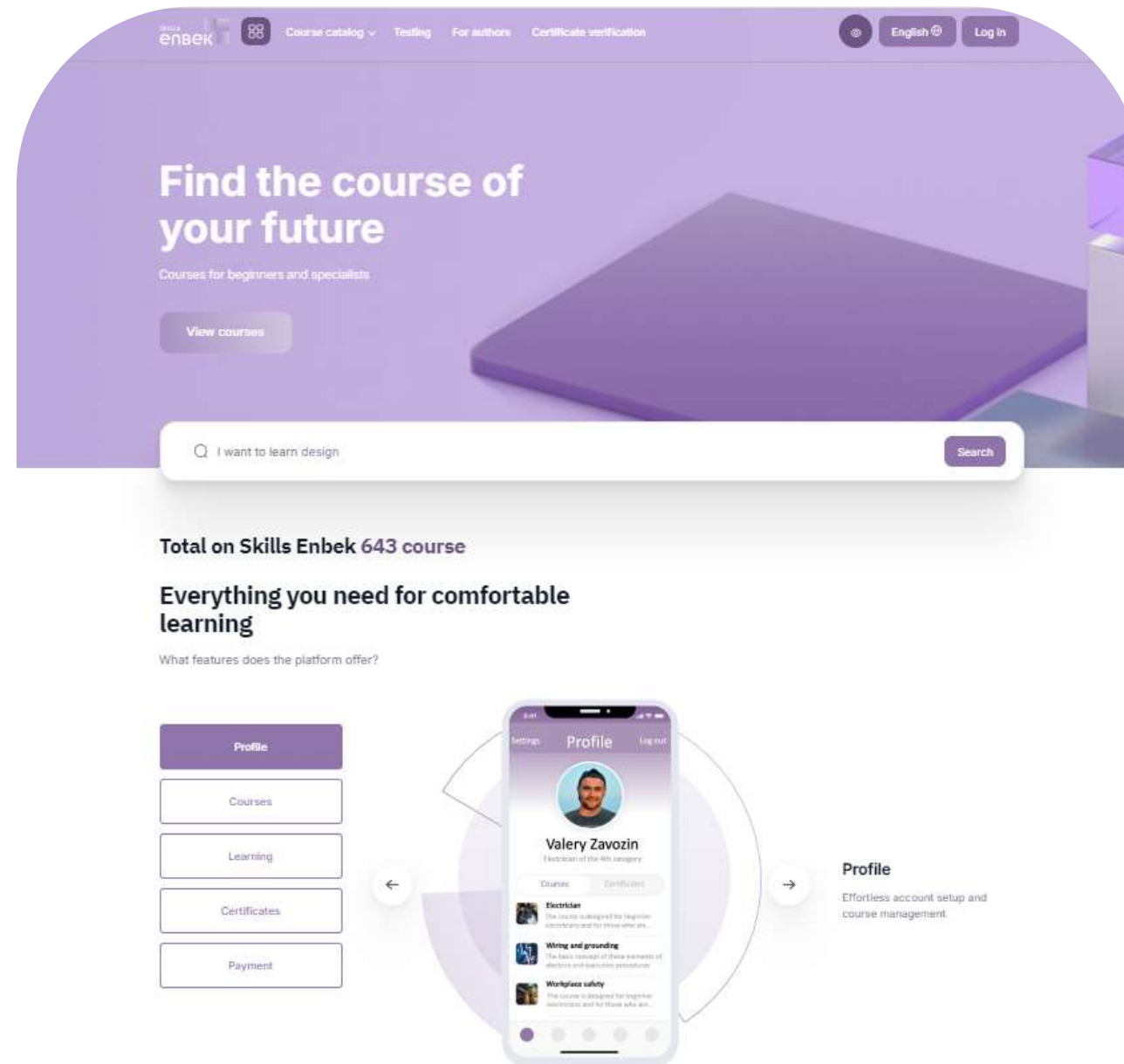
Training via computer or mobile  
Enbek application



Search and select a course using an AI chatbot



Taking tests through an online proctoring system

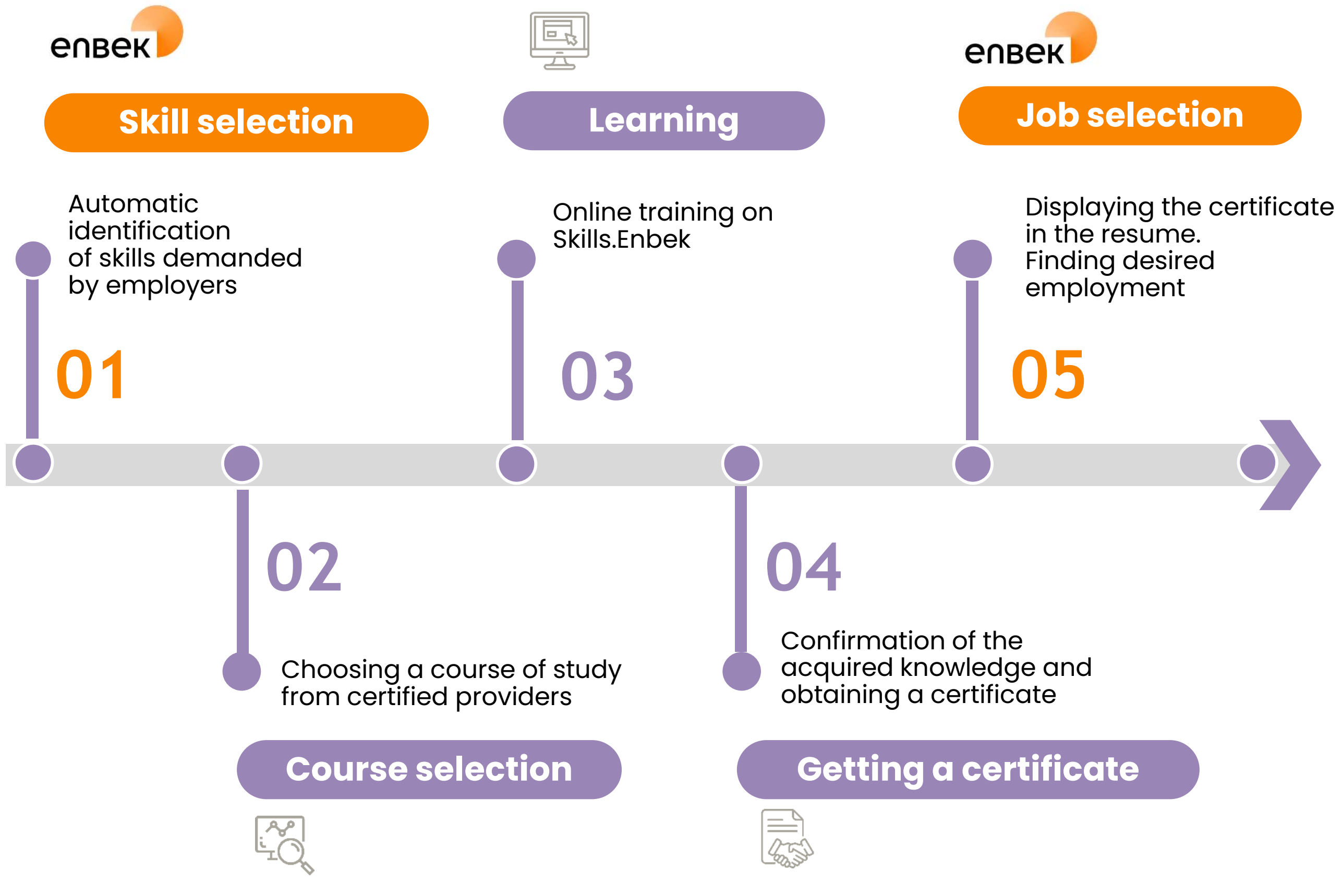


- **849 courses** published on the platform
- **503 thousand people** registered as students
- **164 authors** registered on the platform





# Online learning platform for new skill acquisition



SKILLS  
**enBEK**

[www.skills.enbek.kz](http://www.skills.enbek.kz)

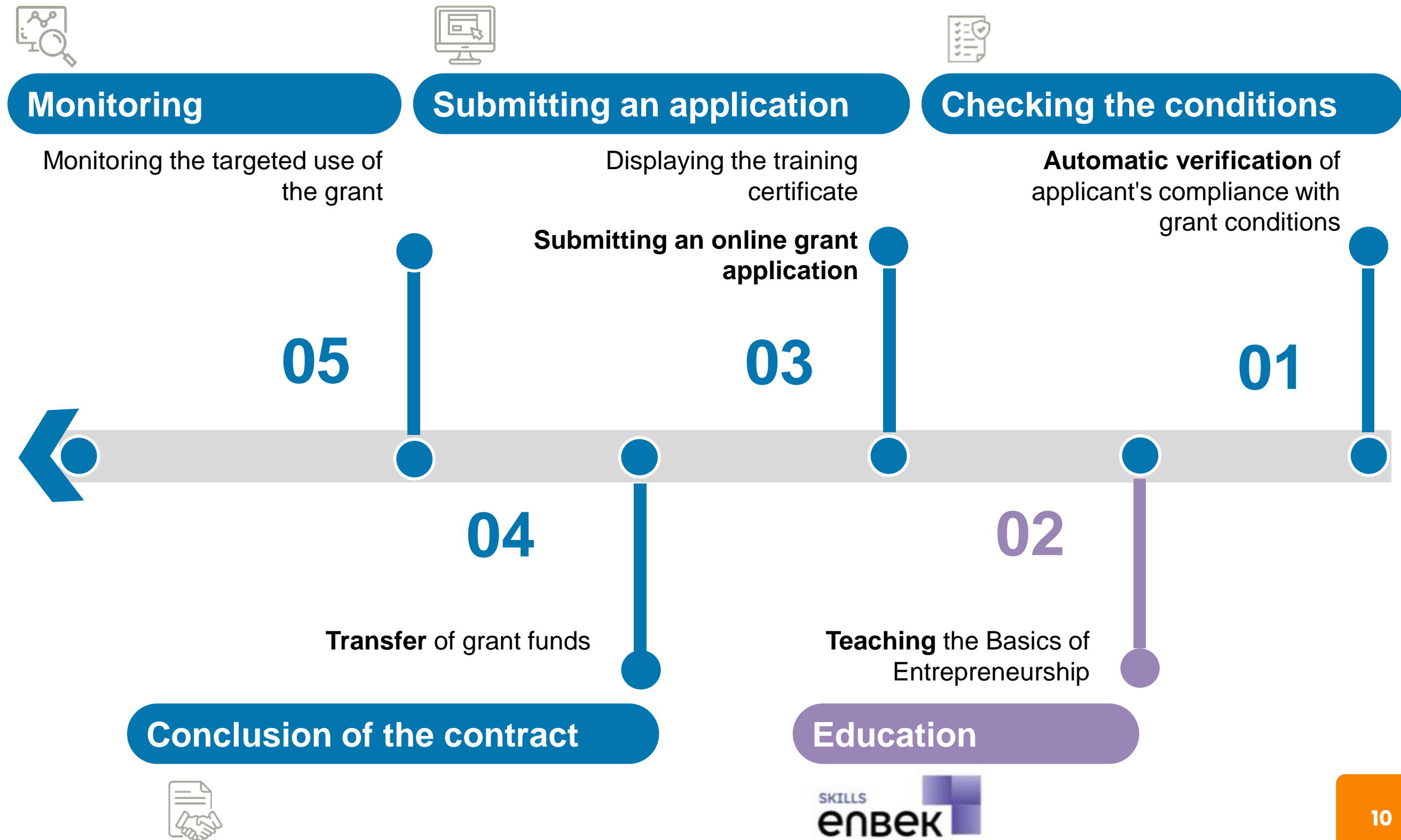


# Business Enbek – portal for supporting entrepreneurial initiatives

Issuance of gratuitous grants for opening and developing your own business



[www.business.enbek.kz](http://www.business.enbek.kz)



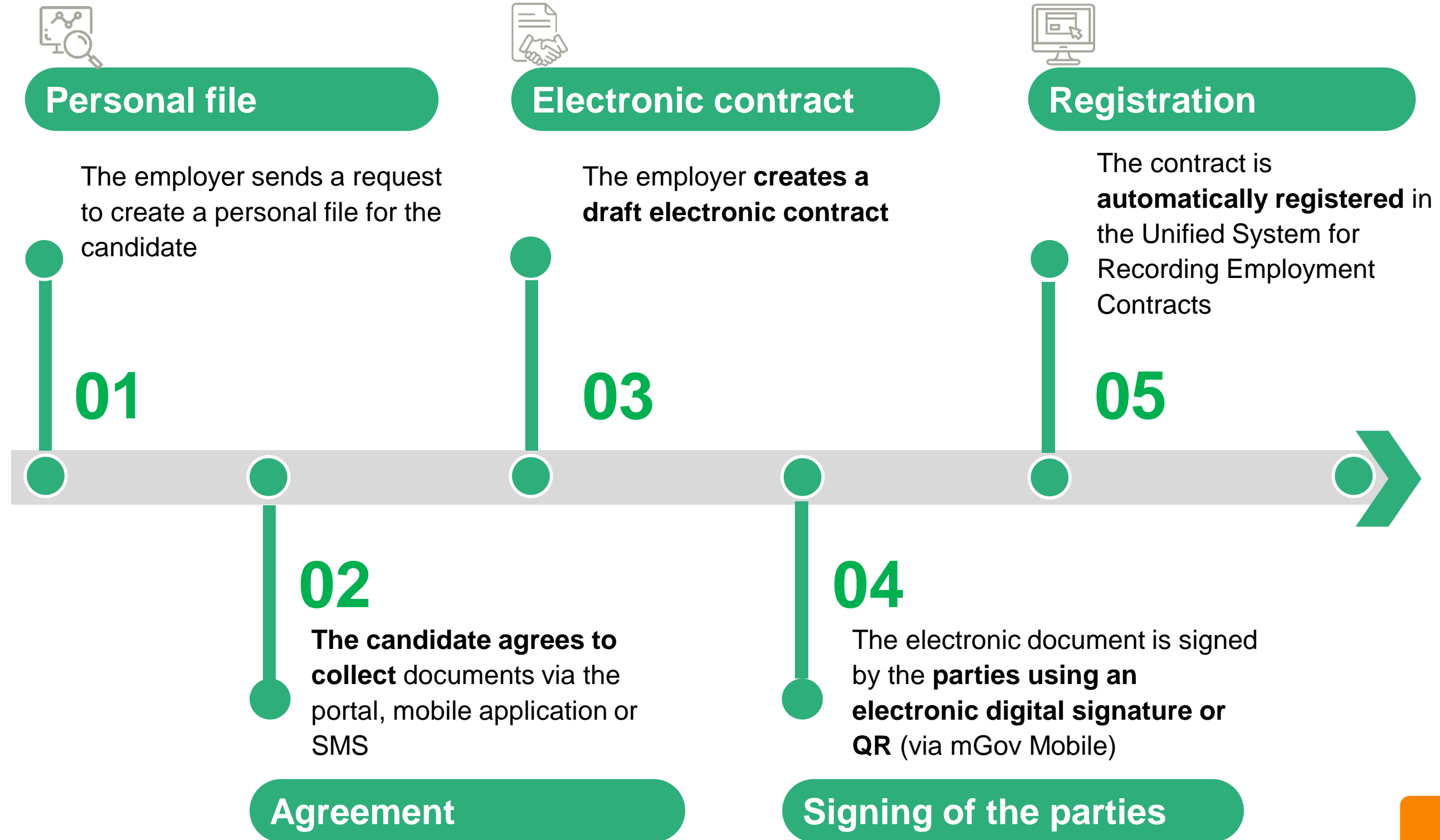


# Hr.Enbek – labor resources portal of the republic of Kazakhstan

Online registration of employment relations



[www.hr.enbek.kz](http://www.hr.enbek.kz)





# Hr.Enbek – labor resources portal of the republic of Kazakhstan

Online registration of employment relations



Registration of employment contracts online



Free electronic personnel records management



Online labor consultant



Online conclusion of an employment contract



Electronic work book of the employee



Personal file of the employee



Proactive Employment Services



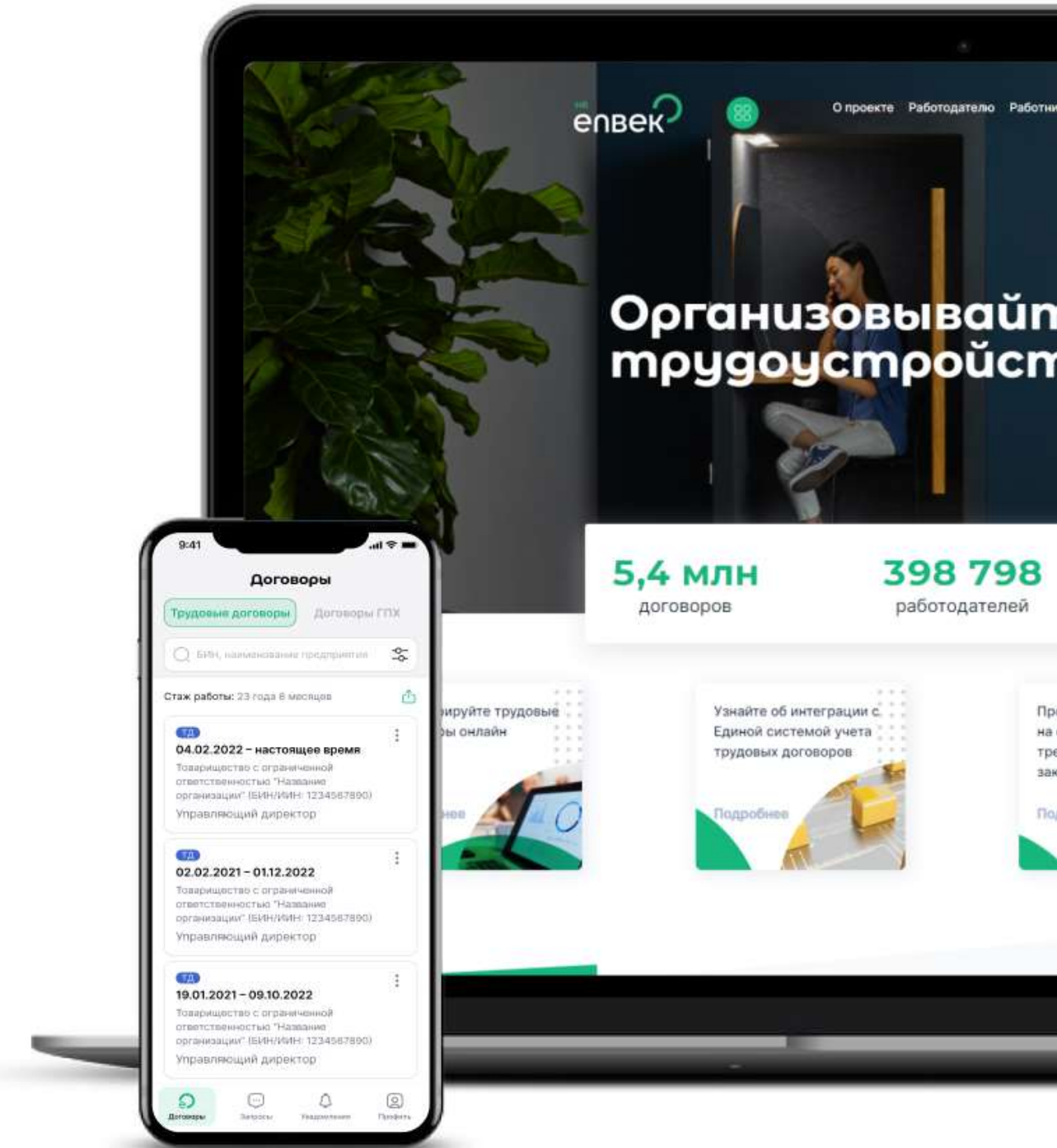
Mobile application for employee

**5,4 mln**

current employment contracts

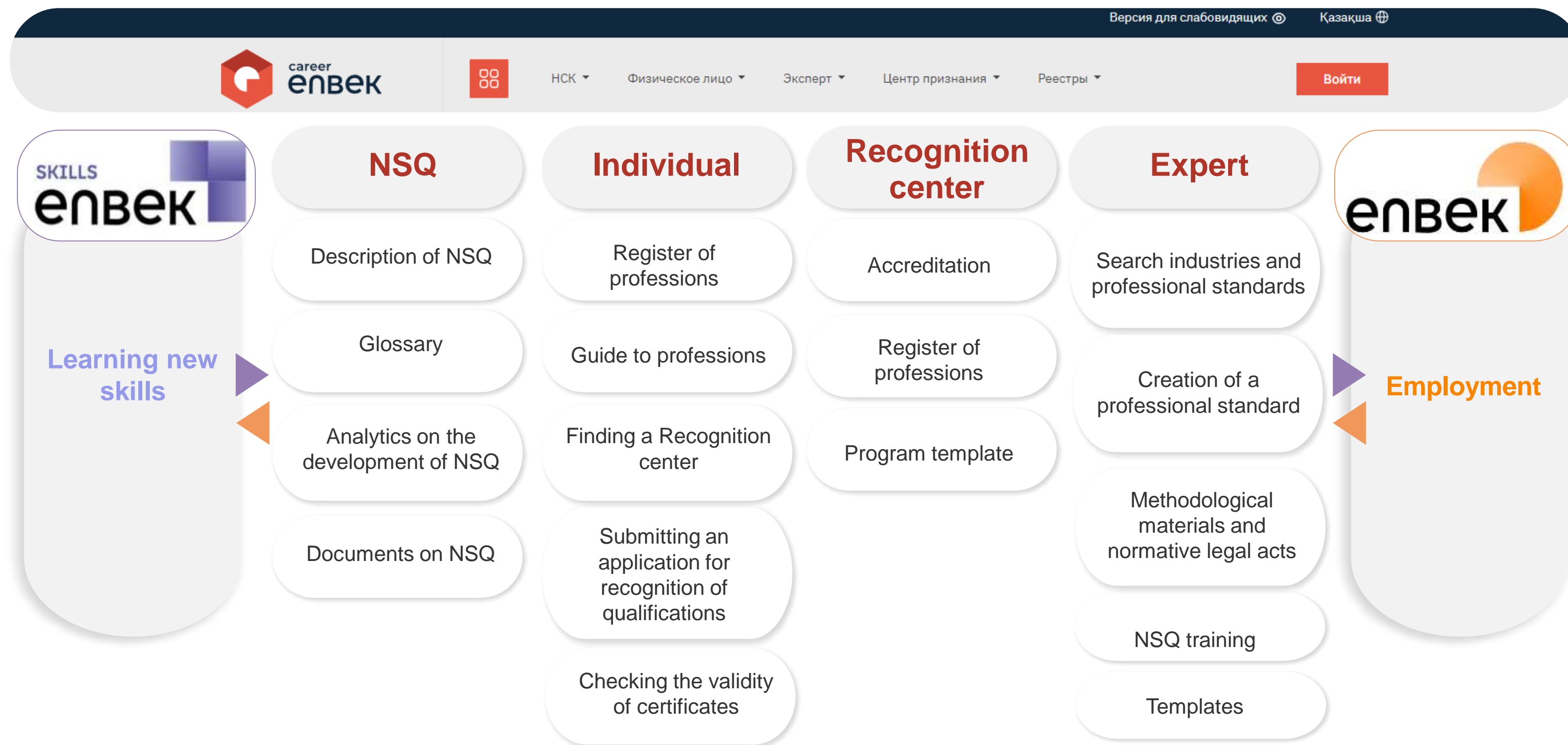
**4,9 mln**

people or 89% of employees





# Career.Enbek – platform of the national qualification system (NSQ)



2023

1. Law "On Professional Qualifications"

2. Launch of the NSC Digital Platform

3. Establishment of the National Qualifications Authority



# Mansap Kompasy – a tool for choosing a professional career and managing career trajectory



Educational organizations, their ranking by employment and salary levels



Requirements for receiving grants



Job functions and required skills



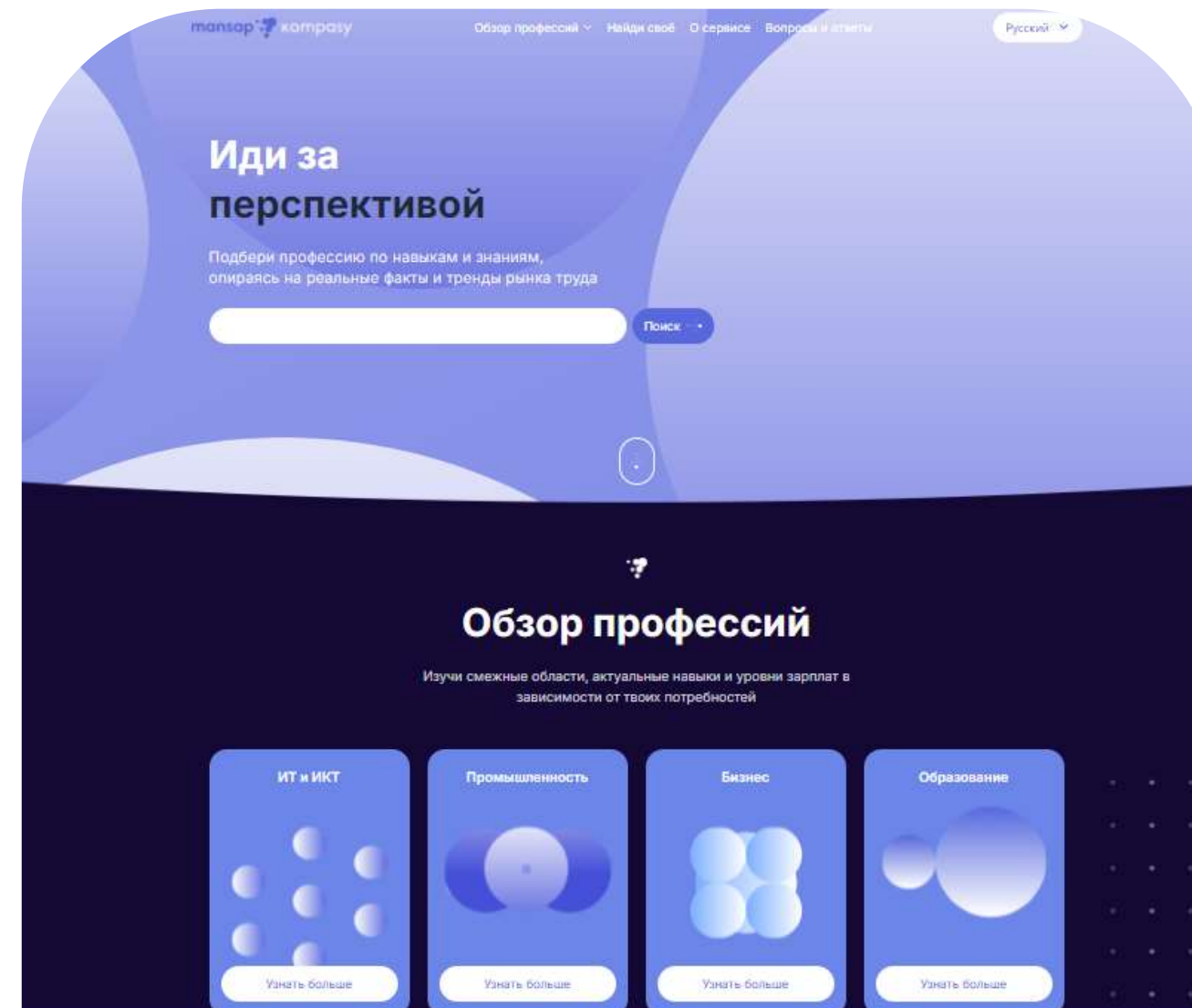
Vacancies and forecasts



Current trends in the labor market



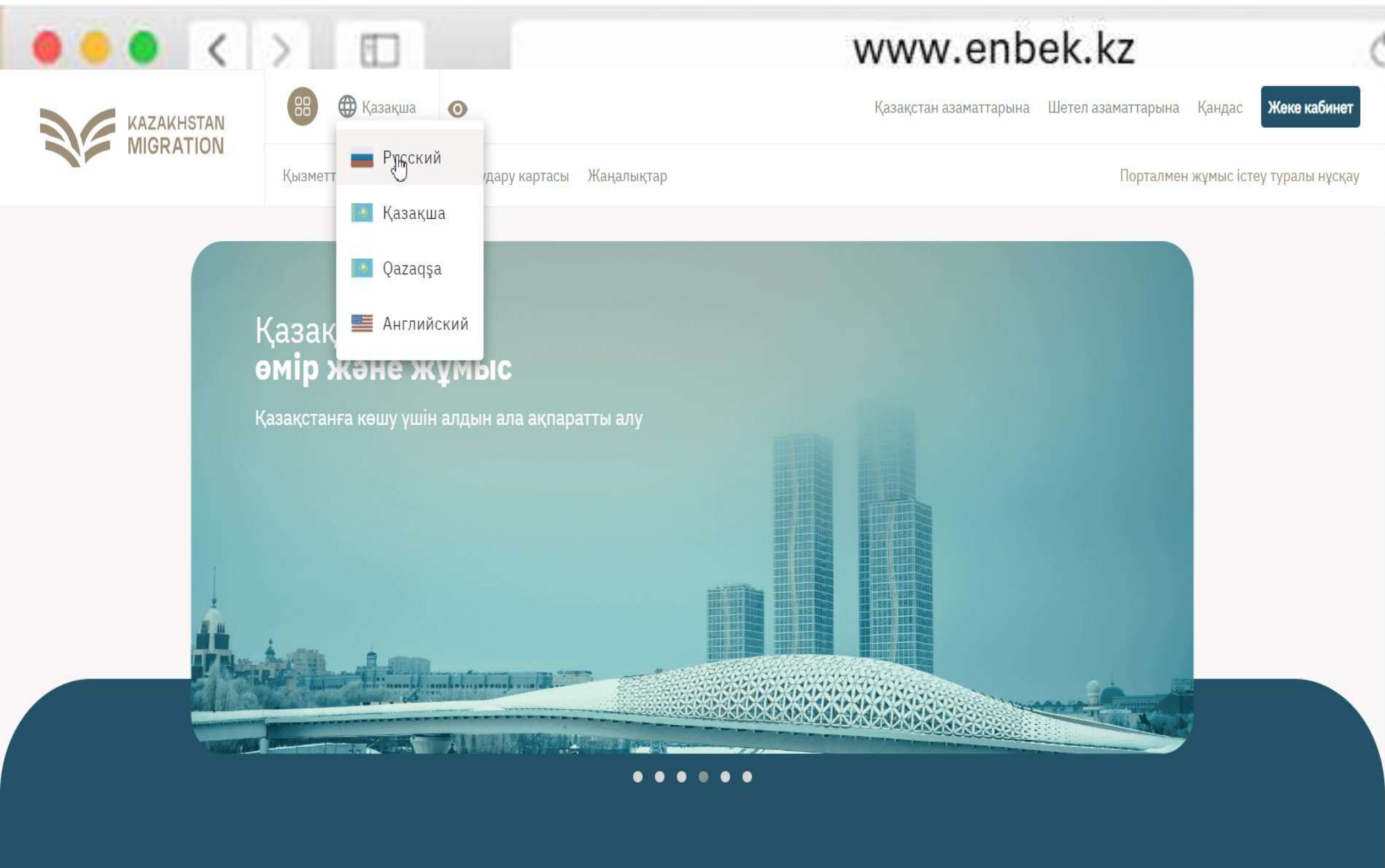
Implementing AI for data analysis and forecasting



- Information on **more than 400** in-demand professions



# New tools for the systematic labor force transition and the protection of labor rights of Kazakhstani citizens abroad



## Internal migration

- **A unified system** for migrant registration and movement migration.enbek.kz
- Resettlement based on a new **adaptation and integration** algorithm (allocation of land plots, economic mobility certificates, etc.)
- **Digital support** for Kandas families and migrants

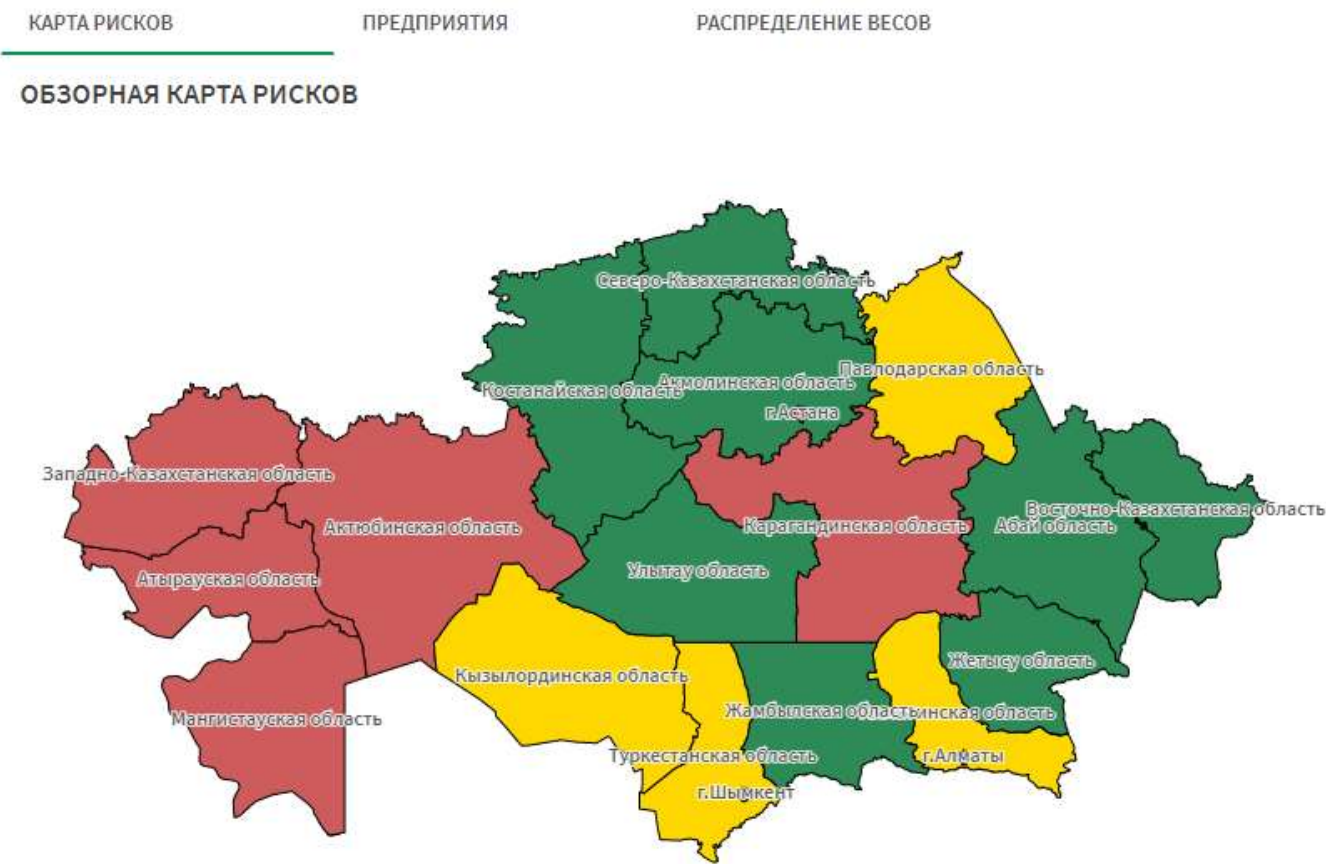
## External migration

- New mechanisms for **attracting qualified personnel** by submitting an application from abroad (investor visa, scientific and pedagogical workers)
- Creation of 3 **pre-departure training** centers



# Digital map of labor risks

SCREENSHOT OF THE SYSTEM



System stats

**30%**

workers employed in HWC out of 1.6 million surveyed

**14**  
ths.

inspections carried out by labour inspectors

## Implemented AI technologies



Automatic collection of more than 60 indicators from state databases



Analysis of labor, social and financial risks at enterprises



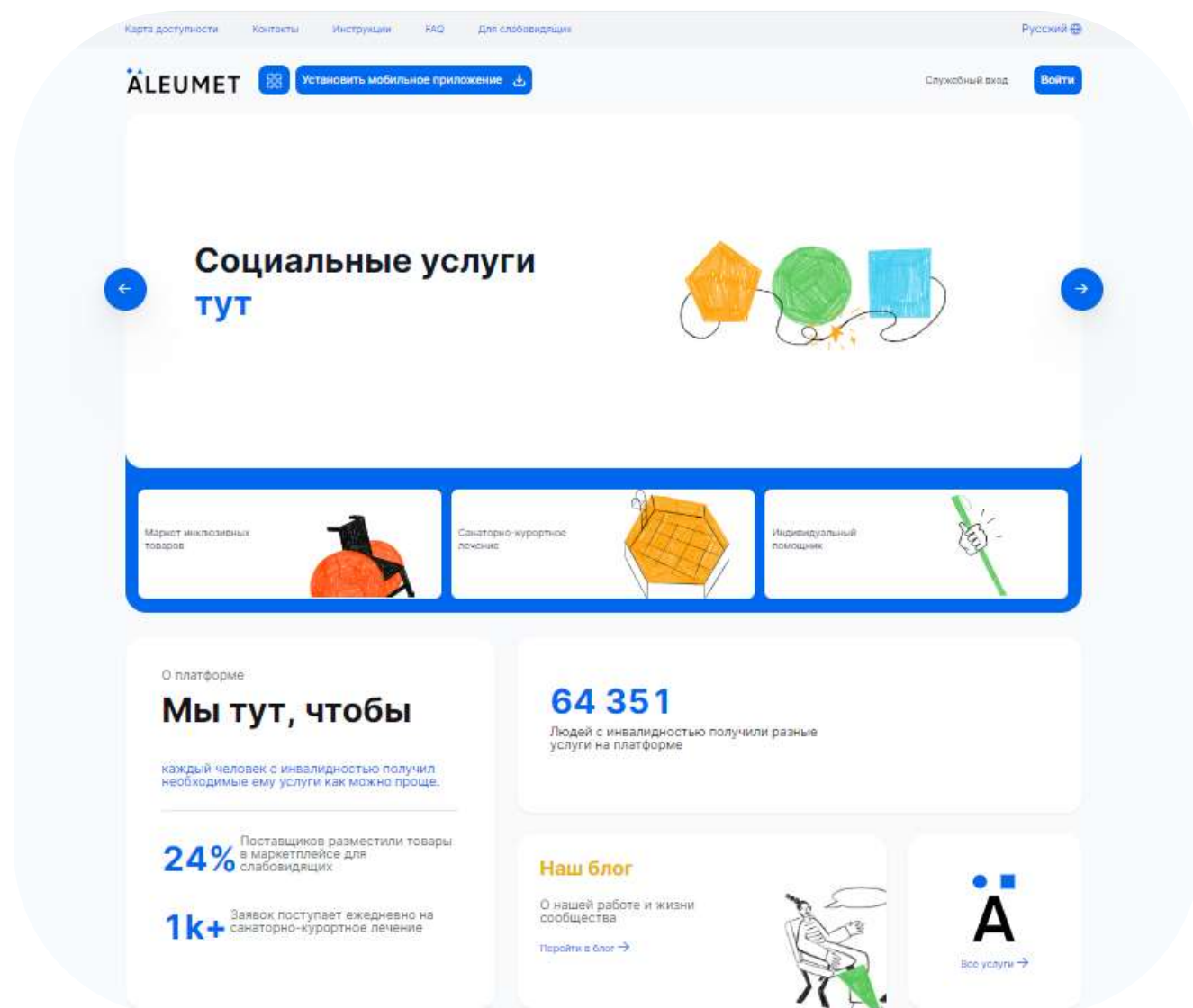
Analysis of sentiment in the media and social networks (*in progress*)

- Ensuring that health and safety processes **comply with international standards** and best practices
- Identification of enterprises with a **high level of risk** of a possible **labor conflict**
- **Reduction** of occupational injury rate





# Aleumet – an ecosystem for improving the quality of life for people with disabilities



## REGISTRATION

Automatic determination of social status based on user's personal data



## PERSONAL ACCOUNT

- Management of orders and services
- Personalized offers



## SELECTION OF ORDERS AND SERVICES

- Special social services
- Sanatorium-resort treatment
- Individual assistant services

- **64,4K People** with disabilities received various services on the platform
- **24% Suppliers** have listed products in the marketplace for the visually impaired
- **1k+ Applications** for sanatorium-resort treatment are received daily



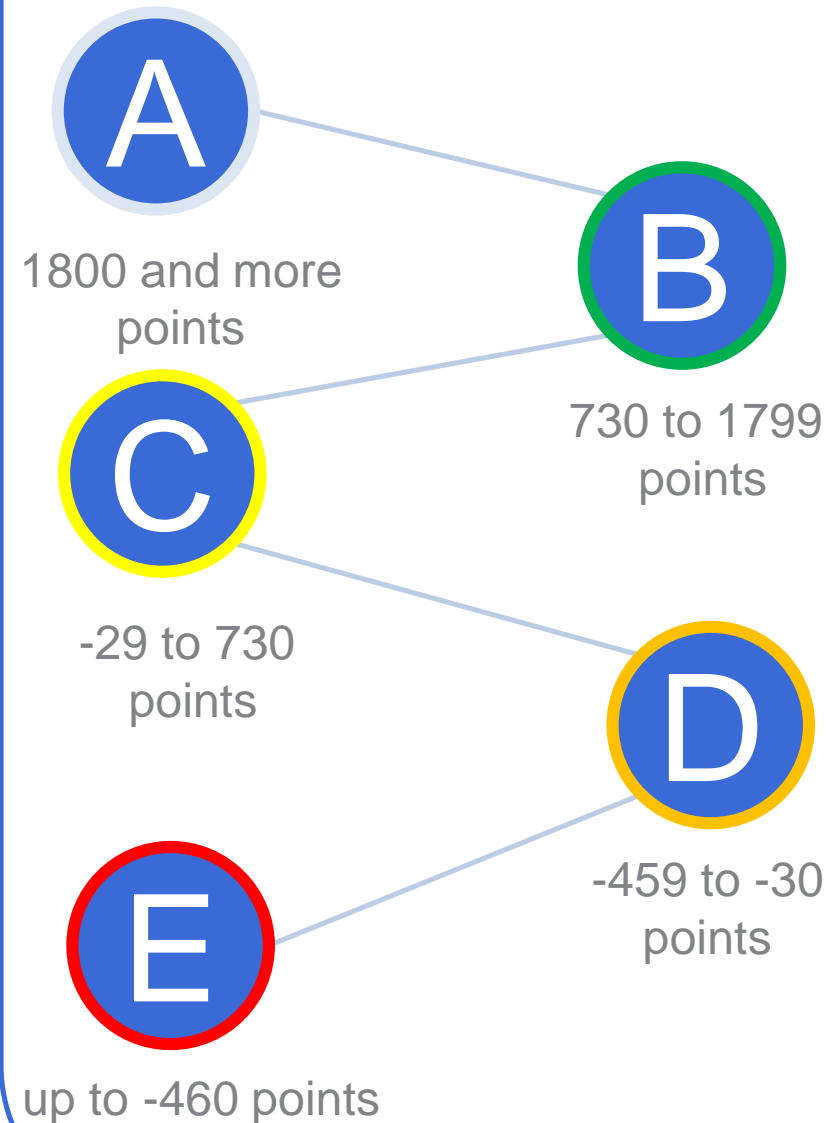
# Digital family card as a tool for providing state support

## Digital family card



- The DFC accumulates information from various Citizen Support Centers, enabling the determination of the level of social well-being of citizens to provide guaranteed state support
- The purpose of the DFC is to identify categories of people in need of state support measures, employment assistance, benefits allocation, and other forms of aid

## Assessing the level of family well-being



## Determining the risks of families

- Lack of financial resources
- Unemployment or low income
- Have no professional education or skills
- Have no housing
- Have health problems
- Have no health insurance
- Children not attending kindergarten or school
- Have "problems with the law" and need legal assistance

## Proactive family support measures

- Targeted social
- Employment
- Housing aid
- Healthcare services
- Education services
- Legal assistance

DFC was recognized as the best project in the Inclusive Digital Transformation category at the prestigious GovTech Prize 2024 ceremony organized by the United Arab Emirates.



# DFC: data processing to determine the level of welfare of family

## Government agencies zone

Formation and transmission of information about individuals to the SDU



IS of GO 1



IS of GO 2



IS of GO 3



IS of GO 3

## Ministry of Digital Development zone

Collection and processing of personalized data about individuals



## Ministry of Labour zone

Determination of family well-being based on assessment criteria

(The Alkire-Foster Method for Measuring Poverty)\*



**ECONOMIC CONDITIONS**



**HOUSING CONDITIONS**



**HEALTH**



**SOCIAL CONDITIONS**



**EDUCATION**

Classification of families into categories

### Digital family card

Level	Families
A (Prosperous)	0.3 million
B (Satisfactory)	2.8 million
C (Unfavorable)	1.7 million
D (Crisis)	1.1 million
E (Extreme)	0.3 million
<b>Total</b>	<b>6.2 million</b>

\* Developed jointly with UNDP



# Digital family card indicators



## 6.2M

families digitized



## 12

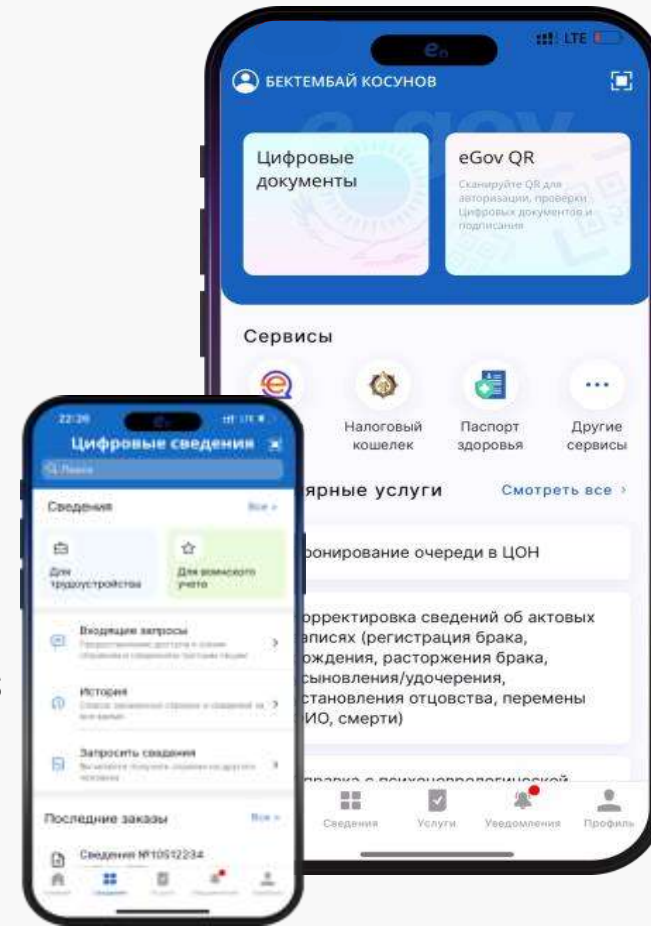
Proactive services

- Benefits
- Social payments
- Notifications

## 720K+

provided in a proactive format

- Large families
- Children
- Social assistance program (SAP) recipients
- Persons with disabilities
- Unemployed
- Notifications for pensioners



Smart Data Ukimet



Integration has been implemented with more than **77 information systems** of various government agencies



# Digital ecosystem of the social and labour sphere of Kazakhstan



Current resumes, vacancies and online employment services  
Learning new skills and career development opportunities

[enbek.kz](https://enbek.kz)



[skills.enbek.kz](https://skills.enbek.kz)



Support for starting or expanding a business

[business.enbek.kz](https://business.enbek.kz)



Registration of employment contracts and online employment

[hr.enbek.kz](https://hr.enbek.kz)



Platform of the National Qualifications System

[career.enbek.kz](https://career.enbek.kz)



Services in the field of migration

[migration.enbek.kz](https://migration.enbek.kz)



Social Services Portal

[aleumet.egov.kz](https://aleumet.egov.kz)



Education and Career Navigator

[mansap.enbek.kz](https://mansap.enbek.kz)



**Thank you for your  
attention!**

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