Issue
14

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National Employment Authority (NEA) Quarterly Bulletin-Q1 2021



Our valued stakeholder, it is my pleasure to present to you the NEA Quarterly Bulletin for the period ended September 2021. Overall, it has been a strong and productive period for the Authority, realized on the strength and commitment of your participation and support.

Based on the expert knowledge in public employment and labor migration management, we managed to provide a wide range of services to employers, job seekers, Private Recruitment Agencies as well as the general public.

PUBLIC EMPLOYMENT SERVICES

The employment sector is gradually recovering from the effects of COVID-19 pandemic with low job creation levels throughout the economy. Despite this challenge, the Authority achieved considerable milestones in employment promotion, collection and provision of labour market information, registration and placement of job seekers, provision of vocational information, career and employment counselling and registration of private recruitment agencies. On employment, the Authority facilitated the placement of 41,8901 jobseekers in employment, locally and abroad through the thirty (30) Country Employment Offices 487 registered Employment Agencies. This was complemented with registration and provision of employment guidance and counselling to approximately 1,200 job seekers.

LABOUR MIGRATION MANAGEMENT

Skills Development for Foreign Labour Markets

The Authority remains committed to equipping the workforce with the skills required in the labour markets. Towards this end, the Authority enhanced coordination of pre-departure training and orientation programme for outbound migrants in order to acquaint them with the requisite knowledge and skills to cope with the work environment in the labour destination countries. In the period under review, a total of 27, 192 outbound migrant workers were trained through approved training institution accredited by the National Industrial Training Authority (NITA). The various components of the trainings include; Life Skills (religion, language, currency), Pre-Departure training(documents and registration, flying to UAE, laws) .For those taking up home care work the training include; childcare , home nursing, life skills, home placements as well as pre-departure training.



Accreditation and Licensing of Private Recruitment Agencies

Private Employment agencies have emerged as key actors in functioning of the labour market. The ILO Convention No. 96 recognized the role played by fee charging private employment agencies and encouraged countries not only to recognize them but also support their role. ILO Convention Number 181 on private employment agencies went further to make provisions for private employment agencies to operate and charge fees and ensure that workers right are protected.

The number of foreign employment agents in Kenya for example, has increased from one in early 1990's to almost 500 in 2021. This increase poses a number of challenges thus requiring governments to pay special attention to their development. The main challenges include inadequate legal and policy framework to regulate the agencies leading to emergency of bogus recruiting agencies. As the number of employment agencies increase, the need to ensure that they operate within the national legislation and international conventions and standards also become paramount.

Kenya developed regulations on foreign employment in 2016. The Authority has streamlined registration and operations of Private Recruitment Agencies (PRAs) by applying strict measures in the vetting and accreditation process. The Authority will periodically review the regulations governing recruitment agencies to hold them more accountable to the workers recruited. Additionally, NEA enhanced the capacity of recruitment agencies in undertaking ethical recruitment through trainings. The Authority also developed a monitoring and feedback mechanism to monitor the operations of the agencies and hold them accountable to the workers recruited.

Enhancing Ethical Recruitment Practices



When labour recruiters operate ethically, their services provide enormous benefit to migrants and their communities, to the employers in need of foreign workers, and to businesses in countries of destination by providing much needed human resources.

The National Employment Authority (NEA) is working with notable stakeholders and partners to implement programs that promote ethical practices in the recruitment industry. For example, NEA in collaboration with the International Organization for Migration (IOM) initiated the implementation of International Recruitment Integrity System (IRIS), an IOM Global initiative that is designed to promote ethical international labor recruitment. It is about identifying and supporting labor recruiters to define the set benchmark for ethical recruitment. IRIS seeks to benefit all in the migration process i.e. the migrant, recruitment agency and employer. It also seeks to address challenges faced by migrant workers, who are often exposed to vulnerability from the recruitment phase of their migration. So far IOM has trained 101 Private Recruitment Agencies (PRAs) on IRIS while 11 agencies have initiated and are actively progressing towards IRIS certification.

Bilateral Labour Agreements (BLA)



Bilateral Labour Migration Agreements have emerged as important instruments in protection of migrant workers. Towards this end, Kenya has signed four Bilateral labour agreements with the Kingdom of Saudi Arabia, State of Qatar. And United Arab Emirates. In September 2021, Kenya and the Government of United Kingdom of Great Britain and Northern Ireland, signed a Bilateral Labour Agreement on recruitment of healthcare workers from Kenya. This agreement will provide an opportunity for the two countries to cooperate in the delivery of Health Care through recruitment in Kenya and employment of Kenyan Health Care professionals in the United Kingdom of Great Britain and Northern Ireland, in accordance with their respective existing national laws and regulations. The BLA's earlier signed are being reviewed to accord more protection to our migrant workers, improve terms and conditions of service, enhance protection of Kenyans working abroad and increase the cadres of skilled and professional workers covered by the agreement.

These efforts have yielded results through integration and contribution to the development of the country. The tremendous growth in Labour migration contributed to an increase in diaspora remittances to USD 3,383 Million to become Kenya's highest foreign earner, exceeding earnings from tea, coffee and tourism.

Linking the labour Migration Data Systems

NEA is closely working with the Immigration Directorate to establish express counters to process passports for migrant workers. These special counters are now processing 400 passports per day for migrant workers. The number will be upscaled to 4,000 Passports per day. NEA is working out modalities of linking the Immigration data system with the NEAIMS to enhance seamless flow of information. NEA is also discussing with other government agencies with a view to linking NEAIMS with other systems.

Oversight Mechanism and a Community Feedback Mechanism.



NEA is working with IOM in establishing an oversight mechanism and a community feedback mechanism. These mechanisms will seek to enable continuous and rigorous monitoring of Private Employment Agencies in Kenya, ensure greater transparency in auditing these agencies and accountability in cases of human trafficking. It also seeks to give the migrant workers returning to Kenya a voice as well as ensure communities where these migrants workers are coming from can pro-actively identify and mitigate operations of unscrupulous agencies or agencies that are involved in trafficking activities.

PROGRAMS

Towards the implementation of employment programs, several milestones have been realized. Promoting supervised internships and apprenticeships across all sectors and education levels is essential in offering the much-needed exposure to the students and graduates to the work environment. NEA continued to monitor the implementation of the National Internship Programme, which aims at equipping young Kenyans with requisite skills to boost industrial production and hands-on experience in the labor market.



NATIONAL EMPLOYMENT POLICIES AND STRATEGIES

Towards the implementation of the Employment Policy and Strategy for Kenya, the Authority has continued to implement the strategies outlined in the sessional paper No. 4 of 2013. NEA also has continued to collaborate with institutions in sharing Labour Market information to address gaps in job creations such as skills development.

STAKEHOLDERS ENGAGEMENT AND COMMUNICATIONS

National Employment Authority (NEA) has taken a paradigm shift towards enhancement of communication and thus continued to strengthen its stakeholder's engagement and communication through an integrated communication approach that ensures that relevant information reaches its publics in a timely manner.

NEA Digitization

In the wake of the COVID 19 pandemic, technology has proven to be a vital resource, as work-from-home orders and other directives put in place to contain its spread disrupted more traditional models of product and service delivery in many organizations. Coping with changes in the digital savvy environment prompted NEA to create a system that will meet the demands of this digital age, NEA adopted an IT driven, customer centric policy. Our work procedures were streamlined and further automated. The Authority has upscaled the use of the online portal (www.neaims.go.ke), which contains useful information, resources and links on public and foreign employment services. We have also upscaled information offering on foreign employment and reinforced pre-departure training through the migrant workers website www.kmw.go.ke. The website is being expanded to accommodate additional countries. We had also enhanced awareness on the functions, programmes and activities of NEA through our corporate website www.nea.go.ke . Additionally, NEA has also embraced the musaned- the E-contracting platform for recruitment of domestic workers to Saudi Arabia https://tawtheeq.musaned.com.-sa

Weekly E-Shots

To keep our audiences informed on vital labour market information on safe labour migration, the Authority issued Weekly E-shots highlighting key activities and outcomes from consultations, meetings, advisories and partnerships. Since July 2021, the Authority has issued 12 Weekly E- shots.

Social Media Management

NEA continued to increase awareness and audience interactions for its activities though social media platforms. This deliberate move has seen engagements on our social media platforms increased tremendously. The engagement on social media increased as follows: Facebook: - 4,192 Twitter: - 4,897 Instagram: - 144). the Authority has initiated the development of a digital media strategy that would further enhance our online presence and customer experience.

NEA Awareness Survey

The National Employment Authority (NEA) conducted a survey among employers, job seekers, registered Private Employment Agencies and the general public between July and August 2021 to ascertain the level of awareness of National Employment Authority and its functions, find out the level of subscription to both NEA's digital platforms and NEA Integrated Management System (NEAIMS), while determining the most effective mode of communication with stakeholders. Furthermore, survey sought to identify the expectations of the stakeholders in terms of access to information and its relevance. Lastly the survey sought to determine the perception of NEA's stakeholders towards service

delivery, while highlighting areas of improvement. The ultimate goal was to inform the authority on how it can effectively provide services to the public.

COLLABORATION AND PARTNERSHIPS

The National Employment Authority (NEA) is keen on establishing strategic partnerships and collaborations that would promote the interests of our stakeholders. We have worked closely on various programs with our partners who include; The International Organization for Migration (IOM), The International Labour Organization (ILO), the National Industrial Training Authority (NITA), the National Youth Council (NYC)

NEA- ILO Fairway Project

The National Employment Authority in collaboration with ILO has fully embraced reintegration of migrant workers by setting up a migrant resource center which is a one stop shop for migrant workers to seek the relevant information about labor migration. This has gone a long way in facilitating easy access to labour migration information through the Migrant Resource Center [MRC], to potential migrant workers and returnee migrants who have lost their jobs in other countries access Information about job opportunities and how to apply for jobs through neaims portal and Reintegration of migrant workers

NEA and IOM have established a cordial working relationship over time as the Authority under the support of the International Organization for Migration (IOM) , has finalized the development of informational handbooks for Qatar, UAE, Saudi Arabia, Jordan, Oman, Poland and United Kingdom. This will provide the much-needed guidance to migrant workers working in those key labour markets. The State Department for labour with the support from the International Organization for Migration (IOM) has established and operationalized the Oversight Mechanism (O/M) and the Community Feedback Mechanism (CFM) that would promote ethical practices and compliance

AREAS OF FOCUS 2021/2022 FY

The National Employment Authority (NEA) remains committed to ensuring that our clients receive top notch services.

Bilateral Labour Agreement

Looking into the coming quarters, the Authority plans to expand the skilled labour markets through negotiating new Bilateral Labour Agreements with potential key labour destination countries while monitoring the implementation of the bilateral agreements which are in force.

Pre-Departure Training



The Authority will enhance the implementation of pre-departure training by developing additional pre-departure materials for Kenyan migrant workers in additional countries, upgrade of migrant workers website and implement the returnee and re-integration program for migrants.

Protecting Migrant Workers

Protection of migrant workers and promotion of ethical recruitment of migrant workers will remain a top priority for the Authority. For this reason NEA will review the regulations on Private Recruitment Agencies and finalize

the Labour Migration Management Bill which will enhance protection of rights and welfare of Kenyan migrant workers. Additionally, we will upgrade the Kenyan migrant workers website to cover oman, Kuwait, Jordan and Barharine.

Labour Market Survey

In order to understand the labour market demands, the Authority will conduct survey on labourmarket requirements in key employment creation sectors as well as potential labour destinations.

Policies and Regulations

On matters policy and regulations, the Authority will review the regulations on recruitment agencies, review the mechanisms for monitoring activities of Private Recruitment Agencies, develop the regulations on NEA Act and Finalize of Labour Migration Management Bill

National Employment Conference

The Authority plans to conduct the National Employment Conference (NEC), an inaugural high-level event that seeks to bring together key stakeholders drawn from International, development partners, Non-Governmental Organizations, Higher learning Institutions, Government, Business leaders and Youth representatives to share ideas and experience on; the State of employment in Kenya, Employment creation, promotion and entrepreneurship, the changing employment landscape and the future of work.

As I conclude, I would like to extend my deep appreciation to the staff of NEA for their dedication, loyalty and support. The continued guidance and support extended to us by the line ministry, Ministry of Labour and the NEA Board of Directors have been extremely helpful and encouraging. On behalf of NEA I also thank Employment Agents who have registered with us, for their valued contribution which has strengthened our collaboration. I look forward to second quarter of 2021 being a period of further achievement with productivity

Edith Okoki

Ag. Director General (NEA)

OUR VISION

"Employment opportunities for all

OUR MISSION

"To formulate and implement employment policies and programmes for creation of sustainable employment for all Kenyans

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