

► **EMPLOYMENT**

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R: Joint Survey

Ms Tamila Barkalaia  
Acting Head of the Agency  
State Employment Support Agency  
Georgia

Geneva, 25 May 2020

**Reference: ILO Survey on the use of technology-based service delivery by public employment services**

Dear Madam,

We are delighted to invite you to participate in the ILO Survey on the use of technology-based service delivery by public employment services (PES). The survey is part of the ILO's future of work agenda for employment services and is undertaken in collaboration with the World Association of Public Employment Services (WAPES) and all ILO member States.

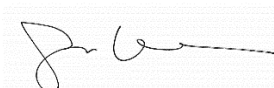
The purpose of the survey is to investigate how use of technology is helping improve service delivery, including during temporary social-distancing measures occasioned by the COVID-19 pandemic. Your contribution will help to create a repository of practices and emerging trends to better support technology decisions for PES.

The survey is in two parts: the first part collects overall information on technology use while the second part collects in-depth information on services provided and their link to policy and trends in the labour market.

- To access the survey, use the link and log-in information provided in the e-mail invitation that was addressed to you.
- Please also fill out the in-depth part of the survey using the attached fillable PDF file, save the document and return it to [employmentservices@ilo.org](mailto:employmentservices@ilo.org)

We would appreciate it very much if you could submit the completed surveys by 30 June 2020.

Yours sincerely,



Sangheon Lee  
Director  
Employment Policy Department  
International Labour Organization