

# CPD Dialogue on *Role of the Public Service Delivery in Ensuring Employment for the Marginalised Youth Community*

## Presentation on **Empowering the Marginalised Youths for the Labour Market through Effective Public Service Delivery**

Dhaka: 21 January 2020



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## Study Team

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# Discussion Points



## 1. Background of the Study

Electoral Pledges:  
“Creating 30 million jobs  
by 2030”



## 2. Methodology of the study

Who are marginalized youths? Who are the target groups?  
Why public service is important? What is the effectiveness of public service delivery?  
Which data is used?



## 3. Livelihood challenges of the marginalised youths: are the public services effective?

How Challenging is the Livelihood of the Marginalised Youths?  
Are Public Expenditure for Livelihood Development Well-Targeted?  
How Transparent and Accountable are the Public Service Deliveries?  
Can the Non-State Actors' Role Well-supplement Public Service Deliveries?



## 4. Education related challenges: can the public services ensure accessibility, availability and quality?

Why the marginalised youths are deprived in getting tertiary education?  
Does public expenditure address the concerns of the marginalised youth?  
Can the public service delivery be made effective in 'business as usual approach'?

# Discussion Points



## 5. Training related Public Service Delivery: Can It be Made Effective without Ensuring Availability/ Accessibility to the Marginalised Youths?

What types of training are received by the marginalised youths?

What kinds of public expenditure has been made for marginalised youths?

Can the public service delivery be made effective towards making the youths ready for the job market?



## 6. Public Service Delivery for Employment: Can the Lifecycle Challenges be overcome in Accessing Decent Employment?

How far the marginalised youth behind in the job market?

Can the public expenditure for employment serve the purpose of the marginalised youths?

Are the issue of effectiveness of public service delivery on employment redundant for the marginalised youth?



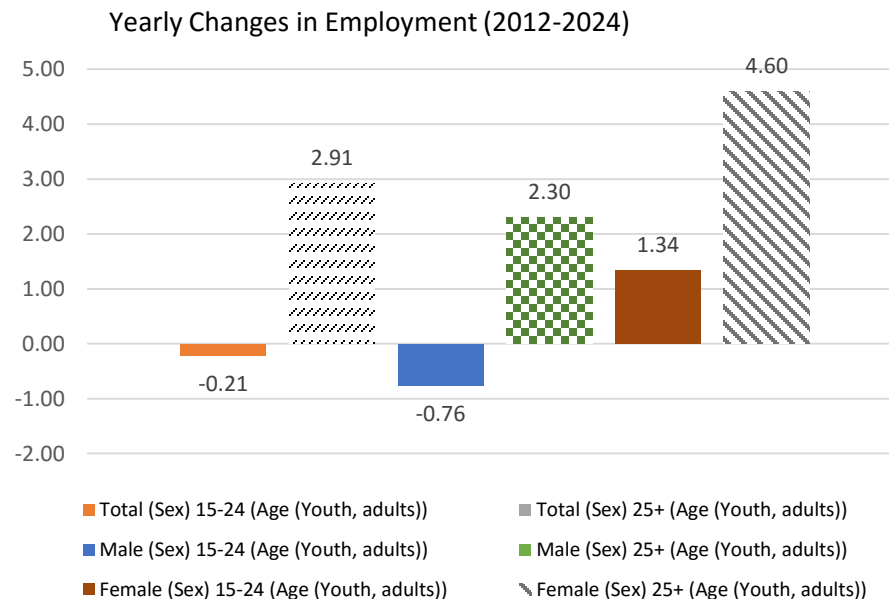
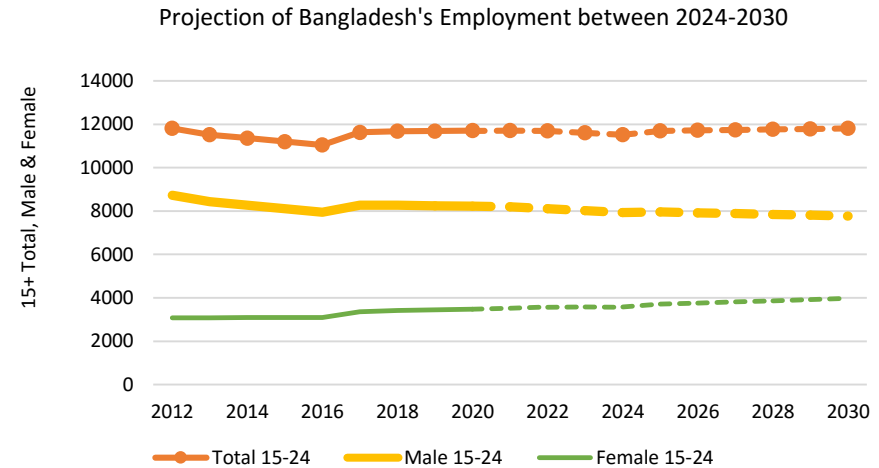
## 7. Conclusions and Recommendations

# 1. Background of the Study

- Bangladesh's sustained economic growth over the last decades and its positive future outlook depends on 'demographic dividend'
  - ✓ *Youths are one of the main determinants to earn this dividend.*
- The youth, aged 15-24 years comprises about 11.0 million of country's 64.1 million labour force.
  - ✓ *This number of youth increases to one-third of total labour force (20.1 million) if the age group covers youths aged between 15-29 years.*
  - ✓ *Among those youth, 13.1 million are male and 7.0 million are female.*
- These youths are not ready for entering the future labour market
  - ✓ *A large section of the youth belong to the marginalised communities without having necessary facilities to develop as skilled labour force.*
  - ✓ *Problem of unemployment (12.2 per cent of total youth are unemployed) and NEET among the youth (7.4 million) are other concerns.*
- Bangladesh's overall ranking in the Youth Development Index (2016) is behind to comparator countries (146<sup>th</sup> out of 183 countries).
  - ✓ *Bangladesh is one of the weakest performers in case of creating employment and opportunity for the youth (177<sup>th</sup>) and ensuring quality education for the youth (140<sup>th</sup>).*

# 1. Background of the Study

- Youth employment is a major development agenda of the ruling governments in the country.
  - ❑ *During the national election of 2018, the ruling party announced its electoral pledge to create 30 million jobs by 2030.*
- With ILO's projection of 2.4% annual growth of employment, an additional 14.9 million jobs would be created by 2030.
  - ❑ *This level of employment is less than half of the targeted number of employment of 30 million as stipulated in the election manifesto.*
  - ❑ *'Business as Usual (BAU) approach' is changing in labour force & employment in the coming decade would not commensurate with country's long-term targets.*
- The overall objective of the study is:
  - ❑ *To examine the effectiveness of services of different public service-providing agencies which involved in education, skill development and employment for the youth as part of fulfilling government's electoral pledges to ensure more and better jobs by 2030.*



Source: ILO STAT

## 2. Methodology of the Study

### ➤ Who are marginalized youths? Who are the target groups of this study?

- The National Youth Policy 2017 (draft) defines youths through-
  - ✓ *'Need Based Approach' and*
  - ✓ *Identified 16 categories of youths.*
- Marginalised youths could be defined in terms of the
  - ✓ *Level of vulnerability of the youth. According to Bhattacharya, Khan and Khan (2017), there are twelve vulnerability criteria under which different vulnerable groups could be defined.*
- These criteria include –
  - ✓ *Income, Gender, Geographic location, Life cycle, Civil identity, Disability, Education and skills, Health, Occupation, Religion and ethnicity, Sexual orientation and Shock-induced vulnerability.*

### ➤ Following the definition of Bhattacharya and Khan (2017)-

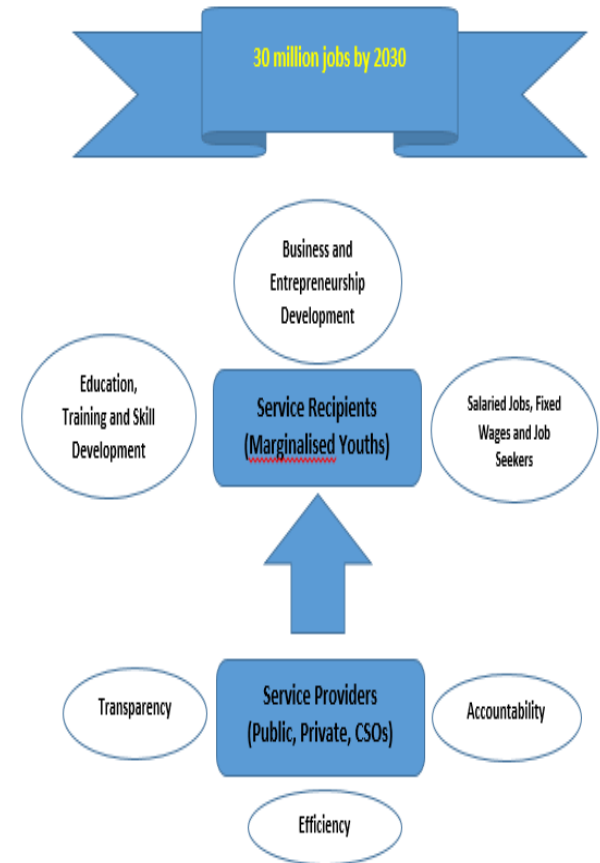
- Four marginalised youth groups have been selected for this study. These are -
  - a) *Religion and ethnicity based vulnerable group: Plain land adivasi youth living in Thakurgaon district;*
  - b) *Shock-induced and Income related vulnerability group: Urban slum youth living in Dhaka;*
  - c) *Education and skills related vulnerability group: Madrasah students living in Dhaka;*
  - d) *Geographic location related vulnerability group: Sylhet city-based youth.*

## 2. Methodology of the Study

### ➤ Why public service delivery is important for the marginalized youths?

- Every citizen has the right to expect getting political, social, and economic public goods and services from the state and the state has the responsibility to provide those services to its citizens.
  - ✓ *Poor governance leads to unwanted consequences of access to government services by society, the poor and other disadvantaged members, such as women, children and minorities (World Bank, 2005).*
  - ✓ *The inherent power imbalance can often prevent or discourage the participation of youth in the political process, including governance and accountability which favours adult.*
  - ✓ *The rationale for public services has shifted from the argument of 'money invested in organisations' to 'how effectively resources are being used and whether services are delivering results that will truly change people's lives' (Cedefop, 2008)*
  - ✓ *Based on Dumiter (2014), the study will highlight on 'efficiency', 'transparency' and 'accountability' of public institutions to deliver the required services to the youth.*

Figure 1: Effectiveness of 'Service Providers' and 'Service Recipients'



Source: Prepared by authors



## 2. Methodology of the Study

### ➤ Which data are used?

- ❑ Workshops have been conducted in-
  - ✓ *Sylhet*
  - ✓ *Thakurgaon and*
  - ✓ *Dhaka*
- ❑ A total of 333 participants attended the workshops which include
  - ✓ *Different categories of youths (as 'service recipients') and*
  - ✓ *Officials of different public and private offices (as 'service providers') of the locality.*
- ❑ Sample surveys have been conducted among the youth participants in Sylhet, Dhaka and Thakurgaon
  - ✓ *To appreciate their aspirations, living condition, peer-groups condition of jobs, future prospect of jobs within the locality and outside including their interest to migrate abroad etc.*
- ❑ Secondary data on education, training and employment of the regions connected to the selected four marginalized youths were used from different public sources
  - ✓ *Bangladesh Population and Housing Census 2011*
  - ✓ *Census of Slum Areas and Floating Population 2014*
  - ✓ *Economic Census 2013*
  - ✓ *Labour Force Survey (LFS) 2016-17*
  - ✓ *Household Income and Expenditure Survey (HIES) 2016*
  - ✓ *ILO modelled estimates, November 2018, ILO STAT.*
  - ✓ *BANBEIS 2018*

### 3. Livelihood Challenges of the Marginalised Youths: Are the Public Services Effective?

#### ➤ How Challenging is the Livelihood of the Marginalised Youths?

- ❑ Livelihood related challenges are the first barrier to enter the job market.
- ❑ Access to basic utility facilities has improved for the marginalised communities due to rise in public investment.
  - ✓ *About 100% urban slum dwellers have access to electricity;*
  - ✓ *Majority of urban slum dwellers use sanitary latrine (88%)*
- ❑ Among the four different *categories of marginalised groups* 'major' concerns are-
  - ✓ *Lack of access to safe and secured housing for plain land Adivasi and urban slum dwellers.*
  - ✓ *At least 7% slum dwelling youths have experienced eviction from their living places.*

### 3. Livelihood Challenges of the Marginalised Youths: Are the Public Services Effective?

Level of Challenges in Getting Access to Basic Livelihood Requirements

Issues	Level of Challenges in Getting Access to Basic Livelihood Requirements					
	Food	Clothing	Education	Housing	Electricity & Other Utilities	Treatment
Plain land Adivasi and religious minority, Thakurgaon	Moderate	Minor	Moderate	Major	Minor	Moderate
Urban slum dwellers youth, Dhaka	Moderate	Minor	Moderate	Major	Minor	Moderate
Madrasah educated youth, Dhaka	Minor	Minor	Moderate	Minor	Minor	Minor
Sylhet city-based youths	No	No	No	No	No	No

Source: Prepared by authors based on the perception surveys and FGDs

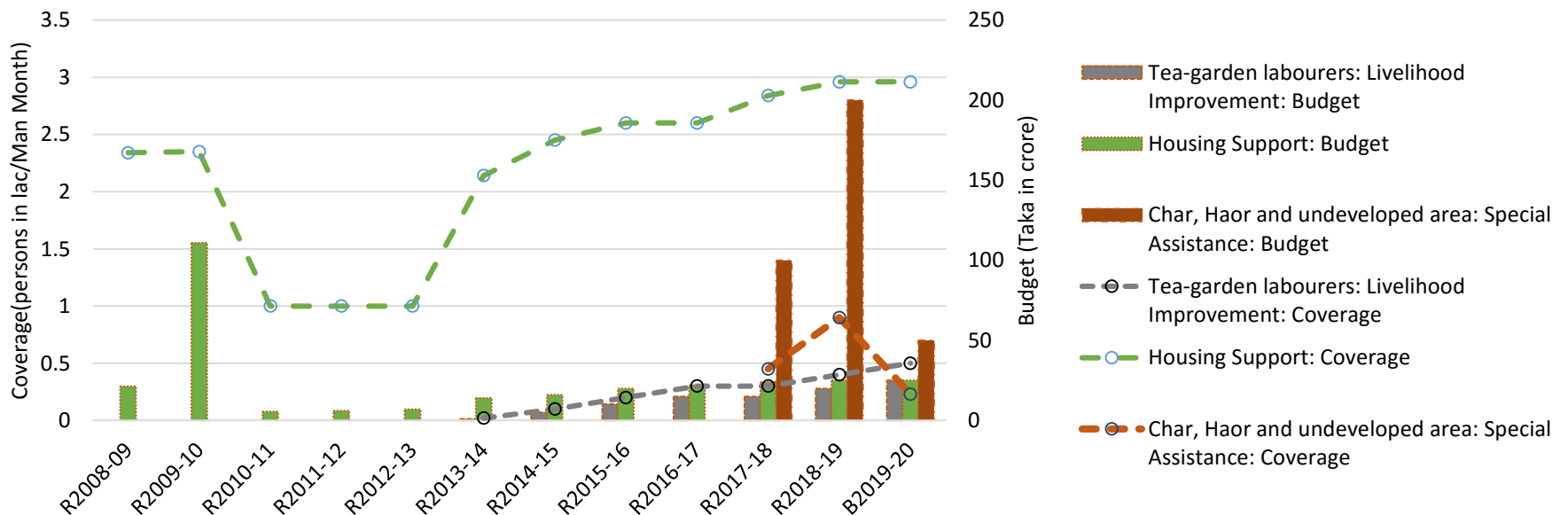
- Modest socio-economic background of the family influenced in limiting the diversity in dreams of the marginalised youths (e.g: School teachers, govt. officers, and police officers).
  - ❑ *Majority of them felt that even such dreams are difficult to meet in the current context.*

### 3. Livelihood Challenges of the Marginalised Youths: Are the Public Services Effective?

➤ Are Public Expenditure for Livelihood Development Well-Targeted?

- ❑ A total of 65 different types of SSNPs (*cash, food, funds, development programme, empowerment*) targeted to improve livelihood of different vulnerable groups.
- ❑ Several new SSNP projects are being implemented which include-
  - ✓ *Urban resilience project; Improvement of living standard of marginal people; Improvement of life standards of low-income people; Income support to the poorest; and Support services for vulnerable groups*
- ❑ The coverage and amount of support are inadequate against the requirement.

Different SSNPs for Marginalised Groups



Source: Bangladesh Economic Review, different issues

### 3. Livelihood Challenges of the Marginalised Youths: Are the Public Services Effective?

#### ➤ How Transparent and Accountable are the Public Service Deliveries?

##### Transparency point of view-

- ❑ Often the people of Dalit community are not aware about the entitlements under different public sector projects including those being implemented under different SSNPs.
- ❑ In this connection, government officials have admitted that the effort to inform and aware people about their entitlements are poor and, in most cases, absent.
- ❑ Lack of transparency of the public authority (housing) is a major concern for the slum dwellers particularly related to their housing issues.

##### Accountability point of view-

- ❑ Officially marginalized people are supposed to entitle equal rights and benefits; however-
  - ✓ *They are not only deprived of getting their rights and more importantly, they are facing regressive treatment from public authorities;*
  - ✓ *These services are to be facilitated by the concerned local public authorities. which are usually not happened.*
- ❑ Public representatives of local government of the slum areas are found to be with little authority towards addressing the challenges of slum dwellers.

### 3. Livelihood Challenges of the Marginalised Youths: Are the Public Services Effective?

#### ➤ Can the Non-State Actors' Activities Well-supplement Public Service Deliveries?

##### ❑ In case of housing

- ✓ *Several NGOs have been working with slum dwellers*
- ✓ *Providing legal support regarding their housing facilities.*

##### ❑ UNDP has taken initiatives towards-

- ✓ *Stopping child marriage by awareness raising programme.*

##### ❑ Other organizations work for ensuring other facilities for the urban slum dwellers such as-

- ✓ *Ensuring safe drinking water through providing support in accessing utility connections*
- ✓ *Providing support in case of transferring assets to the marginalized people.*

### 3. Livelihood Challenges of the Marginalised Youths: Are the Public Services Effective?

#### ➤ Can the Non-State Actors' Activities Well-supplement Public Service Deliveries?

- ❑ Other organizations work for ensuring other facilities for the urban slum dwellers such as
  - ✓ *Working at the local level-*
    - ❖ *To ensure land rights for the plain land Adivasi people in Thakurgaon*
    - ❖ *To undertake legal and administrative measures in support of their demand.*
    - ❖ *To work with local level administration to deal with those issues.*
- ❑ Government has been planning to develop multi-storied housing facilities for the slum dwellers-
  - ✓ *Slum people could stay there on rental basis.*
  - ✓ *Local NGOs have been working to identify eligible slum people to avail those facilities.*

## 4. Education related Challenges: Can the Public Services Ensure Accessibility, Availability and Quality?

### ➤ Why the Marginalised Youths are deprived in Getting Tertiary Education?

- ❑ Majority of the academic institutes are-
  - ✓ *Far behind compared to good academic institutes available in the country.*
  - ✓ *Local academic institutes are mostly below the level of 50% compared to that of national level good academic institutes.*
- Insignificant or limited access of tertiary education for a large section of marginalized youths
  - *These include plain land adivasi, urban slum dwellers and madrasah educated youths.*

**Relative Quality of Academic Institutes of the Regions belong to Marginalised Youths**

Perception about level of performance of local institutions	% of respondents about quality of best academic institution of the locality vis-à-vis those of best national level academic institution	
	Thakurgaon	Sylhet
	About academic institutions (% of respondents)	About academic institutions (% of respondents)
>20%	7.69	
20-30%	15.38	13.33
30-50%	25.64	20
50-70%	30.77	53.33
70-80%	15.38	13.33
80-100%	2.56	
>100%	2.56	
<b>Total</b>	<b>100</b>	<b>100</b>



# 4. Education related Challenges: Can the Public Services Ensure Accessibility, Availability and Quality?

## ➤ Why the Marginalised Youths are deprived in Getting Tertiary Education?

❑ The youth of the marginalized communities experienced with lack of minimum required educational facilities. These include –

- ✓ *Lack of required teachers especially shortages of teachers of science related subjects. These shortages of teachers have been met by teachers of other subjects such as Bangla, religion or history who are not specialized on those subjects;*
- ✓ *Lack of textbooks in own mother tongue for ethnic minorities such as plainland adivasi;*
- ✓ *Limited religious teachers for ethnic minority students; and*
- ✓ *Lack of skilled teachers force the students to depend on private tutoring which is difficult to afford for these youth.*

**Level of Challenges Confronted by Youths in Attaining Education**

Issues	Level of challenges		
	Primary & secondary level education (e.g. mode of education, teachers' quality, curriculum, facilities, drop out)	Tertiary level (e.g. mode of education, teachers' quality, curriculum, facilities, drop out)	ICT related education
<b>Plain Land Adivasi and religious minority, Thakurgaon</b>	High	Marginal scopes for youth	Marginal scopes for youth
<b>Urban slum dwellers youth, Dhaka</b>	High	Marginal scopes for youth	Marginal scopes for youth
<b>Madrasah educated youth, Dhaka</b>	Low-moderate	High	Moderate-high
<b>Sylhet city dwellers youth</b>	Low	Moderate	Moderate

Source: Prepared by authors based on the perception surveys and FGDs

## 4. Education related Challenges: Can the Public Services Ensure Accessibility, Availability and Quality?

- Why the Marginalised Youths are deprived in Getting Tertiary Education?
- The respondents of the survey complained about weak governance and management system of schools which include-
  - ✓ *Current teacher registration system would hardly ensure recruiting quality teachers;*
  - ✓ *Poor quality of schools' MIC is an obstacle for ensuring better academic environment;*
  - ✓ *Commercial activities of "Teachers' Association" at district and upazilla levels become a constraint for ensuring corruption-free environment in schools.*
- The survey respondents complained about –
  - ✓ *Insufficient govt. schools in slum areas; although NGO based primary schools are available there;*
  - ✓ *Partial/no stipend provided to the plainland Adivasi students;*
  - ✓ *Youths of third gender could not complete education due to discrimination and humiliation in schools; and*
  - ✓ *Physically challenged youths are facing constraints in pursuing their education.*

## 4. Education related Challenges: Can the Public Services Ensure Accessibility, Availability and Quality?

### ➤ Why the Marginalised Youths are deprived in Getting Tertiary Education?

- In case of madrasah educated youths, the challenges are different:
  - ✓ *Lack of teachers, educational instruments, and limited number of skilled teachers – are some of the key constraints;*
  - ✓ *Madrasah educated teachers are weak in teaching general subjects;*
  - ✓ *Madrasahs located in villages face more acute problems with few teachers and limited supply of educational instruments;*
  - ✓ *Rural madrasah teachers are poorly remunerated compared to general education-based teachers;*
  - ✓ *Village level madrasah teachers are not so punctual in attending classes;*
  - ✓ *Teachers are often found poor in Mathematics and English subjects;*
  - ✓ *Madrasah teachers provide a pessimistic view to madrasah students about their future after graduation.*

## 4. Education related Challenges: Can the Public Services Ensure Accessibility, Availability and Quality?

### ➤ Why the Marginalised Youths are deprived in Getting Tertiary Education?

➤ In case of urban youths outside the capital-

- ❑ Education related problems discussed are mostly related to college and university levels.
  - a. *Academic institutes are backward in educational curriculum;*
  - b. *Teachers are failure to complete the courses on time;*
  - c. *Teachers' quality is not properly evaluated;*
  - d. *Internet facility at the university/college level is not available;*
  - e. *Lack of communication skill of the students particularly through English; and*
  - f. *Limited scopes for students to get 'student loan' in order to pursue their education.*
- ❑ Regarding IT related facilities at the academic institutes where *marginalized youth take their education*
  - ✓ *Usually do not have such facilities.*
  - ✓ *Urban based youths have complained about poor quality of IT education.*

# 4. Education related Challenges: Can the Public Services Ensure Accessibility, Availability and Quality?

## ➤ Does Public Expenditure Address the Concerns of the Marginalised Youth?

❑ According to the HIES 2016, only 40% of the total youths aged 15-29 years have access to public schools and academic institutes.

- ✓ *Another 57% youths have studied in private academic institutes & Madrasah who received govt. grants.*
- ✓ *Overall 97% of the marginalized youths received their education which are financed by the government (HIES 2016).*

❑ A major challenge for these youths is to complete their education without having financial support.

- ✓ *About 88.46% of the youths did not receive any stipend and 81.11% of the youths did not get tuition waiver;*
- ✓ *About 6.74% youth mentioned that they could not pay examination fees.*
- ✓ *A section of youths could not afford to spend adequately for*
  - ❖ *Exercise books/stationary (5.8%),*
  - ❖ *Uniform dresses/footwear (6%) and*
  - ❖ *Tiffin (6.5%).*

Percentage of respondents who are aged 15-29 years and currently studying and did not afford to spend educational expenses and to get financial/other benefits	
Issues	Below Tk.7000
No stipend received for education	88.46
No benefit received in the form tuition waiver	81.11
No expenditure for examination fees	6.74
No expenditure for exercise books/stationary	5.82
No expenditure for uniform dress/footwear	6.07
No expenditure for tiffin	6.51
No expenditure for private tutoring	7.52
No expenditure for coaching	4.98
No expenditure for internet use (edu related)	4.07
No expenditure of institute fees	0.25

Source: HIES, 2016

## 4. Education related Challenges: Can the Public Services Ensure Accessibility, Availability and Quality?

### ➤ Does Public Expenditure Address the Concerns of the Marginalised Youth?

❑ *The cost incurred for after-school teaching support such as-*

✓ *Costs for private tutoring (almost 7.52%) and coaching (almost 4.98%) could not be afforded by marginalized youths.*

❑ Lack of capacity to cover these costs have pushed the marginalized youth both physically & mentally behind their peers who get education in better academic institutes with having better financial condition.

❑ Overall, education for the marginalised youths beyond primary levels have been constrained by weak financial condition of these families.

## 4. Education related Challenges: Can the Public Services Ensure Accessibility, Availability and Quality?

### ➤ Can the Public Service Delivery be Made Effective in 'Business as Usual Approach'?

- ❑ The marginalized youths have complained about poor quality of teachers
  - *This is partly happened through improper recruitment process currently followed in registration of primary and secondary level teachers.*
- ❑ Corruption is a major challenge confronted by the marginalized youths
  - *School authority of public schools sometimes do not provide certificates/other official documents without getting extra money beyond official charges.*
  - *Local level administrative authorities only in few cases take actions against such irregularities.*
- ❑ Lack of accountability of public service delivery at the academic institutes is reflected through different channels.
  - *First, the students are deprived of not having sufficient number of teachers; besides, the gap is being filled up by the teachers who are not specialized in those subjects.*
  - *Second, the scarcity of religious teachers for the minority youths severely hamper their religious education.*
- ❑ A major efficiency related concern arise from poor quality of teachers.

## 5. Training related Public Service Delivery: Can It be Made Effective without Ensuring Availability/Accessibility to the Marginalised Youths?

### ➤ What Types of Training are received by the Marginalised Youths?

- ❑ The quality of training institutes found to be at poor state compared to that of national level good quality training institutes. The marginalized youths are found with few opportunities for availing different types of training.
- ❑ A large section of these youths confronted the barriers of lack of access to information about different training facilities offered by public sector training institutes located at the district and upazilla levels.
- ❑ The problems are further acute in case of availability of sufficient training facilities. In few cases, public sector training centres such as youth development centers maintain quota for the marginalized youth, such types of quota system in most cases is absent.
- ❑ The NGOs and other development organisations play a vital role in addressing the gaps of the training needs.
- ❑ Those initiatives undertaken by the NGOs/development organizations are still considered to be inadequate compared to the need of the marginalized youth

#### Level of Challenges in case of Training

Issues	Level of challenges			
	Access to information on public sector training institutes	Availability of sufficient training facilities in public sector training institutes	Quality of training in public sector training institutes	Quality of private sector training institutes including those of NGOs/funded by international organisations
Plain Land Adivasi and religious minority, Thakurgaon	High	High	High	Low
Urban slum dwellers youth, Dhaka	High	High	Moderate	Low
Madrasah educated youth, Dhaka	Low	Moderate	Moderate	Low
Sylhet	Low	Low	Moderate	No



## 5. Training related Public Service Delivery: Can It be Made Effective without Ensuring Availability/Accessibility to the Marginalised Youths?

### ➤ What Kinds of Public Expenditure have been Made for Marginalised Youths?

- ❑ The marginalised youths mainly take the training from government (45.9%), private (govt. grants supported) (48.1%) and madrasah (government affiliated) organizations (3.01%)
  - ✓ *where the comparable ratio among the upper strata youths was 54%.*
- ❑ Only 3% youths were found in the lower strata receiving technical education from private organizations which are receiving no grants.
- ❑ This is happened perhaps because of –
  - ✓ *Strict rules and having no collateral free loan providing system in the public sector organisation.*
  - ✓ *Weak financial capacity of the marginalized youths to take loan after training prior to pay security money offered by the public sector;*
  - ✓ *No stipends are given during the training period offered by public sector;*
  - ✓ *No assurance of jobs are given after the training offered by public sector*

# 5. Training related Public Service Delivery: Can It be Made Effective without Ensuring Availability/Accessibility to the Marginalised Youths?

- Can the Public Service Delivery be Made Effective towards Making the Youths Ready for the Job Market?
  - ❑ Public sector organizations have been offering skill development trainings to the youths including those of the marginalized youths;
  - ❑ These trainings could not meet the requirement of the marginalised youth;
  - ❑ The 'National Skill Development Authority (NSDA)' has been formed to harmonise standards, quality and focus of different trainings;
  - ❑ Government has taken initiative to develop a nation-wide database of the youth with all important information
    - ✓ Status of education;
    - ✓ Training and jobs;
    - ✓ Demand for training for skill development.
  - ❑ District level offices have undertaken initiatives for developing those database at the local level.
    - ✓ *The initiative is still at its early stage.*
- Public training institutes often could not continue their full-fledged operation due to lack of sufficient number of trainers.
  - ❑ Limited efforts have been made to address the shortages of trainers.
  - ❑ Public institutes are almost unresponsive about the requirements of local level demand for new areas of training from the youths.

# 6. Public Service Delivery for Employment: Can the Lifecycle Challenges be overcome in Accessing Decent Employment?

## ➤ How far the Marginalised Youth behind in the Job Market?

- ❑ Majority of marginalized youth have the opinion that employment opportunity for them in their district/region is scant.
  - ✓ *Majority of Sylhet based youths consider that their peers living in the capital city are far better off in terms of getting quality education, training, job opportunities and they are being selected more for those jobs.*
- ❑ Despite the fierce competition in the domestic job market particularly in the low skilled jobs and low earning business activities, the desire to work abroad is rather low among the marginalised youths.
- ❑ Only one-third of the total youths have expressed their desire to work abroad – perhaps due to limited financial capacity to bear the migration related costs.
- ❑ The opportunity for jobs for the madrasah educated youths could not be met with traditional nature of training.
  - ✓ *There is demand for training on different languages in order to work as interpreters/translators as well as to engage in media houses. Lack of ICT training put the madrasah educated youth behind in applying jobs.*
- ❑ Poor economic condition as well as backward position in education and training compared to those of their peers locating in the urban areas, push these marginalized groups behind in the job market.
- ❑ As a result, these youths particularly those of plan land Adivasi and slum youths found the level of challenge for accessing jobs 'high'.

# 6. Public Service Delivery for Employment: Can the Lifecycle Challenges be overcome in Accessing Decent Employment?

**Level of Challenges in case of Employment**

Groups	Level of challenges				
	Challenges in access and availability of jobs	Challenges at the preparatory stage in salaried jobs	Challenges in access and availability in business	Challenges at the preparatory stage in starting business	Concerns as regards supports provided for the marginalized youths for jobs/business
<b>Plain Land Adivasi and religious minority, Thakurgaon</b>	High	High	Almost no access	No participation	Moderate-high
<b>Urban slum dwellers youth, Dhaka</b>	High	High	Almost no access	No participation	Moderate-high
<b>Madrasah educated youth, Dhaka</b>	Moderate-high	Moderate	Moderate	Moderate-high	High
<b>Sylhet</b>	Low – moderate	Moderate	Moderate	Moderate-high	Not available

**Per cent of Respondents about Employment Opportunities**

Perception level	Employment Opportunity at Thakurgaon (Percent)	Employment Opportunity at Sylhet (Percent)
<b>Below Average</b>	25.64	73.33
<b>Fairly Average</b>	35.9	26.67
<b>Similar</b>	15.38	
<b>Fairly High</b>	23.08	
<b>Total</b>	100	100.0

## 6. Public Service Delivery for Employment: Can the Lifecycle Challenges be overcome in Accessing Decent Employment?

### ➤ Can the Public Expenditure for Employment Serve the Purpose of the Marginalised Youths?

- ❑ Government under different SSNPs has been providing support to the marginalized groups for Business development.
  - ✓ *The Social Welfare Department of Thakurgaon district provides grants to ethnic minority people.*
  - ✓ BRDB of Thakurgaon Upazilla office provides loan to the youths who could generate savings.
- ❑ Different NGOs take initiative to bridge the gap between job seekers and job providers by providing training to these youths.
- ❑ Government organisation such as BITAC offer different types of electrical and mechanical training but-
  - ✓ *No special programme is available for urban slum dwellers.*
- ❑ A total of 10844 participants from different marginal groups have enrolled in different training programmes of which 10664 received certificates (Bangladesh Bank (2019)).
  - ❑ *Among those 7209 (67% of total participants) got employment after the training*
  - ❑ *2261 involved in entrepreneurial activities.*
- ❑ Bangladesh Bank in collaboration with private banks, public-private organizations and NGOs as part of its initiative for inclusive banking has been providing different types of financial facilities.

# 6. Public Service Delivery for Employment: Can the Lifecycle Challenges be overcome in Accessing Decent Employment?

## ➤ Are the Issue of Effectiveness of Public Service Delivery on Employment Redundant for the Marginalised Youth?

- ❑ There is little interest from the service providing agencies to-
  - ✓ *Introduce/maintain online tracking system.*
  - ✓ *The long time used in the recruitment process have adverse effect on the job seekers this indicates*
    - ❖ *This indicates lack of efficiency and partly lacks transparency of the service providing agencies.*
    - ❖ *Public offices formally receive complains; often those mechanism do not work properly.*
  - ✓ *Lack of transparency burdens the poor madrasah educated youth both in spending their time and money for such jobs.*
- ❑ A major constraint is lack of information about-
  - ✓ *Availability of jobs for the marginalized youth particularly those living in rural areas.*
  - ✓ *In case of madrasah educated youth, there is no official position of non-eligibility of the madrasah educated youth in certain public services;*
    - ❖ *Often madrasah educated youth are made non-qualified in those services.*

## 6. Public Service Delivery for Employment: Can the Lifecycle Challenges be overcome in Accessing Decent Employment?

- Are the Issue of Effectiveness of Public Service Delivery on Employment Redundant for the Marginalised Youth?
  - ❑ The LGBT people do not get proper training facilities; sometimes one-month training is provided, and they found those training less rewarding.
  - ❑ Accountability issues related to public and private sector services are 'redundant' for the marginalized youths.
    - ✓ *Often these youths are involved in informal petty trading and businesses and informal sector jobs which usually have no formal compliance structure.*
  - ❑ Use of online based processing of jobs of public sector service providers is limited – only 15-20 per cent of public sector jobs are at present handled through online.
  - ❑ Entrepreneurs and business sector people complained about regressive attitude of the public sector officials in case of providing services.
    - ✓ *The change in mindset and attitude of public sector officials depend on reforming the service delivery system, reform in organisational, regulatory and technological issues.*
    - ✓ *The business chambers also cannot avoid their due responsibility in case of ensuring due services to the small, micro and self-employed entrepreneurs and businessmen.*

## 6. Public Service Delivery for Employment: Can the Lifecycle Challenges be overcome in Accessing Decent Employment?

➤ Are the Issue of Effectiveness of Public Service Delivery on Employment Redundant for the Marginalised Youth?

❑ Despite having the equipment in place in most public offices (about 60 per cent offices), lack of sufficient skilled constrain in getting required services from those offices.

✓ *Besides, government officials have lack of willingness to deliver services.*

❑ *In case of jobs and employment related areas, there is limited engagement of NGOs in bridging the gaps between public and private sectors.*



# 7. Conclusions and Recommendations



**Difficult to attain the targeted 30 million jobs by 2030 with current rate of growth in employment.**

*Targeted measures for the marginalized youths focusing on effective, transparent and accountable public service delivery is needed.*

*Government should review its activities as part of implementing SDGs with specific targets on 16.6 of the SDGs.*



**Public services are not well-targeted to address major livelihood challenges and those are sometimes regressive in nature.**

*A right-based approach is needed instead of considering market-based approach.*

*In this context, draft of 'anti-discrimination law' should be ratified by the government and need to meet the livelihood demands of the marginalised.*



**GO-NGO collaboration could better supplement the lack of effective public service delivery.**

*In view of various weaknesses in public service delivery, GO-NGO collaboration is found to be effective in terms of ensuring better access to information and different services regarding education, training, and employment.*



**Marginalised youth are deprived of getting minimum required educational facilities and hardly meet the cost of education.**

*Government should increase stipend allocation to cover all education related expenses.*

*Public expenditures for education need to be increased for recruitment of more teachers.*

- *Teachers on Different specialized subjects including religious and native language.*

*Arrangement of training for the teachers is also important*

# 7. Conclusions and Recommendations



**Marginalised youths are deprived of accessing tertiary level education and ICT education due to financial pressure.**

*Creating special support measures for easier access for the marginalised youths in the tertiary level education.*

*Access to ICT education with low-cost computer facilities are necessary to be ready for IT-enabled jobs.*



**Transparency and Accountability related Issues of the Public Services in Education are almost non-existent for the marginalised youths.**

*SOP should be maintained in academic institutions which will focus on issues related to-*

- *Transparency and accountability of public services.*
- *Such practices are more important for those institutions which are located outside city areas.*



**Training facilities have increased but their quality and standard are not up to the mark.**

*Quality & standards of the trainings need to be standardized-*

- *Standards currently setting in by the NSDA as well as the standards used by the private sector needs to be considered.*
- *Public sector should regularly assess of the demand for different trainings.*
- *Modify the curriculum and introduce new kinds of training for the youths.*

*Public sector should promote for GO-NGO-Private sector collaboration where specialized trainers are not available.*

- *Different trainings need to be provided by reputed public, private, NGO-based and donor-supported programmes.*

*Special budgetary allocation should be made for marginalized youths for taking training.*

*Besides, sufficient allocation of subsidized credit for the marginalized youths to set up their enterprises need to be ensured.*

# 7. Conclusions and Recommendations



## **Lack of access to employment information affect the marginalized youths**

*The traditional means of disseminating job related information need to be rethink.*

*Using alternate means and instrument to broadcast via social media, website, mobile-based information services etc.*

*In this context, public service delivery need to play a pro-active role.*



## **Absence of accountability & transparency mechanism disproportionately affect the marginalized youths**

*The job-related information such as advertisement, participation and selection process need to be transparent and made all supporting information public for better transparency and accountability.*



## **Public service delivery often fails to ensure access to information for the marginalized youth**

*Ensuring access to information of those training facilities.  
Broader dissemination of information through advertisement outside city areas.  
Training facilities need to have specific quota for the marginalized youths.  
Training programmes should cover related expenses for participation.  
App-based training modules need to be developed for easy access to those services.  
Comparative advantage of the NGOs, GO-NGO collaboration will be more effective in case of access to information.  
Different trainings, selection of trainees from the marginalized groups, facilitating them in getting access to those trainings.*

# 7. Conclusions and Recommendations



**Jobs in the locality of the marginalized youths are highly scarce**

*Special Economic Zones (SEZs) should give priority to the marginalized youths in different types of jobs.*

*Some of the BSCIC estates may be set up in regions where marginalised youths' concentration is very high.*

**Widening inequality in education and training make these youths further marginalized in the job market**

The budgetary allocation for education and training for these youths need to be significantly increased.

- *Particularly for establishment of new schools, providing educational equipment, setting up ICT labs, improvement of training for skill development of teachers, improvement of school management and further skill development of these youths.*

**Youth could be trained in different types of traditional & non-traditional sports & cultural activities**

Youth could be trained and nurtured over a long period of time in order to make them national level athletes/ performers.

- Engagement of private & public organizations with selected groups of marginalized youth should be long-term with a view to facilitate in developing their career in the respective fields.

Thank you.