



FINAL REPORT

RIAL/OAS BILATERAL COOPERATION BETWEEN THE MINISTRY OF LABOUR OF SAINT KITTS AND NEVIS AND JAMAICA ON RESEARCH AND STATISTICS

Modality: Virtual

Coordination meeting: July 7, 2023
First session: August 16, 2023
Second Session: September 27, 2023
Intermediate Session: October 11, 2023
Third session: October 24, 2023

All information on this cooperation is available here:
http://www.rialnet.org/?q=en/SKN_Jamaica_Research_Statistics

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1. OVERVIEW:

The Bilateral Cooperation Activity between the Ministry of Tourism, Civil Aviation, International Transport, Employment & Labour and Urban Development of **Saint Kitts and Nevis** and the Ministry of Labour and Social Security of **Jamaica** on research and statistics was selected in the framework of the 16th Call of the Inter-American Network for Labor Administration (RIAL) of the OAS in March 2023, to be carried out virtually.

The RIAL, coordinated by the Organization of American States (OAS), seeks to strengthen the institutional and human capacities of the Ministries of Labor of the Americas through cooperation and technical assistance among them. More information at: <http://rialnet.org>.



2. OBJECTIVES AND PRODUCT

General objective (as stated in proposal): Training needed in research and data mining.

Specific objectives:

- Training needed to properly analyze and process the data collected to meet the national mandate of the Ministry of Labour et al.
- Training needed in developing data extraction expertise, through the services already provided by the Department.
- Training to assist with end user usage (both internal and external), ease of access and storage.
- Aid with strategic planning for future initiatives as it pertains to requirement for national statistics.

Product: Document identifying the key components, elements and lessons learned from Jamaica's Labor Market Information System (LMIS) to guide the creation of the LMIS in Saint Kitts and Nevis.

3. METHODOLOGY

The virtual exchange was carried out following the methodology defined by the RIAL-OAS and discussed at the coordination meeting.

1. Coordination meeting to define contents — was held on July 7 with the participation of both Ministries and the OAS, with the objective of meeting the participating teams, and discussing the contents of the sessions according to the expectations and interests of Saint Kitts and Nevis and strengths from the experience of Jamaica.
2. Exchange of documents and information: Both Ministries exchanged information that they considered pertinent to meet the objectives of the cooperation throughout the sessions. The OAS made this information available to the delegations throughout the exchange [on the cooperation website](#).
3. Cooperation sessions: Three cooperation sessions were held virtually either in the Zoom or Teams platform of the OAS Department of Human Development, Education and Employment. They had a duration of 2 to 3 hours. An additional intermediate session was scheduled before the third and last session.



4. COOPERATION SESSIONS — CONTENTS AND AGENDAS

In the coordination meeting held on July 7, the cooperation sessions to be held and the objective of each one were agreed upon.

Before the first session: Exchange of documents and relevant information from both Ministries.

1) **FIRST SESSION — August 16:** The objective of the first session was for the MLSS to give a complete overview of the **Labor Market Information System (LMIS)**, including: background and historical review, main components, objectives and scope, implementation experience, lessons learnt, data sources that feed the system and how, as well as any other topic identified by Jamaica which would be useful for St. Kitts and Nevis as they design their own LMIS. Below a brief summary of the meeting:

- The MLSS presented the LMIS, currently in its fourth phase, and the **Electronic Labour Exchange (ELE)**, a job-matching component of the LMIS, as key tools to analyze and disseminate data, achieve employment, and facilitate access to labor market information, employment opportunities, and policy and decision making, bridging gaps in labor sectors.
- The Planning, Research and Monitoring Unit (PRMU) of the MLSS shared in detail the historical background, objectives and scope of the LMIS, emphasizing its current scope: 1) guide policy and planning decisions, including resource allocation, 2) develop curriculum, such as training programs for workforces, 3) career counselling, 4) job development and placement, identifying growing and obsolete industries, 5) job search activities, and 6) productivity leading to efficient job matching. The main data sources were presented with their influence in the LMIS; highlighting that research has allowed the MLSS to identify gaps in the labor market and complement the implementation of programs.
- The current situation of **ELE** was presented, from vision to service offerings, strategic partnerships, challenges and strategies to achieve objectives. The Director pointed out the 5 phases of the LMIS; services as the job fairs, and one-on-one career counselling sessions, and the cycle of the ELE recruitment process which has posted over 3575 vacancies and placed 1258 people in FY 22/23.
- Among the **challenges** discussed, MLSS mentioned the LMIS and ELE face some limitations in the following areas: human resources, technical capabilities, technological applications, business tools available, efficient methods of data collection and disaggregation and partnerships with stakeholders to supply data. This has led to lengthy delays in the information and a search for collaboration between the private and public sectors.



- Jamaica answered questions from St. Kitts and Nevis and OAS representatives, regarding the surveys conducted and connection between the LMIS, the ELE and employment services. A strong emphasis was made on the need to have gender disaggregated data and foster trustworthy and strategic alliances to create technological alternatives in order to increase the number of people benefiting from the ELE, especially young people.
- At the end of the session, there was agreement on the next steps and dates of future sessions (included below).

[Link to Zoom recording of 1st session \(click here\)](#) This link expired on October 18, 2023 – Delegations were advised to download the recording.

Between the first and second sessions:

- The MLSS sent to OAS documents with technological elements and requirements of the LMIS.
- St. Kitts and Nevis began working on the product resulting from the cooperation (i.e. document identifying elements/components of Jamaica’s LMIS to guide the creation of their LMIS).

- 2) **SECOND SESSION — September 27** - The second session focused on the technological aspects of Jamaica’s LMIS, it was envisioned to involve the IT Units of each Ministry. The information shared by IT expert of Jamaica included the technical description (product vision) of the LMIS as the platform of Jamaica’s labour market information and the link between job seekers, NHTs, and Employers.

The presentation included a 4-Step approach to enhancement engagement (vision, learn, implement, and scale), the application and technical architecture overview, the system context diagram gathering details on the LMIS core, the internal services of the system and the external services, databases, and queues from the technical point of view.

Additionally, the IT expert presented in detail the business architecture, information architecture and technical architecture. In solution architecture, the concepts and its business value, key segments and actors were mentioned. In the technical aspects of the system, it was highlighted the implementation strategy of the LMIS platform and its multi/layer approach to security at application and infrastructure level, noting the stakeholders and actors involved throughout the processes of the creation, updating and development of the system.

Considering, the IT team from St. Kitts and Nevis could not participate in this session, the following was decided and acted upon:



- IT team from St. Kitts and Nevis reviewed the recording and presentation of the session and sent some specific questions to be solved by IT expert in Jamaica.
- **October 6:** St. Kitts and Nevis sent questions for additional session.
- **October 11:** Additional session to solve specific questions on technological aspects of Jamaica's LMIS was held.

[Link to Zoom recording of 2nd session \(click here\)](#) This link expired on October 18, 2023

- Delegations were advised to download the recording.

3) **INTERMEDIATE SESSION — October 11.** The intermediate session allowed for an exclusive interaction between Jamaica and Saint Kitts and Nevis IT teams, and focused on the following 4 questions, formulated previously by St. Kitts and Nevis:

- a. What are the technologies used to develop the application? (Database)
- b. What is the system design? (Cloud-based or client-server based)
- c. How customizable is the application based on different requirements of the different countries procedures and policies?
- d. Is it possible to transform from Drupal 8 to WordPress and PHP/MySQL setup?

The IT Unit from Jamaica provided answers in detail, based on the components of the system built, their experience, capacity, and the best practices that could be practical and beneficial for the team in Saint Kitts and Nevis, considering their specific context and needs.

The representatives from Jamaica discussed some of the lessons learned while implementing their LMIS throughout four phases, stressing that some processes were handled and could be handled internally, while others were outsourced.

At the end of the session, some next steps were recommended:

- Jamaican officials suggested to Saint Kitts and Nevis to do a business analysis for the development of the LMIS, which should identify requirements, costs, and needs, while considering their own capacities, resources and stakeholders. This assessment and analysis will facilitate the development of their system.
- The IT unit of Saint Kitts and Nevis would review the recording of the first session, as well as the materials shared previously by Jamaica and posted on the website of the cooperation. After such review, should the IT unit of SKN have any additional questions, it would send them via email. No questions were sent.
- Hold the third and final session, covering the 4 components outlined below.



[Link to Zoom recording of intermediate session \(click here\)](#) This link expired on October 18, 2023 – Delegations were advised to download the recording.

Before the third session – By October 20: St. Kitts and Nevis will submit a draft of the product resulting from the cooperation (presentation to be made during the last session) and may formulate specific questions to Jamaica, to be solved during the third session.

- 4) **THIRD AND LAST SESSION — October 24.** This last session was attended by the Ministries of Labor, representatives from the Jamaica National General Insurance and a Jamaica young employee, both as users of Jamaica’s LMIS; as well as a representative from the Employers Sector and one from the St. Kitts and Nevis Trades and Labour Union. The session was divided in 4 parts:
- a. Presentation from Jamaica on their experience with LMIS, including benefits and opportunities, with the purpose of sensitizing the social partners in Saint Kitts and Nevis. This included a detailed SWOT analysis of the LMIS from the Director of the Electronic Labour Exchange, highlighting internal and external factors on the following areas:
 - i. Information
 - ii. Free Access
 - iii. User experience
 - iv. Internal processes
 - v. Skill development
 - vi. Resources
 - vii. Mobile accessibility
 - viii. Official documentation
 - b. Additionally, there were interventions from a representative of JN General Insurance Company Limited (Private Sector of Jamaica), as well as employees who utilized the system to gain employment. On one hand, the Private Sector presentation emphasized the engagement of a private company with the Jamaican government in the process of recruiting and matching external candidates, as well as the benefits of counting with a public platform offering such services. On the other hand, the employees who utilized the system made remarks on the positive aspects of the LMIS, such as skills development, networking strategies, and job placement in the long term.
 - c. The third part of the session was a space to solve questions from SKN about the structure of the LMIS, policies, government subsidies and funding, in which the Jamaican representatives provided their guidance, feedback and experience while developing the LMIS and engaging with several stakeholders.



- d. During the last part of the session, the Policy, Research and Statistics Department of the Ministry of St. Kitts and Nevis presented a soft introduction of their Labour Market Information System (LMIS) with the following objectives:
- i. Improve data collection
 - ii. Be accessible for people with disabilities
 - iii. Share labor market information with stakeholders
 - iv. Engage with the Canada Caribbean Seasonal Workers Programme
 - v. Become a one stop resource center
 - vi. Guarantee useability for all workers

The following steps of the LMIS are based on the key components, elements and lessons learned from Jamaica's LMIS (this is considered the final product of the exchange).

- vii. Revision of SKN labor legislation
- viii. Establish internal roles to maintain the LMIS
- ix. Analyze resources, costs and a timeline to launch the LMIS
- x. Engage with internal and external stakeholders

The MLSS and OAS provided feedback and comments about the soft introduction and the following steps. At the end of the session, the Ministries and OAS provided final remarks and comments to close the bilateral cooperation, thanking the parties involved for all the knowledge and expertise shared, particularly the technical aspects of the creation of an entire LMIS. It was agreed to move forward with the cooperation, keeping an open communication channel for any future inquiries about the LMIS of Saint Kitts and Nevis.

[Link to Zoom session \(click here\)](#), passcode: 2t&*##^L. This link expired on November 24, 2023 – Delegations were advised to download the recording.

5. NEXT STEPS FOR THE MINISTRY OF SAINT KITTS AND NEVIS

The Ministry of Employment and Labour will build a full Labour Market Information System LMIS to improve our data collection and our methods of sharing labour market information with our stakeholders. This system will include a labour exchange component for employment within the Federation as well as for our Canada Caribbean Seasonal Workers Programme, thereby making it a one stop resource centre to enhance the services offered to stakeholders.

To guarantee useability for all users, this system will include accessibility features to allow for use by persons with physical disabilities and impairments.

The LMIS will enhance service delivery and significantly contribute to the Ministry's success in meeting its mandate. We anticipate that this will take a phased approach, given limited resources



and along with continuous development in technology, the Ministry will seek more advanced methods of meeting the needs within the market.

To accomplish this, we anticipate the next steps to include:

- A revision of our labour legislation and processes for inclusion of electronic data collection which ensures continued compliance and functionality within the law. This will underscore the obligation of the Ministry and establish roles of the various departments in maintaining the LMIS.
- Collaboration with the department of Technology to complete an analysis of the resources, costs and establishment of a realistic timeline for building, testing and launch of the LMIS.
- Continued partnership with internal and external stakeholders in meeting our goals which include formulation of surveys and publications.

6. EVALUATION OF THE ACTIVITY AND RECOMMENDATIONS

This exercise delivered on our initial request for assistance in data mining given our limitations in accessing, collecting and processing relevant labour market data. By granting our team access to the LMIS developed for the Ministry of Labour – Jamaica i.e. by providing information on the purpose of the LMIS, a detailed description of the development process of the system and the inclusion of the testimonials from your stakeholders, our team has been given the opportunity to enhance the plans for our own LMIS while setting realistic goals for development, usage and impact of same.

7. ADDITIONAL COMMENTS FROM THE MLSS OF JAMAICA

The Ministry of Labour and Social Security, Jamaica was pleased to share with our fellow CARICOM member and the counterpart, Ministry of Labour and Employment in St. Kitts and Nevis comprehensive information on internet-based system, The Labour Market Information System (LMIS), and the three key components. The Presentations delved into the Electronic Labour Exchange the core of the LMIS, Labour Market Intelligence and the Skills Bank. The interactive Sessions provided specifically background and content of the LMIS as well as demonstration of the linkages and technical components and processes by the MLSS developer, and included the experience of varied stakeholders (including investors, employers, job seekers) who interacted with the system. The Final Document appears to be a true representation of the cooperation activity undertaken and indicates that the objectives of this partnership were achieved. St. Kitts and Nevis is now better positioned to advance the development and implementation of their LMIS in the near future even in bite size phases. The next Steps presented by St. Kitts are quite salient and will augur well with a Phased Implementation Plan informed by a business analysis to achieve this goal. The Ministry stands ready to participate and assist in future RIAL/OAS cooperation activities. Appreciation to the OAS team led by Maria Camacho for their efficient and effective expertise given in marshalling and overseeing this successful cooperation activity.



8. PARTICIPANTS

SAINT KITTS AND NEVIS

Ministry of Tourism, Civil Aviation, International Transport, Employment & Labour and Urban Development

- Shernel James, Labour Commissioner
- Astric Wyatt-Archibald, Head of International Labour Relations Unit
- Jewel Wattley, Head Policy Research and Statistics Unit
- Annick Bedford, Labour Officer II, International Labour Relations Unit
- Amy Seaton, Labour Officer II, International Labour Relations Unit
- Desiree Taylor, Statistician of the Research and Statistics Unit
- Diane Prince, Labour Officer IV, Research and Statistics Unit
- Reno Boyd, Labour Officer II, Research and Statistics Unit
- Juliet O'loughlin, Chief Labour Officer of Nevis Department of Labour
- Kishma Hendrickson, Junior Labour Officer of Nevis Department of Labour
- Sancho Duncan, Information Technologies

Permanent Mission of Saint Kitts and Nevis before the OAS:

- Sonia Boddie-Thompson, Representative

Representation of Employers

- Sonia Edwards, Representing the Manufacturing Sector

St. Kitts and Nevis Trades and Labour Union

- Panessa Caines-Charles
- Precious Mills

JAMAICA

Ministry of Labour and Social Security

- Dione Jennings, Chief Technical Director
- Gillian Corrodus, Divisional Director of Industrial Relations & Allied Services
- Andrea Miller-Stennett, Director of Employment Services
- Daynia Maragh, Director, Corporate Planner
- Lyndon Ford, Director, Electronic Labour Exchange
- Simone McKenzie-Mair, Planning, Research and Monitoring Unit
- Andre Smart, Software Engineer
- Shevin Parker, Information Technologies

Private Sector Stakeholders

- Eutis Mairs, Human Resources Business Partner, JN General Insurance
- Shamaul Campbell, Claim Handler, JN General Insurance
- Georgia Bonner, beneficiary of the LMIS



ORGANIZATION OF AMERICAN STATES (OAS)

- María Claudia Camacho, Chief of the Labor and Employment Section, Department of Human Development, Education and Employment (DHDEE)
- Azul Hidalgo, Program Officer of the Labor and Employment Section, DHDEE
- Mariana Vieyra, Program Officer of the Labor and Employment Section, DHDEE
- Eliane Ramos, Intern of the Labor and Employment Section, DHDEE
- Kristell Blas, Intern of the Labor and Employment Section, DHDEE