

# Summary Report of the Study Tour Conducted by the EPSG Members

Employment Policy Division, Employment  
Security Bureau

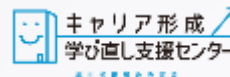
Ministry of Health, Labour and Welfare of Japan

# Outline

**The EPSG members conducted a study tour at workplaces related to the MHLW and held meetings to exchange opinions with front-line staff.**

- First study Tour (Career Development and Re-learning Support Center)

January 16, 2024 (Tue)



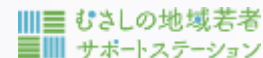
- Second Study Tour (Mothers' Hello Work Tokyo)

January 29, 2024 (Mon)



- Third Study Tour (Musashino Regional Youth Support Station)

February 14, 2024 (Wed)



- Fourth Study Tour (Certified NPO Hometown Return Support Center)

May 22, 2024 (Wed)



# Career Development and Reskilling Support Center

【Date Held】 January 16, 2024 (Tue)

## ● Outline of Facilities

At the “Career Development and Reskilling Support Center” (hereinafter referred to as the “Center”), companies and workers can receive comprehensive support for “career development, learning, and re-learning”, without a fee such as career counseling, the utilization of job card, and various seminars.

(Contractor commissioned by the MHLW: Pasona Inc. Headquarters: Chiyoda-ku, Tokyo)

## ● Features of Facilities

- It is available for free as it is a commissioned project by MHLW.
- There are **47 centers** nationwide.
- The number of registered career consultants is 504 (as of the end of January 2024).
- Support is provided not only to individuals but also to companies, schools, and organizations.

## ● Details of Consulting

The main consultation topics from individual clients are concerns about their current career plans, wanting to recognize their strengths and learn how to leverage them in the future, and concerns about balancing childcare, caregiving, and medical treatment.

The issue related to career development is concerns about employee retention, which is common to both urban and rural companies. For this reason, we receive applications from companies all over the country, and our center holds seminars for employees tailored to the issues facing each company.

From the employed clients who received career consulting, we heard opinions such as 'I felt it was more beneficial to stay with my current company,' and we also received feedback like 'By being able to communicate things difficult to discuss with my supervisor to the career consultant, my goals and dreams became clearer, and I was able to think positively about my own career.'"



## ● Implications from a Perspective of Policy

As diverse career development are required, it is possible to meet more diverse needs by strengthening a public-private career support system utilizing know-how of the private sector in addition to the “Hello Work office (Public employment security office)”. By explaining that this is a project commissioned by the Ministry of Health, Labour, and Welfare especially to individuals and companies that are still thinking if they consult the Center, they are more positive and trust in the use of the Center.

As for career development support for companies, because quite a few companies including big companies do not have sufficient know-how about human resources development and career development support, it is important to provide companies with support through this project.

Moreover, regarding support for individual workers, it is expected to strengthen efforts by enhancing employment support for users with a strong desire for career change in collaboration with the Hello Work office, while providing career counseling services.

# Mothers' Hello Work Tokyo

【Date Held】 January 29, 2024 (Mon)

## ● Outline of Facilities

At Mothers' Hellowork offices, we(they) offer a place where parents with children can look for a job more comfortably. We(they) secure and present job offers that help to balance between work and childcare. Qualified staffs always support for job search with workers and hold seminars for them with babysitting service.

## ● Features of Facilities

- Mothers' Hello Work offices are located in over 200 places nationwide including the Mothers Corner inside the Hello Work offices.
- We(they) mainly support parents with children aged under 18.

※ We(they) prepare things to wear for a job interview for rental such as suits, shoes, bags which are donated by Hellowork staffs. (At Mothers' Hellowork Tokyo located in Shibuya, Tokyo)



## ● Details of Hearing Session

There looks like to be a misunderstanding that Mothers' Hellowork is only for “parents who have preschool-aged children” because 70% of users are actually in this case. It is required to commit itself to raising a recognition level of efforts made by all Mothers' Hello Work offices by strengthening public relations activities.

Users of Mothers' Hellowork can get informations of limited job offers which are prepared for parents, and can find a balance between work and childcare. These offers are always secured by a professional staff by visiting companies. About 70% job offers are part-time jobs, analyzed by employment status, and more than 80% are clerical work, by job type.

Still today, not many companies have work environments for child-rearing parents. Finding job offers such as closeness to work is a future issue to be addressed with consideration for individual needs.

## ● Implications from a Perspective of Policy

In order to promote matching between companies and the parenting generation, it's important to increase the number of companies that will support them so that they can balance work and childcare. In parallel with developing job openings at Mothers' Hello Work, the national and local governments should also call on companies to create an environment in which it is possible to balance work and childcare.

Many job seekers who visit Mothers' Hellowork are looking for part-time work that is easy to get to from home so that they can work in their spare time. This is why long-term career support is limited. For this reason, cooperation and collaboration between Mothers' Hellowork and private recruitment agencies, the former focuses on matching (with companies) and the latter focus on (long-term) career development, is necessary from the perspective of career support for parents raising children.

# Musashino Regional Youth Support Station

【Date Held】 February 14, 2024 (Wed)

## ● Outline of Facilities

“Regional Youth Support Stations” (hereinafter referred to as “Support Stations”) provide people between 15 and 49 years old who have concerns about working with support for the preparation of employment. MHLW has commissioned private organizations with experience in supporting young people to operate these centers, which have been set up in 177 locations across the country. Each support center is characterized by the fact that it offers seminars on business etiquette and job hunting, as well as its own intensive training programs.

## ● Features of Facilities(Musashino City, Tokyo)

- The largest group of users is people in their early 20’s, followed by those in their late 10’s, 30’s.
- About 570 users received support from this station in FY2022.
- The Musashino Support Station operates its own program called “Bakery Kazenosumika” and a social farm project. Moreover, it provides youths with support for taking the first step in the society in collaboration with local governments such as Musashino City and the Tokyo Metropolitan Government.

## ● Details of Hearing Session

While an increasing number of young people have few opportunities to participate in group activities, there are also young people who are sensitive to interactions with others. It is believed that the lack of experience in accomplishing something in a group makes it difficult for them to interact with others. Therefore, we are planning various programs with the expectation that students will first participate in individual activities such as computer classes, and then experience interacting with others through group work or work experience at a bread factory, thereby gaining an understanding of interactions with others and connections to society, and then going on to find employment.

In addition, the Musashino Support Center aims to help people feel connected to the community and experience the warmth of people through work experience at local welfare service providers (nursing homes and daycare centers) and by opening a shop at a cafe run by local residents, thereby eliminating any anxiety or resistance they may have about working.



## ● Implications from a Perspective of Policy

Hello Work (Public Employment Security Office) provides employment support to job seekers and businesses through career counseling and the issuance of various subsidies, while Support Stations provide a wide range of support not only to those who are eligible for support, but also to their parents and families. In addition, the 177 Support Stations nationwide are run by different organizations in each region, making it possible to provide support that takes into account the characteristics and connections of the region.

On the other hand, since support stations mainly provide support to people who are in the stage before applying for work at Hello Work, the support period can be long, which tends to put a heavy burden on the support staff.

It is important to continue to strengthen public-private partnerships with Hello Work and other organizations and work to provide more comprehensive and tailored support, so as to reduce the burden on those in need of support, enable them to visualize their future employment, and alleviate their anxieties about employment.

# Non-profit Organization Nation-Wide Relocation Support Center (“Furusato Kaiki Shien Center”)

【Date Held】 May 22, 2024 (Wed)

## ● Outline of Facilities

The Hometown Return Support Center is an intermediate support organization that matches those who want to migrate and local governments. It provides those who want to migrate with information and local governments with know-how to attract them.

## ● Features of Facilities

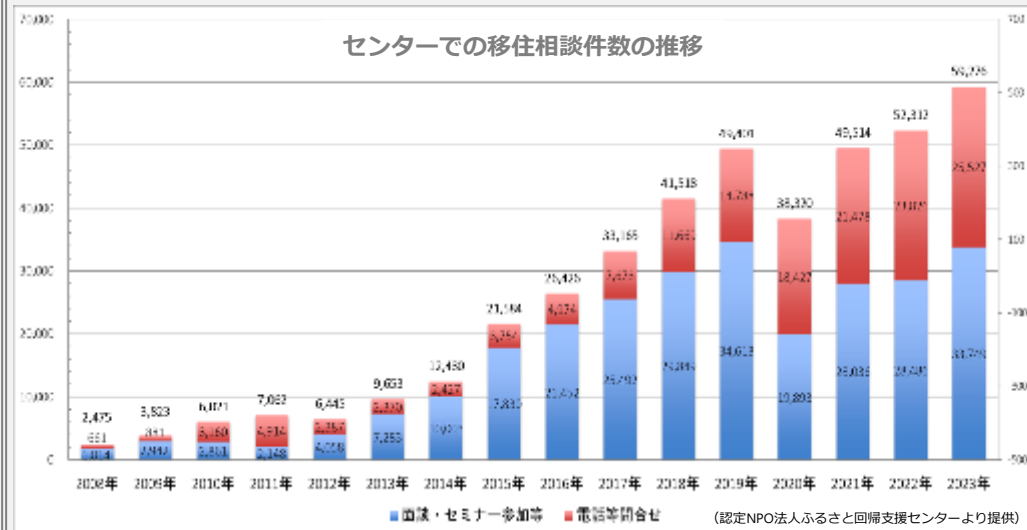
Many people who want to move to another place visit the Center. However, many of them do not have a clear sense of purpose about migration (they have a vague idea of migration). The Center has prepared the counseling system of various local governments to help those who want to migrate have a clearer sense of purpose through repeated counseling and encourage them to visit a place where they plan to migrate to. This close-following support has improved the precision of matching between the needs of those who want to migrate and local governments.

Moreover, because the majority of users of the Center is working generations, a Hello Work office is established in the Center to provide information on nationwide job offers so that visitors can also consult how to make a living in a place where they will migrate to.

## ● Details of Hearing Sessions and Actual Effects

- The total number of people who used migration counseling service was 9,653 in 2013, but it increased to 59,276 in 2023, marking a record high.
- The number of those who newly used counseling service was between 12,000 and 15,000 in 2023.
- The number of local governments that register with the Hometown Return Support Center has been increasing every year. In 2013, the number of member local governments was 119, but it increased to 580 by 2023. About 390 booths were established in the Hometown Return Fair (FY2023).
- In 2008, people in their 20’s-40’s accounted for around 30% of the total number of people who come to counseling, but they account for around 70% in 2023, meaning that the ratio of working generations is increasing. Moreover, the most important condition for choosing a place of migration is that there is employment. Another trend is that local cities are more popular, and people who want to migrate desire to live in a rented property.
- It is important to have a clear purpose of migration when planning migration. The Hometown Return Support Center strives to clarify a purpose of migration by having repeated conversations with those who come to counseling and to propose a place in accordance with their preference.

センターでの移住相談件数の推移



## ● Implications from a perspective of policy

According to a questionnaire survey (2022) for visitors who plan to migrate to a local area conducted by the Hometown Return Support Center, the most important condition they look for is that “there is a job in a place where they want to migrate to”.

Therefore, it is expected for communities and local governments to match with those who want to migrate by clarifying information on labor shortages in each type of business and by transmitting such information on a national scale.

It is also expected that new migrants engage in local activities such as “Community Revitalization Supporters” for a couple of years and build new connections with residents so that they can find a job or create new products or services combining trends in big cities and local traditions, leading to the creation of new business and the evolution of existing business.

Moreover, it is important for companies located in places where people want to migrate to maintain and create employments by reducing the burden for startup and business succession through support for start-up through loan of startup funds, free counseling service by the Business Succession and Takeover Support Center, and business succession matching support provided by the Japan Finance Corporation. At the same time, it is important to build a base for accepting migrants by promoting more comfortable working conditions utilizing various support measures such as the fund to support work style reform and the fund to secure human resources.