



LABOUR MARKET INFORMATION GUIDE FOR JOB SEEKERS 2019

“The wealth of our country is our human resources. Our future will invariably be shaped by the talent and skills, disposition for hard work, commitment, and dedicated service of our young generations”.

His Majesty’s Address to the 12th Convocation of the Royal
University of Bhutan, Thimphu - 7 June, 2017

Labour Market Information and Research Division
Department of Employment and Human Resources
Ministry of Labour and Human Resources



**LABOUR MARKET INFORMATION GUIDE
FOR JOB SEEKERS
2019**

FOREWORD

We are pleased to release the **Labour Market Information Guide for Job Seekers 2019**. This publication is intended to inform the job seekers about employment facilitation services provided by the Ministry of Labour and Human Resources (MoLHR). However, there are other agencies that provide similar programs and initiatives which have not been reflected in this booklet.

In pursuit of the national goal in providing **gainful employment to all**, it remains our humble endeavor to provide any assistance to job seekers. For optimal capitalization of opportunities, we advise the job seekers to visit our website frequently, attend job fairs, be attentive to advertisements and announcements in the various media, and most importantly, be proactive and diligent in exploring opportunities on your own because the best jobs do not necessarily go to the most qualified applicants; they go to the best job seekers.

The phase of job search for any job seeker can be a complex field to navigate through the competitive labour market. Through this guide, we hope the job seekers will be better informed on the various employment and training opportunities that are available and well aware of the current nature of our labour market.

Director General

Department of Employment and Human Resources

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LABOUR MARKET CONTEXT

A critical challenge facing Bhutan is gainful employment of our youth and the development of competent workforce for sustained economic growth. Human Resource Development (HRD) through a well-planned education and training initiatives can contribute significantly in promoting the interests of the individuals, the economy, and the society at large.

Unemployment, youth unemployment in particular, still continues to be a growing concern. More than half of the currently unemployed are among those with higher secondary education. In addition, it is anticipated that an increasing number of higher secondary and university graduates will enter the labour market in the next five years.

(a) Key indicators of labour market

Labour Market Indicators	2013	2014	2015	2016	2017
Labour Force Participation Rate	65.3	62.6	63.1	62.2	65.7
Male	67.9	65.7	64.8	65.4	72.1
Female	59.5	55.3	59.2	54.5	59.9
Unemployment Rate	2.9	2.6	2.5	2.1	3.1
Male	2.2	1.9	1.8	2	2.7
Female	3.7	3.5	3.1	2.3	3.6
Youth Unemployment Rate	9.6	9.4	10.7	13.2	12.3
Male	9.2	8.6	8.2	16.4	11.2
Female	9.9	10.0	12.7	11.0	13.2

Source: Labour Force Survey Reports, MoLHR

(b) Forecast of labour market entrants in the 12th FYP period

Education	2018-19	2019-20	2020-21	2021-22	2022-23	Total
Class XII pass outs	5,642	5,672	9,352	9,609	10,500	40,775
University Graduates	3,712	3,894	4,034	3,556	3,761	18,957
Diploma level	700	684	1,303	1,443	1,541	5,671
Certificate level	620	670	731	995	1,142	4,158
Others	11,102	0	0	0	0	11,102
Total	21,776	10,920	15,420	15,603	16,944	80,663

Source: Labour Market Entrants and Jobseekers Projection for the 12 FYP, MoLHR

In response, several skilling and industry attachment programs have been geared towards higher secondary and university graduates. Moreover, concerted HRD efforts from various agencies can have direct and positive impact towards helping individuals gain access to decent work and sustainable jobs. Hence, it is crucial to have efficient and effective HRD support mechanisms to enhance productivity and competitiveness of the workforce, and promote entrepreneurship activities in the country.

ONLINE JOB PORTAL SYSTEM

The “Job Portal System” is a web-based online system where job seekers can register provided they have an internet connection. In order to avail any services (employment/training) provided by MoLHR, the applicant has to be a registered job seeker in the online job portal system of the Ministry.

After registering in the system, all job seekers are issued with a unique Job Seeker Registration Number auto generated by the system. Any planned or unplanned human resource requirements or skills development trainings are sent to the registered jobseekers through Short Message Service (SMS) to their registered phone numbers. All job seekers are advised not to change their mobile numbers so as to receive messages and alerts related to jobs, trainings and other valuable information from the Ministry.

What you need to know before you register in Job Portal System:

1. You must have a valid email address and Citizenship ID card number to be able to register in the Job Portal System. You must register using your valid email address because it is to this email address that a link will be sent to activate your account.
2. **Documents required:**
 - a. Resume/CV
 - b. Degree certificates/Academic transcripts
3. **Validity**

Once you are registered in the Job Portal System, you should use it to keep yourself informed of the job and training opportunities and update your interest in the different areas of employment. Your account will become inactive if left unused for 3 months or more. Two weeks before the expiry

of your job portal account, a reminder email will be sent to your registered email address with a link to activate it.

4. Age Limit

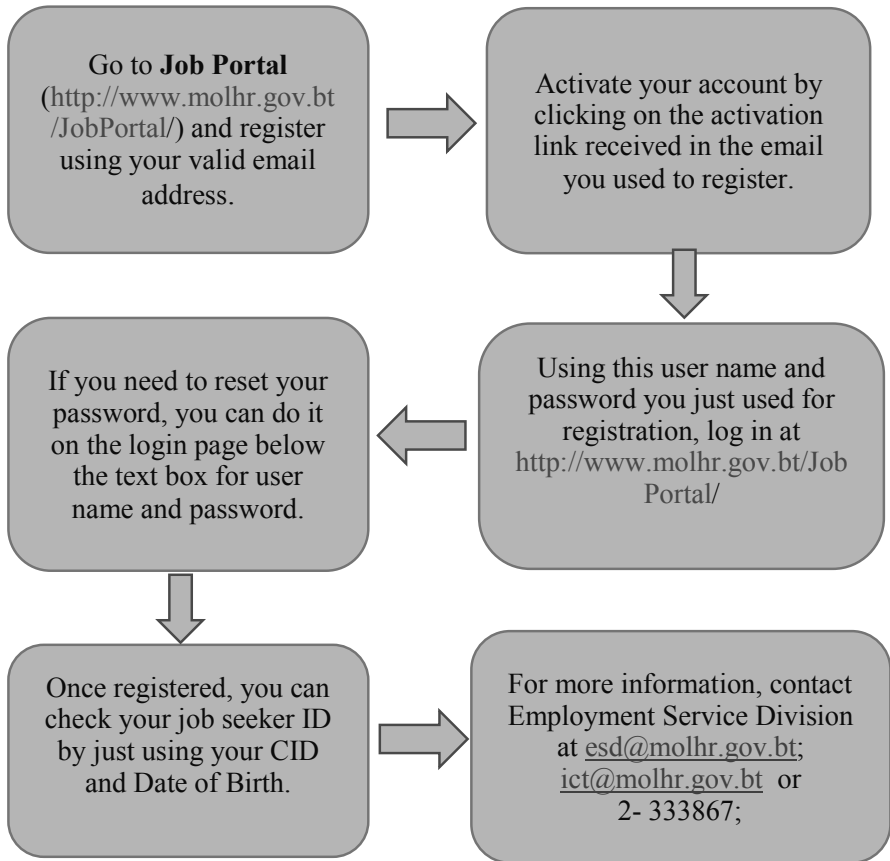
There is no age limit in registering in the job portal system as long as you hold a citizenship ID card number. However, only those who are above the age of 18 years are eligible for the employment/training programs of the Ministry.

New Job Seeker Registration

- Register and upload resume
- Get preferred jobs in your inbox
- Get job notification by SMS
- Before you register, make sure your e-mail address is valid. *(Do not use Facebook or other social media ids)*
- Please leave the index number blank for those who have passed out before 2011 and for those, who have passed out on and after 2011, please do not put Zero in front of your index number. *For example, 12120100541.*
- In case the job category or field of study is not mentioned in the ‘field column’, please do inform our registration counter.
- After your registration is successful, you will receive a message in your mobile phone, please open your email id and click the link to activate your account. If the click function is not responding, copy and paste the link in a new window and press the enter button.
- Go to the “Jobseeker login” to view the jobseeker number and profile.

- After activating your account, keep on updating/visiting your profile to avoid from de-registration/deactivation.

How to register in the Job Portal System



SCHOOL TO WORK TRANSITION (STWT) PROGRAM

The term ‘transition to work’ is globally understood to describe coming of age for all young people as they leave school/college/TVET institution, consolidate skills and work experience, develop a sense of job readiness and make decisions about their lives and careers.

MoLHR provides different school-to-work transition program for the new entrants or for those individuals in transition, through short-term skills training so that jobseekers are able to get necessary skills needed by the industry, or in the form of internship or attachment support so that they are able to gain the needed experience at work. The STWT support program for those in transition have evolved over the years, changing to meet the requirements of the labour market.

Three sub-programs were designed under the Guaranteed Employment Program (GEP); 1. Direct Employment Scheme (DES), 2. Employment Skills Scheme (ESS), and 3. Overseas Employment Scheme (OES).

1. OVERSEAS EMPLOYMENT SCHEME (OES)

MoLHR has implemented numerous employment promotion and facilitation programs in an effort to address youth unemployment. However, these interventions were unable to adequately to address youth unemployment significantly. The Overseas Employment Program was, therefore, adopted as one of the key programs to facilitate gainful employment of the Bhutanese youth.

With rapid change in the economy and the rise of youth population, there has been a mismatch in the labour market, whereby supply in certain occupations are in surplus while there is acute shortage in others. The Ministry is of the view that this can be addressed through overseas employment program to a certain degree; whereby jobseekers are provided employment opportunities in various sectors.

The Overseas Employment Scheme has been initiated with the following objectives:

- To engage youth gainfully;
- To enable enhancement of knowledge, skills and exposure of youth;
- To contribute towards foreign currency reserves through remittances; and
- To contribute towards employment generation and economic development through economic activities on return.

The applicant should fulfil the following criteria for the program:

- Be a Bhutanese citizen;
- Have minimum of basic education (Class X);
- Be registered jobseeker in the online Job Portal System;
- Possess skills demanded by the receiving country/employer; and
- Be 21 years or above.

Information on Bhutan Overseas Employment Agency

SN	Agency name	Destination countries	Contact number	Location
1	Rumi Overseas Employment Agency	India/UK/Middle East	17120104	Near Druk Pizza, Thimphu
2	iEd Jobs	Thailand/Middle East	17975757	Babesa, Thimphu
3	Bhutan Overseas Jinzai	Japan	7777888/	Main Town, Opposite RICBL, Thimphu
4	Bhutan International School for Tourism and Hospitality	India/Middle East	17110503	Near Thai Pavilion, Thimphu
5	EmployBhutan Overseas Employment Agency	Middle East	16909573/ 17116525	Near BOD, Motithang, Thimphu

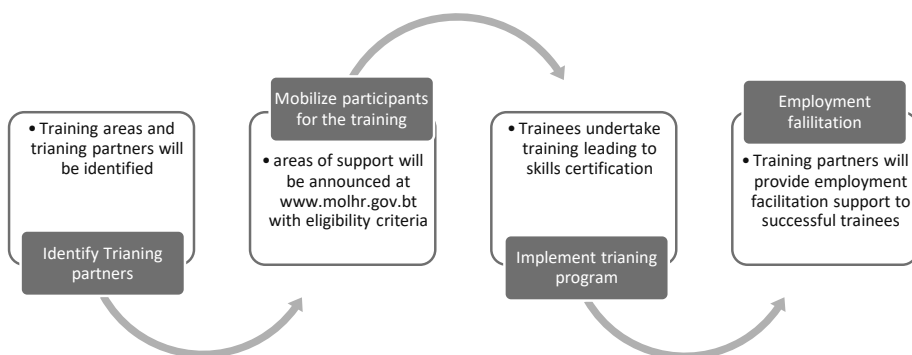
2. CRITICAL SKILLS TRAINING

The critical skills are geared towards skilling young jobseekers entering the labour market, so that the skill will enable them to be gainfully employed. The program also seek to address skills shortage within different sector. A total of 5000 jobseekers will be skilled under the program in the next 12th FYP. The areas of training will be guided by the 12th FYP HRD Master plan for economic sector (2018-23)

The employability skills and entrepreneurship skills will be an important aspect of critical skills delivery, in order to ensure holistic development of an individual to find better opportunities in labour market.

Critical skills will be implemented in close collaboration with different registered training providers in the country. Invitation for application will be posted at www.molhr.gov.bt. Selection of the candidate will be based on the HRD Rules and Regulation for the non-civil service sector.

Process of Critical skills delivery



Identified areas of support as per the 12th FYP HRD Master plan for Economic sectors

SN	Areas	Minimum qualification	No.of slots	Training implementation (Year)
1	2D Animation	Class12	30	Jun-19
2	Food Production (Commercial cooking)	Class10	30	
3	Front Office	Class12	30	
4	Tailoring	Class10	30	
	Total		120	

Tentative Training areas for FY 2019-2020

SN	Areas	Minimum qualification	No.of slots	Training implementation (Year)
1	Heavy machine operation and maintenance	Class10	30	2020-2021
2	Upholstery(furniture)	Class10	30	2020-2021
3	Early Childhood care and development	Class10	30	2020-2021
4	Agro-based food processing and production	Class10	30	2020-2021
5	Bamboo product design and development	Class10	25	2020-2021
6	Ceramic and pottery	Class10	25	2020-2021
7	Clay based product development	Class10	25	2020-2021
8	Dairy product development	Class10	25	2020-2021
9	Fruit Processing	Class10	25	2020-2021
10	Furniture making	Class10	100	2020-2021

SN	Areas	Minimum qualification	No.of slots	Training implementation (Year)
11	Tailoring - Western garment	Class10	30	2020-2021
12	TeClass10tile design, weaving and development	Class10	30	2020-2021
13	Traditional healing and therapy	Class10	20	2020-2021
14	Wood based product design and development	Class12	25	2020-2021
15	Chocolatier	Class10	30	2020-2021
16	Welding (furniture and homes)	Class10	25	2020-2021
17	Auto Mechanics	Class10	30	2020-2021
18	Denting and painting (Automobile)	Class10	30	2020-2021
19	Beautician	Class10	25	2020-2021
20	Home appliance Technician	Class10	25	2020-2021
21	Pigmentation	Class10	30	2020-2021
22	Shoe design and development	Class10	15	2020-2021
23	Tailoring - traditional clothes	Class10	50	2020-2021
24	E-Waste management	Class10	15	2020-2021
25	Solid Waste management	Class10	15	2020-2021
26	Lift maintainance	Class10	15	2020-2021
27	Spa Therapy	Class10	25	2020-2021
28	Bar tendering	Class10	25	2020-2021
29	2D Animation	Class12	25	2020-2021
30	3D Animation	Class12	25	2020-2021

SN	Areas	Minimum qualification	No. of slots	Training implementation (Year)
31	Application development	Degree	25	2020-2021
32	e-commerce/business	Degree	30	2020-2021
33	VFClass10 and special effect	Class12	20	2020-2021
34	CGI and Special Effect (Visual Effect Artist)	Class10	20	2020-2021
35	Fashion design	Class12	25	2020-2021
36	Food production	Class10	50	2020-2021
37	Bakery and Confectionery	Class10	50	2020-2021
38	Food and Beverage Associate	Class10	50	2020-2021
39	Front Office	Class12	40	2020-2021
40	Housekeeping	Class10	40	2020-2021
41	Cooking/Food Production	Class10	100	2020-2021
Total			1,305	

3. ENTREPRENEURSHIP AND SELF-EMPLOYMENT

Basic and Advanced Entrepreneurship Development Training: This includes regular training programs such as Basic Entrepreneurship Course (BEC) and Advanced Entrepreneurship Course (AEC). The trainees are taught basic entrepreneurship concepts, ecosystems, and action oriented learning based on Competency based Economies through Formation of Enterprise (CEFE) methodology. At the end of the training, trainees are required to develop viable business plans for further execution.

BEC is conducted for 120 hours/15 days. Youths within the age bracket of 18-29 years with qualification of class XII and below are eligible to apply.

Similarly AEC is conducted for 160 hours/21 days targeting youths who are University Graduates.

Student Business Seedling Program: The program was initiated by the Royal Monetary Authority in collaboration with MoLHR. The program was piloted in Desi High School, Thimphu in 2018, with the objective to instill entrepreneurial spirit among prospective students.

Training of Trainer (TOT) on New Business Creation: The entrepreneurship promotion focal officers in various agencies/institutions are required to be TOT certified in order to provide entrepreneurship trainings. TOTs are carried out for TVET instructors, tertiary education lecturers, curriculum developers, and other relevant individuals. Along with the TOT training, beneficiaries are also provided with BEC and AEC curriculum. This activity is part of entrepreneurship integration in schools and different learning institutions.

Business Acceleration Program: The program provides additional training and support to potential entrepreneurs with viable business ideas. The participants are selected from cohorts of those who attended any of the existing entrepreneurship programs of the Ministry. The acceleration program is designed for a period of 3 months with a weeklong training in the first week of each month. The participants are introduced with experienced mentors in their relevant field in order to guide and provide adequate support to groom their ideas. At the end of the program, the potential entrepreneurs are expected to develop and launch their product.

Entrepreneurship Awareness Program: The Entrepreneurship and Self-Employment Division (ESED) of the Department of Employment and Human Resources conducts awareness program in various technical training institutes, schools and colleges to create awareness on entrepreneurship culture and ecosystem in Bhutan.

Setup of Digital Fabrication Labs (*fablabs*): As part of the Flagship program, ESED will be setting up '*fablabs*' to help technology savvy entrepreneurs. '*Fablabs*' will be established on pilot basis at Jigme Wangchuk Power Training Institute (JWPTI) and Sherubtse College.

Micro-works and online freelancing: Micro-work and online freelancing is another initiative under ESED targeted at college youth and young job seekers. Initially, the Division will be carrying out advocacy programs in five RUB colleges covering about 200-300 college youth and gradually start providing trainings to those who are interested in the subsequent years.

Eligibility Criteria Training Programs:

- The youth must fulfil the following conditions:
- Should be a registered job seeker with the MoLHR job portal;
- Should be between 18-29 years of age at the time of application;
- Should be ready to start a small business based on his/her training;
- Should be ready and willing to attend the course on a full time basis.

Registration & Frequency of Trainings

- MoLHR will announce the training program from time to time based on the availability of fund;
- Upon announcement, one can register online (www.molhr.gov.bt)

INFORMATION ON INSTITUTES UNDER MoLHR

The Technical Training Institutes (TTIs) and Institutes for Zorig Chusum (IZCs) had been established in order to provide relevant quality training program in meeting the skill needs of enterprise and government organization through diversification of courses and promote outreach program to thrive in a rapidly changing world of technology and most of the courses provided in institutes are Competency Bases Training. The minimum qualification required to enroll in the institute is class X passed.

The information on courses offered by Institutes.

Institute	Trade	Qualification
TTI – Chumey, Bumthang	Masonry	National Certificate II & III
	Plumbing	National Certificate II & III
	Carpentry	National Certificate II & III
	Welding	National Certificate II
	Masonry (DTP)	
	Carpentry (DTP)	
	Furniture Making (DTP)	
	Plumbing (DTP)	
	Upholstery	
	National Diploma (General)	

Institute	Trade	Qualification
TTI – Rangjung, Trashigang	Automobile	National Certificate II
	Electrical	National Certificate II & III
	Furniture Making	National Certificate II
	Computer Hardware & Networking	National Certificate II & III
	Furniture Making (Fast Track)	
	Cable TV Operator	
	Electrical National Diploma	
TTI – Samthang, Wangdue	Auto Mechanic	National Certificate II & III
	Heavy Earth Moving Mechanic	
	Heavy Vehicle Driving	
	HEM	
	Trailer Driving	
TTI - Thimphu	Automobile	National Certificate II & III
	Panel Beating	National Certificate II
	Diploma Automobile	National Diploma II
	Auto Painting	National Certificate II
	Hybrid and Electric Vehicle	
	Refrigeration and Air cond.	
	Auto Electrical	National Certificate II & III
	Diploma in Computer Application	
	Food Packaging and Logistics	National Certificate II
TTI – Khuruthang, Punakha	Electrical	National Certificate II & III
	Mechanical Fitter	National Certificate II & III
	Mechanical welder	National Certificate II & III

Institute	Trade	Qualification
JWPTI – Dekiling, Sarpang	Masonry	National Certificate II & III
	Carpentry	National Certificate II
	Plumbing	National Certificate II
	Welding	National Certificate II
	Fitter	National Certificate II
	Furniture	National Certificate II
	DTP Mason and Carpentry	
	Transmission and Distribution	National Certificate II
	Hydro Mechanical	National Certificate II
	Hydro Power Instrumentation	National Certificate II
	Alternative energy (Solar Power)	National Certificate II
	Alternative energy (Wind Power)	National Certificate II
IZC - Thimphu	Embroidery	National Certificate II
	Embroidery Diploma	
	Tailoring	National Certificate II
	Patra	National Certificate II
	Patra Diploma	
	Troezo (Gold & Silver Smith)	National Certificate II
	Jimzo	National Certificate II
	Jimzo Diploma	National Diploma II
	Painting	National Certificate II
	Painting Diploma	
College of Zorig Chusum - Trashhi Yangtse	Lhadri	National Certificate II & III
	Lhadri (Painting)	National Diploma
	Patra (Wood Curving)	National Certificate II & III
	Jimzo	National Certificate II & III
	Jimzo (Sculpture)	National Diploma II
	Troezo (Gold & Silver Smith)	National Certificate II & III
	Trezo	National Diploma
	Tshemzo (Tailoring)	National Certificate II & III
	Tshemdrup (Embroidery)	National Certificate II & III
	Shagzo/Saezo (Wood Turning)	National Certificate II & III

NATIONAL EVENT PROGRAMS

Job Fair

The Department of Employment and Human Resources conducts the National Job Fair and Regional Job Fairs every year. The Job Fairs provide excellent opportunities for enterprises, job seekers, and training providers to come together to share information and thus provide opportunities for on-the-spot interviews and recruitments leading to job offers.

Following are the objectives of conducting the Job fair:

- To bring jobseekers and employers on to a common platform;
- To display present and future manpower demands;
- To find out the skills and abilities currently available in the job market; and
- To market the company's products, with a focus on entrepreneurs.

Global Entrepreneurship Week

Global Entrepreneurship Week is observed worldwide by more than 170 countries representing Global Entrepreneurship Network (GEN) on November of each year. The event seeks to inspire those interested to explore their potential as an entrepreneur, fostering connections and increasing collaboration within the entrepreneurship ecosystems. Various sessions and workshops are held along with recognition of some of the best entrepreneurs.

Startup Innovation Tech Week

Start-up Innovation Tech Week is a week-long innovative technology idea generation platform to get hands-on experiences, and test innovative ideas. Beginning with idea pitches, attendees bring their best ideas and inspire others to join their team. On subsequent days, teams focus on market validation, building a Minimum Viable Product (MVP), demonstrate their prototypes, and

receive valuable feedback from a panel of experts. The program is open to any individual, interested to explore their innovative ideas.

Start-Up Weekend

The program is a 54-hour event providing a platform for aspiring entrepreneurs to develop business ideas, conduct market validation and pitch their ideas. During the event, mentors, volunteers and organizers help the participants to work on their ideas, and teams are formed to work on that idea to develop a working prototype, demo or presentation.

The event is organized with the following objectives:

- To expose young Bhutanese to be innovative;
- To take charge of new ideas;
- To become fully immersed in Lean Start-up practices in 2.5 days; and
- To strengthen Bhutan's entrepreneurship ecosystem among promoting agencies.

Business Idea Competition

The objectives of the program are:

- To provide the platform for aspiring entrepreneurs to present their ideas;
- To identify the potential business ideas;
- To incubate the viable business ideas in the incubation centres; and
- To promote and strengthen entrepreneurship.

Skills Competition

The following are the objectives of conducting Skills Competition:

- To promote the image and status of skilled workers in the country;
- To showcase and celebrate the technical and vocational skills of our youth;
- To raise standards of excellence in technical and vocational skills;
- To promote collaborative efforts between Technical and Vocational Education and Training (TVET) institutions, industry and relevant government agencies in the development of skilled workforce;
- To provide our skilled workers and trainees the opportunity to assess their own competence against the standards demonstrated by their peers; and
- To update the skilled workers with emerging technologies in different occupations.

TVET Convocation

The objectives for this event are as follows:

- To facilitate and create bond among the TVET community, instilling a sense of pride for being a part of the growing skilled workforce in the country; and
- To promote the image of TVET and the importance of skills for socio-economic development.

TVET Winter Camp

The TVET Winter Camp is a holistic approach in which the school students, who are the major target group, are encouraged to partake in various cultural and extracurricular activities, such as sports, meditation sessions, Yoga, documentary viewing and cultural shows.

The Camp is organized with the following objectives:

- To improve the social image of TVET and create awareness among the students on TVET as a viable career path;
- To provide orientation on available skills programmes, employment opportunities, Labour laws & regulations, the Bhutan Vocational Qualifications Framework & Lifelong Learning;
- To provide participants with an opportunity to experience TVET firsthand;
- To provide broader perspective on TVET and help school students make better informed career choices; and
- To keep students gainfully engaged during the winter vacation

Zorig Day

Zorig Day is observed on 15th day of the 3rd Month in the Lunar (Bhutanese Calendar). It is mainly created to raise public awareness to celebrate and honour the skilled workers in the country.

The Zorig Day is also observed to promote and build a culture of dignity and respect for the skilled workers and to inspire young people and provide opportunity to showcase their talents through demonstration and skills competition.

Youth Skills Day

Youth Skills Day is observed to raise awareness on the importance of acquiring skills as a means to address the challenges of unemployment, underemployment and as a way to achieve better socio-economic conditions for all youth.

STRATEGIC FRAMEWORK FOR JOB SEARCH

1. Job Search

This section of the Guide includes general tips on job searching, writing application letters and resumes, preparing for job interviews and ways to detect employment traps.

To get a satisfactory job in today’s highly competitive labour market, apart from your knowledge and ability, you need good job searching skills to make yourself known and visible among other job seekers. It is crucial that job seekers understand themselves and the labour market scenario around them to avoid missing out on any employment opportunities.

“What kind of jobs am I interested in?”

“What kind of jobs are available in the labour market?”

Know Yourself – Understand Yourself

- Job seekers should clearly understand their own character traits and job expectations, and choose their career paths accordingly;
- Job seekers can know themselves better through reviewing their personalities, interests, abilities and merits, qualifications, job preferences and job expectations.

Know Others – Understand the Prevailing Labour Market and Industry Situation

- Study and analyze the prevailing job market situation; set a realistic and attainable goal in job searching;
- As the labour market changes rapidly, obtain the latest market information through newspapers, magazines, radio, television, and the internet;

- Keep yourself informed of potential companies/industries to get a better understanding of the recruitment and entry requirements for different positions.

Job Searching Means

Job seekers can access vacancy information through the following means in order to help increase the chance of getting employed:

a. Employment Service Centre, Department of Employment and Human Resources (DEHR), MoLHR

- The Service Centers are equipped with information desk, friendly staff and computers with internet access. Job seekers can use these facilities to register in the online Job Portal System, search for suitable vacancies, and prepare resumes and application letters. Registered job seekers can make use of job referral service from the Employment Service Centre. Job seekers can also make direct applications to the employers.

b. National Newspapers

- Job vacancies from private establishments, public organizations and government agencies are published through local newspapers.

c. Internet

- “Interactive Employment Service” (vacancies of private establishments/companies, public organizations, and government agencies are uploaded on their own websites).

d. Private Employment Agents

- Visit the Bhutan Overseas Employment Agents licensed by the MoLHR for overseas job and placement information.

e. Referrals by Your Family Members or Friends

- Your friends and relatives may refer you to employers who are looking for employees through their network.

f. Approach Potential Employer Proactively

- Write to companies or organizations and apply for posts you are interested in even if they have not yet posted any vacancy advertisements.
- You may learn about the business activities and structure of a company from its website and annual report. After confirming the position title of the official in charge of recruitment, you can write to him/her directly to apply for a suitable post.

2. Job Application and Resume Writing

The application modes (e.g. telephone application, interview by appointment, submission of application letter and resume) are usually set out in the recruitment advertisements. If a suitable vacancy is advertised, you should submit an application without delay.

When contacting the person in charge/potential employer, you should:

- Contact the person in charge/potential employer at a quiet place, and bring along a pen and a piece of paper to jot down simple notes;
- Introduce yourself and explain the purpose of your call briefly; state clearly the position you want to apply for and the source of the vacancy information;
- Be calm, polite and confident;

- Clearly note down details such as date, time and place of interview, contact person and documents to be brought along if you are granted an interview;
- Confirm the arrangement of interview and express your gratitude before ending the telephone conversation;
- Try to leave your contact number if there is no current vacancy so that the company could contact you later;
- Stay on the line and let the person in charge/potential employer hang up first.

Preparing an Application Letter and a Resume

A recruiting organization receives many application letters and resume. To secure an interview, apart from having the required qualifications, a well-written application letter and resume may make you stand out amongst other applications and help create a good impression on the recruiting employer.

Before writing a resume, you should understand the responsibilities, qualifications, requirements and application means of the position you are applying for, and prepare a tailor-made application letters and resumes.

- Confine to one to two A4 size paper pages;
- Choose the appropriate font size and line spacing;
- Prepare your application letters and resumes based on a model application letter and resume.
- The application letter and resume should be printed on a clean white paper (preferably A4 size paper) to help give an impression of neatness;
- Do not make corrections with correction fluid or eraser, make a new printout in case of typos and omissions;

- **State how your career goals will match with the position** you are applying for, and why you are suitable for the post;
- **Do not give false information** - any misleading, or false information found in your application letter or resume will bring doubts about your integrity;
- **Do not provide excessive personal information.** During the application stage, employers are not expected to collect from job seekers excessive personal information. Important personal data, such as identity card number and contact number should be provided to employers upon hiring, and strictly on a need basis;
- **Use proper and valid email address – avoid** using weird email addresses for contact purpose for it would leave a bad impression to the potential employers.
- Before sending out your application letter and resume, check again for any grammar or spelling error, and make sure all information of provided are correct;
- Make sure that the application letter and the resume are put in the right envelope if you are making several applications at the same time;
- Enclose copies of certificates, if specified in the recruitment advertisement;
- Keep a copy of the advertisement, application letter and the resume so that you may refer to such information when you are invited for a job interview.

Application letter

- Be concise and to-the-point; avoid long sentences and paragraphs;
- Begin with the most relevant and vital information that are of relevance and importance to the applied position;
- Explain that you are the most suitable candidate for the position to help persuade the employer to grant you an interview;
- Pay attention to grammar and spellings;
- Remember to sign the application letter.

Sample Job Application

[Date]

[Position of the Contact Person] *The Manager/CEO/Human Resource Officer,*
[Employer Business Name]
[Employer Address] *Dzongkhag, Bhutan*

Subject: Application for position of [enter position]

[Salutation] *Dear sir/madam,*

I am very interested in the position of [position] for XX Company which was advertised on [source of advertisement] on [date of advertisement].

I graduated from [school/college name] in [year]. During the school years, I have participated in several extracurricular and volunteer activities which have helped me gain experiences, and shape and strengthen my character and values. I strongly believe my skills, qualities, drive and determination equip me as an ideal candidate for the position.

My genuine interest in the position in addition to my skills will allow me to contribute to your organization. Your company is known for its collaborative team oriented environment and strong dedication towards professional development to its employees, all of which I value in a work environment. Working for your organization would align well with my skills, career goals and work values.

My resume, application form and other documents are enclosed with this letter for your review.

Thank you for your time and consideration. I look forward to your positive reply.

Yours sincerely,

(Name)

Contact No: xxxxxxxx

Email address: xxx@xxx.com



Resume

- Arrange the information neatly and orderly.
- Use point form and headings;
- **Emphasize your strengths and qualifications** which meet the requirements of the position;
- List qualifications in chronological order - Start with the most recent one when listing qualifications, academic achievements and work history;
- Make sure to list your educational attainments, work experience, professional qualifications, and extra-curricular activities on your qualification list. Double-check your resume against the list to ensure that no important information are omitted;
- Put down information relevant to what is mentioned in the application letter;
- List out skills and experience/professional qualifications relevant and vital to the post you apply for;
- Provide information on extra-curricular activities in the resume to give the employer a more comprehensive understanding of your personality and abilities (*optional*);

Sample Resume

FIRST NAME LAST NAME

Contact number: XXXXXXXXX

Email: xxxxxxx@xxxxx.com

Current address: Thongsel Lam, Lower Motithang, Thimphu

CAREER OBJECTIVE

Seeking a challenging career with a progressive organization that provides an opportunity to capitalize my technical skills & abilities in the field of information technology (IT).

TECHNICAL SKILLS

- Hardware troubleshooting
- Network troubleshooting
- Programming (Java, C++, Android Programming Language)
- Microsoft Office

PERSONAL SKILLS

- Excellent written and verbal communication skills
 - Highly organized and efficient
 - Ability to work independently or as part of a team
- Proven leadership skills and ability to motivate

EDUCATION

BSc. in Information and Communications Engineering
College of Science and Technology
Royal University of Bhutan
Chhukha, Bhutan (2010 – 2015)

ACHIEVEMENTS/LEADERSHIP

- Runner-Up, Startup Innovation Tech Week, 2015
- Student President, College of Science and Technology, 2014-2015
- Scouts Club Leader, Motithang Higher Secondary School, 2009

REFERENCES:

- Available upon request.

3. Interview

An interview is a two-way communication process. For the job seekers, it serves as an opportunity to present and “market” their merits to the prospective employers. For the employers, it is a process to observe and assess whether the candidate is competent and sincere in taking up the job and whether he/she is the right person to be hired.

Through job interviews, job seekers could obtain information on the job duties, the requirements of the employer and the work culture so as to assess whether he/she is competent for the job and how best the job meets his/her expectations.

If you are invited to attend an interview, it means that you have preliminarily met the requirements of the company and the post. You should make good use of the chance, get well prepared and demonstrate your strengths as far as possible to convince the interviewer that you are the most suitable candidate.

Modes of Interview

a. Individual Interview

- The most common way of interview wherein one or more interviewers will ask the applicant questions and seek follow-up on answers given by the applicant;

b. Group Interview

- A group of applicants will be asked to discuss certain topics or to answer interviewers’ questions in turn;
- Questions may be about current affairs or problem cases that may or may not be related to the applied position;

- Prospective employers usually aim at assessing candidates' analytical power, presentation skills, leadership and ability to respond to changes.

c. Online interview

- Some employers adopt a new mode of interview. Job seekers are arranged to attend the interview online at an agreed upon time;
- To ensure the online interview runs smoothly, job seekers should check if the computer system operates well and rehearse for the interview beforehand;
- Usually one interviewer may ask the applicant questions on-line;
- Applicants should arrange the online interview in a bright, tidy and quiet room;
- Applicants should dress neatly and properly and take note of the background and their appearance before the webcam.

d. Skill Tests

Skill tests are arranged to test whether the candidate has the knowledge and skills required for the job. Skill tests may include computer operation and performing some work processes related to the applied position.

e. Other Tests

- f.** Writing and aptitude tests, may be arranged. Some of these tests may be conducted via internet. Therefore, job seekers are advised to get familiar with the basic skills and knowledge of computer operations.

Preparation for the Interview

- Gather information about the position you are applying for and the organization you are applying to, such as job nature and requirements, and development and outlook of the trade,;
- Assess your own personality, abilities, strengths and weaknesses with regard to the requirements of the position. Be prepared to “market” your strengths and show your potentials for improvements while answering the interviewers’ questions;
- Practice relevant skills related to the position you apply for, e.g. typing, computer software application, etc;
- Double-check the information given in the application letter and the resume to avoid inconsistencies;
- Prepare concrete answers to questions often asked during interviews and rehearse the interview beforehand so that you will become more confident and less likely to get nervous in the interview. Workshops are also organized by various organizations to help job seekers prepare for interviews;
- Pay attention to current affairs (national and international);
- Prepare some questions about the position and the recruiting organization and raise them to the interviewers at the end of the interview;
- Go to bed early the night before the interview as sufficient rest will keep you in high spirits, enhance your confidence and ability to respond to changes;

- Being late for a job interview is undesirable. It upsets you and leaves a poor impression on the interviewer;
 - Plan the route and find out the traffic condition of the place of interview beforehand;
 - Arrive preferably 15-30 minutes before the scheduled time to allow yourself time to settle down and get ready for the interview.
- Carry important documents that are organized systematically. Make sure that you can produce the documents in good order for inspection to give the interviewer a good impression. Documents may include:
 - Resume, academic transcripts and other certificates, both original and copies;
 - Work history proof, both original and copies (e.g. reference letter, employment contracts, resignation letter);
 - To attend an interview, you should also bring along i) your Citizenship Identity card; ii) Passport size photos; iii) Employer's address and telephone number; and iv) and a notebook and pen;
 - Do not bring excessive personal belongings or things which are not related to the interview.

Appearance

- Be neat, clean and tidy, from head to toe. Behave naturally and keep poised;

- Dress code should match with the applied position and the culture of the company;

Non-verbal Communication

When you arrive for the interview:

- Remember to turn off your mobile phone;
- Inform the staff politely the purpose of your visit and wait patiently;
- Refer to the resume when you are asked to complete a job application form;
- Complete it carefully and neatly;
- Do not walk around, touch or use any items of staff in a carefree manner;
- Do not appear to be impatient and tired while waiting.

When entering the interview room:

- Knock the door before you go in. Smile and greet the interviewers politely;
- Let the interviewer decide whether to shake hand or not. Shake hands with appropriate force;
- Sit down properly when invited or prompted by the interviewer.

During the interview:

- Keep calm and smiling. Do not be too reserved;
- Be sincere and polite, but not too modest or humble;
- Speak with a friendly manner, at a proper speed and volume. The pronunciation should be clear and the tone be affirmative;
- Do not cross your arms in front of the chest, lest you would be mistaken as an unfriendly person;
- Keep appropriate eye contact with interviewers;
 - Maintain eye contact with the interviewers to show your confidence and respect;
 - Do not stare at interviewers. It would be regarded as impolite and would make interviewers feel stressful.
- Avoid small gestures such as playing with your fingers, rubbing hands or patting your hair. This will give the interviewer an impression that you are immature, impatient or lack of confidence;
- Listen carefully to the interviewers' questions; answer precisely and clearly. Do not simply say "yes" or "no". You should elaborate the key points clearly;
- Nod where appropriate when listening to the interviewers to show your interest in the topic and agreement with the interviewers;
- During group discussion
 - Join the discussion actively. Do not be too passive.

- Listen to others carefully and be ready to respond to their questions and answer promptly. Answers should be organized and persuasive; contact with the interviewers to show your confidence and respect;
- Do not interrupt others and avoid dominating the discussion;
- When introducing your own abilities and experience, cite concrete examples to strengthen your persuasiveness and credibility. Do not provide incorrect information or try to mislead the interviewers;
- At the end of the interview, you may ask one or two questions about job duties, training and promotion prospects to show your interest in the applied position or joining the company;
- Thank the interviewers and say goodbye before you leave.

Frequently Asked Interview Questions

1. Please introduce yourself.

- Should include your name, employment and education history; and where you are from.

2. What are your strengths?

- Focus on your skills and experiences which are relevant to the position you are interested in.

3. What are your weaknesses?

- Try to mention just one or two weaknesses that have little bearing on the position you are applying for;

- If wisely deployed, weaknesses could be turned to strengths. You may explain your weaknesses from a positive angle.

4. What are your hobbies and interests during leisure time?

- Focus on those hobbies and interests that are related to the job;
- Draw the attention of interviewers to your strengths and achievements;
- Avoid leaving an impression that you give your hobbies a higher priority than your job.

5. Please tell us about your work experience.

- Give examples to explain your previous job duties and the achievements and experience you have attained;
- If you do not have any work experience, you can talk about the training you have received and skills acquired, and relate them to the position you are applying for.

6. Why did you apply for this job?

- Relate why you are interested in the position, and why you like to join the company and the trade;
- Possessing the qualifications for the position should be one of the reasons why you are applying for the job. You may elaborate on this point;
- Explain how the position and company suit your interests, your expectation and opportunity for further development.

7. What do you know about our company? Why do you want to join our company?

- Talk about what you know about the company and the industry to show your interest;
- It will be helpful if you have collected and studied on information related to the company and the trade before the interview.

8. Are you willing to work shift/overtime or travel to and from the Mainland?

- Give a reply based on your actual situation. Do not give an impression that you only care about your personal interests;
- Unless you have practical difficulties, you can indicate your willingness under reasonable circumstances.

9. Why did you quit your previous job? Why did you change your job frequently?

- Speak out frankly if you have any objective reasons to change jobs, e.g. closing down of the company. Do not tell lies;
- Give positive reasons;
- Tell the interviewers direct, if your reason for resignation is for pursuing further career development;
- You should emphasize on how the experience and knowledge gained are relevant to the position you are applying for;
- Do not say things negative things about your former employers and colleagues.

- Do not complain about working overtime and/or posting arrangements, which may leave a negative impression on the interviewers.

10. Do you have any plans to pursue further studies in the near future?

- Describe your study plan briefly, in particular those plans related to the position you are applying for;
- Stress that you would not let your study interfere with your work. Employers would think you are ambitious if you tell them you have plans for further study, but do not exaggerate.

11. Hypothetical questions: How would you handle a difficult client? How would you handle conflicts between you and your boss/colleagues?

- These questions are raised to test your ability to handle adverse situations in the work environment;
- Hypothetical questions usually have no standard answer. You may try to answer these questions based on your own experience, professional skills and common sense. Present yourself as objective, analytical and prudent in handling difficult situations.

12. Questions on current affairs (including social issues, and government policies)

- Let interviewers know your viewpoints;
- Be rational and objective when expressing your views;
- Do not argue with the interviewers or other candidates. You should discuss the issue with them calmly.

13. What is your expected salary?

- If you know the market salary and you have set your bottom line, you may state your expected salary;
- However, try to be flexible when negotiating with your potential employer by taking into account other factors like employee's benefit, annual leave, trainings and promotion prospects.

14. Do you have any questions to ask?

- You may ask some questions which are related to the company and the position, showing your interest and sincerity for the job;

4. Post Interview Follow-up and Evaluation

Follow-up after Interview

After the interview, you may follow up with the employer about the results of your interview.

- If you know the date that the job offer will be made to the chosen candidate, you may telephone the employer to follow up on the results a few days after that specific date. Alternatively, you may contact him/her after a reasonable period of time. .
- Do not contact the employer too soon and too frequent.
- Even if you have not been selected, you may take the opportunity to thank the potential employer for granting you an interview by email or letter;

- As the employer may arrange a second round of interview, you can note down information and issues which have been discussed during the first interview for future reference.

Evaluation after Interview

Do not be discouraged even if you are not offered a job after an interview. Each interview is a valuable experience and a chance to learn. You should conduct a self-evaluation after each interview. By doing this, you can improve and prepare yourself better for the coming interviews.

Understanding that improving your interview skills will help increase your chances of getting a job, carry out self-evaluation after an interview on the following aspects:

- Were you well prepared for the interview?
- Did you behave politely and use appropriate verbal and body language?
- Did you show confidence? If no, how can you improve on this?
- Have you fully presented your strengths, expertise and work experience?
- Which kind of questions were the most difficult to handle during the interview?
- If you think you did not handle the questions well, how can you answer them in a better way?
- Which part of the interview you were doing fine?
- What are the areas for improvement?

Acceptance of Appointment

After you have been offered a job, the process of job hunting comes to an end. It means that you have entered a new stage in your career. When offered a new job, you should take note of the followings:

- Before accepting an appointment, you should fully understand your job duties, working hours, terms of appointment, employee's benefit and so on;
- Before signing the employment contract, you must go through it carefully. Make sure that you understand the terms of contract. If there are unfair contract terms, you may suggest amendments;
- After signing the contract, you can ask the employer to provide you with a copy of the signed contract for future reference.

Make an effort to fit into the working environment as soon as possible. Pay particular attention to your work attitude at the beginning of your employment.

- Give a good first impression - you should be punctual, positive and friendly and dress neatly and appropriately;
- Be sincere and humble;
- Place emphasis on teamwork, get along well with your colleagues and build up good relationship with them.
- Be devoted to your work and be willing to learn;
- Seek advice from your superiors or your colleagues when you come across difficulties at work;

You will be able to take up the new job competently after a period of adaptation. With a good start, you should make continuous efforts to learn

and improve yourself, to gain more experience and pursue further studies. This will enhance your career development with a bright future.

5. Employment Traps

Examples and cases around the globe and mostly related to overseas employment

Some people take advantage of job seekers' eagerness to find jobs and defraud them of money or other benefits. As employment traps emerge in different forms, job seekers should always stay alert and be cautious when searching for jobs to avoid falling into these traps.

Common Employment Traps

Vice Traps

Some entertainment establishments may secretly engage in vice activities. Very often these operators would make use of high-paying jobs to attract job seekers. Innocent job seekers will learn the real job nature or working conditions only after signing the contracts. You should be alert and avoid being lured to engage in such activities.

Talent Scout Scams

Some people pose themselves as representatives from modelling agencies or dubbing companies. They may approach internet surfers or passers-by, and convince them that they have great potential to be models in commercials, singers, or movie stars, thereby luring them to pay fees for training classes, beauty services or fitness courses; or even make recommendation fee or deposits for auditions or other appointments.

Financial and Investment Scams

Some frauds pose themselves as operators of foreign exchange investment or marketing companies and offer a handsome pay to enlist job seekers for the positions of clerk, copyist and cleaning staff. After joining the company, job seekers will be persistently encouraged to make investment or to take up investment posts in order to entice them to pour in their own or their relatives' and friends' money. In the end, they rip off their money by claiming that there is a loss in investments.

Theft of Personal Data

Under the pretext of recruitment, the culprits solicit important personal data from job seekers, such as information on identity card, bank accounts and credit cards. The personal data obtained will be used for application for loan from banks or financial institutions in the name of the job seekers, who eventually have to bear the responsibility of repaying the loan, or fall into bankruptcy.

Unlawful Work

Sometimes people or agencies manipulate young job seekers to commit unlawful deeds, such as drug trafficking, selling pirated or counterfeit goods, parallel-imported goods, illegal fund raising, debt collection for loan sharks, and money laundering through offering bank account data so that they may not get caught when the crime is detected by the police. You should refuse to commit illegal deeds and avoid getting into trouble which may ruin your future.

Charging Unreasonable Fees

Some people or agencies make up various reasons under the pretext of recruitment to impose unreasonable fees and charges on job seekers, such as registration fee, data processing fee, administration fee and

documentation fee. Think twice and discuss with your friends and family members if you are asked to pay fees of any kind to get a job.

Luring Job Seekers to Pursue Further Studies

If you are asked in job interviews to pay fees for training classes or any courses in order to be eligible for the position, you should be alert as this may probably be a bogus recruitment process to cheat job seekers' money.

Fraud Online Recruitment

As online recruitment has become more popular, some scammers post deceptive recruitment messages through discussion forums, social media or smart phone apps to prey upon job seekers. Job seekers are then cheated off of property or personal data when chatting on-line. Their personal data could be used to transfer money from their bank accounts or in other crimes. You should be vigilant of recruitment advertisement of companies with doubtful background or promising lucrative job offers. Watch out if you are required to provide personal data or other information online. Assess whether the requests are reasonable and the information required are excessive. Take good care of your personal data and do not let others make use of them for purposes unknown.

Detecting Employment Traps

Be Realistic and Sensible

Be pragmatic when you search for jobs. Do not believe in job advertisements requiring barely any experience or qualifications but offering a good sum of money. Check if the salary offered and the job requirements are realistic and commensurate with the market level. You should have general knowledge of the company background, scope of duties and the trade or industry concerned before applying for a job.

Be Alert when Attending Interviews

Mind your personal safety when going for an interview. Avoid going to remote areas alone. Heighten your vigilance if the interview is conducted too hastily or you are offered a job right away without any interview.

Do not Make Payments or Produce Important Documents Readily

Normally, employees are not required to pay fees when they take up a job. Ask for the reasons if you are required to pay fees. Moreover, you should not readily produce personal particulars such as your identity card, bank cards and cheques.

Examine the Contract Terms and Additional Conditions Carefully

Before you sign a contract, read all the terms carefully, including those stipulated in the staff handbooks. Do not sign contracts immediately if there are terms that are not clear or unfavorable to you. You should request taking away the contract for study before signing. Companies generally allow prospective candidates to take away the contracts for consideration before signing contracts at a later time.

Do not Sign Documents Readily

Do not sign any agreement or authorization such as bank authorization if you are in doubt.

Check Whether the Scope of Duties Matches the Descriptions in the Advertisement or Interview

If you are offered a job, check whether your duties are consistent with the descriptions set out in the job advertisement or discussed during interviews.

Moreover, be alert if the employer persuades you to transfer to other positions relating to investment or sales. Refuse unreasonable demands and never take up illegal duties. If you perform any duties against the law, you may commit a crime that will ruin your life.

Seek Assistance

Keep up-to-date knowledge of your labour market and beware of any fraudulent traps. Acquaint yourself with the rights and benefits of an employee. If you have any doubts, consult your family members or friends. Seek advice or assistance from related bodies including MoLHR when necessary.

Contact Details:

Employment Service Center, Thimphu

Contact 02-330577; Email: esd@molhr.gov.bt

Overseas Employment Scheme:

Contact 02-333867; Email: overseas@molhr.gov.bt

Critical Skills Training:

Contact 02-330419; Email: tchoden@molhr.gov.bt

Entrepreneurship Program:

Contact 02-326733; Email: esed@molhr.gov.bt

Regional Employment and Labour Office (RELO):

Phuentsholing RELO

Contact: 05-254657/05-254658

Email: stenzin@molhr.gov.bt

Gelephu RELO

Contact: 06-252010

Email: sbumtab@molhr.gov.bt

Trashigang RELO

Contact: 04-521208

Email: relotg@gmail.com

Samdrup Jongkhar RELO

Contact: 07-251649

Email: choesdaa@gmail.com

For Information: Contact: 02-326732; Email: ddema@molhr.gov.bt

Website: www.molhr.gov.bt

LABOUR MARKET INFORMATION GUIDE FOR JOB SEEKERS 2018



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