

Taiwan Labor e-Quarterly

Ministry of Labor, R.O.C.

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Quarterly Focus



**The Vision of the Ministry of Labor:
Creating a Cooperative, Safe, and
Developmental Labor Environment**

Policies and Regulations

- » Explanations on the Main Points of the Amendments to the Enforcement Rules of Labor Union Act
- » Amending Provisions on Paternity Leave in the Enforcement Rules for Act of Gender Equality in Employment
- » Increased Guarantees for Maternity Leave Pay Ministry of Labor sets standards for payment: Must not be lower than average wage

News Outlook

- » Promotion of alternative investments by the Bureau of Labor Funds: Current situation and outlook
- » The First Senior Workforce Development Service Center unveiled and opened on Senior Day
- » TaiwanJobs, the Direct Route to Career Development



The Vision of the Ministry of Labor: Creating a Cooperative, Safe, and Developmental Labor Environment

Workers are the backbone to the development of a nation and the workforce is a crucial factor to the development of the nation's economy. While faced with the challenges of a globalized economy and a rapidly changing socioeconomic environment home and abroad, the government needs to endeavor to create a fairer and more reasonable labor environment that while pursuing economic development, also allows workers to share in the fruits of economic development.

Labor Environment Trends

The unemployment rate in November 2014 was 3.89%, a reduction of 0.06 percentage points from October. Unemployment rate among those aged 15 to 24 years old, however, was 12.79%, and 5.00% among those with a university education or higher. With the problem of unemployment most obvious among these groups, greater attention should be given to problems of youth employment and the gap between education and skills needed for

employment. In addition, the proportion of the country's population aged 65 and over continues to climb, representing 11.5% of the total population at the end of 2013. Data from the National Development Council's Population Projections for Republic of China (Taiwan 2014-2061) indicates that seniors will account for 20% of the total population by 2025, making the country a super-aged society. Furthermore, with the fertility rate falling in recent years to 1.07 in 2013, a further reduction from 1.27 in 2012, an aged society with fewer children is rapidly approaching, which will have a major impact on the country's working population.

Moreover, competition under a globalized economy has rendered the development of a flexible labor market that results in businesses making widespread use of unconventional labor, consequently affecting employment stability and increasing the risk of unemployment for workers. Also, as employment market opens up, Taiwanese seeking employment abroad is becoming commonplace. This leads

to the concern for loss of talents that could hamper economic development. These are all issues the government must handle prudently.

In response to the possible effects and challenges brought about by conditions in the domestic and international labor market, in addition to improving the development and utilization of the workforce, promoting the sustainable development of the workforce and stable employment, and providing an abundant and highly qualified workforce, it is vital that labor policies should focus on strengthening protections for labor rights and increasing the welfare of workers, including safeguarding the rights of those working in nontraditional forms of employment, making workplaces safe and healthy, promoting work-life balance, and guaranteeing economic security of retirement.

Future Policy Priorities

1. Cooperation: Strengthening labor-management dialogue and promoting cooperative relationships

(1) Promoting organizational and operational development of labor unions

Since the promulgation and implementation of the amendments to the Labor Union Act, there still remain many criticisms from various sectors. In order to make the Act more comprehensive and deal with issues of greater concern to labor unions, including issues such as labor union organization types, organizational thresholds for regional labor unions, mandatory union membership, and term lengths for union presidents, further revisions will be researched on the basis of safeguarding the independent spirit of unions.

(2) Strengthening mechanisms for social dialogue

In accordance with the 2013-2016 Plan for the Promotion of Social Dialogue Mechanisms, the MOL had assisted in holding nationwide industry-specific and regional dialogue meetings between labor and management parties willing to engage in dialogue in 2014. In 2015, we will also continue to promote mechanisms for dialogue on issues of concern to labor, management, and the government in order to advance toward a consensus among the parties.

(3) Creating an environment for autonomous labor-management negotiations

In order to create a regulatory environment favorable to collective bargaining between labor and management entities, the MOL will actively review the Collective Agreement Act, researching possible amendments regarding good-faith bargaining threshold restrictions and other issues.

(4) Increasing the effectiveness of labor-management dispute resolution

The MOL will study possible amendments to the Act for Settlement of Labor-Management Disputes, including a mechanism allowing either party to a dispute to request that the matter be turned over for arbitration in labor-management disputes on minor claims, and allowing union functionaries who have been dismissed and the case has been ruled to be unfair labor practice to return to their previous status on a provisional basis, in the hopes that such amendments will strengthen worker rights. Furthermore, in addition to assisting enterprises in independently establishing internal dispute resolution mechanisms, specialized training of dispute mediators and arbitrators will also be strengthened.

2. Safety: Creating a friendly work environment for physical and mental health

(1) Safeguarding the rights and interests of dispatched workers

The formulation of the draft Dispatched Workers Protection Act was completed on February 12, 2014, and it is currently under examination by the Executive Yuan. Currently, apart from the clauses about upper limits on the number of dispatched workers, examination to all remaining articles is completed. The MOL will continue to actively communicate with labor and employing entities in the hopes of reaching consensus on the legislation.

(2) Promoting the shortening of legally mandated normal working hours

In light of the fact that a balance between work and family life has become an important international labor trend, the MOL is actively studying and discussing promoting the shortening of legally mandated normal working hours. In 2014, it has held frequent conferences with labor and employing entities, communicating with them about the direction of working hour adjustments and the related measures that go with them, and reviewing the provisions of the Labor Standards Act related to working hours.

(3) Ensuring worker interests related to pensions and severance pay

The MOL is researching revisions to the provisions of the Labor Standards Act safeguarding retirement and severance, and has already submitted amendments to some clauses to the Executive Yuan to be examined and passed, which would raise position of pensions and severance pay in compensation priority. It is also continuing to promote a scheme to allow workers to choose how their pension funds are invested.

(4) Adjusting workplace gender equality measures

The MOL plans to refer to international conventions and the regulations of various countries in reviewing regulations related to worker maternity leave. It will also research and discuss amending the Gender Equality in Employment Act to relax seniority restrictions on employee applications for unpaid parental leave in order to create a friendlier workplace for pregnant employees.

(5) Strengthening legal protections of the rights and interests of workers affected by occupational accidents

In order to improve care for workers affected by occupational accidents, the MOL will continue with the work of amending the Act for Protecting Workers of Occupational Accidents. It will also continue to promote the enactment of separate legislation for occupational accident insurance, and has formulated a draft Worker Occupational Accident Insurance Act. It will follow up by actively working to communicate and coordinate with representatives of labor and management and party caucuses to reach a consensus so that legislation may be enacted as quickly as possible.

(6) Promoting occupational safety and health measures

(a) Partial provisions of the Occupational Safety and Health Act will go into phase 2 of implementation on January 1, 2015. The MOL is currently actively working to formulate subsidiary legislation in the hopes of completing legislative procedures prior to implementation.

(b) With regard to establishing a worker health service website, the MOL had already in 2014 launched the pilot Northern Taiwan Worker Health Service Center, and will in the future continue to progressively establish service centers in each region to extend health services to all workers.

(c) In order to improve labor condition inspections for the promotion of physical and mental health of workers,

regional competent authorities will receive subsidies to contract labor condition inspectors.

3. Development: Improving the utilization of manpower and boosting work quality

(1) Promoting vocational competency standards and occupational training

- (a) Formulating a plan for the development and application of vocational competency standards, promoting the establishment of vocational competency standards in collaboration with other ministries and agencies, and guiding private entities in developing competency-based training courses and conducting skills appraisals and occupational classification skills testing and certification.
- (b) Enhancing workers' competitiveness in the workplace, strengthening and expanding quality private-sector training entities, and providing diverse, practical-oriented training courses. In addition, enhancing the skills of unemployed workers by adjusting the content and occupational types covered in training courses based on national industrial development policies and the characteristics of industry in each region.

(2) Promoting youth employment

- (a) The inter-agency strategy and concrete measures to promote youth employment put forth by the Ministry of Economic Affairs, Ministry of Education, and 11 other agencies and units have been integrated, and various special youth training programs are being implemented on an ongoing basis.
- (b) To complement the Youth Entrepreneurship Program approved by the Executive Yuan, the MOL is conducting the Startup Consultation and Guidance Services Program and issuing Phoenix Micro-business Startup Loans, providing measures to guide and assist young people in starting businesses.
- (c) In conjunction with the Social Enterprise Action Plan approved by the Executive Yuan, the MOL is continuing to promote the concept of social enterprise to inspire young people to put innovative thinking into such enterprises, and to utilize Social Enterprise Consultation and Guidance Program in their business startup.

(3) Increasing the rate of workforce participation among women

Actively encouraging enterprises to promote "work-life balance" so that both sexes can attend to the pressures of both work and home, as well as subsidizing the training of generally unemployed women and women of

disadvantaged backgrounds, and providing stipends for those undergoing occupational training.

(4) Activating the middle-aged and senior workforce

Encouraging enterprises to make their workplaces friendly to middle-aged and senior workers, and providing employment inquiry, introduction, and job-matching services specific to these age groups. Also providing employment, occupational training, business startup, and other information in order to open up employment opportunities for middle-aged and seniors, as well as promoting the Senior Workforce Development Service Center, developing an employment services model suited to service those 55 years of age and older, and providing exclusive services to match senior talents to the recruitment needs of businesses.

(5) Assisting the disadvantaged in finding employment

Strengthening the provision of occupational rehabilitation case management services, and providing those with physical and mental disabilities with regular, supported, and sheltered employment services as appropriate; continually strengthening the promotion of the Integration Promotion Employment Plan, providing individualized employment services to specified recipients and those disadvantaged in employment.

Conclusion

Taiwan's labor environment is currently facing problems including high youth unemployment rate, increased demand for flexibility from the labor market, the prevalence of Taiwanese seeking employment abroad, and the increasingly apparent trends of an aging population and low birth rate. In view of their effects on the labor market and challenges they pose, the questions of how to strengthen the development and utilization of the workforce, promote the sustainable development of the workforce, safeguard the rights and interests of workers, create safe and healthy workplaces, and create a friendly labor environment that allows for a balance of work and life are all important labor administration issues.

With the economic outlook currently recovering, the Ministry of Labor is even more actively working to implement various administrative measures, and hopes to, with combined interagency support, implement various mechanisms for enhancing vocational skills, promote the shortening of working hours, ensure the rights and interests of dispatched workers, ensuring the creditor's rights of workers, and other measures to advance the sustainable development of the workforce and enhance the welfare of workers, thereby increasing the competitiveness of workers, enterprises, and the country as a whole.



Explanations on the Main Points of the Amendments to the Enforcement Rules of Labor Union Act

Since the amendments to the Labor Union Act (hereinafter the Act) went into effect on May 1, 2011, the Enforcement Rules of Labor Union Act (hereinafter the Enforcement Rules) was also amended for more unambiguous implementation and

practical application of the Act. However, in its over three years of implementation, though the Enforcement Rules has served the purpose of supplementing the provisions of the mother law, there still remains a number of provisions that requires

clarification. As a result, labor unions and labor administration authorities at different levels are divided in their views and suggestions for amendments regarding the applicability and implementation of the Enforcement Rules. For example, there are disputes over the definition for "factory", threshold for the number of people needed to organize and set up a labor union, retention of membership qualifications, and withholding of union dues.

Numerous legislative discussions

In order for the regulations of the Enforcement Rules to meet the needs of practical implementation, the Ministry (then Council of Labor Affairs) held 24 conference sessions on the practical workings of the Labor Union Act and Enforcement Rules, as well as internal working meetings and meetings with expert and scholars. After having widely soliciting the opinions from all sectors, work on partial draft amendments to the Enforcement Rules began. After numerous legislative discussions, the amendments were completed and entered into force on October 8, 2014.

Major amendments

The current amendments, in addition to clarifying matters related to the organization of labor unions, also added regulations allowing union members or functionaries who are dismissed with severance or terminated by their employers to retain their union status and continue to conduct affairs related to labor unions. Furthermore, the amendments also deter employers from their motivations to adopt unfair labor practices, and clarify the extent of union dues withholding by employers, which further reduces conflicts arising from such withholding. The major points of the amendments are explained below:

1. Clearly stipulates that factory-type enterprise unions should meet the key criteria of having independent human resource, budgeting, and accounting.
2. Stipulates that the address of an enterprise union should be located in the administrative district where the factory, business entity, or a factory or business entity under a related enterprise or financial holding company is located. The addresses of industrial unions or trade unions should be located within regional scope of the organization.
3. Clarifies the criteria for increasing the number of union council members.

4. In order to avoid unfair labor practices and difficulties affecting the practical operations of labor unions, where labor union council or supervisory board members, member representatives, or members have their contracts terminated by their employers, they may retain their qualifications if the union's constitution stipulates that they may do so, or if decided by a motion in a general member assembly or representative assembly.
5. Clearly stipulates that withholding of union dues, in addition to that individually consented to by union members, also includes cases in which withholding of union dues is the result of a motion in a general member assembly or representative assembly, is provided for by the constitution of a labor union, or is stipulated by organizational agreement or agreement or practice between union and employer. In addition, where labor and management agreed to withhold union dues prior to the Labor Union Act taking effect on May 1, 2011, there is no need to obtain consent again.
6. The scopes of leave for labor union affairs have been extended to include union elections in addition to the existing leaves to conduct unions affairs, engage in or attend related events or assemblies designated or held by the government or affiliated union federations.

Conclusion

Lastly, labor unions are the most important bastion and symbol of worker solidarity. When workers are dependent on the powerful economic entities that are their employers, they can only give in to unequal labor conditions; when faced with ruthless exploitation by their employers, they are utterly powerless. But when workers organize labor unions and use their collective power to fight for the benefits that belong to them, putting employers and unions on the same level of footing, workers can then negotiate with employers to reach agreements that are favorable for both sides, achieving greater harmony in the workplace. It is hoped that with the enactment of the Enforcement Rules of the Labor Union Act, it will help to effectively achieve the Labor Union Act's purpose of safeguarding workers' exercise of their rights to organize, thereby promoting the sound operation of unions and allowing for the realization of the most important implications and functions of labor rights.



Amending Provisions on Paternity Leave in the Enforcement Rules for Act of Gender Equality in Employment

The Legal Affairs Committee of the Ministry of Labor passed an amendment to Rule 7 of Enforcement Rules for Act of Gender Equality in Employment (hereinafter the Enforcement Rules) on September 26, 2014. Under the amendment, an employee can now, when taking paternity leave in accordance with Article 15 of the Act of Gender Equality in Employment, choose three days for leave in a 15 day period before and after his spouse gives birth. This amendment was announced by

the Order of Ministry of Labor No. 1030132090 on October 6, 2014.

The need for company and care before and after childbirth

According to Article 15 of the Act of Gender Equality in Employment, an employer should give an employee three

days paternity leave when their spouse gives birth. Rule 7 of the Enforcement Rules originally stated they shall select the three days during a period of five days including the day their spouse is in labor and two days right before and after that date. However, when the leave fell on a weekend or continual holiday, the employee did not actually benefit from this paternity leave. Also there were times when the employee needed to take leave before or after the due date of birth, but had to change the leave date because of false labor pains, this led to doubts about changing the nature of leave. According to the professional opinion of the Taiwan Association of Obstetrics and Gynecology, the period immediate before and after child birth is when women are mentally and physically in need of the company of and support from their spouses, thus the rule governing the time period in which paternity leave can be taken has been relaxed, and spouses are now allowed to flexibly choose three days of paternity leave in a 15 day period before and after the birth of the child. With this amendment, even if the days before and after the day of birth fall on the weekend or on continual holidays, the employee will have sufficient time to choose three work days to take paternity leave, achieving the intended objective of giving paternity leave.

Amendment to the Enforcement Rules came into effect on October 8, 2014



Increased Guarantees for Maternity Leave Pay Ministry of Labor sets standards for payment: Must not be lower than average wage

On October 7, 2014, the Ministry of Labor issued a ruling stipulating the standard for wage payments during maternity leave. The amount of wage payment during maternity leave shall be that of the woman's wage for normal working hours of a working day the day before childbirth, and the amount must not be less than the average wage.

Pitfalls Hidden in Contract Provisions

Article 50 of the Labor Standards Act provides that female workers who have been employed for more than six months shall be paid accordingly during maternity leave. Those employed for fewer than six months shall be paid half wages. The terms paid accordingly in the above regulation requires the employer to pay the employee the amount stipulated in the work contract that was concluded prior to the maternity leave. Under fixed wages, this interpretation has little to dispute over. However, in recent years, increasing labor contracts concluded between employer and employee have portion of the wages based a sliding scale of the worker performance, sales volume, or productivity. If a female employee claims maternity leave, an employer might not pay her the sliding-scale wage on the grounds of non-performance, lack of sales volume, or non-productivity, which is a serious impairment to the rights of women on maternity leave. For this reason the Ministry of Labor decided to review this regulation.

Wages are not limited to basic salary or base pay

Wages are remuneration received by a worker for work performed. Regardless of whether the employer provides reimbursement in the form of bonuses, allowances, or by any other name, they all fall within the category defined by the Labor Standards Act as wages, and are not limited to basic salary or base pay. In the interests of equity, this ruling particularly stipulates that if a female employee is paid on

Pursuant to Article 13 of the Central Regulation Standard Act, regulations that stipulate their enforcement date as from the date of promulgation shall take legal effect three days after promulgation, therefore the aforementioned amendment came into effect on October 8, 2014, allowing the employee to choose three days for paternity leave, at the latest, within 15 days after his spouse gives birth.

For example, if a spouse gave birth on October 10, 2014, and the employee had already taken one day's paternity leave on October 1, he could then still choose two more days of paternity leave before October 15. If he had not taken any paternity leave before the birth of the child, he could choose three days of paternity leave in the 15 days between October 10 and 24. If any employee has any doubts about paternity leave they can enquire at their local labor administration agency (city/county labor or social affairs bureaus/ departments).

Also, with respect to the proposal made by certain legislators to increase the number of days of paternity leave under the Act of Gender Equality in Employment, examination of the proposal was completed in the Legislative Yuan on October 30, 2014. Shall the proposal be passed after a third reading and announced as a presidential decree, it can be implemented.

a monthly basis, her daily maternity leave wage shall be calculated based on the wages that she received, or could receive, in the month prior to giving birth, divided by 30. However, given the relatively poor physical condition of the mother prior to giving birth may result in poor work results or job performance, the ruling also stipulates that, if the aforementioned method results in a lower than average wage, then an average wage of over a period of time should be adopted. That is, the wage should be determined by dividing the total amount of wages in the six months prior to childbirth by the total number of days in that period.

This ruling takes effect on October 7, 2014

Lastly, the Ministry of Labor advises that since this ruling takes effect as of October 7, 2014, maternity leave pay for workers currently on maternity leave is also subject to this ruling. Employers violating these provisions are subject to a fine of between NT\$90,000 and NT\$450,000, pursuant to the Labor Standards Act.





Promotion of alternative investments by the Bureau of Labor Funds: Current situation and outlook

Alternative investments refer to investments other than the conventional stocks or bonds. Generally speaking, alternative investments would include real estate (such as real estate and REITs), raw materials (such as energy, agricultural products, industrial metals and precious metals), infrastructure, hedge funds and private equity, etc. Due to their relatively low connection to traditional stocks and bonds, alternative investments provide an investment portfolio with risk diversification and reduced volatility. Also, investments in real estate and raw materials can reap the benefits of inflation hedging.

Following global trends

A survey by an international research institute showed that from 1995 to 2013, pension funds of the top seven countries in the world with pension fund assets gradually reduced their allocation proportion of bonds and cash, but increased their alternative investment year by year to 13%. This shows that increasing the proportion of alternative investment has for many years been a trend in global pension fund asset allocation.

First for government funds in Taiwan to set up discretionary account

The new Labor Pension Fund carried out global real estate securities discretionary investment in 2012 and the old Labor Pension Fund began global infrastructure securities and real estate securities discretionary investment this year; both of these alternative discretionary investments are the firsts for domestic government funds in Taiwan. With regards to the new Labor Pension Fund's global real estate securities discretionary investment, up to the present US\$1.55 billion has

been invested and the accumulated return rate as of the end of September 2014 was 26%. In the face of the end of qualitative easing in the US, fluctuations in real estate securities market are large, but this type of discretionary investment continues to make a substantial contribution to fund performance. Infrastructure securities invest in industries ranging from power, energy, roads, airports and harbors, and it is expected that they will provide a more diverse source of income for the fund.

Labor Insurance Fund also plans to increase the proportion of alternative investment allocation

Also, to continue to strengthen fund asset allocation, in addition to maintaining the existing investment strategies for both new and old Labor Pension Funds, the Bureau of Labor Funds will continue to increase the proportion on alternative investments and also plans to increase the alternative investment allocation of the Labor Insurance Fund. In 2014, the alternative investment proportion of the old and new Labor Pension Funds and the Labor Insurance Fund was 6%, 3% and 1.5% respectively. It is planned that, in 2015, the alternative investment central allocation proportion of the various funds will increase substantially to 8%, 4% and 5%, respectively. In addition, the Bureau also plans to increase the alternative investment proportion of the National Pension Insurance Fund which is managed by a trustee to 3% in 2015 to strengthen the fund's risk diversification.

Asset allocation is of key importance for long term fund performance. To establish diverse fund investment portfolios, the Bureau of Labor Funds will continue to review and increase its alternative investment position to diversify fund risks and improve long-term investment performance.



The First Senior Workforce Development Service Center unveiled and opened on Senior Day

In response to an aging population and the arrival of an aged society, the Ministry of Labor has established the first Senior Workforce Development Service Center. It was opened in Yonghe District, New Taipei City, on Senior Day on October 2, 2014, and marked a milestone in the development of senior talents in Taiwan.

Tapping the wisdom and experience of senior talent

Taiwan's population is aging faster than world average and, by 2025, over 20% of the population will be over 65 years old, reaching the super-aged society level. Taiwan is also a country with the lowest birth rate in the world. With these two demographical changes, there will be a manpower shortage in the future.

As medical science advances, so does the good health of senior citizens. Many of these senior citizens also possess rich life experience, professional skills and knowledge, are reliable and have good interpersonal relationship skills. An important policy issue faced by the government is how to tap the knowledge and experience of seniors and make full use of high quality human resources so that they can continue to contribute to society. In his speech at the Center's opening ceremony, Mr. Hao Feng-ming, Political Deputy Minister of Ministry of Labor, said that the Senior Workforce Development Service Center is a platform intended to help seniors use their skills in the workplace and to encourage enterprises to employ seniors. He also expressed the hope that the platform helps seniors to make social contribution, increases their social participation and sense of self-value, and through the passing on of knowledge, creates inter-generational exchange and interaction.

Developing senior talent employment service models

The Senior Workforce Development Service Center will provide senior recruitment and employment services, employment and business startup advice, and will develop employment service models with matching seniors seeking employment and enterprises seeking to recruit as the core. It will also carry out advocacy work for senior talent employment, and be a resource exchange platform for seniors, young adults and the middle-aged, enterprises, and private groups. Taking into account the fact that many users will be senior citizens, the Center's environment and equipment has been specially designed with adjustable chairs that ease the burden on the knees and touch screens on which the characters can easily be enlarged, just to name a couple of the considerate approach taken by the Ministry of Labor. After one year of preparation, Senior Day was chosen as the official unveiling and opening day. Political Deputy Minister Hao and representatives from enterprises and private groups were in attendance, and invited 81-year-old Mr. Liu Dong-zhou to represent seniors and share his own experience.

The Senior Workforce Development Service Center serves people over 55 years of age or those who are on their retirement pension seeking employment, as well as employers who are interested in employing seniors, and members of the public, organizations and groups that care about senior workforce development. The Center is located on No. 64, Ziyou Street, Yonghe District, New Taipei City. Office hours are from 8 a.m. to 5 p.m. The telephone number is (02) 7730-8878. Visitors from all circles are welcome



▲ Mr. Hao Feng-ming, Political Deputy Minister of Ministry of Labor (second from left), Mr. Robert Lai, Deputy Director General, Workforce Development Agency, Ministry of Labor (second from right) and representatives from private business groups together unveiled the Senior Workforce Development Service Center.



TaiwanJobs, the Direct Route to Career Development

To be in line with modern trends and in coordination with government reorganization, the Council of Labor Affairs, Executive Yuan was officially restructured and became the Ministry of Labor on February 17, 2014. The Bureau of Employment and Vocational Training also concurrently became the Workforce Development Agency (WDA). To increase public impression of the service contents and the improved service quality following the reorganization, as well as to better meet their career development needs, the WDA has formulated the "TaiwanJobs" service brand.

In coordination with the restructuring of the WDA, all employment service stations are now reorganized into employment centers with enhanced operation to provide all-rounded lifelong career development services that combine vocational training, employment services, career development, skills certification and business startup advice. The centers provide the public with "one-stop window," "personalized assistant," and "one-case one-employment specialist" customized services.

Concept of career development channel

TaiwanJobs is a service brand that combines employment, vocational training, skills certification and business startup assistance. It is based on the concept of "career development channel" that integrates physical and virtual networks of 358 employment centers (counters), website services (<http://www.taiwanjobs.gov.tw>), a 0800-777-888 customer service hotline,

touch control service systems at 7-Eleven, OK, Hi-Life and FamilyMart convenience stores (covering approximately 10,000 stores in total), and training establishments. To further upgrade service in the future, a mobile phone APP will be developed to allow the public to obtain the latest employment and vocational training information at any time.

One stop to solve any problem

1. Integrated-function website with many new services added

With the introduction of the TaiwanJobs brand, the WDA also integrated five main websites (e-job, e-training, opendoor, Phoenix Micro Start-up and Skill Evaluation Center) to create the TaiwanJobs website which have officially gone online on Dec 16, 2014.

In addition to the original services that allowed people to search worry-free for jobs and offered free recruitment assistance, the website's member service center has also been upgraded to include progress search on vocational training course registration, training record, and saved items for later view. Also included on the website are functions such as Industrial Human Resource Investment Program registration information maintenance and one-stop employment service change of appointment service. The enterprise member service center has added recruitment of licensed personnel, automated job search filtering setting, and interview lists. New functions will be successively added to the website in the future to give members even more considerate and convenient service.

2.Coordinating with private human resource agencies

To enrich the job vacancy databank and make it more complete, TaiwanJobs plans to cooperate with private human resource agencies and develop a job vacancy search and link function. When a job seeker searches for a job vacancy on the Taiwan Jobs website, search results from 104, 1111 and 518 job agencies will also be displayed simultaneously. Jobseekers can also connect directly to the aforementioned agencies' website to submit resumes. This function will save a tremendous amount of time that would have needed to search for job vacancies individually at each human resource agency website. It also allows the jobseeker to view all vacancies on one single website, increasing the chance of a successful employment match for jobseekers.

3.Provide information on employment and regulations

With respect to information on government employment programs, TaiwanJobs has links to the latest employment programs such as Youth Dream, Youth Employment and Mentoring Training Program to allow the contents of each program to be perused more quickly. In terms of information

on regulations, TaiwanJobs has job search and recruitment related information for jobseekers and enterprises. In addition, there are added contents such as vocational training, mentally and physically disadvantaged and special subject, skills certification, micro-enterprise and employment for foreigners in Taiwan. There are also job interest search and career consulting services. TaiwanJobs is a one-stop website that answers all questions to employment.

4.Professional toll-free service hotline

With respect to the customer service center, TaiwanJobs has a 0800-777-888 toll-free service hotline, with dedicated personnel providing 24-hour telephone consulting services year round. Whether it is a question on employment, training, skills certification, business startup or employment for the physically and mentally disadvantaged, friendly customer service staff are available ready to help callers to obtain the information needed.

In future, TaiwanJobs will continue to provide diverse lifelong career development services with enthusiasm and dedication to give the public a direct route to career development. 



▲ The TaiwanJobs website integrates five main websites: e-job, e-training, opendoor, Phoenix Micro Start-up and Skill Evaluation Center.



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專題報導



勞動部願景：創造合作、安全、發展的勞動環境

政策法規

- 》「工會法施行細則」修正重點說明
- 》修正「性別工作平等法施行細則」，有關陪產假之規定
- 》產假工資更有保障：勞動部明定給付標準，最低不得低於平均工資

新聞瞭望

- 》勞動基金運用局推動另類投資現況及展望
- 》首座「銀髮人才就業資源中心」，重陽節隆重揭牌啓用
- 》台灣就業通，職涯發展一路通

專題報導

勞動部願景：創造合作、安全、發展的勞動環境

勞動者是國家發展的重要功臣，勞動力則是經濟發展的重要因素，面對經濟全球化以及國內外經社環境快速轉變的挑戰，如何藉由政府的協助，營造更公平合理的勞動環境，在追求經濟發展的同時，讓勞工能共享經濟發展的成果，是勞動部在勞動施政上所必須努力的。

勞動環境趨勢

103年11月失業率為3.89%，較10月下降0.06個百分點，惟15至24歲青年失業率為12.79%，大學及以上教育程度失業率為5.00%，失業情形最為明顯，

爰青年失業、學用落差等問題，應加強關注；另一方面，我國65歲以上高齡者比例持續攀升，於102年底已占總人口11.5%，依國家發展委員會「中華民國人口推計（103至150年）」報告之資料顯示，高齡人口將於114年占總人口達20%，成為超高齡社會，加上近年來生育率下降，102年總生育率為1.07，較101年的1.27更為減少，少子女及高齡化快速降臨，對我國勞動力人口將造成影響與衝擊。

此外，經濟全球化競爭下，勞動市場彈性化發展，企業普遍採非典型勞動，造成勞工就業不穩定，失業風險提高，另勞動市場開放，國人赴海外就業逐

漸盛行，亦伴隨著我國人才流失而造成經濟發展之隱憂，政府需審慎以對。

因應國內外整體勞動環境情勢可能帶來之影響與挑戰，除應強化勞動力開發與運用，促進勞動力永續發展、穩定勞工就業，並提供充足及優質的勞動力外，加強勞動權益保障與提升勞動福祉，包括保障非典型工作型態勞動權益、營造安全健康職場，及促進工作與生活平衡、保障退休經濟安全等，皆為當前勞動政策重要議題。

未來施政重點

一、合作：強化勞資對話，促進合作關係

(一) 推動工會組織運作發展

「工會法」自修正公布施行以來，各界仍有不同意見，為使其更為周延，針對工會較為關切議題，包括工會組織類型、區域型工會組織之籌組門檻、強制入會、工會理事長任期等議題，未來將本於保障工會自主精神進行研修。

(二) 強化社會對話機制

已依據「102年至105年推動社會對話機制實施計畫」，於103年協助有意願對話之勞資雙方進行全國性、產業別及區域性對話會議。104年亦將廣續就勞資政三方關切之議題推動對話機制，促進各方凝聚共識。

(三) 營造勞資自主協商環境

為營造有利於勞雇雙方團體協商之法制環境，積極檢討「團體協約法」，針對誠信協商門檻限制等各項議題進行研修。

(四) 提升勞資爭議解決效能

研修「勞資爭議處理法」，包括小額權利事項勞資爭議，得由爭議當事人之一方申請交付仲裁之機制、工會幹部被解僱並經裁決決定為不當勞動行為者，暫時回復身分等事項，以期完善勞工權利。另協助企業自主建立企業內紛爭處理機制外，並強化爭議調解人及仲裁人專業訓練。

二、安全：建構友善環境，維護身心健康

(一) 保障派遣勞動權益

已於103年2月12日完成研訂「派遣勞工保護法」草案，送行政院審查中，目前除派遣總額上限條文保

留外，其餘條文皆已審查完竣。將持續並積極與勞雇團體溝通，期取得立法共識。

(二) 推動縮減法定正常工時

鑑於工作與家庭生活平衡已成為重要國際勞動趨勢，積極研議推動縮減法定正常工時。103年已密集與勞雇團體辦理座談會，就工時調整方向及相關配套措施進行溝通，並檢討「勞動基準法」工時相關規定。

(三) 確保勞工退休金及資遣費權益

研修勞動基準法退休、資遣保障規定，已研提「勞動基準法」部分條文修正草案報請行政院審查通過，提高勞工退休金及資遣費之債權受償順位；另廣續推動勞工退休金自選投資方案退休金自選投資方案。

(四) 調整性別工作平等措施

擬參考國際公約及各國規範，檢討勞工產假相關規定，及研議修正「性別工作平等法」放寬受僱者申請育嬰留職停薪之工作年資限制，以建構友善懷孕受僱者之工作職場。

(五) 健全職災勞工權益保障法制

為加強照護職災勞工，持續推動「職業災害勞工保護法」修法工作；另推動職業災害保險單獨立法，擬具「勞工職業災害保險法」草案，後續將積極與勞資各界與朝野黨團溝通協調，凝聚共識，俾儘速完成立法。

(六) 推動勞動安全與健康措施

1. 「職業安全衛生法」部分條文將於104年1月1日第二階段施行，刻正積極展開附屬法規之訂定，以期在施行前完成法制程序。
2. 建置勞工健康服務網絡，103年度已推動北部地區勞工健康服務中心試辦計畫，未來將逐步建置各區之服務中心，使健康服務擴及所有勞工。
3. 加強勞動條件檢查促進勞工身心健康，補助地方主管機關約用勞動條件檢查人員。

三、發展：加強人力運用，提升勞動品質

(一) 推動職能基準及職業訓練

1. 訂定職能基準發展與應用方案，跨部會推動建置職能基準，並輔導民間單位發展職能導向訓練課程，辦理技能檢定與技能職類測驗能力認證。
2. 強化在職勞工職場競爭力，加強拓展民間優質訓練單位，提供多元化實務導向訓練課程；另強化失業勞工

就業技能，依據國家產業政策發展進程及各區域產業特性，適時調整訓練課程內容及職類。

（二）促進青年就業

1. 已整合經濟部、教育部等11個機關(單位)，提出跨部會促進青年就業策略及具體措施，並廣續推動各項青年專案訓練計畫。
2. 配合行政院核定之「青年創業專案」，辦理「創業諮詢輔導服務計畫」及「微型創業鳳凰貸款」，提供青年創業輔導協助措施。
3. 配合行政院核定之「社會企業行動方案」，持續倡議社會企業概念，以啟發青年創新思維投入社會企業，及運用社會企業諮詢輔導計畫，協助創新創業。

（三）提升婦女勞動參與率

積極鼓勵企業推動「工作與生活平衡」，使兩性兼顧工作與家庭照顧壓力，另補助一般失業及弱勢婦女訓練費用，並提供職業訓練生活津貼。

（四）活化中高齡及高齡勞動力

鼓勵企業營造友善中高齡及高齡職場，並提供個別化之就業諮詢、推介及媒合服務，並提供就業、職訓與創業等資訊，開發中高齡及高齡者就業機會，另推動「銀髮人才就業資源中心」，發展適合55歲以上及高齡就業之服務模式，提供專屬服務，以媒合高齡人才就業及廠商徵才為核心。

（五）協助弱勢者就業

加強提供職業重建個案管理服務，適性提供身

心障礙者一般性、支持性及庇護性就業服務；廣續加強推動就業融合計畫，提供特定對象及就業弱勢者個別化就業服務。

結語

我國勞動環境正面臨青年失業率偏高、勞動市場彈性化需求增加、國人赴海外就業盛行、少子女及高齡化趨勢日趨明顯等問題，為因應勞動環境之影響與挑戰，如何強化勞動力開發與運用，促進勞動力永續發展，並保障勞動權益、營造安全健康職場，及建構兼顧工作與生活的友善勞動環境等，皆為當前重要勞動施政議題。

目前正值景氣復甦，勞動部將更積極推動各項施政，並盼結合跨部會支持，落實各項職能提升機制、推動縮短工時、保障派遣勞工權益、確保勞動債權等措施，以促進勞動力永續發展，增進勞動生活福祉，進而提升勞工、企業及國家整體競爭力。



「工會法施行細則」修正重點說明

我國新「工會法」（以下簡稱本法）自100年5月1日修正公布施行後，為配合本法修正，並能更明確執行與符合實務之運作，以修訂「工會法施行細則」（以下簡稱本細則）補充。惟本細則自修正發布施行至今已逾3年，雖有發揮補充母法規定之功能，但仍有若干規範尚非明確，使得各級工會及勞工行政主管機關對於本細則之適用及執行，仍有不同之看法及修法建議，例如：廠場定義、工會聯合組織籌組發起人數之門檻、保留會員資格及代扣會費等爭議。

多次法制作業討論

為能使本細則之規範能符合實務執行所需，本部（改制前為行政院勞工委員會）於101年5月起舉辦24場次「工會法暨施行細則實務運作座談會」、內部會議作業及專家學者會議，廣徵各界意見後，著手進行「工會法施行細則」部分條文修正草案。本細則部分條文經過多次法制作業討論後，於本（103）年10月8日完成修正並發布施行。

條文修正重點

本次修正條文中除明確工會籌組相關事項外，特別增訂遭雇主資遣或解僱的工會會員或幹部，仍可以保留其工會幹部身分，繼續執行工會運作相關事務，嚇阻雇主採取不當勞動行為之動機及雇主代扣會員會費範圍更為明確，降低因代扣會費所衍生之衝突等規範。另本次主要修正重點說明如下：

- 一、明確廠場型企業工會應具有獨立人事、預算及會計的要件。
- 二、規範企業工會之會址應設於其廠場或事業單位、關係企業或金融控股公司轄下設有工廠或營業單位所在地之行政區域內。另產業工會、職業工會之會址應設於組織區域範圍內。
- 三、明確工會理事人數增置標準。
- 四、為避免雇主之不當勞動行為，影響工會實務運作之困難，對於工會理、監事、會員代表或會員，因其勞動契約經雇主終止時，於工會章程中明定保留其資格。另經會員大會或會員代表大會議決者，亦得保留相關資格。

五、明定代扣會費除經會員個別同意外，尚包含工會會員大會或代表大會議決、工會章程規定、團體協約之約定及工會與雇主有代扣會費之約定或慣例等情形。另，勞資雙方於工會法100年5月1日施行前已約定代扣會費者，不須重新取得同意。

六、辦理會務需請會務假之範圍，除現有辦理該工會事務、從事或參與政府指定或辦理相關活動或集會、參加所屬工會聯合組織相關活動或集會外，另增列辦理該工會選舉事務時，亦得請公假。

結語

最後，工會係為勞工團結一致最重要之堡壘與表徵，當勞工依附在雇主強大的經濟體之下，僅能屈就不對等之勞動條件，又當面臨雇主無情之剝削時，勞工就如鍋上的螞蟻一般，無所依靠的無奈，但唯有勞工團結籌組工會，用集體的力量爭取屬於自己的福利，使得雇主與工會站在同一平等之天秤時，勞工才得與雇主進行協商，進而達成勞雇雙方共贏之約定，並共創和諧之局面。期望工會法施行細則之施行，能有效落實工會法保障勞工行使團結權之目的，進而促成工會運作之健全，讓勞動三權真正發揮最重要的意涵與功能。



修正「性別工作平等法施行細則」，有關陪產假之規定

勞動部法規會於103年9月26日審議通過「性別工作平等法施行細則」(以下簡稱本細則)修正條文，修正第7條規定：受僱者依「性別工作平等法」第15條規定請"陪產假"時，得於配偶分娩之當日及其前後合計15日期間內，擇其中之3日請假。上開修正規定並經本部於103年10月6日以勞動條4字第1030132090號令公布之。

分娩前後亟需陪伴及協助照顧

依性別工作平等法第15條規定，受僱者於其配偶分娩時，雇主應給予陪產假3日。原同法施行細則第7條規定，受僱者應於配偶分娩之當日及其前後2日之5日期間內，擇其中之3日請假。惟實務上多有因適逢例假日或連續假期，致受僱者無請假實益；或預產期前後受僱者每因配偶產前陣痛或預期將分娩，有請假陪同之需求，然事後經診斷係為假性陣痛致暫無分娩事實，衍生需更改

假別疑義；另依婦產科醫學會之專業意見，婦女分娩前後身心亟需配偶陪伴及協助照顧，爰放寬受僱者得請陪產假區間，允許於其配偶分娩當日前後15日內，由勞工視配偶狀況擇3天彈性運用。上開規定修正後，生產日前後縱使適逢例假日或連續假期，受僱者也有充裕的時間擇3天工作日請假，更加落實陪產照顧之給假目的。

本細則自103年10月8日生效

另依中央法規標準法第13條：「法規明定自公布或發布日施行者，自公布或發布之日起算至第3日起發生效力。」爰前開修正規定自103年10月8日生效，係指最遲應自配偶分娩當日起算15日之期間內，擇其中3日請假。

舉例而言，勞工配偶如於103年10月10日生產，倘勞工於10月1日已請陪產假1日，則至10月15日之15日

期間內尚可擇2日請假；若勞工在配偶分娩前未請陪產假則最遲應自10月10日至10月24日之15日期間內擇3日請假。受僱者如有相關請假疑義，可逕向工作所在地的勞工行政主管機關【縣市政府勞工或社會局（處）】洽詢，以維權益。

另有關立法委員提案延長性別工作平等法之陪產假日數部分，甫於103年10月30日由立法院完成審查，俟三讀通過，經總統令公布後即可施行。



產假工資更有保障：勞動部明定給付標準，最低不得低於平均工資

勞動部於103年10月7日發布解釋令，明定產假工資之給付標準，雇主應以女工分娩前一工作日正常工作時間所得之工資計給，且金額不得低於平均工資。

陷阱藏在契約規定中

依「勞動基準法」第50條規定，女性勞工受僱工作在6個月以上者，產假期間工資照給；未滿6個月者減半發給。前開規定之「工資照給」，原要求雇主應依產假前勞動契約約定之數額給付工資，這樣的見解，在以固定工資為常態的情形下，並無太多爭議。但近年來，勞雇雙方於契約中約定一部分工資為視勞工績效表現、銷售量或生產量等因素浮動計算之情形日趨增加。雇主或有主張女工產假期間因未有績效表現、銷售量或生產量等而不發給浮動工資，僅給予本（底）薪，嚴重影響女工產假期間權益，勞動部因而主動檢討相關規定。

工資並非以本薪或底薪為限

工資是勞工因工作而獲得之報酬，不論雇主以獎金、津貼或其他任何名義之給與，均屬勞動基準法「工資」之範疇，並非以本薪或底薪為限。為了更為公平起見，本次解釋特別明定，如果是按月計酬之女工，其產假期間之工資，原則應以分娩前已領或已屆期可領之最近1個月工資除以30所得之金額推算。惟有鑑於女工分娩前之生理狀況相對不佳，可能連帶影響其工作績效及表現，該解釋令並明定，如果雇主依前開方式計得之金額有低於平均工資者，則以較趨近於常態之平均工資為準，亦即以分娩前6個月內所得工資總額除以該期間之總日數所得之金額。

解釋令自103年10月7日起生效

勞動部最後提醒，該解釋令自103年10月7日起生效，現在處於產假期間之勞工自即日起產假工資應依該解釋令計給。雇主如違反上開規定，依勞動基準法規定，得裁處新臺幣9萬元以上45萬元以下罰鍰。



勞動基金運用局推動另類投資現況及展望

另類投資係指不屬於傳統股、債之金融商品。一般而言，另類投資之標的包含不動產（如實體不動產、不動產投資信託受益證券，即REITs）、原物料商品（如能源、農產品、工業金屬、貴金屬等）、基礎建設、避險基金及私募股權等。而因另類投資與傳統股、債投資之相關性較低，可提供投資組合分散風險，降低波動度之需要，又如不動產、原物料商品等投資尚可提供抵抗通膨之效益。

順應國際趨勢

依據國際研究機構調查，全球退休基金資產前7大國家之退休基金，自1995年至2013年逐年降低債券及現金配置比重，但逐年增加另類投資，增幅達13%，顯見提升另類投資比重，多年來皆為全球退休基金資產配置之主要趨勢。



另類投資型委任為國內政府基金首創

新制勞退基金於101年即進行全球不動產證券投資委任，舊制勞退基金亦於今年開始進行全球基礎建設證券及不動產證券投資委任，此二種另類投資型委任皆為國內政府基金首創。以投資期間較長之新制勞退基金全球不動產證券投資委任觀之，目前共計投入15.5億美元，截至103年9月底累計報酬率達26%。面臨美國量化寬鬆政策退

場，不動產證券市場雖波動幅度亦大，惟該類型委任仍為基金績效提供相當程度之貢獻。另基礎建設證券投資產業涵蓋電力、能源、道路、機場及港口，預期亦將可為基金提供更多元的收益來源。

勞保基金亦預計提高另類投資配置

此外，為持續強化各基金之資產配置，除新舊制勞退基金延續既有策略，持續增加另類投資比重外，勞動基金運用局亦預計為勞保基金提高另類投資配置。103年新舊制勞退及勞保基金另類投資比重分別為6%、3%及1.15%，規劃104年各基金另類投資中心配置比重將大幅增加至8%、4%及5%。另勞動基金運用局亦規劃為受託管理之國保基金於104年增加另類投資比重至3%，加強該基金之風險分散。

資產配置對基金績效之長期表現至關重要，為建構基金多元投資組合，勞動基金運用局將持續檢視並提升另類投資部位，以分散基金投資風險，提升基金長期投資績效。



首座「銀髮人才就業資源中心」，重陽節隆重揭牌啓用

因應人口老化、高齡化社會到來，勞動部創辦全國首座「銀髮人才就業資源中心」，並已於今(103)年重陽節(10月2日)在新北市永和區正式啓用，是國內發展銀髮人力的里程碑。

借重銀髮人才的智慧和經驗

臺灣人口老化速度高於全球平均值，甚至到民國114年，65歲以上的人口將超過20%，達到「超高齡社會」的標準；而且我國目前已是全球出生率最低的國家，在少子化和高齡化的雙重結構變遷，未來勞動力將會出現缺口。

而銀髮族隨著醫學科技的發達與進步，除了身體健康外，大多擁有豐富的人生歷練，具備專業知識和技能，且待人處事圓融、沉著穩重，如何借重銀髮人才的智慧和經驗，



▲ 勞動部政務次長郝鳳鳴(左二)、勞動力發展署副署長賴樹立(右二)與民間企業團體代表共同為銀髮人才就業資源中心揭牌

將優質人力充分運用繼續貢獻社會，是政府重要政策課題。勞動部政務次長郝鳳鳴在當天開幕致詞中表示，「銀髮人才就業資源中心」是為協助高齡者在職場發揮所長，並鼓勵企業進用銀髮人力所設立的平臺，希望藉此平臺達到讓銀髮族有所貢獻，提升其對社會的參與及自我的價值感，並透過經驗傳承，創造世代之間的交流與互動。

發展銀髮人才就業服務模式

「銀髮人才就業資源中心」提供銀髮族專屬求才、求職服務及就業、創業諮詢，以媒合高齡人才就業及廠商徵才為核心，發展就業服務模式，並辦理銀髮人才再運用的倡議宣導，建構銀髮族、青壯年、企業及民間團體等多方

資源的交流平臺。而且考量主要使用者是銀髮族，資源中心在環境與設備上都是特別設計，例如考量銀髮族膝蓋負荷調整坐椅、可輕鬆放大字體的觸控螢幕等，均顯示勞動部的貼心，經過近一年的籌備，特別選在重陽節正式落成。郝鳳鳴次長偕同企業及民間代表一同為中心揭牌做為序幕，並邀請81歲銀髮代表劉東洲先生於當天現場分享自我經驗。

銀髮人才就業資源中心服務對象為55歲以上或已領取退休金有就業需求者、有意聘用銀髮族的雇主及關注銀髮勞動力發展的民衆、機關或團體。服務地點位於新北市永和區自由街64號1樓，服務時間為週一到週五上午8時至下午5時，洽詢專線：(02)7730-8878，歡迎各界蒞臨交流。



台灣就業通，職涯發展一路通

為了順應時代潮流並配合政府組織改造，行政院勞工委員會於103年2月17日正式改制為「勞動部」，職業訓練局亦同步改制為「勞動力發展署」，為加深民衆對改制後的服務內容與品質提升的印象，且更貼近民衆職涯發展之需求，勞動力發展署特別推出名為「台灣就業通」的服務品牌。

配合勞動力發展署改制，勞動力發展署各地就業服務站亦改制為就業中心，並將其作業模式提升為結合職業訓練、就業服務、職涯發展、技能檢定、創業諮詢等全人終身的職涯發展服務，提供民衆「單一窗口」、「固定專人」、「一案到底」之客製化服務。

「職涯發展通路」之概念

而「台灣就業通」為結合就業、職訓、檢定、創業協助之服務品牌，有著「職涯發展通路」的概念，整合了實體與虛擬網絡，服務網絡包含358個就業中心（臺）據點、網站服務（網址：<http://www.taiwanjobs.gov.tw>）、0800-777-888客服專線、7-Eleven與OK便利商店（合計約10,000處門市）的觸控式服務系統以及訓練場等職涯發展通路，為了擴大服務量能，未來亦規劃有智慧手機行動APP，讓民衆隨時至掌握最新求職、職訓課程等資訊。

多項疑難雜症，一次解決

一、網站功能整合，並新增多項服務

在網站服務方面，隨著「台灣就業通」品牌的推出，

勞動力發展署將全國就業e網、職訓e網、身心障礙者就業開門網、微型創業鳳凰網以及技能檢定等五大網站整合成為「台灣就業通」網站，已於103年12月16日正式上線啟用。

「台灣就業通」網站除了保有原來讓民衆安心找工作，免費找人才的服務外，更將會員中心升級，新增了職訓課程報名進度查詢、參訓紀錄、追蹤清單等，以及產業人才投資方案報名資料維護與一案到底服務預約時段修改服務。企業會員中心則增加了證照找人才、主動應徵過濾條件設定、面試清單等功能。網站日後也將持續增加新功能，讓會員享有更便利與貼心的服務。

二、結合民間人力銀行

為強化職缺資料庫的豐富度與完整度，台灣就業通更規劃與民間人力銀行合作，開發職缺搜尋介接功能。求職者只要在台灣就業通網站上搜尋職缺，可同步顯示出104、1111以及518人力銀行的職缺搜尋結果，亦可逕自連結至該網站進行履歷投遞，此功能將大幅縮短民衆至各人力銀行搜尋職缺的時間，更可一次看足所有職缺列表，提高求職者成功媒合的機會。

三、提供就業及法規資訊

在政府專案就業資訊方面，台灣就業通網頁上方置有最新的就業方案連結，如：青年圓夢、青年就業讚與明師高徒等計畫，讓您更快速地瀏覽各項計畫內容。在法規資訊部分，台灣就業通除了有求職與求才相關資料供求職者與企業查詢外，還增加有關職業訓練、身心障礙與特定

對象、技能檢定、微型創業以及外國人在臺工作等相關內容，此外更有職業興趣探索與職涯諮詢服務，一次解決民眾在職場上所遇到的疑難雜症。

四、專業免付費服務專線

在客服中心部分，「台灣就業通」設置0800-777-888免付費服務專線，提供24小時全年無休的專人電話諮

詢服務，無論是就業、訓練、檢定、創業及身心障礙就業等問題，都可致電「台灣就業通」客服專線，隨時有專業與親切地客服人員為您解答，協助您迅速的取得相關資訊。

未來「台灣就業通」將繼續秉持者熱情與專注的服務熱誠，持續為廣大的勞工朋友們提供更多元的終生職涯服務，讓您在職涯發展上一路暢通！



▲「台灣就業通」網站整合全國就業e網、職訓e網、身心障礙者就業開門網、微型創業鳳凰網以及技能檢定等五大網站