Questionnaire for PESO

Introduction: Thank you for participating in our research. The purpose of this study is to explore how a **digital job portal** can enhance the employment services provided by PESO. Your insights will be invaluable in helping us understand the current processes and challenges faced by PESO and how technology can support job seekers, employers, and especially PESO staff's.

General Questions:

1. Can you give a brief overview of how PESO **operates** and the services you provide to job seekers and employers?

2. What are the **main challenges** you face with your current employment service process? Please provide specific examples if possible.

3. Are you using any **digital platforms or systems** to manage job applications and postings right now? If yes, what are they?

Users Process:

4. How do **job seekers** typically register with PESO? What information do they need to provide?

5. How does PESO help **job seekers** apply for job openings?

6. When a **job seeker** applies for a position through PESO, does PESO verify the application before forwarding it to the employer? If so, what criteria do you use for this verification process?

7. How does PESO assist **job seekers** in preparing for interviews? Do you offer any training or mock interviews?

8. How does PESO help **job seekers** follow up on applications or track their progress after applying for a job?

9. How do **employers** register on PESO, and what information do they need to provide? What is the process for posting job openings?

10. How does the approval process work for job postings submitted by **employers**? Are there any specific criteria you use to approve or reject postings?

11. How do PESO **staff** match job seekers with available job openings?

12. Does PESO handle the interview process for **job seekers**? If so, how do you facilitate this process between candidates and employers?

Implementation of a Job Portal:

13. What **challenges** do you currently face in your employment services that you think a digital job portal could help address?

14. If a **job portal** were to be implemented, how do you see it improving your current employment services?

15. **On a scale of 1 to 10**, how would you rate your level of interest in **implementing a digital job portal**, with 1 being not interested at all and 10 being extremely interested?

16. **If you're interested**, would you be open to collaborating with us on the development of a **digital job portal for PESO**?

Thank you for your time and valuable insights. Your participation will greatly contribute to our understanding of how we can improve employment services through technology.