

I have given you hurriedly a description of the employment branch organization and now I would like to quote some figures to give you an idea of the volume of work which is done by the commission through its employment offices.

In the most recent fiscal year—April, 1957 to March, 1958—the offices registered 3,663,625 applicants for employment and 1,067,766 vacancies were listed by employers. The offices placed 858,411 applicants in employment. Almost 17,000 of the applicants placed were handicapped workers on whose behalf a special effort was made by officers trained in this work. Also among the placements made were workers for several large projects underway during the fiscal year such as the St. Lawrence River Seaway and Power projects, the Camp Gagetown construction in New Brunswick, pipeline construction in western provinces and Ontario, the DEW line, defence projects in Newfoundland and similar works.

Of the 858,411 placements some 34,000 were placements arising out of our clearance machinery, that is workers placed in employment located at some distance from their home areas. Many of these were for work of a temporary duration but a large number resulted in the permanent relocation of workers and their families.

When I speak of placing over 850,000 people in employment, the complexity of the selection process necessary for proper referral is often overlooked. Selection involves a careful recording of the applicant's skills, aptitudes, experiences, interests, etc. In some offices we maintain facilities for testing and in cases where there is a doubt as to an applicant's qualifications or skills, tests are sometimes administered with the sole idea of obtaining a clearer picture of what work the applicant is best fitted for. With each applicant, an occupational classification is arrived at. The system we use of classifying applicants occupationally permits the breakdown into the "world of work" of some 10,000 classifications. I tell you this as I want to impress upon you that the work of selection is a task that must be carried out with some considerable precision.

The taking of an employer's order is a side of our operation where we have to be no less precise. In addition to obtaining a clear description of the work to be done, there are many other factors to be considered—wage rates, hours of work, duration of employment, trade union membership—all are most important. Also, the legal provisions of provincial and other legislation must be observed. All of these have a bearing in effecting a proper matching of man with job.

Vocational misfits are liabilities because they are most likely to make mistakes that cost money. They are prone to accidents and the turnover rate is abnormally high. The National Employment Service must select workers who are not just workers but persons who are suitable to the jobs to which they are being referred.

The value of the employment service to the economy of the country is reflected in reduced labour turnover, which means better satisfied personnel and a reduced hiring cost to the employer which are the end results of efficient selection and placement.

In September of last year with higher levels of unemployment prevailing, it became necessary to intensify and strengthen the employment service effort. Instructions were issued to local offices at the end of September covering those areas of the regular employment service operations upon which special emphasis had to be placed to achieve the highest degree of placement effort. These involved a stepped-up employer contact programme to obtain all possible vacancy listings; provision for immediate attention to vacancies and applications to avoid delay in the selection and referral of applicants and the adoption