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**About the Presenter:**

Jun Kayano is a senior researcher of the Japan Institute of Labour Policy and Training (hereinafter called JILPT). JILPT is an Organization which provides training programs for personnel in charge of labor affairs and other related affairs at the Ministry of Health, Labour and Welfare. Simultaneously, through such training sessions, the Institute keeps abreast of current issues in labor administration and the problems these officials actually face. The information so acquired will then be utilized in future research activities. Jun Kayano has researched the improvement of job placement service at public employment agencies for almost 10 years. As a research methodology, he selected action research in which research, training and practice are inter-related and performed together. Through the cycle of research → training → practice, a more effective training program will be developed. Outcomes of the research are reported in IAEVG (Kayano, J., 2009, 2007) and NCDA (Kayano, 2007) and written as English articles (Kayano, 2009, 2008).

**Title of Paper:** **Research on Difficult Situations in Job Placement Service**

**Abstract:**

Since fiscal 2008, at the Japan Institute for Labour Policy and Training (hereinafter called JILPT), for the purpose of improving the quality of the job placement service at a public employment agency, since fiscal 2008, a training program to study techniques to assist counselors cope with actions by the job seekers that are difficult to handle (hereinafter called Difficult Situations) has been in development (JILPT, 2009). Prior to the development of the program, a questionnaire was given to 85 employees of a public employment agency to obtain basic information regarding Difficult Situations (Nishimura, K & Kayano, J., 2008; Kayano & Nishimura, 2009; Nishimura & Kayano, 2009). In this article, by analyzing this questionnaire and upon examining the structure and the characteristic of Difficult Situations, we will discuss how to cope with Difficult Situations and the direction of the training program development.