

「工作福利」治理下「個人化服務模式」 對失業者權利與義務的影響

李健鴻

中國文化大學勞工關係學系副教授

本文探討臺灣的就業保險失業給付制度在「工作福利」治理原則下，導入實施「一案到底」的「個人化服務」模式後，對於失業者在申請失業給付時權利與義務的影響。研究發現，「一案到底」的「個人化服務」模式，基於強化「工作福利」的治理原則，藉由「未執行尋職義務就停止失業給付」做為控制手段，設計出「預約制的尋職時間管理機制」、「強化尋職義務的失業認定機制」、「早期介入的個人化就業諮詢機制」三項治理機制，要求失業給付申請人必須遵守更多的尋職義務與就業諮詢義務，其結果是迫使失業給付申請人處在一種「消極性參與」的處境中，只能被動接受國家安排的尋職義務措施，導致失業給付申請人的自主性下降。

關鍵字：個人化服務模式、工作福利、積極促進、失業給付

The Influences of an Individualized Services Model on the Rights and Obligations of the Unemployed under Workfare Governance

Chien-hung Lee

Associate Professor

Department of Labor Relations, Chinese Culture University

ABSTRACT

This article aims to analyze the influence of the individualized services model implemented by employment insurance institutions on the rights and obligations of unemployment benefit applicants under workfare governance in Taiwan. The first main finding is that the “one client served by one steward” individualized services model follows the workfare governance principle of requiring the unemployed to performed job-search obligations before receiving unemployment benefits, as a means of control. The second main finding is that the individualized services model was designed with three mechanisms which require unemployment benefit applicants to undertake greater job-search obligations and related counseling. They must make an appointment to manage job-search time, carry out greater job-search obligations according to unemployment identity rules, and receive individualized early-intervention employment counseling. As a result, unemployment benefit applicants fall into the situation of passive participation, resulting in decreased autonomy for unemployment benefit applicants because they just passively receive job-search guidelines from the state.

Key Words: individualized services model, workfare, activation, unemployment benefit