



PRESS STATEMENT

BY

THE EXECUTIVE DIRECTOR OF LABOUR INSTITUTE OF ZAMBIA

ON

**ADVANCING DIGITAL TRANSFORMATION IN LABOUR
ADMINISTRATION IN ZAMBIA**

**LIZ Commends Ministry of Labour for Advancing Digital Transformation in
Labour Administration**

The Labour Institute of Zambia (LIZ) wishes to commend the Ministry of Labour and Social Security for its continued efforts in modernizing labour administration and dispute resolution through the increased utilisation of digital tools and platforms. This is in line with ILO Convention No.150 of 1979 on Labour Administration requiring ILO member States to establish the framework for national labour policy

and administration for effective labour market policy which include the utilisation of digital platform for effective labour market transformation and utilisation.

We particularly acknowledge the remarks delivered by the Permanent Secretary in the Ministry of Labour and Social Security, Mr. Zechariah Luhanga, during the official opening of the Virtual Training on Digital Case Resolution. His message underscores a transformative shift in how labour services can be efficiently and transparently delivered to workers and employers across the country.

The Permanent Secretary correctly highlighted that with only 178 labour officers operating nationwide across 116 districts, technology has become an indispensable tool in extending the Ministry' s reach and improving service delivery. The move towards digitisation—including the use of systems such as the Call Centre, the Citizens' Support Portal, and the Zambia Employment Labour Market Information System (ZELMIS) integrated on the Government Service Bus—represents a strong commitment to accessible, real-time, and accountable labour justice.

This approach is not merely an administrative upgrade; it is a bold step towards promoting fairness, eliminating delays, and addressing perceptions of corruption within the dispute resolution process. The ability for workers to safely report violations and for employers to receive guidance in real-time enhances both workplace compliance and industrial harmony.

As LIZ, we are encouraged by the Ministry' s alignment with President Hakainde Hichilema' s national digital transformation agenda, and we echo the Permanent Secretary' s call for labour officers to adopt change management and embrace technology as a tool that enhances, rather than replaces, their professional mandate.

We also applaud the Ministry' s commitment to ensuring that workers in rural and hard-to-reach areas can access labour services and legal protection under the

Employment Code Act No. 3 of 2019 without unnecessary barriers. This is vital in promoting inclusive social justice and decent work for all.

LIZ remains committed to:

- Supporting digital innovations in labour management,
- Providing research and training that strengthens institutional capacity, and
- Collaborating with the Ministry, trade unions, employers' organisations, and civil society to promote efficient, fair, and transparent labour relations.
- We believe that the digital transformation of labour administration marks a significant milestone in advancing decent work, social dialogue, and equitable labour justice in Zambia.

Issued by:

CLEMENT KASONDE

A handwritten signature in blue ink, appearing to be 'C. Kasonde', with a stylized, cursive script.

THE EXECUTIVE DIRECTOR

LABOUR INSTITUTE OF ZAMBIA

Date: 11/11/25@**KABWE & LUSAKA**