ABSTRACT
Unemployment problem is an important issues for all over countries and researchers. Especially Youth and Middle-aged employee unemployment rate is most serious situation in Taiwan. The study is devoted to the Basic Competency Training Program solving Youth unemployment question of efficacy. Besides, the study used Quasi-experimental designs method to discuss program to improve Youth's employability and employ representation. The research discovers Taiwan's Youth must have five employability, including Basics employability, Knowledge employability, Academic employability, Teamwork employability, and Career Developing employability. The five employability not only influence each other, but also augment an individual human capacity in the labour market. In conclusion, we suggest that government should establish Employability Skills Framework that promoting national human resource quality and strengthening Taiwan's competitiveness in the future.

Keywords: credit cooperative; client experience management; relation strategy; service quality; subjective sequential incidents technique (SSIT)