

Foreword from the Board



Dr. Johannes Kopf, LL.M.
Member of the Board



Dr. Herbert Buchinger
Chairman of the Board

Numbers may Say a Lot – but Satisfied Customers Say Even More

6,000 employees, one million job seekers, half a million vacant positions, 1.2 billion Euro budget for supportive measures, six billion Euros in unemployment insurance benefits...

There are many approaches to presenting the performance of the AMS during the last year; our annual report concentrates initially on detailed figures and, due to high unemployment rates, high increase of newly unemployed, new placements, applications, calls, subsidies etc. as well as our highly sophisticated statistical and management systems, this report primarily reflects large numbers which should and can express virtually anything that might be of interest to the readers. Numbers however, even carefully studied, often do not reflect the uncountable meetings, personal histories, stories, experiences, challenges and successes standing behind them.

This is why we are not only committed to our work, but love what we do. The increased satisfaction of our customers demonstrates their appreciation despite the quite tense situation under such conditions. 74.1 percent of job seekers and 73.1 percent companies state that they were very satisfied respectively satisfied with the performance of the AMS in 2016.

Over 70 percent – these are also numbers, however numbers which make our everyday work, our personal commitment more comprehensible – don't you agree?

These numbers not only give us reason for being content with what we do, they are also a sign of acknowledgement and simultaneously a challenge to improve even more; not only because the number of job seekers remains alarmingly high, but also because we are expecting additional responsibilities this year including the training guarantee up to age 25 – yet another number representing people we want to help.

We can indeed get even better – we have every reason for being full of hope and optimism after five years of growing unemployment, the often quoted "trend reversal", and the actual economic recovery which came in 2017.

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Performance of the Public Employment Service Austria in 2016

VACANCY & JOB-SEEKER MATCHING

> 5,944 staff, equivalent to 5,258 full time employees, assisted job seekers as well as around 71,100 enterprises at the 103 local offices across all federal provinces.

> Around 534 staff of the Business Service department registered 501,600 vacancies (and apprenticeship placements), whereby with AMS support 395,000 were also filled.

> AMS involvement in the labour market (share of vacancies filled with AMS assistance in all newly created employments) was around 39 percent, one percentage point higher compared with the previous year.

> On average, over 2,400 job respectively apprenticeship seekers were able to find employment through AMS assistance every working day.

> Around 552,000 unemployed respectively apprenticeship seekers found new positions through AMS assistance.

> Every 63 seconds we succeeded in acquiring a new vacancy (incl. apprenticeship placements), a total of 501,600 vacancies and apprenticeship placements being acquired and supported.

> Around 70 percent of all vacancies (without apprenticeship placements) were staffed within one month. The average staffing period for all vacancies (without apprenticeship placements) was 31 days.

> Around 16,000 scheduled appointments with unemployed persons were held on each working day at the local AMS offices.

> A total of around 4 million scheduled appointments with unemployed persons was held at the local AMS offices.

> The AMS staff issued around 12,000 placement recommendations every working day resulting in a total of 3 million placement recommendations issued to the customers for vacancies registered with the AMS, i.e. around 171,000 placement recommendations more than in 2015.

> 7,000 assistance agreements were concluded by the AMS every working day. Overall, AMS staff issued over 1.7 million assistance agreements.

> Around 330,000 CVs of our customers were electronically stored at the AMS i.e. 45,000 more than in 2015, corresponding to over 1,300 CVs per working day related to job seeking activities.

ACTIVE LABOUR MARKET POLICY

> Active labour market policy subsidies were used by around 346,000 job seekers respectively employees representing total spendings of 1.236 million Euros.

> More than three out of ten unemployed persons (35 percent) enjoyed the benefits of aids and subsidies with 39 percent of unemployed women and 31 percent of unemployed men being helped.

> 561 million Euros being spent for 169,000 unemployed and employed women, i.e. 46.2 percent of the total aids and subsidies budget.

> The AMS staff assisted 1,390 people every working day and managed around 4,000 aid and subsidy applications.

INCOME SUPPORT

> The local AMS office staff processed around 4,650 applications for income support every day with a total of around 1,153,300 applications processed.

> Our staff managed the payment of 5.9 billion Euros in the form of unemployment benefits and other labour market aids and subsidies.

CUSTOMER SATISFACTION

> Around three-quarters of unemployed persons and businesses were highly satisfied respectively satisfied with AMS performance. The number of businesses satisfied with the AMS reached a new high, the number of job seekers satisfied with AMS performance also growing significantly and nearly matching the best ever benchmark of 2010 (75%).

INTERNET & INFORMATION SOURCES

> An average of 267,200 applications and 110,900 vacancies were available at the AMS eJob-Room every day.

> On average virtually every third unemployed person had an active eAMS account, the total number of people with an active eAMS account increasing in comparison to the previous year by 16 percent.

> eService offers in the eAMS account were used on average over 26,000 times per calendar day, i.e. an eService offer was used every three and a half seconds around the clock.

> By the end of 2016 the free AMS Job App for vacancies searching had been installed on around 130,000 smartphones and tablets.

> Around 6.9 million persons visited the internet AMS website with 21 million hits in 2016.

> Over half a million youths and adults took advantage of the information offered by the 68 AMS careers information centres.

> Around 87,000 students from 4,300 school classes visited the careers information centres; so nearly every second student in the seventh, eighth and ninth school years was reached.

> Around 2,400 people visited the AMS careers information centres every working day.

> Over 365,000 information brochures were delivered to the AMS offices, these being additionally made available electronically on the AMS website.

SERVICELINES: THE AMS CALL CENTRES

> The ServiceLine staff answered on average around 18,300 calls every working day, and a total of 4.6 million calls from employment seekers and businesses were answered.

Labour Market Situation

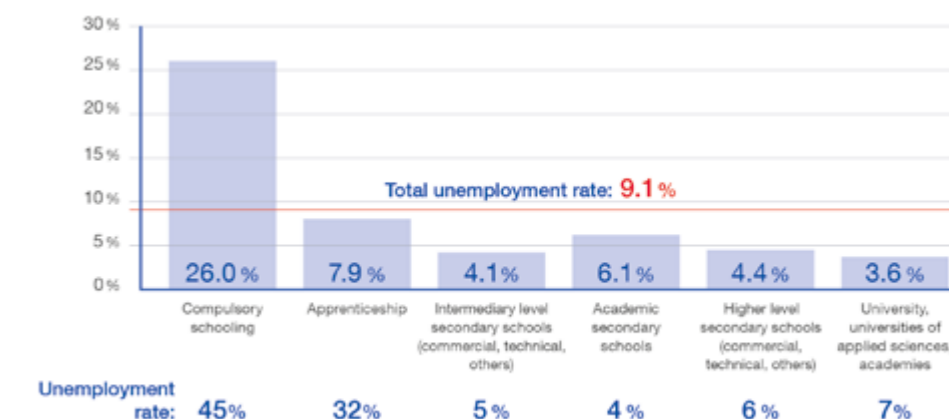
The European Union assigned an **unemployment rate** of 6.0 percent to Austria for 2016 (an increase of 0.3 percentage points in comparison to 2015), with Austria ranking seventh across the EU 28 states behind the Czech Republic, Germany, Malta, Great Britain, Hungary and Romania. The unemployment rate for the 28 EU states was 8.5 percent.

The **average unemployment period** was 126 days, i.e. eleven days longer compared to the previous year (women and men each plus 11 days). In 2016 graduates of compulsory schooling had the highest risk of unemployment with an unemployment rate of 26.0 percent; university graduates with a rate of 3.6 percent the lowest.

161,300 persons with maximum compulsory schooling education and 24,077 university graduates were unemployed in the 2016 annual average. The breakdown of unemployed persons by their completed level of education shows that nearly every second unemployed person had no additional education beyond compulsory schooling (45.1 percent).

Approximately one third of unemployed persons had completed apprenticeship training (32.4 percent). In this context the AMS qualification programmes remain of particular significance.

Unemployment rate and breakdown by completed education level* in 2016



* Registered unemployed belonging to an educational group were related to the labour force potential (= unemployed + employed within the same year) of the same educational group; breakdown of the employed basis by educational level was calculated based on the results of the labour force survey of 2016 (employed according to ILO).

Facts & Figures

	Total			Women		Men	
	2016	Total change compared to 2015	Change in % compared to 2015	2016	Change in % compared to 2015	2016	Change in % compared to 2015
All unemployed	357,313	2,981	0.8	152,855	2.4	204,458	-0.3
up to age 24	44,158	-2,543	-5.4	17,945	-5.3	26,213	-5.5
≥ age 45	143,404	4,985	3.6	57,259	5.6	86,145	2.3
Austrian citizens	255,521	-2,334	-0.9	110,529	0.2	144,992	-1.7
Foreign citizens	101,792	5,315	5.5	42,326	8.6	59,466	3.4
Increase	1,007,865	1,182	0.1	436,369	0.1	571,496	0.1
Decrease	1,155,754	23,122	2.0	501,886	1.9	653,868	2.2
Long term unemployed (registered for over 1 year)	55,550	20,789	59.8	20,349	60.6	35,200	59.3
Long term unemployed	121,775	11,832	10.8	49,339	11.4	72,436	10.3
Average registration period	185	34	-	171	-	194	-
Average unemployment period	126	11	-	126	-	126	-
Persons in training (SC status)	67,210	2,083	3.2	32,866	-0.2	34,344	6.7
Apprenticeship seekers	6,369	113	1.8	2,535	-0.7	3,834	3.5
Unemployed (AL status)	961,014	9,980	1.0	411,342	1.6	549,704	0.6
Employed	3,586,872	52,018	1.5	1,677,849	1.3	1,909,022	1.6

Annual average figures except for increases/decreases and affected persons.

International employment rates	Employment rates in 2016			Employment rates in 2015		
	Total (age 15-64)	Women (age 15-64)	Older persons (age 55-64)	Total (age 15-64)	Women (age 15-64)	Older persons (age 55-64)
EU 28	66.6	61.4	55.3	65.6	60.4	53.3
EU 15	67.1	62.2	57.2	66.2	61.3	55.4
Austria	71.5	67.7	49.2	71.1	67.1	46.3

Labour Market Targets in 2016	Target value	Actual value	Target achieved
Increase advertisement on the labour market (filled vacancies)	min. 404,101	425,495	✓
Acquisition of skilled positions (monthly gross income over 1,900 Euros)	min. 103,708	120,467	✓
Keeping youth unemployment periods short (unemployment not longer than six months)	max. 8,554	4,895	✓
Integrating older unemployed onto the labour market	min. 183,702	188,030	✓
Sustainable job take-ups by persons below 45 after longer unemployment period (case duration of over one year)	min. 16,335	27,490	✓
Increasing training efficiency (proportion of job take-ups within three months of training)	min. 35.5%	36.7%	✓
Allocate 50% of aid and subsidy budget to women	min. 50%	46.5%	-
Foster migrants to least the extent to which they are affected by unemployment	min. 41.4%	45.0%	✓

Placement	2016	Total change compared to 2015	Change in % compared to 2015
Increase in vacancies	40,277	11,026	27.4
Decrease in vacancies	463,679	43,228	9.3
All employments	604,122	12,744	2.2
Employments of persons age 45+	176,043	5,407	3.2

Assistance schemes & subsidies	New supported persons			Payments in million Euros		
	All persons*	of which women	Women as %	Total	of which women	Women as %
Employment	68,104	30,053	44.1	401.62	178.33	44.5
of which reduced working hours	2,153	299	13.9	4.62	0.49	10.6
of which solidarity bonus	403	35	8.7	3.70	0.20	5.3
Qualification	239,676	118,742	49.5	718.16	323.59	45.9
Support	145,272	73,156	50.4	115.92	59.68	54.9
Total 2016	346,037	168,831	48.8	1,235.69	561.61	46.2
Total 2015 without reduced working hours & solidarity bonus	343,654	168,518	49.0	1,227.38	560.92	46.5
for unemployed	331,884	160,890	48.5	1,213.04	556.02	46.5
for employed	14,389	8,089	56.2	22.65	5.59	31.4
Total 2015	329,729	160,569	48.6	1,111.71	511.10	47.0
total change	16,308	8,262	0.2	124.0	50.51	-0.8
change in %	4.9	5.1	0.4	11.2	9.9	-1.6

* When one person is included within several aid and support instruments they are counted for each of these; the total however only considers them once (unambiguous person count; the subtotal of rows does not therefore correspond with the sum totals). This representation logic is valid for all person related statements.

AMS Organisation

The AMS, the Public Employment Service Austria, is a service provider company under public law comprised of one federal, nine regional and 98 local organisations, i.e. the federal office, regional and local offices. There are also five branch offices and 68 careers information centres.

The social partners are involved at all these levels and make a considerable contribution to forming labour market policy (provincial employment schemes) and

organizational controlling in the board of governors, the provincial directorates and regional advisory councils.

5,944 staff were at the service of job seekers and enterprises at the end of December 2016 of which 1,825 were in part-time employment. Annual average staff deployment is 5,258 full-time equivalents. The female proportion was 66.2 percent and that of female executives 49 percent.

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