

At a Glance

Business Report 2009

Austrian Employment Service (AMS)

Committed to the Labour Market



2009 was certainly the most difficult year in the history of the Austrian Employment Service and of the greatest challenges to be addressed by labour market policy for years; a decline of Austrian economic performance by 3.6% – the greatest economic slump since the Second World War – resulted in massive problems on the labour market. Within a single year Austria lost around 40.000 jobs and the number of employees dropped by 1.4%; the production sector suffered an employment drop of 4.4% and simultaneously unemployment grew by nearly a quarter (22.6%).



For us at the Austrian Employment Service (AMS), it was also a year offering opportunities to prove. Also from a political view, the capabilities of our organisation; tens of thousands remained employed working reduced hours with AM support; over 350.000 people were participating in qualification and other plans. Quick implementation of various special programs such as apprentice training guarantee or "Action 4000 for additional employment in the non-profit sector" are the keywords highlighting some aspects of our work last year. This work has also been proven in international comparison – with an unemployment quota of 5.0% we managed to keep second rank in the EU, i.e. with the second lowest unemployment within the EU member states.

We know that this is not an achievement by the AMS alone. In 2009 Austrian politics impressively demonstrated that they can successfully implement countermeasures and are indeed not powerless in such situations. The combination of economic and political action, tax system reform and active labour market policy through the AMS has worked far better in Austria than in many other countries, as many independent experts confirm.

2009, the year of crisis, resulted in increased load on our staff – in many branch offices the number of job seekers grew by over 40% and the number of subsidy cases alone increased by around 45%.

Despite all this we succeeded – an achievement we can all be proud of. We have also continuously increased the satisfaction of our customers during this crisis – using a 6-digit scale 74.7% of job seekers and 74.1% of enterprises were very satisfied or at least satisfied with the AMS, this is a plus of 5.7% amongst job seekers respectively 2.8% amongst enterprises.

We are fully aware that mastering all these tasks and responsibilities would have failed without the particular commitment of our staff to whom we owe our acknowledgement. Through their commitment, the Austrian Employment Service, AMS, has proven yet again to be a major economic and social-politics support and reliable partner in times of crises.

A handwritten signature in blue ink, appearing to read 'Herbert Buchinger'.

Dr. Herbert Buchinger
Chairman of the board

A handwritten signature in blue ink, appearing to read 'J. Kopf'.

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

STATUS OF THE LABOUR MARKET

Annual average & sum totals	Total 2009	of which women	+/- to 2008 total
Employed	3,373,536	1,587,961	-46,959
Unemployed	260,309	106,726	48,056
Unemployment rate (national)*	7.2%	6.3%	1.3%
Unemployment rate (Eurostat)	5 %	4.7 %	1.2 %

Source: Main Association of Austrian Security Institutions. AMS

OVERVIEW OF LABOUR MARKET POLICY OBJECTIVES OF 2009

Objectives	Target value	Actual value	Target achieved
Increase advertisement on the labour market (staffing without primary sector)*	min. 308,375	341,564	+
Acquisition of skilled positions (at least apprenticeship)*	min. 137,686	153,093	+
Keeping youth unemployment periods short (unemployment not longer than six months)	max. 6,762	5,496	+
Keeping unemployment of older persons short (reemployment within six months)	min. 68,814	81,283	+
Finding jobs for long-term unemployed*	min. 37,258	42,400	+
Increasing training efficiency (proportion of job take-ups within three months after training)*	min. 46.5 %	49.4 %	+
Easing getting back to work (job take-ups by and training of returners)	min. 43,603	46,652	+
Training in selected sectors: metal, women in crafts and technology, and regionally specific qualifications in areas with demand	min. 10,537	15,470	+

* These target values were adapted in the course of the year due to the strongly changing labour market situation (employment decline).

THE LABOUR MARKET IN INTERNATIONAL COMPARISON

The European Union assigned an unemployment rate of 5.0% to Austria for 2009. Austria therefore enjoys as before a very favourable comparative international position. The unemployment rate for the 27 EU states was 8.9%, Austrian unemployment is therefore in second place in the European Union after the Netherlands (3.4%).

Unemployment Rates 2009 (according to European Union criteria)

	Total		Men		Women	
	2009	2008	2009	2008	2009	2008
EU-27	8.9	7.0	9.0	6.6	8.9	7.5
EU-25	9.0	7.1	9.1	6.6	9.0	7.6
EU-15	9.0	7.1	9.1	6.7	9.0	7.6
Euro zone 13	9.4	7.5	9.2	6.9	9.6	8.3
Belgium	7.9	7.0	7.7	6.5	8.2	7.6
Bulgaria	6.7	5.6	6.9	5.5	6.6	5.8
Czech Republic	6.8	4.4	6.0	3.5	7.8	5.6
Denmark	6.0	3.3	6.5	3.0	5.3	3.7
Germany	7.5	7.3	8.0	7.4	6.9	7.2
Estonia	13.8	5.5	16.9	5.8	10.6	5.3
Ireland	11.8	6.0	14.8	7.1	8.0	4.6
Greece	:	7.7	:	5.1	:	11.4
Spain	18.0	11.3	17.7	10.1	18.4	13.0
France	9.4	7.8	9.1	7.3	9.8	8.4
Italy	:	6.7	:	5.5	:	8.5
Cyprus	5.3	3.6	5.1	3.1	5.5	4.2
Latvia	17.6	7.5	20.6	8.0	14.4	6.9
Lithuania	14.0	5.8	17.4	6.1	10.5	5.6
Luxemburg	5.7	4.9	5.3	4.1	6.2	5.9
Hungary	10.0	7.8	10.3	7.6	9.7	8.1
Malta	7.0	5.9	6.6	5.6	7.7	6.6
Netherlands	3.4	2.8	3.4	2.5	3.5	3.0
Austria	5.0	3.8	5.2	3.6	4.7	4.1
Poland	8.2	7.1	7.8	6.4	8.7	8.0
Portugal	9.6	7.7	9.0	6.6	10.3	9.0
Romania	:	5.8	:	6.7	:	4.7
Slovenia	6.0	4.4	6.1	4.0	5.9	4.8
Slovak Republic	11.9	9.5	11.2	8.4	12.6	10.9
Finland	8.2	6.4	8.9	6.1	7.6	6.7
Sweden	8.3	6.2	8.6	5.9	8.0	6.5
United Kingdom	7.6	5.6	8.6	6.1	6.4	5.1
United States	9.3	5.8	10.3	6.1	8.1	5.4
Japan	5.1	4.0	5.3	4.1	4.8	3.8

Source: Eurostat (according to the Labour Force Concept); as of 29th of March 2010

JOB REFERRALS

Referral ratios	2009	absolute change compared with 2008
Filled vacancies	314,814	-32,597
Increase in vacancies	354,157	-39,283
Increase of apprenticeships	34,463	-2,573
Percentage of vacancies filled within one month	68.7 %	+5.1 %
Number of jobs taken up by previously unemployed (total)	519,582	23,699
Number of jobs taken up by elderly (over 45)	129,480	10,650

Acquiring vacancies

Austrian enterprises were in demand in spring 2009; the AMS log:in tour 2009 took place from March to May 2009. The SfU (service for you) experts of the Austrian Employment Services toured in branded Minis across Austria and visited enterprises to present subsidies and services as well as jointly develop tailored offers. The AMS log:in tour 09 was primarily directed at entrepreneurs and HR managers who were preliminarily contacted by email.

Especially in economically challenging times enterprises need a reliable partner for HR development and jobs preservation. Building of trustful relation with enterprises requires the AMS to position ourselves as a leading recruitment agency as well as professional partner providing personalised information and advice as well as support for any HR matters. The log:in tour 09 was intended as an active contribution to job preservation.

Individual consultancy and information material tailored to every enterprise as well as nearly 5,300 visits to companies across Austria during this tour resulted in acquiring nearly 5,700 vacancies despite the economically unfavourable situation.

**We are on the road again.
Also for you.**

log:in⁰⁹
AMS Tour

AMS
Sie sind gefragt.

AMS
You are in demand

Your AMS advisor will be pleased to inform you of the many services and offers for your company. Especially in these times your and our commitment are in demand. Join us. Work with us and use our personalised services: www.ams.at or 0800 500 150
Your Austrian Employment Service

LABOUR MARKET DEVELOPMENT

412,000 new clients were supported in 2009 in the course of labour market development. As an individual may receive multiple subsidies, the total number of cases amounted to 1,231,000. The number of newly subsidised persons increased to around 112,000 in comparison to 2008 (+37.5%). The number of newly subsidised unemployed grew by 17.5%, the number of subsidised employed persons increased by over 68,300 persons (+165.3%), primarily due to the reduced working hours model subsidy highly popular in 2009 due to the economic crisis.

Qualification

Within the labour market support programme gaining qualifications for both employed and un-employed continues to represent the most important strategy for solving labour market problems. In 2009 a total of €699.86 million (2008: €611.83 million) were used for qualification schemes, representing 63% of subsidy outlays (2008: around 69%).

Employment promotion

This includes amongst others corporate integration benefits, working reduced hours model subsidies, and employment projects and the newly introduced in 2009 combination salary and subsidy for the first employee of a sole proprietorship, whereby €336.35 million was spent in 2009 (2008: €195.96 million). This corresponds to 30.04% of the subsidies budget (2008: 22.2%). If the reduced working hours model is not included and only the active subsidies budget is considered as a reference value, then €222.83 million were spent corresponding to 22.1% and remaining stable when compared with 2008 (22.1%).

Support

In addition to consulting, for people with particular problem situations the Austrian Employment Service offered labour market related counselling in the regional offices around the theme of employment referral, debts advice for example. Further support programmes include the company-founding programme, founding subsidies and support of unified families and careers (child-care benefits etc.).

ESF qualification consulting for businesses also represents an important complement to the AMS service portfolio.

In 2009 a total of €83.3 million (2008: €74.45 million) were paid out for support representing around 7% of subsidy expenses, support subsidies being approved for around 80,100 persons.

Subsidies by areas (in million Euros)

	2009	2008	Percentage change compared with previous year	Percentage proportion of total
Employment	336.35	195.96	71.64	30.04
<i>of which working reduced hours</i>	<i>113.52</i>	<i>1.01</i>	<i>11,165.45</i>	<i>10.14</i>
Qualification	699.86	611.83	14.39	62.51
Support	83.30	74.45	11.88	7.44
Total	1.119.51	882.24	26.89	100.00

Youth Support

The active labour market policy directed at youth has continued on a high level in 2009. 26.9% of the approved funding was granted to persons of 25 years of age or younger whereas the share of this age group within the annual average number of unemployed reached "just" 16.5%. A special focus in this context is the corporate apprenticeship programme. This programme is aimed at providing youth seeking apprenticeships, who cannot find a placement in a company, with adequate aid and substitute apprenticeship placements in terms of the training guarantee.

Starting with the training year 2008/2009 this area has been newly regulated based on an amended corresponding Act and established as regular and equivalent component of dual professional training. A new training type has thereby been created within the framework of the Vocational Training Act (BAG) covering corporate apprenticeships, which is to substitute the funded apprenticeship programmes pursuant to article 30 of the BAG and the Youth Training Act (JASG). This programme will also continue to offer "integrative vocational training" (partial apprenticeship or extended apprenticeship).

Support of youth between 15 and 24 years

	Payments (in million Euros)		New supported persons		
	Absolute	in %	Total	of which women	women in %
Employment	47.24	11.79	16,409	5,747	35.02
Qualification	339.93	84.82	94,806	43,595	45.98
<i>of which corporate apprenticeships</i>	<i>99.89</i>	<i>24.92</i>	<i>13,720</i>	<i>6,141</i>	<i>44.76</i>
<i>of which additional apprenticeships</i>	<i>41.66</i>	<i>10.40</i>	<i>10,917</i>	<i>4,409</i>	<i>40.39</i>
Support	13.61	3.40	15,530	7,959	51.25
Total 2009	400.77	100.00	110,646	49,769	44.98
Total 2008	372.67		97,103	46,515	47.90
Total change	28.10		13,543	3,254	
Change in %	7.54		13.95	7.00	

INCOME SUPPORT

	2009			2008		
	total	women	men	total	women	men
Unemployment Benefit	811,891	324,982	486,909	697,613	289,469	408,144
Social Welfare Benefit	246,677	104,073	142,604	210,255	93,214	117,041
Interim Allowance	6,869	4,620	2,249	5,937	4,015	1,922
Further Education Subsidy:						
Educational sabbaticals	13,383	4,668	8,715	3,771	2,030	1,741
Loss of income	161	77	84	169	97	72
Old-age part-time subsidy	6,538	3,361	3,177	4,567	2,281	2,286
Others*	56,255	22,573	33,682	46,757	19,394	27,363
Total	1,141,774	464,354	677,420	969,069	410,500	558,569

* e.g. pension advances, reemployment schemes (training).

Average numbers of recipients

	2009			2008		
	total	women	men	total	women	men
Unemployment Benefit (UEB)	146,314	57,536	88,778	113,470	48,903	64,567
Social Welfare Benefit (SWB)	91,210	35,354	55,856	78,431	32,038	46,393
Article 34 of the Pension Insurance Act	3,081	2,686	395	2,383	2,139	244
Interim Allowance	7,255	5,576	1,679	7,130	5,620	1,510
Further Education Subsidy:						
Educational sabbaticals	4,895	2,015	2,880	1,551	917	634
Loss of income	92	54	38	85	61	24
Old-age part-time subsidy	19,103	9,776	9,327	23,424	11,103	12,321
Pension Advances	19,700	7,187	12,513	19,012	6,865	12,147
UEB Continuation for measures/training	17,710	9,226	8,484	12,620	7,016	5,604
SWB Continuation for measures/training	14,606	6,785	7,821	12,364	6,023	6,341
Others*	8,323	3,923	4,400	5,329	2,828	2,501
Total	332,289	140,118	192,171	275,799	123,513	152,286

* e.g. family hospitalisation leave, reemployment schemes (training).

Service costs (in million Euros)

	2009	2008
Unemployment benefit (inc. between jobs benefit)	1,657.92	1,196.04
Social welfare benefit	811.68	714.50
Interim allowance	79.68	77.06
Further education subsidy	51.75	15.17
Old-age part-time	289.67	358.32
Other services*	34.19	28.78
Total net payments	2,924.89	2,389.87
Pension insurance contributions**	884.40	736.55
Health insurance contributions** (incl. compensation of sick days)	332.94	280.25
Accident insurance contributions	5.10	4.49
Social security total	1,222.44	1,021.29
Total outlays (net payments and social security contributions)	4,147.33	3,411.16

* Pension advances and special support inc. expenses of the SV-Bergbau (social security for mining professions) (excluding administrative costs).

** These are advance payments. Actual expenditures will be calculated during 2010.

AMS ON THE INTERNET

With an average of 46 million page views per month access to the AMS Internet services have again increased considerably in comparison to the previous year (2008: 41 million). The AMS website at www.ams.at therefore counts amongst the top internet addresses in Austria.

Internet access to:	January–December 2009 Units: page views	January–December 2008 Units: page views
AMS website / infosites	189,395,272	210,911,751
eJob-Room (job exchange)	369,027,787	278,475,769
Total	558,423,059	489,387,520

AMS ORGANIZATION

The Austrian Employment Service, AMS is divided into one national, nine provincial and 99 regional organisations: national office, provincial offices and regional offices. There are also four branches and 63 careers information centres. The social partners are involved on all these levels and contribute considerably in the board of governors, in the provincial directorates and regional advisory councils to shaping labour market policy (provincial employment schemes) and organizational controlling.

The Board of Governors*

Chairman: Prof. Dr. Günther Steinbach,
Federal Ministry of Labour, Social Affairs and Consumer Protection (BMASK)

Deputies: Rudolf Kaske, *vida trade union*
Dr. Wolfgang Tritremmel, Association of Austrian Industry

Members:

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Member of the central works council
Silvia Krill, provincial office of Lower Austria

The Board of Directors*

Chairman: Dr. Herbert Buchinger

Member of the board: Dr. Johannes Kopf. LL.M.

* as of 12/2009.

MISSION STATEMENT

Connecting people and work

The AMS is the leading customer oriented service organisation in the Austrian labour market. We bring together job seekers and employers and ensure that unemployment lasts no longer than labour market conditions dictate. Our work contributes to social stability.

Service for job seekers and businesses

We connect job seekers with vacancies and support job seekers and companies in their own initiatives through advice, information, qualification and financial support. We contribute to securing a basic income during periods of unemployment. For businesses, we represent an important source in the search and selection of suitable employees.

Equal opportunities

Equal opportunities are one of our core issues. We support the disadvantaged on the labour market and are particularly active in equal opportunities for women.

Clients

The AMS is directed completely toward its clients, they decide whether we are successful. Our relationship with them is based on competence, sympathy, understanding and communication, helping toward helping yourself and binding agreements for both sides. When customer requests are contradictory reconciliation of interests is in the foreground.

Staff

Our customers expect professional service we therefore foster skills and capacities of our staff through further education and training as well as personnel development.

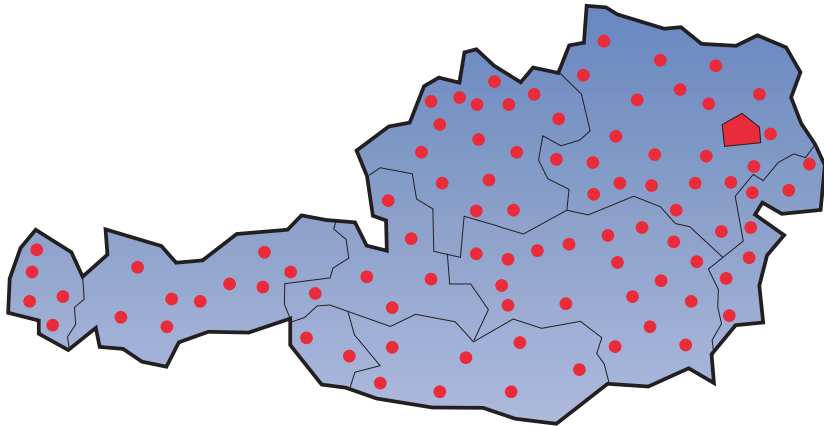
Quality

We deploy our resources both responsibly and effectively. Our national and regional service portfolio along with our efficient information network ensures customer proximity and quick information provision. We operate in a dynamic environment and set impulses for development, we ensure the continuous high quality of our services through constant development. We are labour market and employment experts.

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THE AUSTRIAN EMPLOYMENT SERVICE

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