

At a Glance

# Business Report 2008

Austrian Employment Service (AMS)

Teamwork brings success in the job market



DREAM  
TEAM S  
08



"Nothing is as outdated as yesterday's paper" – how outdated is then a business report on the successes of the year 2008 published in the middle of the largest economic crisis the Austrian economy has experienced since 1945?

Despite all this, or maybe even because of all this we must point out that 2008 was an exceptionally good year for the Austrian labour market. With over 75,000 new jobs, around 10,000 less unemployed and an EU annual unemployment quota of 3.8% we again after a long time ranked below the "magic" 4% full employment threshold.

AMS performance is correspondingly convincing looking at the figures: with 495,883 job seekers nearly half a million people have found employment with our assistance – a majority of them actually very rapidly. Nearly 350,000 vacancies were filled in 2008 – 64% of which within the first month.

The international economic crisis hit Austria fully in the first months of 2009 – unemployment significantly rising, over 50,000 persons working reduced hours and even a drop in the total employment figures are accompanied by the frowning forecast of the European Commission according to which our economy will shrink by 4% this year.

Austria starts from a comparatively advantageous position into these hard times. We continue to have the lowest unemployment rate across Europe, a dynamic labour market remaining actively in motion even during the crisis, and in Austria the average unemployment period is just slightly over three months.

This starting point and an Austrian Employment Service (AMS) appropriately funded to address the tasks arising from this situation give us reason to face and definitely master the hard challenges of the years to come with full confidence and trust.

Dr. Herbert Buchinger  
Chairman of the board

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

## STATUS OF THE LABOUR MARKET

Annual average & sum totals	Total 2008	of which women	+/- to 2007 total
Employed	3,420,494	1,589,982	+ 76,45
Unemployed	212,253	93,442	-9,996
Unemployment rate (national)	5.8 %	5.6 %	-0.4 %
Unemployment rate (Eurostat)	3.8 %	4.1 %	-0.6 %

Source: Main Association of Austrian Security Institutions, AMS

## IMPLEMENTATION OF AMS TARGETS 2008

Targets 2008	Target value	Actual value	Target achieved
Increase advertisement on the labour market (staffing without primary sector)	min. 351.602	375.236	+
Acquisition of skilled positions (at least apprenticeship)	min. 150.316	162.350	+
Keeping unemployment of youth short (unemployment period not exceeding six months)	max. 7.030	4.686	+
Keeping unemployment of older persons short (reemployment within six months)	min. 65.376	73.482	+
Preventing long-term unemployment (continuation of unemployment beyond twelve months)	max. 2,5 %	1,02 %	+
Finding jobs for long-term unemployed	min. 49.341	48.768	-
Increasing training efficiency (proportion of job take-ups within three months after training)	min. 52 %	54 %	+
Easing getting back to work (job take-ups by returners after training)	min. 3.841	6.284	+

## International comparison of the labour market

Eurostat, the statistical office of the European Union, assigned an unemployment rate of 3.8% to Austria for 2008 according to the Labour Force Concept. Austria therefore enjoys as before a very favourable comparative international position. The unemployment rate for the 27 EU states was 7%, Austrian unemployment therefore shares third place in the European Union with Cyprus, after the Netherlands (2.8%) and Denmark (3.3%).

### Unemployment rates 2008 (according to EU criteria)

	total		men		women	
	2008	2007	2008	2007	2008	2007
EU-27	7.0	7.1	6.6	6.6	7.5	7.8
EU-25	7.1	7.2	6.6	6.6	7.6	7.9
EU-15	7.1	7.0	6.7	6.4	7.6	7.8
Euro-Zone – 13	7.5	7.4	6.9	6.6	8.3	8.4
Belgium	7.0	7.5	6.5	6.7	7.6	8.5
Bulgaria	5.6	6.9	5.5	6.5	5.8	7.3
Czech Republic	4.4	5.3	3.5	4.2	5.7	6.7
Denmark	3.3	3.8	3.0	3.5	3.7	4.2
Germany	7.3	8.4	7.4	8.5	7.2	8.3
Estonia	5.5	4.7	5.8	5.4	5.3	3.9
Ireland	6.3	4.6	7.4	4.9	4.8	4.2
Greece	7.7	8.3	5.1	5.2	11.4	12.8
Spain	11.3	8.3	10.1	6.4	13.0	10.9
France	7.8	8.3	7.2	7.8	8.3	8.9
Italy	6.8	6.1	5.5	4.9	8.5	7.9
Cyprus	3.8	4.0	3.3	3.4	4.4	4.6
Latvia	7.5	6.0	8.0	6.4	6.9	5.6
Lithuania	5.8	4.3	6.1	4.3	5.6	4.3
Luxembourg	4.9	4.1	4.0	3.4	6.0	5.1
Hungary	7.8	7.4	7.6	7.1	8.1	7.7
Malta	5.9	6.4	5.6	5.9	6.5	7.6
Netherlands	2.8	3.2	2.6	2.8	3.0	3.6
<b>Austria</b>	<b>3.8</b>	<b>4.4</b>	<b>3.6</b>	<b>3.9</b>	<b>4.1</b>	<b>5.0</b>
Poland	7.1	9.6	6.4	9.0	8.0	10.4
Portugal	7.7	8.1	6.6	6.7	9.0	9.7
Romania	5.8	6.4	6.7	7.2	4.7	5.4
Slovenia	4.4	4.9	4.0	4.0	4.8	5.9
Slovakia	9.5	11.1	8.4	9.9	10.9	12.7
Finland	6.4	6.9	6.1	6.5	6.7	7.2
Sweden	6.2	6.1	5.9	5.8	6.5	6.4
United Kingdom	5.6	5.3	6.1	5.6	5.1	5.0
United States	5.8	4.6	6.1	4.7	5.4	4.5
Japan	4.0	3.9	4.1	3.9	3.8	3.7

Source: Eurostat (according to the Labour Force Concept); as of 16th of April 2009

## JOB REFERRALS

Referral ratios	2008	absolute change compared with 2007
Filled vacancies	347,411	+27,535
Increase of vacancies	393,441	+23,872
Increase of apprenticeships	37,036	+149
Percentage of vacancies filled within one month	63.6	+21,909
Number of jobs taken up by previously unemployed (total)	495,883	-192
Number of jobs taken up by elderly (over 45)	127,635	+4,767

## Acquiring vacancies

Through the incentive to acquire vacancies and increased advertising, the AMS has been clearly positioned as a partner for enterprises; as an interface between the labour market and employers, and offering high quality consultancy and services, the AMS remains a highly appreciated partner of entrepreneurs.

In the year of the European Football Championships, enterprises should be motivated to complement their corporate DREAM TEAMS. Increasing customer loyalty and popularity of AMS services for enterprises as well as gaining new customers formed the focus of the DREAM TEAMS 08 incentive. Affiliation to the major sporting event, personalised give-aways and a competition for the participating enterprises resulted in a strong presence in this sector.

**So finden Sie Ihre DREAM TEAMS!**

**Sind Ihre DREAM TEAMS schon komplett?**

Fehlt Ihnen noch jemand im Team? Suchen Sie neue Arbeitskräfte? Je besser das Team zum Unternehmen passt, desto besser kommt das Unternehmen am Markt ins Spiel. Die Beraterinnen des AMS unterstützen Sie dabei, dabei, die richtigen Mitarbeiterinnen für Ihre DREAM TEAMS zu finden. Mit individueller Beratung, maßgeschneiderter Förderung und gezielter Suche nach höherqualifiziertem Personal.

**Beratung, die passt!**

Mit unserem breiten Leistungsangebot bieten wir für jedes Unternehmen die passende Unterstützung.

- Österreich- und europaweite Personalsuche
- Job-Börse im Internet
- Österreichs größte Job- und Personalbörsen
- Beratung nach Maß
- Förderungen
- **EMJOBS** – die neue Jobbörse für Euro 08

Bauen Sie mit uns Ihre DREAM TEAMS auf und erleben Sie ein neues...

The start of the dual staged DREAM TEAMS incentive was comprised of a personalised mailing including a response element to selected Austrian enterprises. During a 12-week incentive period the AMS staff visited the companies following the motto "Are your DREAM TEAMS already complete?"

Individual consultancy and information material tailored to every enterprise as well as nearly 2,800 visits to the companies resulted in acquiring nearly 10,300 vacancies.

## LABOUR MARKET DEVELOPMENT

300,000 new clients were supported in 2008 in the course of labour market development. As an individual may receive multiple subsidies, the total number of cases amounted to 857,000. The number of newly subsidised persons increased to around 7,400 in comparison to 2007 (+2.54%). The number of newly subsidised unemployed sank by 4.42% while, attributable to the relaunch of ESF qualification support for the employed in the ESF period 2007 to 2013 the number of subsidised employed persons was able to be increased by 20,000 (+90.31%).

### Qualification

Within the labour market support programme gaining qualifications for both employed and unemployed continues to represent the most important strategy for solving labour market problems. In 2008 a total of € 611.83 million (2007: € 565.01 million) were used for qualification schemes, representing 69% of subsidy outlays (2007: around 67%).

### Employment promotion

This includes amongst others corporate integration benefits, short-term work benefits and employment projects, whereby € 195.96 millions were spent in 2008 (2007: € 208.86 millions). This corresponds to 22.2% of the subsidies budget (2007: 25%). In terms of the total of all subsidised persons, around 16% (also) received an employment subsidy (15% in 2007).

### Support

In addition to consulting, for people with particular problem situations, debts advice for example, the AMS offered labour market related counselling in the regional offices around the theme of employment referral. Further support programmes include the company-founding programme, founding subsidies and support of unified families and careers (childcare benefits etc.). ESF qualification consulting for businesses also represents an important complement to the AMS service portfolio.

In 2008 a total of € 74.45 million (2007: € 71.74 million) were paid out for support representing around 8% of subsidy expenses, support subsidies being approved for around 58,700 persons.

Subsidies by areas (in million Euros)	2008	2007	Percentage proportion of total	Percentage change compared with previous year
Employment	195,96	208,86	22,21	-6,18
Qualification	611,83	565,01	69,35	8,29
Support	74,45	71,74	8,44	3,78
<b>Total</b>	<b>882,24</b>	<b>845,61</b>	<b>100,00</b>	<b>4,33</b>

## Youth support

The active labour market policy directed at youth has continued on a high level in 2008. 32.4% 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" 16.1%. A special focus in this context is the corporate apprenticeship programme. This programme is aimed at providing youth seeking apprenticeships who are at least not immediately placeable 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 § 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	31.33	8.41	7,665	3,668	47.85
Qualification	329.72	88.47	89,043	42,259	47.46
of which corporate apprenticeships	84.44	22.66	11,658	5,512	47.28
of which additional apprenticeships	89.31	23.97	23,787	9,913	41.67
Support	11.62	3.12	11,448	6,486	56.66
<b>Total 2008</b>	<b>372.67</b>	<b>100.00</b>	<b>97,103</b>	<b>46,515</b>	<b>47.90</b>
Total 2007	344.06		101,575	48,846	48.09
Total change	28.61		-4,472	-2,331	
Change in %	8.32		-4.40	-4.77	

## INCOME SUPPORT

### Processed service applications (acceptance & rejection)

	2008			2007		
	total	women	men	total	women	men
Unemployment benefits	697,613	289,469	408,144	664,422	276,943	387,479
Social welfare benefit	210,255	93,214	117,041	224,309	99,486	124,823
Interim allowance	5,937	4,015	1,922	5,996	4,295	1,701
Further education subsidy:						
Educational sabbaticals	3,771	2,030	1,741	2,074	1,162	912
Loss of income	169	97	72	84	65	19
Old-age part-time subsidy	4,567	2,281	2,286	5,855	2,614	3,241
Others*	46,757	19,394	27,363	45,931	18,855	27,076
<b>Total</b>	<b>969,069</b>	<b>410,500</b>	<b>558,569</b>	<b>948,671</b>	<b>403,420</b>	<b>545,251</b>

\* Such as pension advances, reemployment schemes (training).

### Average numbers of recipients

	2008			2007		
	total	women	men	total	women	men
Unemployment benefit (UEB)	113,470	48,903	64,567	114,468	48,863	65,605
Social welfare benefit (SWB)	78,431	32,038	46,393	85,181	35,045	50,136
§ 34 Pensions insurance	2,383	2,139	244	2,591	2,344	247
Interim allowance	7,130	5,620	1,510	7,432	5,915	1,517
Further education subsidy:						
Educational sabbaticals	1,551	917	634	1,054	652	402
Loss of income	85	61	24	55	42	13
Old-age part-time subsidy	23,424	11,103	12,321	27,784	12,791	14,993
Pension advances	19,012	6,865	12,147	19,447	7,016	12,431
UEB continuation for measures/training	12,620	7,016	5,604	12,592	7,156	5,436
SWB continuation for measures/training	12,364	6,023	6,341	14,286	6,945	7,341
Others*	5,329	2,828	2,501	5,022	2,572	2,450
<b>Total</b>	<b>275,799</b>	<b>123,513</b>	<b>152,286</b>	<b>289,912</b>	<b>129,341</b>	<b>160,571</b>

\* Such as family hospitalisation leave, reemployment schemes (training).

## Service costs (in million Euros)

	2008	2007
Unemployment benefit (inc. between jobs benefit)	1,196.04	1,197.57
Social welfare benefit	714.50	765.78
Interim allowance	77.06	79.19
Further education subsidy:	15.17	7.05
Old-age part time	358.32	411.28
Other services	28.78	27.40
<b>Total net payments</b>	<b>2,389.87</b>	<b>2,488.27</b>
Pension insurance contributions**	736.55	774.58
Health insurance contributions** (incl. compensation of sick days)	280.25	279.55
Accident insurance contributions	4.49	5.00
<b>Social security total</b>	<b>1,021.29</b>	<b>1,059.13</b>
<b>Total outlays (net payments and social security contributions)</b>	<b>3,411.16</b>	<b>3,547.40</b>

\* 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 2009.

## AMS ON THE INTERNET

With an average of 41 million page views per month access to the AMS Internet services have again increased considerably in comparison to the previous year (2007: 38 million). The AMS website at [www.ams.at](http://www.ams.at) therefore counts amongst the top internet addresses in Austria.

Internet access to:	January–December 2008 Units: page views	January–December 2007 Units: page views
AMS website / infosites	210,911,751	210,381,322
eJob-Room (job exchange)	278,475,769	247,111,268
<b>Total</b>	<b>489,387,520</b>	<b>457,492,590</b>

## AMS ORGANIZATION

The Austrian 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 61 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 Economics and Labour (BMWA)

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

#### Members:

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Prof. Dr. Günther Steinbach  
Federal Ministry of Economics and Labour (BMWA)  
MMag. Roland Garber  
Federal Ministry of Economics and Labour (BMWA)  
Mag. Richard Gauss  
Federal Ministry of Finance (BMF)

##### Employees Representatives:

Mag. Bernhard Achitz bis 2/08  
Austrian Trade Union Federation (ÖGB)  
Elisabeth Rolzhauser ab 2/08  
Austrian Trade Union Federation (ÖGB)  
Rudolf Kaske  
vida trade union  
Josef Wallner  
Federal Chamber of Labour

##### Employers Representatives:

Dr. Wolfgang Tritremmel  
Association of Austrian Industry  
Dr. Martin Gleitsmann  
Austrian Chamber of Commerce  
Dr. Josef Singer  
Austrian Chamber of Commerce

##### Representatives of the central works council:

Heinz Rammel, national office,  
Chairman of the central works council:

##### Co-opted Members:

Gabriele Kreutzer, LGS Vienna,  
Member of the central works council:  
Silvia Krill, LGS Lower Austria

### The Board of Directors\*

**Chairman:** Dr. Herbert Buchinger

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

\* as of 12/2008.

## 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.

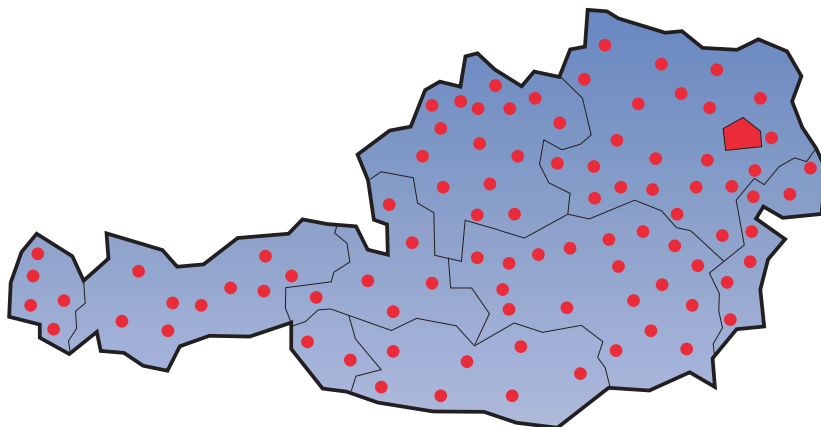
### Quality

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

5,051 AMS staff are at your service in 103 offices and 61 careers information offices.



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