

# ***Measurement Procedures of Performance Indicators Q1-Q7***

The specific approaches taken by the Participating Partners in calculating the performance

Technical Note 2  
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**Synthesis** Forschung  
Gonzagagasse 15/3  
1010 Vienna  
Telefon +43 1 310 63 25  
Fax +43 1 310 63 32  
E-Mail [office@synthesis.co.at](mailto:office@synthesis.co.at)  
<http://www.synthesis.co.at>



**ÖSB Consulting GmbH**  
Meldemannstraße 12-14  
1200 Vienna  
Telephone +43-1-33 168-0  
Fax +43-1-33 168-101  
E-Mail [info@oesb.at](mailto:info@oesb.at)  
<http://www.oesb.at>

## *Preface*

In fall 2004, the Austrian Public Employment Service »AMS« took the initiative to start the second stage of the project »Mutual learning - Benchmarking among Public Employment Services«. A Working Group was set up. It extended invitations to join the Working Group to all Member States.

Thirteen Participating Partners were involved in the Working Group:

- Arbeitsmarktservice AMS – Austria
- Arbetsmarknadsstyrelsen AMS – Sweden
- Office Régional Bruxellois de l'Emploi ORBEM-BGDA – Belgium/Brussels
- Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding VDAB – Belgium/Flanders
- Ministry of Labour – Finland
- Agence Nationale Pour l'Emploi ANPE – France
- Bundesagentur für Arbeit – Germany
- Foras Áiseanna Saothair FÁS – Ireland
- State Employment Agency NVA – Latvia
- Centrale Organisatie Werk en Inkomen CWI – The Netherlands
- Central Office of Labour – Slovakia
- Employment Service of Slovenia ESS – Slovenia
- Jobcentre Plus – United Kingdom

The Working Group has received financial support from the European Commission »DG Employment and Social Affairs«.

Once established, the Working Group set itself four tasks:

- to draw up a list of selected performance indicators
- to build a data base for those indicators
- to establish a benchmarking procedure bearing the different contexts in mind under which the public employment services operate
- to organize an exchange of good practices.

In order to achieve its ambitious tasks, the Participating Partners asked the Austrian AMS to assume the responsibility of project leader and secretariat for the Working Group.

The project leader, AMS Austria, regularly consulted a Co-ordination Group in which the representatives of VDAB Flanders, CWI The Netherlands and ESS Slovenia offered their advice.

A group of consultants (ÖSB Consulting and Synthesis Research) was selected (on the basis of a tender) to prepare the decisions taken by the Participating Partners and to document the results achieved.

The Participating Partners have agreed upon a set of indicators which reflect upon the performance of Public Employment Services.

Though there is an agreed »core procedure« for arriving at the numerical values for specific variables, it is to be expected that some Participating Partners might have to make »adjustments« in their data retrieval process.

This paper provides background information about such »adjustments« in case a Participating Partner had to make use of them.

Some Participating Partners have asked that the figures forwarded (and thus the benchmarking results) should be treated with some confidentiality. They felt that this requirement is to some extent already met when the Participating Partners are identified by letters of the alphabet rather than by their proper names. There exist, of course, versions of the data base where the Participating Partners are fully identified.

This report might be subject to revision. Comments and suggestions are welcome.

For the team of consultants:  
Prof. Michael Wagner-Pinter

Vienna, June 2007

### ***Structure of the final report***

The final report is organized in a modular way. It consists of several reports. Each report addresses itself to a specific audience:

#### ***Overview***

- PES-Performance: Benchmarking and Good Practice (This »Overview« addresses readers who take a general interest in the project)

#### ***Reports***

- Report 1:  
Benchmarking of PES Performance Indicators 2004
  - Report 2:  
Benchmarking of PES Performance Indicators 2005
  - Report 3:  
Selected Good Practices
- (Reports 1 to 3 address the Participating Partners and the European Commission)

#### ***Technical Notes***

- Technical Note 1:  
Operational definition of performance indicators
  - Technical Note 2:  
Measurement procedures
- (Technical Notes 1 to 2 address specialists (working with the Participating Partners or the European Commission) who wish to gain detailed insight into the procedures applied)

#### ***Background Information***

- PES Background and Content Information (2005)
- (The »PES Background and Content Information« documents the scope and scale of activities of the participating PES)

#### ***Copyright***

It should be noted that the Participating Partners reserve the copyright on the numerical information they have forwarded for benchmarking purposes. Whoever wishes to make public use of these data is asked to contact the project leader (AMS Austria) or the respective Participating Partners.

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# 1

## *Performance indicators Q1 to Q3*

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## 1.1

*Which of the conceptual variants are going to be chosen*

- *Transition from unemployment (Q1)*
- *Transition to employment before unemployment lasts long (Q2)*
- *Transition from training measures to employment (Q3)*

	<b>Concepts /Terms</b>		<b>Meanings</b>
T 3	Unemployed job seeker	T 3.0	This is a person on the PES-register willing to accept a job
		Option 1: T 3.1	including participants in training measures
		Option 2: T 3.2	excluding participants in training measures
T 7	Transition to employment	T 7.0	A person is deregistered
		Option 1: T 7.1	and is employed (for at least one day) during the six months following deregistration
		Option 2: T 7.2	and is not reregistered as unemployed job seeker within eight weeks under circumstances which suggest that people have a strong incentive to register if they are not in employment
		Option 3: T 7.3	and the deregistration is coded by the PES »for reasons of employment«

	<b>Unemployed job seeker</b>		<b>Transition to employment</b>		
	<b>Option 1: T 3.1</b>	<b>Option 2: T 3.2</b>	<b>Option 1: T 7.1</b>	<b>Option 2: T 7.2</b>	<b>Option 3: T 7.3</b>
AT	X		X		
BE/ORBEM		X			X
BE/VDAB	X <sup>1</sup>		X		
DE		X			X
FR		X <sup>2</sup>			X
IE		X			X
FI		X			X
LV	X				X
NL		X		X	
SE	X				X
SI	X <sup>3</sup>		X		
SK	X				X
UK		X			X

<sup>1</sup> Job seekers in vocational training included (During vocational

training jobseekers are not included as »unemployed« in all Belgium).

<sup>2</sup> excl. people in a training measure lasting more than 40 hours.

<sup>3</sup> Excluded from register only those on longer programmes. programmes (e.g. public works).

## 1.2

**Are indicators Q1 to Q3 already part of the PES management information system?**

	<b>Q1: From unemployment to employment</b>		<b>Q2: Transition from unem- ployment to employment before unemployment takes long</b>		<b>Q3 From measures to employment</b>	
	<b>yes</b>	<b>no</b>	<b>yes</b>	<b>no</b>	<b>yes</b>	<b>no</b>
AT		X		X		X
BE/ORBEM	X <sup>1</sup>			X		X
BE/VDAB	X <sup>1</sup>			X		X
DE	X		X		X	
FR		X <sup>2</sup>		X <sup>3</sup>		X <sup>4</sup>
IE	X			X	X	
FI		X		X		X
LV		X		X		X
NL		X		X		X
SE	X		X		X	
SI		X		X		X
SK	X			X	X	
UK	X		X		X	

<sup>1</sup> Since January 2006.

<sup>2</sup> In France, there are different indicators to approach the assessment of transitions from unemployment to employment:

- The sustainable exit rate at 18 months. We mean by "sustainable" an exit from registration which lasts at least 6 months.
- The semi-sustainable (3 months) exit rate for certain kinds of sub-groups (under 25, long-term unemployed, disabled workers, over 50 and beneficiaries of

minimum incomes for social integration).

<sup>3</sup> In France, there are different indicators to approach the assessment of transitions from unemployment to employment in a short term:

- once again, the sustainable exit rate at 18 months (to be sustainable at 18 months, the exit must be recorded before the 12th month of UE)
- share of return to work before 6 months in the total of returns to work (through the quarterly survey)

<sup>4</sup> ANPE is not in charge of vocational trainings. We only assess through econometrical studies (done by research institutes) the impact of activation measures (services of guidance, workshops for UE, evaluation of competencies etc.) on exit rate and recurrence of UE. That's why we proposed initially to adopt an indicator of returns to employment after the participation of a guidance activity (or individual case management services).

## 1.3

*Are there indicators already part of the PES management information system that comes close to the indicators Q1 to Q3 of the project with regard to data provision?*

	<b>Q1: From unemployment to employment</b>		<b>Q2: Transition from unem- ployment to employment before unemployment takes long</b>		<b>Q3 From measures to employment</b>	
	<b>yes</b>	<b>no</b>	<b>yes</b>	<b>no</b>	<b>yes</b>	<b>no</b>
AT	x		x		x	
BE/ORBEM		x		x		x
BE/VDAB	-	-		x	x (part.)	
DE	-	-	-	-	-	-
FR	x		x			x
IE	-	-		x	-	-
FI	x		x		x	
LV		x	x			x
NL		x	x			x
SE	x			x		x
SI	x <sup>1</sup>		x		x <sup>1</sup>	
SK	-	-	-	-	-	-
UK	-	-	-	-	-	-

<sup>1</sup> Slovenia:

- Exits from UE stock into employment on monthly basis, calculated for all persons becoming employed and for long-term unemployed; these indicators are part of management by objectives indicators system.

- The observations are done by separate employment programmes, usually once a year.

## 1.4

*Are the POP data for indicators Q1 to Q3 available?*

	<u>POP 1</u>	<u>POP 2</u>	<u>POP 3</u>	<u>POP 4</u>	<u>POP 5</u>	<u>POP 6</u>	<u>POP 7</u>	<u>POP 8</u>
AT	yes	yes	yes	yes	yes	yes	yes	yes
BE/ORBEM	yes	no	yes	yes	no	no <sup>1</sup>	no <sup>1</sup>	–
BE/VDAB	yes	yes	yes	yes	yes	yes	yes	yes
DE	yes	yes	yes	yes	yes	yes	yes	Yes <sup>2</sup>
FR	yes	no	yes	yes	no	yes	yes	no
IE	yes	yes	yes	no	yes	yes	no	no
FI	yes	yes	yes	yes	yes	yes	yes	yes <sup>3</sup>
LV	yes	yes	yes	yes	yes	yes	yes	yes
NL	yes	no	yes	yes	no	no	no	no
SE	yes	yes	yes	yes	yes	yes	yes	yes
SI	yes	yes	yes	yes	yes	yes	yes	yes
SK	yes	yes	yes	no	yes	yes	no	yes
UK	yes	no	yes	yes	no	yes	yes	no

<sup>1</sup>Data are not reliable.

<sup>2</sup> For socially insured employment.

<sup>3</sup> Estimation.

POP 1: On the PES register as unemployed job seeker

POP 2: Participation in training measures

POP 3: Deregistration of unemployed job seekers

POP 4: Deregistration of unemployed job seekers with a spell duration of less than six months

POP 5: terminating training measures

POP 6: deregistration and transition to employment

POP 7: deregistration of unemployed job seeker before the six months mark and transition to employment

POP 8 :Terminating training measures and transition to employment

### 1.5 Additional questions

	<i>Were there any changes made to the methodology used for calculating the POPs in the course of the observation period?</i>		<i>Were there changes within the organisation which influenced the calculation of the POPs in the course of the observation period?</i>		<i>Were there changes in labour market policy which influenced the calculation of the POPs in the course of the observation period?</i>	
	<i>yes</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>yes</i>	<i>no</i>
AT		X		X		X
BE/ORBEM		X		X		X
BE/VDAB	X			X		X
DE		X	X			X
FR		X		X		X
IE		X		X		X
FI		X		X		X
LV		X	X			X
NL		X		X		X
SE		X		X		X
SI		X		X		X
SK		X		X		X

UK

VDAB: The measurement of the transition from unemployment to employment has changed (see POP 6, POP 7 and POP 8).

ORBEM: During this period (2000-2005 there were no enormous changes in the way they could have a significant impact on the calculation of the POPs. Nevertheless, there are always some changes in the policy, but not in the way that they explain the indicators.

DE: Since the beginning of 2005 the BA is no longer responsible for all registered unemployed. This is the case for 69 out of 439 municipalities, here the BA is only responsible for those unemployed who do not receive means tested unemployment benefits.

LV: As SEA does not have full information on unemployed who have found job, since 2005 SEA regularly recalculate the number of unemployed who have lost status of unemployment because of finding a permanent job on the basis of information received from the State Social Insurance Agency.

## 1.6

*How are the POP data for indicators Q1 to Q3 defined?***POPULATION 1 (on the PES register as unemployed job seeker)**

AT

Stock of previous months and inflow of current month of unemployed job seekers, apprenticeship seekers and participants in training measures minus those participants in training measures who change to unemployment during the month (because they will be counted as stock in the following month).

***Unemployed job seekers:***

Are all registered unemployed persons, looking for a job and immediately available, there are included persons working on a mini-job (up to a certain income of 333,-), looking for a (permanent) full or part-time job. We suppose that almost every unemployed and jobseeking person (of course there are also inactive persons, who are not registered) is registered with AMS, because AMS is also administrating unemployment benefits and to be registered is condition to receive unemployment benefits as well as to participate in an active training measures. There is a ratio of about 95% of benefit recipients out of all unemployed jobseekers.

Regarding longterm unemployment: A spell of unemployment ends when a person has any interruption of unemployment for more than 28 days (this may be with sickness, training or a job, etc.). This means if somebody has a job for 30 days and becomes unemployed again afterwards, a new spell of unemployment starts.

***Apprenticeship-seekers:***

are young school leavers after compulsory school, looking for an apprenticeship place, (which is a very common and appreciated form of professional training in a dual system: learning with an employer 4 days a week and 1 day at school, lasts 3 - 4 years). About 35% of all 16-year old persons get their professional training as apprenticeship. The number is decreasing for many years, because the dual system was closely connected to big (national) industries. Apprenticeships get an income by the employers (but as the apprenticeship places are decreasing employers more and more are supported by AMS (out of active LMP-budget) to create additional apprenticeship places.

***Participants in active training measures:***

we add also those persons in active training measures to POP1, because they are actually unemployed and looking for a job. They participate in a training measure in order to become job-ready.

All data are from AMS-data warehouse.

BE/ORBEM

Pop1 has been calculated as the sum of all unemployed job seekers at the beginning of the month and all unemployed job seekers are registered at the end of the month but weren't counted at the beginning of the month. It has not been possible to estimate those job seekers that register and deregister during the same month but they are rather rare.

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**POPULATION 1 (on the PES register as unemployed job seeker)**


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BE/VDAB

All the unique persons who belong to the stock of the unemployed job seekers (category le 15) on the last day of the month X-1 or to the stock of the unemployed job seekers on the last day of the month X.

- 00 Totally unemployed jobless persons entitled to unemployment benefits
- 02 School leavers not yet entitled to unemployment benefits
- 03 Freely registered not working persons
- 05 Job-seekers receiving social welfare benefits
- 06 Job-seekers registered at the Flemish Fund for the Disabled
- 07 Voluntarily totally unemployed on a part-time basis
- 09 Job-seekers who voluntarily give up unemployment benefits
- 11 Job-seekers who await interim payments
- 12 Job-seekers who benefit from interim payments
- 14 Job-seekers excluded from unemployment benefits
- 15 Job-seekers not claiming unemployment benefits through the Dossiermanager ('file manager') application

The persons who became unemployed during the month X and were already deregistered at the end of the month X are not counted.

We have only one monthly database with the situation on the last day of each month.

DE

In the calculation of POP1 we included monthly stocks without those unemployed less than a month plus new entrants in unemployment.

Registered unemployed stocks are counted one day in the middle of the month. To fulfil the requirements of the definition, new entrants are added and stocks are reduced by stocks with a duration of unemployment of less than one month (as these are covered by the entrants).

To register as unemployed with the German public employment service a person has to be temporarily without work, actively searching a new employment, be immediately available to start a new job and be available for placement activities offered by the PES. Participants in active labour market measures are not registered as unemployed during the participation, if they get unemployed again after leaving the measure they usually count as new entrants into registered unemployment.

People aged 15-64 may register as unemployed.

Since the beginning of 2005 the BA is no longer responsible for all registered unemployed. This is the case for 69 out of 439 municipalities, here the BA is only responsible for those unemployed who do not receive means tested unemployment benefits. For benchmarking of PES these unemployed not in the responsibility of the PES are not relevant, so they are left out. However we have to bear in mind that there is a lack of comparability between data before 2005 and those from 2005 onwards.

If only part of the registered unemployed are included in the calculation, the figures vary considerably, e.g. it is possible to take into account only the job-ready in the main working age.

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**POPULATION 1 (on the PES register as unemployed job seeker)**


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FR

Three different assessments of job seekers are possible : DEFM (stock of job seekers present at the end of the month in the register), DEE (flow of job seekers registering at any time during the month) and DES (flow of job seekers deregistering at any time during the month). Therefore, we propose to calculate POP1 as  $DEFM_{Mi-1} + DEE_{Mi}$ .

In France, 8 different categories of job seekers exist. We initially proposed to keep the three first categories as POP1 because it seems to be the closest to what you defined as "unemployed job seeker" ("somebody who is willing to accept a suitable job offer at short notice"). But because of statistical restrictions, data in the excel file also include in the DEFM, people in categories 6,7 and 8 who stayed registered even if they had an activity overpassing 78 hours in the month. Therefore, POP1 is overestimated (around 20% of job seekers might be included in categories 6,7 and 8). We propose to cautiously use the data sent in the file attached. We'll work on further statistical processes to better take into account this phenomena.

The categories are:

- Category 1 : job-seekers searching for a full-time, permanent employment who are immediately available for work and who have not been employed on a reduced schedule exceeding 78 hours in the current month.
- Category 2 : job-seekers searching for a part-time, permanent employment who are immediately available for work and who have not been employed on a reduced schedule exceeding 78 hours in the current month
- Category 3 : job-seekers searching for a non-permanent employment who are immediately available for work and who have not been employed on a reduced schedule exceeding 78 hours in the current month
  
- Category 6 : job-seekers searching for a for a full-time, permanent employment who are not immediately available for work and who have been employed on a schedule exceeding 78 hours in the current month
- Category 7 : job-seekers searching for a for a part-time, permanent employment who are not immediately available for work and who have been employed on a schedule exceeding 78 hours in the current month
- Category 8 : job-seekers searching for a non-permanent employment who are not immediately available for work and who have been employed on a schedule exceeding 78 hours in the current month

This operation puts aside people who are not immediately available because:

- vocational training, sick leaves etc. (cat.4)
- being employed and searching for another job or being employed in a subsidized job (cat.5)

The data sent cover only Metropolitan France

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***POPULATION 1 (on the PES register as unemployed job seeker)***

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IE

For the purpose of reporting in this questionnaire, FÁS (PES) will mainly use statistics from the National Employment Action Plan Preventive strategy and some statistics from the FÁS Management Information System.

The National Employment Action Plan was adopted by the Irish Government as its response to the European Employment Guidelines and includes a commitment to a more systematic engagement of the Employment Services with the unemployed. FÁS (PES) started engaging with clients under the NEAP in September 1998. The criteria for referral under the NEAP to FÁS was every person between the ages of 18 and 55 years of age who reached six months in receipt of Jobseeker's Allowance/Jobseeker's Benefit payment. This was amended in July 2006 to include those from 55 – 65 years of age and was further amended in November 2006 by reducing the six months' threshold to a three month qualifying period in receipt of Jobseekers' Allowance/Job Seekers' Benefit payment.

The reason for using NEAP statistics is that this is the main client group of FÁS (PES) and, as such, they receive priority access to guidance services and to training/employment programmes run by FÁS – National Training and Employment Authority. Every NEAP client who engages with FÁS (PES) is tracked on a caseload tracking system. (caseload: this is an approach to working with FÁS (PES) clients who require an intensive service). The caseload approach allows Officers to record interactions/interventions with their clients and charts clients' progress towards becoming job ready. On average a client who engages with FÁS (PES) under the activation has five interventions, over a six week period, and as such FÁS (PES) would have a more comprehensive reporting system for NEAP clients than general registrants. FÁS jointly reports on outcomes from this process with Department of Social and Family Affairs.

FÁS (PES) are currently in discussion in relation to activating other groups of clients who could benefit from the NEAP process i.e. People with Disabilities and Lone Parents.

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***POPULATION 1 (on the PES register as unemployed job seeker)***

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FI

- It is important to notice that the Finnish follow up of unemployed job seekers is based on both persons and separate unemployment spells. However the separation of spells forms the basis for the calculation method of policy indicators, the measurement of unemployment duration and deregistration of unemployed job seekers.
  - When measuring the number of unemployed persons, the person is counted only once during the period in question. Usually the time reference is in that case a year.
  - POP 1 is the number of separate persons, who have been at least one day as unemployed job seeker during the month. The unemployed jobseeker must fulfil the ILO criteria of unemployment ( is without job, is seeking job actively and is available for the full time job).
  - Statistics for POP 1 is produced from monthly register. There is a big seasonal variation from month to month in the number on job seekers. The monthly register is not completely updated and therefore we prefer the yearly statistics, which is produced after updating all the records concerning the calendar year. When the yearly statistics are produced, the monthly figures are not corrected retroactively. Despite, the monthly register provides a reliable data source for PES indicators.
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**POPULATION 1 (on the PES register as unemployed job seeker)**


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LV

Number of the persons who are on SEA register as unemployed at the beginning of the month  $M_i$  plus number of the persons who have been registered by SEA as unemployed during the month  $M_i$ .

(1) A person has the right to unemployment status after registration with the State Employment Agency in conformity with the principal place of residence if the person:

- is a citizen or non-citizen of Latvia or he or she has received a permanent residence permit, or has received a temporary residence permit and is a spouse of a citizen or non-citizen of Latvia, or a spouse of a person who has received a permanent residence permit;
- does not work (is not considered to be an employee or a self-employed person) in accordance with the Law On State Social Insurance);
- is seeking employment;
- is able to work and ready to enter into labour relations immediately;
- has reached 15 years of age;
- has not reached the age necessary for the granting of the State old age pension;
- is not acquiring an education by being present at a general secondary or vocational secondary education institution;
- does not perform commercial activities or his or her commercial activities have been suspended in accordance with regulatory enactments; and
- is not completely State supported.

(2) Within the meaning of this Law, a person for whom invalidity has been determined shall also be considered to be able to work except in cases where the Medical Commission for Expert-examination of Health and Working Ability has determined a loss of ability to work of 100 per cent.

(3) According to the Latvian legislation one of the conditions for the loss of unemployment is the acquisition of status of the employee or self-employed person for an indefinite period of time or for a time period longer than two months, except engaging in the active labour market measures. *So in Latvia it is possible to enter into an employment contract for a time period not longer than two months and still maintain the status of unemployed person.*

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***POPULATION 1 (on the PES register as unemployed job seeker)***

NL	People who are not working and available for the labour market ( jobseeking), segmented in 4 Phases. Phase 1 is the population on which the services are targeted.
SE	Persons who are unemployed and prepared to take a work within short notice in the stock at the end of the month
SI	In order to meet the project definition the stock of unemployed at the end of previous month (Mi-1) plus inflow in the current month (Mi) has been calculated.
SK	Individuals who are on a PES register at least some time and who are unemployed, who are <u>job seeking</u> , including those who <u>participating in training measures</u> .
UK	Unemployed job seekers. Defined as stock of Job Seekers Allowance (JSA) customers at the beginning of the month and any new customers gained during the month.

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**POPULATION 2 (participation in training measures)**


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AT	<p>Number of persons participating in a training measure LMP 2) during a month minus those who are employed and participate in a training measure. The LMP-category 2 includes also employed persons (certain target groups on risk to lose their job) who participate in professional training seminars (funded equally by AMS, the employer and ESF), it is a condition for the employers to receive the financial support of 2/3 that the persons stay employed.</p> <p>As employment is a condition of this program we do not count those participants in POP2. But we added those participating in a labour foundation ( LMP category ???) to the category 2, because the persons are unemployed and stay in a professional training measure. There are several forms of labour foundations: in common they are active training instruments in co-operation with employers, social partners, regional governments and AMS, where persons:</p> <ul style="list-style-type: none"> <li>- after a mass dismissal from one (or more) big employer can enter immediately after dismissal to get orientation and work on individual career plans, and may get individual vocational training up to 4 years. Or:</li> <li>- placement-foundations are oriented on the needs of employers, where job seekers get vocational training according to certain permanent jobs offered by employers.</li> </ul> <p>All data are from AMS-data warehouse.</p>
BE/ORBEM BE/VDAB	<p>We definitely don't have full access to calculate this population.</p> <p>The number of job seekers in training measures(inclusive pathways) in month X. The pathways contains:</p> <ul style="list-style-type: none"> <li>- job application training</li> <li>- vocational training</li> <li>- personal skills training</li> <li>- training and guidance on the floor</li> </ul>
D	<p>POP2 includes the sum of three measures following the guidelines of the LMP category 2 (training), i.e.</p> <ul style="list-style-type: none"> <li>- Measures to improve prospects of integration - training measures</li> <li>- Support for further vocational training</li> <li>- Language tuition for new re-settlers, persons having right of asylum and quota refugees</li> </ul> <p>Apprenticeship programs for disadvantaged young people (category 2.4) are excluded. As apprenticeship seekers often are not registered unemployed and the target group is a rather special one, there would be a lack of comparability with other programs.</p> <p>For benchmarking POP2a is preferable to be used, it consists of only one measure that is consistent in the legal framework in the respective years, i.e. Support for further vocational training.</p> <p>During a measure participants are not registered as unemployed. For participants returning to unemployment when the measure is coming to an end, the counter of the unemployment spell usually is set to zero.</p>

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**POPULATION 2 (participation in training measures)**


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FR	<p>POP2 is currently not calculated in our PES. The indicator monitored is the “ number of unemployed with a training proposal” . These people are sent to another organism (AFPA) which decides or not to active this proposal.</p> <p>An underestimated POP2 could be calculated through an assessment of people shifting from cat 1, 2 and 3 to cat 4 because of an entrance in a training measure. But this data is not very reliable because this assessment is based on administrative data filled by both job seekers and counsellors.</p> <p>Through a quarterly survey over 2000 de-registered job-seekers, we can assess the number of people de-registered because of an entrance in a training measures. The problem is that this survey only assesses the motives of deregistration for one month every three months. The unit of measure here is the exit and not the job seekers.</p>
IE	<p>This refers to clients who participated on FÁS funded training programmes. We can provide data for training for the years 2005, 2004, 2003, 2002.</p> <p>Statistics provided for this POP are taken from the FÁS Management Information System.</p>
FI	<p>POP 2 is not monitored directly. The offered data is based on summing up the stock at the end of each month ( m-1) and the new persons entering training measure during the next month ( m).</p>
LV	<p>number of the unemployed registered at SEA who participate in training measures (professional training, retraining and raising of qualification) organized by SEA at the beginning of the month <math>M_i</math> plus number of the unemployed registered at SEA who have started participation in training measures during the month <math>M_i</math>.</p>
NL	<p>Not applicable with CWI.</p>
SE	<p>Number of persons registered in training programs (centres for computer training, work life oriented rehabilitation, different activities concerning guidance and placement, labour market training, project with labour market orientation, preparatory training)</p>
SI	<p>Training measures consist of educational programmes, different types of training and (re)qualification courses, preparatory training for NVQ certification, competence training, on-the-job training programmess, work trail and testing programmes, etc. The number was computed in the following way: individuals in training measures at the end of previous month (<math>M_{i-1}</math>) plus inflow in the current month (<math>M_i</math>).</p>
SK	<p>Individuals who are in training measures for which the PES is accountable at least some time.</p>
UK	<p>No access to data</p>

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**POPULATION 3 (deregistration of unemployed job seeker)**


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AT	<p>Total outflow of unemployed job seekers and apprenticeship seekers (maybe to employment, to sickness, to the retirement system to active measures to unknown destinations) plus outflow from training into employment minus those who change from unemployment into training within 6 Months. We add those who make a transition from active measures into employment, because in POP 1 we count as unemployed also those who are participating in active measures. We discount the outflow from unemployment of those persons who change to active measures within 6 month, because we try to act actively as early as possible and this early interventions shouldn't lead to a worse performance in the data provided.</p> <p>All data are from AMS-data warehouse.</p>
BE/ORBEM	<p>We have full access to the data to calculate this population because the PES itself is responsible for the registration and deregistration of job seekers. Nevertheless, data can be biased by the different procedures we have implemented during recent times.</p>
BE/VDAB	<p>It's the opposite of the unemployed job seekers (category le 15). All the individuals who are not longer registered as unemployed job seekers, either because they are registered with a category of a working person or because they are deregistered for a known (sickness, return to study, not any longer available because of social of familial or age reasons ) or unknown reason.</p>
DE	<p>Deregistration of registered unemployed, independent on the reason why they deregister. Besides taking up an employment, other reasons for deregistration are possible, e.g. participation in an active labour market measure, sickness or leaving the labour market (inactivity).</p>
FR	<p>This POP can be calculated through administrative data. In the french case, the number of deregistration is overestimated because many reasons might explain a deregistration: transition to employment, retirement or inactivity, striking-off because of insufficient job-searching ... but also error by job seekers or any other external reasons.</p>
IE	<p>FÁS (PES) does not systematically de-register clients. We do, however, 'deactivate' clients under the following conditions: if a client has had no activity on their registration file with FÁS (PES), that is, they have not participated in training/employment programmes or had any activity on their FÁS (PES) registration during the last 12 months, and are not on a caseload and are not in receipt of an unemployment payment. Clients who were placed in training/employment programmes/jobs are not de-registered from FÁS (PES) register.</p> <p>The data provided by FÁS (PES) under POP 3 was based on the number of clients who signed off the Live Register i.e. people registered with FÁS and DSFA and who are in receipt of an unemployment payment.</p> <p>Statistics provided for this POP are taken from the NEAP Monthly Progress Report January 2006, January 2005, January 2004, January 2003, January 2002 and January 2001.</p>

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**POPULATION 3 (deregistration of unemployed job seeker)**

FI	The Finnish labour markets are highly dynamic. People move in and out of the labour market and also between jobs, active measures or other labour market status. Even temporary job breaks the unemployment period ( according to the ILO criteria) with a result that the number of spells during the month is much higher than the respective number of unemployed persons. The data is based on ended unemployment spells.
	Only spells are available on monthly basis
LV	number of the unemployed (registered at SEA) who have lost status of unemployed and have been deregistered during the month Mi.
NL	People who were registered as non working jobseekers who have been deregistered
SE	Persons who left unemployment for various reasons
SI	Total monthly (Mi) out-flow from the unemployment register (deleted from the unemployment register) due to any reason (employment and other reasons, such as: retirement, regular schooling, not complying with obligations, maternity leave, etc.).
SK	Individuals who are on a PES register at least some time, who are unemployed, who are job seeking and de-registration is coded by the PES " for reasons of employment" .
UK	Defined as the Number of exits from Job Seekers Allowance (JSA) in month

<b>POPULATION 4 (deregistration of unemployed job seekers with a spell duration of less than six months)</b>	
AT	<p>Outflow of unemployed job seekers and apprenticeship seekers within 6 months after registration minus outflow into training measures within 6 months. The early interventions shouldn't lead to a worse performance therefore we discount those who make a transition into active measures.</p> <p>All data are from AMS-data warehouse.</p>
BE/ORBEM	We have full access to data to calculate this population but we are limited by the restrictions of our datawarehouse. Before 2004, data can be limited due to technical difficulties.
BE/VDAB	<p>It's the opposite of the unemployed job seekers (category le 15).</p> <p>All the individuals who are not longer registered as unemployed job seekers with a date Eurostat less then six months, either because they are registered with a category of a working person or because they are deregistered for a known (sickness, return to study, not any longer available because of social of familial or age reasons ) or unknown reason.</p>
DE	Deregistration of registered unemployed, independent on the reason why they deregister leaving the register (see POP3) before the spell of unemployment reaches 6 months.
FR	<p>Through administrative data, we are able to know the duration of unemployment (cf. POP3 for restrictions on this kind of data). This POP is already monitored by ANPE as "exits before six months of unemployment"</p> <p>This POP can be calculated through administrative data. In the french case, the number of deregistration is overestimated because many reasons might explain a deregistration: transition to employment, retirement or inactivity, striking-off because of insufficient job-searching ... but also error by job seekers or any other external reasons.</p>
IE	FÁS (PES) does not track this information.
FI	The dates of startings and endings ( unemployment, measures, etc) are recorded to the personal data of job seekers. The length of all ended unemployment spells are counted directly from the register. The POP 4 data are the number of spells with less duration than six months
LV	Number of the unemployed who have been registered at SEA for less than six months and have lost status of unemployed and have been deregistered during the month Mi.
NL	Non working jobseekers who have been deregistered before the duration of the spell of unemployment is more than 6 months.
SE	People who are deregistered (within six months since registration) during a specific month)
SI	Total monthly out-flow (Mi) from the unemployment register (due to any reason) of those individuals who were deregistered within 6 months after the registration.
SK	This group is not followed by the PES
UK	Defined as number of exits from Job Seekers Allowance (JSA) where at time of exit customer had been on JSA for less than 6 months.

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**POPULATION 5 (terminating training measures)**


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AT	Number of persons who finish their participation in a training measure. As all training measures are done on behalf of AMS (after tendering procedures by external non-profit or profit organisations ) and it is the personal AMS adviser who decides if a person participates in a measure, all participation data are monitored by AMS in the data warehouse.
BE/ORBEM	We definitely don't have full access to calculate this population. In the future data should be more reliable via the information network.
BE/VDAB	The number of jobseekers in training measures(inclusive pathways) in month X. The pathways contains: <ul style="list-style-type: none"> <li>- job application training</li> <li>- vocational training</li> <li>- personal skills training</li> <li>- training and guidance on the floor</li> </ul>
DE	<p>Training measures exits, independent if they complete their training. Measure statistics are fixed after three months of waiting time for stock and flow data. This is different for the exits used for the observation of destinations. As these are linked to the employment register changes in the data situation are observed over a longer time period, which is why there are small differences between the official exits and the exits used for calculating destinations.</p> <p>POP5 included the same measures as POP2, POP5a as POP2a only "Support for further vocational training"</p>
FR	<p>This indicator is not monitored. The only assessment would be the number of people back in cat 1,2 and 3 after a shift in cat 4 (cf. POP2 for restrictions on this kind of data).</p> <p>POP2 is currently not calculated in our PES. The indicator monitored is the " number of unemployed with a training proposal" . These people are sent to another organism (AFPA) which decides or not to active this proposal.</p> <p>An underestimated POP2 could be calculated through an assessment of people shifting from cat 1, 2 and 3 to cat 4 because of an entrance in a training measure. But this data is not very reliable because this assessment is based on administrative data filled by both job seekers and counsellors.</p> <p>Through a quarterly survey over 2000 de-registered job-seekers, we can assess the number of people de-registered because of an entrance in a training measures. The problem is that this survey only assesses the motives of deregistration for one month every three months. The unit of measure here is the exit and not the job seekers.</p>

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**POPULATION 5 (terminating training measures)**


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IE	The data used refers to clients who commenced on a FÁS training programme and who completed same. The data captures all clients in this category irrespective of when they registered with FÁS. We would have full access to this data for 2005, 2004, 2003, 2002. Statistics provided for this POP are taken from the FÁS Management Information System.
FI	Data is the number of exits from labour market training. The average length of labour market training is 6 months and thus, in practice, one person can exit only once a month.
LV	Number of the unemployed registered at SEA who have finished participation in training measures (professional training, retraining and raising of qualification) organized by SEA (number of the unemployed who have acquired profession plus those who quit the training courses) during the month Mi.
NL	Not applicable for CWI
SE	Persons who terminate a training measures during a specific month
SI	Individuals who terminate the training measures during the month (Mi). Training measures consist of <ul style="list-style-type: none"> <li>• educational programmes,</li> <li>• different types of training and (re)qualification courses,</li> <li>• preparatory training for NVQ certification,</li> <li>• competence training,</li> <li>• on-the-job training programmes,</li> <li>• work trail and testing programmes, etc.</li> </ul>
SK	Individuals who were participating in training measures for which the PES was accountable at least some time and who had terminated the participation in training measures.
UK	No access to data

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**POPULATION 6 (deregistration and transition to work)**


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AT	<p>Number of persons who change from unemployed job seeker, apprenticeship seeker and participant in training measures to employment ( employed and self employed, part-time jobs but no mini-jobs, ). We have all data of training participants and the employment data of the social insurance system in our data warehouse. So we know exactly who has taken up a fully insured employment. We do not count mini-jobs, because persons with a mini-job remain in the unemployment register, if they are looking for an other job.</p>
BE/ORBEM	<p>It is considered that the most important reason for deregistration is a new job, but before 2006 the PES was only informed in a indirect way, for example the job seeker informs us when we invited him/her for a job vacancy or the job seeker has been absent at the control. Data after 2006 should be more reliable, because of the information exchange with the responsible social security institution. After long discussion, we have decided that we won't provide data for this pop6 because data are not reliable</p>
BE/VDAB	<p>All the individuals who are not longer registered as unemployed jobs eekers because they are registered with a code of a working person (25,55,70,78,80,82,85,88,90, 91,91,93) at the end of month X or at the end of one of the 6 following months.</p> <p>Since 2003 the employers are obliged to declare immediately the beginning and ending of each employment. All these information is registered in a database DIMONA. Since 2006 the PES has become authorization to consult the database.</p> <p>For the calculation of POP6 since 2003 there has been an additional search in de database of DIMONA to look up the periods of employment for at least one day during the six months following deregistration.</p> <p>As a result of this search, the PES counts an increasing amount of individuals who are at work. A comparison with the own database proved that these persons were deregistered by the PES for an unknown reason. So we may conclude that the transition to employment is underestimated for the period 2000-2002.</p>
DE	<p>Registered unemployed leaving the register for reason of employment.</p> <p>These figures may be underestimated comparing the definition of POP6, as we only have this information available for those who actively deregister. Registered unemployed who do not renew their status in the agreed time may be excluded from the register. This will usually only be relevant for registered unemployed not receiving benefits. A second reason for the figures being underestimated is that we chose the option "immediately after leaving the register", i.e. only immediate transitions into employment are included here.</p>

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**POPULATION 6 (deregistration and transition to work)**


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FR	<p>Currently, the administrative data about deregistration due to return to work are underestimated because the only source of information is the monthly declaration of unemployment. Because a large share of unemployed returning to work don't actualize their demand, they are counted in other categories.</p>
	<p>To get a reliable information about returns to employment, we use a survey. This survey is done on a quarterly basis over 2000 people de-registered in the last month because of different motives: absence at job-searching control, administrative striking off and other motives. From this result, we are able to estimate a number of people de-registered for a job motive. Because of the restrictions from the survey, the data for POP6 are only available for one month every three months (March, June, September and December) since June 2001.</p> <p>The data sent cover only Metropolitan France</p>
IE	<p>We would have full access to this data in respect of NEAP clients only as we do not systematically track all clients.</p>
FI	<p>Deregistration of unemployed persons are monitored and the reason of ended spell is recorded to the register by the official</p> <p>Deregistration of unemployed persons are monitored and the reason of ended spell is recorded to the register by the official.</p> <p>The problem is that the reason of ended spell remains unknown in about 15 % of cases. A part of job-seekers can have find employment by own means without letting the employment office to know what have happened with them. The unemployed person must notify at employment office with predetermined time intervals. Those who do not come are removed from the register.</p>
LV	<p>POP6 - number of the unemployed (registered at SEA) who have lost status of unemployed because of finding a permanent job and have been deregistered during the month Mi.</p>
NL	<p>Concerns the de-registrations of non working jobseekers in a specific month and who are not re-registered within 4 weeks after the date of de-registration. We assume that they have made the transition into employment</p>
SE	<p>Persons who left unemployment and went to a job during a specific month with or without subsidies</p>
SI	<p>Monthly (Mi) out-flow from the unemployment register into employment (full/part time employment, self-employment, subsidized employment) within 6 months following the date of deregistration.</p>
SK	<p>Individuals who were on PES register at least some time and who were unemployed, who were job seeking and who made transition to employment.</p>
UK	<p>Defined as number of Job Outcomes for Job Seekers Allowance (JSA) customers in month, include jobs where the customer remained on JSA</p>

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***POPULATION 7 (deregistration of unemployed job seeker before the six months mark and transition to employment)***

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AT	<p>Number of persons who change from unemployment and apprenticeship seeking into employment within 6 months after registration plus those who change from participation in training measures into employment. See POP 6. We have exact data of training participants and employment data in the data warehouse.</p> <p>All data from our data warehouse.</p>
BE/ORBEM	<p>Data for this pop are considered to be less reliable for the same reasons as pop6, so they won't be delivered.</p>
BE/VDAB	<p>All the individuals who are not longer registered as unemployed job seekers because they are registered with a code of a working person at the end of month X or at the end of one of the 6 following months.</p> <p>Since 2003 the employers are obliged to declare immediately the beginning and ending of each employment. All these information is registered in a database DIMONA.</p> <p>Since 2006 the PES has become authorization to consult the database.</p> <p>For the calculation of POP6 since 2003 there has been an additional search in de database of DIMONA to look up the periods of employment for at least one day during the six months following deregistration.</p> <p>As a result of this search, the PES counts an increasing amount of individuals who are at work. A comparison with the own database proved that these persons were deregistered by the PES for an unknown reason. So we may conclude that the transition to employment is underestimated for the period 2000-2002.</p>
DE	<p>Deregistration of registered unemployed, leaving the register for reason of employment before the spell of unemployment reaches 6 months.</p> <p>For more information about deregistration and transition to work, see POP3 and POP6.</p>
FR	<p>Through the survey (cf. POP6) and administrative data, we are able to estimate an amount of people de-registered for a job-motive before a six months spell. For the same reasons as POP6, data for POP7 are only available for one month per quarter.</p> <p>The data sent cover only Metropolitan France</p>
IE	<p>This information is currently not available from the FÁS (PES) register.</p>
FI	<p>The data of ended unemployment is cross tabulated by reasons and duration of unemployment</p>
LV	<p>Number of the unemployed who have been registered at SEA for less than six months and have lost status of unemployed because of finding a permanent job and have been deregistered during the month Mi</p>
NL	<p>concerns the de-registration as in pop 6 but than limited to the non working jobseekers whose period of registration doesn't exceed 6 month's</p>
SE	<p>Transition to employment of those who deregister ( within six months) based on monthly figures</p>

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***POPULATION 7 (deregistration of unemployed job seeker before the six months mark and transition to employment)***

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SI Monthly (Mi) out-flow from unemployment register into employment (full/part time employment, self-employment, subsidized employment) within 6 months following the date of deregistration, taking into account only those unemployed who had unemployment spell six months or less.

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SK This group is not followed by the PES

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UK Defined as number of Job Outcome Target (JOT) outcomes for JSA customers in month, where customers have been on JSA for less than 6 months at time of job start.

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**POPULATION 8 (terminating training measures and transition to employment)**


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AT	Number of persons who change to employment ( at least 1 day as employee or self-employed, without mini-jobs) within 6 months after having finished a training. We have all data on active measures and we have the employment data of the social insurance system in our data warehouse.
BE/ORBEM	
BE/FOREM	
BE/VDAB	The number of inclusive pathways that resulted in outflow to employment (measured at the end of the pathway). The number of inclusive pathways that resulted in outflow to employment (measured at the end of the pathway). Until December 2002 outflow to employment was defined as: "registration with a code of a working person (25,55,70,78,80,82,85,88,90,91,92,93)". Since January 2003 outflow to employment was defined as: "registration with a code of a working person (25,55,70,78,80,82,85,88,90,91,92,93)" or "registration in the "DIMONA database". (See also POP6)
DE	<p>For POP8 we calculated three different options:</p> <ul style="list-style-type: none"> <li>- POP8: Training measure exits (same measures as in POP2) who are socially insured 1 month after leaving the measures</li> <li>- POP8a: Training measure exits (same measure as in POP2a) who are socially insured 1 month after leaving the measure</li> <li>- POP8b: Training measure exits (same measure as in POP2a) who are socially insured 6 months after leaving the measure</li> </ul> <p>We have the possibility to connect the BA registers of unemployment and measures to the register of socially insured employment (see graph below). This way we have the possibility to find out, if participants after leaving a measure did find socially insured employment. Transition periods from one to 37 months can be observed. A survey is not necessary.</p>
FR	<p>This indicator is not monitored. The only assessment would be the number of people back in cat 1,2 and 3 after a shift in cat 4 (cf. POP2 for restrictions on this kind of data).</p> <p>POP2 is currently not calculated in our PES. The indicator monitored is the " number of unemployed with a training proposal". These people are sent to another organism (AFPA) which decides or not to active this proposal.</p> <p>An underestimated POP2 could be calculated through an assessment of people shifting from cat 1, 2 and 3 to cat 4 because of an entrance in a training measure. But this data is not very reliable because this assessment is based on administrative data filled by both job seekers and counsellors.</p> <p>Through a quarterly survey over 2000 de-registered job-seekers, we can assess the number of people de-registered because of an entrance in a training measures. The problem is that this survey only assesses the motives of deregistration for one month every three months. The unit of measure here is the exit and not the job seekers.</p>

**POPULATION 8 (terminating training measures and transition to employment)**

IE	<p>The numbers placed in employment as a result of training/employment programmes is not readily available from the FÁS (PES) Management Information System. However, we conduct follow-up surveys, through our Planning and Research Department, to establish placement rates from FÁS funded programmes. These are conducted on an annual basis and are undertaken by professional research companies on contract to FÁS.</p>
	<p>Results from the most recent follow-up surveys conducted show that the placement rate into employment from training courses is 64% for 2005, 64% for 2004.</p>
FI	<p>The effectiveness of labour market measures is not monitored on monthly basis. Instead of that the labour market status is checked at fixed time interval after the measure by means of a survey method. In addition to that, the job seeker register can only catch the persons who return back to unemployment and respective indicators are produced to measure the share on the unemployed three months after the measure. ( The date of exits from the measure is recorded and then three months after that comes the checking, if the person has returned back to the register. Respective statistics are available on yearly basis for all measures.)</p>
	<p>The POP 8 can be estimated from yearly data. You can see that about 30-36 % percent of terminated participants can find employment within a short period of time (drop outs immediately and those who have completed the training within two months). We have the same problem as regarding POP 6. Should we ignore those participants whose destination is unknown.</p>
LV	<p>Number of the unemployed registered at SEA who have finished participation training measures (professional training, retraining and raising of qualification) organized by SEA (number of the unemployed who have acquired profession plus those who quit the training courses) and have lost status of unemployed because of finding a permanent job and have been deregistered during the month Mi</p>
NL	<p>No data</p>
SE	<p>Persons who terminated a training program and went to a job with or without subsidies the same month as the training was terminated</p>
SI	<p>Individuals who change to employment ( full/part time employment, self-employment, subsidized employment) within 6 months after termination of training measures in which they were involved. Employment service is in charge for implementation of training programmes which includes also the monitoring of exits into employment at the level of individual participant.</p>
SK	<p>Individuals who were participating in training measures for which the PES was accountable at least some time and who terminated the participation in training measures due to their transition to employment.</p>
UK	<p>No access to data</p>

## 2

### *Performance indicators Q4 and Q5*

2.1	<i>Which of the conceptual variants are going to be chosen</i>	34
2.2	<i>Are the indicators Q4 and Q5 already part of the PES management information system?</i>	35
2.3	<i>Are there indicators already part of the management information system that comes close to the indicator Q4 and Q5 of the project with regard to data provision?</i>	36
2.4	<i>Are the VAC data for indicators Q4 and Q5 available?</i>	37
2.5	<i>Are there statutory regulations which ask employers to notify the PES of all their vacancies?</i>	38
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## 2.1

*Which of the conceptual variants are going to be chosen*

- *Opening access to a large share of vacancies through the PES information system (Q4)*
- *Vacancies filled (Q5)*

	<i>Concepts /Terms</i>		<i>Variant</i>
T 13	A vacancy is filled	Option 1: T 13.1	The employer has found a suitable candidate irrespective of the channel of contact presented by the PES
		Option 2: T 13.2	

***Filled vacancy***

	Option 1: T 13.1	Option 2: T 13.2
AT		x
BE/ORBEM	x	
BE/VDAB	x	
DE	x	
FR	x	
IE	x	
FI	x	
LV	x	
NL		x
SE	x	
SI	x	
SK	x	
UK		x

## 2.2

*Are the indicators Q4 and Q5 already part of the PES management information system?*

	<b>Q4: Opening access to a large share of vacancies through the PES information system</b>		<b>Q5: Making sure that posted vacancies are filled</b>	
	<b>yes</b>	<b>no</b>	<b>yes</b>	<b>no</b>
AT		X		X
BE/ORBEM <sup>1</sup>		X	X	
BE/VDAB <sup>2</sup>		X	X	
DE		X		X
FR		X		X
IE	X			X
FI	X		X	
LV		X		X
NL	X		X	
SE		X	X	
SI	X			X
SK	X		X	
UK		X		X

<sup>1</sup> The management contract 2006-2010 of the PES ORBEM-BGDA comprises an indicator concerning the covering of vacancies. That indicator is meant to determine the share of ORBEM-BGDA on the labour market.

<sup>2</sup> Data available for the Numerator.

## 2.3

**Are there indicators already part of the management information system that comes close to the indicator Q4 and Q5 of the project with regard to data provision?**

	<b>Q4: Opening access to a large share of vacancies through the PES information system</b>		<b>Q5: Making sure that posted vacancies are filled</b>	
	<b>yes</b>	<b>no</b>	<b>yes</b>	<b>no</b>
AT	X		X	
BE/ORBEM		X		
BE/VDAB <sup>1</sup>		X		
DE		X	X	
FR	X <sup>2</sup>		X <sup>3</sup>	
IE	-	-		X <sup>4</sup>
FI	-	-	-	-
LV		X	X	
NL	X		X	
SE		X	X	
SI			X	-
SK		X	X	
UK	X		X	

<sup>1</sup> Data available for the Numerator.

<sup>2</sup> An estimation of the "market share" is calculated retrospectively (with a two years delay) once a year. The method is based on four different sources:

the registration of DMMO (declarations of manpower movements) systematically made by the firms over 50 workers

A survey, EMMO (survey on manpower movements), based on ¼ of the total number of firms between 10 and 49 workers

An estimation of manpower movements in firms below 10 workers

The job vacancies registered at ANPE

DMMO and EMMO only cover a part of the French economy, the competitive sector of industry and it trade. A large share of the economy is excluded such as agriculture and the non-profit sector. Other data are not included such as temporary work (interim) and very short term contracts.

Therefore, in order to estimate an homogeneous indicator, a large part of the job vacancies registered at ANPE are excluded:

vacancies from the agricultural sector, vacancies from the non-market sector, vacancies from the temporary work (interim) sector, vacancies without any sector specified, vacancies from overseas territories, "non salaried" job vacancies

Very short term vacancies (less than 8 days or less than 9 hours a week).

<sup>3</sup> The calculation is different in order to prevent monthly rates from over passing 100% and because for certain job vacancies, recruitment processes are longer than one month (such as executives or high qualify jobs). Therefore, the calculation is : Job vacancies filled during month Mi / Job vacancies de-registered during month Mi

We usually not exclude the ALMP vacancies from the filled.

<sup>4</sup> This is through monthly follow-up surveys with employers. Approximately 100 companies which had notified their vacancies to the NCC two months' previously, were randomly selected.

## 2.4

*Are the VAC data for indicators Q4 and Q5 available?*

	VAC 1	VAC 2	VAC 3	VAC 4	VAC 5	VAC 6	VAC 7
AT	yes	yes	no	yes	yes	yes	yes
BE/ORBEM	no	yes	yes	yes	yes	no	no
BE/VDAB	no	yes (AMI)	yes	yes (AMI)	yes (AMI)	no	no
DE	no	yes	no	yes	yes	yes	no
FR	no	yes	no	yes	yes	yes	yes
IE	no	yes	yes	yes	no	yes	no
FI	yes	yes	yes	yes	yes	yes	no
LV	no	yes	no	yes	yes	no	no
NL	yes	yes	yes	no	no	yes	yes
SE	no	yes	yes	yes	no	no	no
SI	yes	yes	yes	yes	no	no	no
SK	no <sup>1</sup>	yes	yes	yes	no	yes	no
UK							

<sup>1</sup> for 2004-2005

VAC 1: Economic wide vacancies

VAC 2: PES posted vacancies

VAC 3: Accessible vacancies

VAC 4: Posted vacancies filled

VAC 5: posted vacancies filled within 4 weeks

VAC 6: posted vacancies filled with PES-candidates

VAC 7: posted vacancies filled with PES candidate and within 4 weeks

## 2.5

***Are there statutory regulations which ask employers to notify the PES of all their vacancies?***

	<b>yes</b>	<b>no</b>
AT		X
BE/ORBEM <sup>1</sup>	X	
BE/VDAB <sup>1</sup>	X	
DE		X
FR		X
IE		X
FI	X	
LV		X
NL		X
SE	X	
SI	X	
SK.		X
UK		

<sup>1</sup> The obligation to report job openings is incorporated in art 24 of the law of 14 February 1961 regarding economic expansion, social progress and financial recovery. "Every company employing an average of 20 employees during the calendar year that precedes the announcement of a job opening is obliged to report every job opening to the local subregional employment service. The company must report the the job opening at the latest on the date that the job opening is announced in the press"

But: there have never been established any penalties for non-compliance with this law. Practically there is no obligation at all, the employers are free to report the vacancies..

## 2.6 Additional questions

	<i>Were there any changes made to the methodology used for calculating the VACs in the course of the observation period?</i>		<i>Were there changes within the organisation which influenced the calculation of the VACs in the course of the observation period?</i>		<i>Were there changes in labour market policy which influenced the calculation of the VACs in the course of the observation period?</i>	
	<i>yes</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>yes</i>	<i>no</i>
AT	X			X	X	
BE/ORBEM		X		X		X
BE/VDAB		X	X			X
DE		X		X		X
FR		X		X		X
IE		X		X		X
FI		X		X		X
LV		X		X		X
NL		X		X		X
SE		X		X		X
SI		X		X		X
SK	X					
UK						

VDAB: The use of Internet (Jobmanager) causes a negative effect on the number of registered vacancies in AMI.

SK: Those are final changes which will be send till 15. Feb.2007. They concern the period since 2004.  
 VAC 1is abandoned  
 VAC2 is redefined  
 VAC3 is redefined  
 VAC5 is abandoned  
 VAC6 is defined  
 VAC7 is abandoned

## 2.7

*How are the VAC data for indicators Q4 and Q5 defined?***VACANCY 1 (Economic wide vacancies)**

AT	As AMS does not have access to all vacancies offered but we count all newly employment contracts documented by the national insurance agency (which are all filled vacancies) (data by national insurance agency available in our datawarehouse). This calculation may lead to an underestimation if employers cannot find employees, but there are no signals of serious bottlenecks at the moment.
BE/ORBEM	We don't have access to data and in Belgium at this moment there is no data available based on a "vacancy survey", but we can try to make an estimation of all job vacancies from all employers in the economy. The estimate of all vacancies is not monthly available but yearly. The estimation is based on the number of employment (interne employment) multiplied by a turnover rate. This turnover rate (based on a survey) is the number of persons that have the same job compared to the year before in relation to the number of employed habitant.
BE/VDAB	No access to data
DE	As a source we used the yearly survey from our research institute IAB called "Betriebspanel". It includes the economic wide offered vacancies. Since 2005 there is a quarterly survey in line with the Eurostat vacancy survey.
FR	It's impossible to assess the number of all job vacancies from all employers in the economy. To estimate it, we use different sources (administrative data and survey) about manpower movements registered by the ministry of Labour. These data only cover a part of the total economy (cf. discussion on indicator Q4).
IE	VAC 1 is an estimate and relates to private sector only.
FI	The number of economic wide vacancies are monitored by means of EUROSTAT's methodology from the beginning of 2002. Only stocks of vacancies are available the reference time being the first day of March, June, September and December. (Isn't there statistics of flows in any country?)
LV	Concerns the number of vacancies in a year calculated by the national statistical office divided by 12
NL	The number which is published by the official national statistical office
SE	The statistical central bureau of statistics (SCB) provides us with data on how many persons that went to a new job during the year.

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**VACANCY 1 (*Economic wide vacancies*)**

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SI	<p>The notification of job vacancies with employment service is obligatory by the law (except in few cases stated in the law, including special employment arrangement within public works programmes).</p> <p>In the case of Slovenia the total number of notified vacancies during the month (Mi) corresponds to the project definition of economic wide vacancies. The notification of vacancies on the side of Employment service includes: keeping of the job vacancies records and their regular publishing on physical notice boards.</p> <p>Apart of this standard notification procedure, employers can ask employment service to provide additional activities and in this case vacancies are regarded as posted with PES (see explanation under VAC 2 and 3).</p> <p>Described distinction between notified and posted vacancies is applied also within benchmarking project.</p> <p>Notified vacancies which were cancelled within allowed period or were renewed after termination of application period were not counted in VAC1 and consequently in VAC2/VAC3.</p>
SK	<p>Overall data on the vacancies offered by all employers are not available.</p>
UK	<p>Although this data is available through the official national statistics office it is not used to calculate the indicators because the survey approach has been used.</p>

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**VACANCY 2 (PES posted vacancies)**


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AT

Stock of immediately available vacancies in month Mi-1 and inflow in month Mi during a month registered with AMS. Employers want to register their vacancies, when they ask for individual support to find employees. The number may be underestimated, because big employers register only one vacancy for every job profile they need (but maybe they are looking for 20 persons with the same profile). A vacancy in Austria is any vacancy of an employer, also fix-term vacancies or vacancies from private employment services (which are our biggest employer clients). There are no (beside a small number in employment projects for very long jobless persons) LMP- vacancies in Austria, but the employers may get a wage-subsidy if they employ certain persons.

A change in AMS regulations how to register vacancies of private employment agencies (up to 2006 they had to identify the final employer from 2006 on they may not identify the final employer) leads to an overestimation of vacancies, because several employment agencies may compete in recruiting candidates, and one and the same real vacancy may be registered by several times by different employment agencies.

Data from our datawarehouse.

BE/ORBEM

Monthly we register : the inflow of job vacancies during the month; the number of vacancies that is filled in; the number of cancelled vacancies and the vacancies available at the end of the month (the stock of vacancies).

VAC2 is the number of posted vacancies during a month (inflow during a month).

BE/VDAB

regular jobs + jobs from agencies for temporary work + employment measures AMI+jobmanager(\*) (inflow during month)

regular jobs + jobs from agencies for temporary work + employment measures AMI(\*) (inflow during month)

**AMI: active service efforts to fill the vacancies**

Applicants are actively referred

Follow up of the vacancies (once every two weeks)

Data on filling and duration available

Open vacancies: >90% (data on jobseekers who filled the vacancy available for about 50 % of filled vacancies)

**JOBMANAGER:**

intake via the internet

self-service

very limited involvement of PES staff

automatic closure of vacancies from agencies for temporary work after max. 4 weeks

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**VACANCY 2 (PES posted vacancies)**


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DE	<p>Stocks of vacancies in month M minus vacancies of a duration less than one month plus inflow in month M. There are different kinds of vacancies available in the register, which can be included or excluded in the calculation. Some examples of items relevant for the benchmarking exercise:</p> <ul style="list-style-type: none"> <li>- employment up to or more than 7 days</li> <li>- unsubsidized or subsidized employment</li> </ul> <p>duration of vacancy registration or duration of vacant status of the registered vacancy</p>
FR	<p>Two kinds of job vacancies are registered by ANPE. First are the anonymous vacancies for which the name and address of employers are not specified. In this case, the pre-selection of candidates is done by counsellors. Second are nominative vacancies on which any candidates is allowed to apply directly.</p> <p>Three different assessments are possible for registered job vacancies : OEFM (stock of job vacancies present at the end of the month in the register), OEE (flow of job vacancies registering at any time during the month) and OES (flow of job vacancies deregistering at any time during the month). Therefore, we propose to calculate VAC2 as <math>OEFM_{Mi-1} + OEE_{Mi}</math>.</p> <p>As calculated in the file attached, VAC2 only concerns the job vacancies initially registered as non-ALMP vacancies (normal work contracts, non-salaried job contracts and for 2005 data, the new Contrat Nouvelles Embauches). All the vacancies referring to labour market policies are excluded (subsidized jobs, job creations in the non-market sector, apprenticeship vacancies and other contracts mixing job and training) but this question has to be raised during the next seminar.</p> <p>Due to restrictions in the information system, the calculation of OEFM is only available since 2001. Therefore, we're only able to give the amount of VAC2 from 2002 to 2005.</p> <p>The data sent cover France including overseas territories</p>
IE	<p>Vacancy as notified to FÁS by the Employer.</p> <p>Data on PES posted vacancies are captured through the MIS system and the National Contact Centre coming from same central server.</p>
FI	<p>Both stocks and flows of PES posted vacancies are recorded for each month and for the whole calendar year. The stock refers to number of vacancies at the end of each month. Flows are new vacancies of the respective period.</p>
LV	<p>Number of posted vacancies at the end of month Mi</p>
NL	<p>Vacancies notified to local offices and vacancies directly posted on the website</p>

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***VACANCY 2 (PES posted vacancies)***

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SE	Vacancies notified to local offices or directly posted on the website.
SI	To comply with the project definition of posted vacancies (T11), only those vacancies for which employers asked employment service to publish them in media (Internet, Teletext, newspapers) and/or to provide the support in finding the suitable candidate are considered and calculated as posted. Provided data refer to posted vacancies during the month (Mi).
SK	The vacancies (the stocks and flows ) posted by PES are recorded with PES within determined time period.
UK	Because the survey approach has been adopted these figures have not been used.

**VACANCY 3 (accessible vacancies)**

AT	<p>Stock (Mi -1) and inflow (Mi) of vacancies registered (VAC 2). AMS advisers put automatically almost all the registered vacancies on the homepage (those employers who agree). As we could not identify the vacancies in the Self-Service System (e-job-room), we estimate VAC 3 as VAC 2 plus 1%, which may be underestimated. But with the change in regulations in 2006 concerning the private employment services vacancies of private employment services may be overestimated (see Vac 2). Beginning in 2006 we can identify and count also the vacancies put in by the employers themselves via the self-service system (e-job-room).</p>
BE/ORBEM	<p>All vacancies received by ORBEM-BGDA are accessible publicly (job seekers). Vacancies are visible by a physical billboard and/or Internet. All vacancies on the site of ORBEM-BGDA are placed on the Internet by the PES itself. For vacancies without name and address from the employer the PES helps to find a suitable candidate. When the vacancy includes the coordinates of the employer the candidate can contact the employer directly.</p> <p>For ORBEM-BGDA VAC3 is equal VAC2.</p>
BE/VDAB	<p><b>regular jobs + jobs from agencies for temporary work + employment measures AMI+jobmanager(*) (inflow during month)</b></p> <p><b>regular jobs + jobs from agencies for temporary work + employment measures AMI(*) (inflow during month)</b></p> <p><b>+ eures + other databases (inflow during month)</b></p>
DE	<p>Vacancies published on the internet, monthly average of weekly stocks. Published vacancies include vacancies using the self service option of the PES internet and vacancies put on the internet by PES staff, i.e. registered vacancies where the employers agrees that they are published.</p>
FR	<p>No estimation of accessible job vacancies is possible. This amount is available for vacancies published on the Internet site is possible (but not regularly monitored) but the amount of vacancies accessible through physical billboards can not be assessed. Potentially any vacancies registered is available through electronic or physical billboards (unless the employer decided to suspend the vacancy because he received enough candidates to begin the recruitment/selection process) but this principle might depend on local contingencies such as the speciality of the local agency on certain sector or professions.</p>
IE	<p>Vacancy as notified to FÁS by the Employer.</p> <p>All vacancies are accessible through the PES IT system, either via touch screen computers and or physical advertisements in the PES offices. Data is available on accessible vacancies via the MIS system and the National Contact Centre.</p>
FI	<p>Refers to the number of vacancies accessible for every job seeking person via self service. The amount of accessible vacancies are monitored only on basis of inflows.</p>

**VACANCY 3 (accessible vacancies)**

LV	No data
NL	Concerns the average number of vacancies which month accessible on our website. This figure include partly the vacancies which are notified to the local offices as well the directly posted vacancies on the web.
SE	Number of vacancies that were reported to PES and exposed at the website
SI	All posted vacancies (as defined in VAC2) are published nationally-wide by PES on Internet, newspapers and Teletext, and are reachable trough the European Job Mobility Portal (Eures) as well. Therefore the number of "accessible vacancies" are equal to the number of "posted vacancies" . See also explanation of distinction between notified and posted vacancies under VAC1!
SK	The vacancies accessible through PES are those which are reported by the employers to it. ( VAC3 = VAC2 )
UK	Not required to calculate the indicator because survey approach adopted.

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**VACANCY 4 (posted vacancies filled)**


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AT	<p>Outflow of registered vacancies which are filled somehow (which may be directly by PES staff, or by jobseeking persons, who have found the vacancy on the AMS homepage or the employer has found an employee somehow). The employer tells his adviser that the vacancy is filled.</p> <p>Data from our datawarehouse.</p>
BE/ORBEM	<p>VAC4 is the number of filled in vacancies during a month.</p> <p>A vacancy is considered as satisfied when a PES-candidate is recruited or when the PES knows the name of the person that was hired for the job (the candidate does not need to be a job seeker or does not have to be registered as a job seeker at ORBEM-BGDA).</p> <p>In case of a vacancy which includes the coordinates of the employer, the PES takes contact with the employer to ask if the vacancy is filled and by whom.</p> <p>Since 2006 also vacancies are additionally counted as filled when the employers don't want to reveal the identity of the hired person. So the PES knows that the vacancy is filled, but not by whom.</p>
BE/VDAB	<p><b>regular jobs + jobs from agencies for temporary work + employment measures (filled during month)</b></p> <p><b>only available for AMI computer system</b></p>
DE	<p>Exits of vacancies that are filled, independent on the reason why they are filled. As with VAC2 there are different options that can be calculated. For the benchmarking exercise we prefer to include unsubsidized (VAC4u) employment.</p>
FR	<p>Filled vacancies are assessed through the motives of de-registration of vacancies. 4 different motives of de-registration are available:</p> <ul style="list-style-type: none"> <li>• filled vacancies by a candidate presented by ANPE</li> <li>• filled vacancies by another candidate (unemployed or already employed)</li> <li>• filled vacancies by an intern candidate (not considered as "filled")</li> <li>• de-registered vacancies because the employer changed his mind about this recruitment or because he doesn't want to benefit from our services anymore.</li> </ul> <p>VAC4 only concerns the job vacancies finally filled as non-ALMP vacancies (normal work contracts, non-salaried job contracts and for 2005 data, the new Contrat Nouvelle Embauche). All the vacancies referring to labour market policies are excluded (subsidized jobs, job creations in the non-market sector, apprenticeship vacancies and other contracts mixing job and training) but this question has to be raised during the next seminar.</p> <p>The data sent cover France including overseas territories</p>

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**VACANCY 4 (posted vacancies filled)**


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IE	Vacancies advertised on the PES system and confirmed by Employer that are filled.
	Survey samples would be the main source of data capture re posted vacancies filled.
FI	The information system records on line the different dates related to the filling of a vacancy (when the vacancy was notified at the office, when the work can start, when the vacancy was actually filled or when the time of application will expire in cases with fixed application period.)
	There is a monitoring for each month on the vacancies which were filled, canceled by the employer or were still open at the end of the period.
LV	Number of vacancies removed off the PES vacancy register during the month Mi (irrespective whether the vacancy was filled with a job seeker or not, or when the vacancy was posted).
NL	-
SE	A sample of the vacancies registered in the PES database are being followed up by interviews with the employers
SI	<p>Filled vacancies are observed from national health insurance institute. It provides employment service with the vacancy identification numbers under which the social insurance of workers has been recorded. It means that the identification of fulfilment of vacancies is related to the beginning of employment.</p> <p>According to the statutory provisions all vacancies have to have a fixed application period. After the application period is terminated, vacancy can not be published and is closed for the further applications. The selection among applicants as well as actual employment are done within a longer periods which makes 4 weeks observation period not relevant. By using vacancy identification number any specific observation about employed can not be done as well.</p>
	<p>For these reasons we are able to follow up the fulfilment of posted vacancies only according to the project definition of VAC 4. The number represent filled vacancies with any candidate during the month (Mi), irrespective of date when the vacancies were posted.</p>
SK	The vacancies posted with PES which are filled in defined period of time.
UK	Not required to calculate the indicator because survey approach adopted.

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**VACANCY 5 (posted vacancies filled within 4 weeks)**


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AT	Outflow of vacancies which are filled somehow ( see VAC 4) within 30 days after registration.
BE/ORBEM	Vacancies filled within 4 weeks after registration.
BE/VDAB	regular jobs + jobs from agencies for temporary work + employment measures AMI (filled within 4 weeks) only available for AMI computer system
DE	Exits of filled vacancies (within 1 month after registration) The same options as for VAC2 and VAC4 are also available for VAC5. In addition another option is relevant when regarding filled vacancies within a certain time period. It is possible to calculate the filled vacancies within 1 month of registration, which is OK for vacancies that are open immediately. Especially for employment of higher qualification the starting time of the employment is a certain time after the registration. For this reason it seems more reasonable for the benchmarking exercise to calculate the filling of the vacancies within 1 month after the vacancy is really vacant (VAC5vau). All alternatives have been calculated.
FR	Cf. VAC4 For any vacancy de-registered, it's possible to assess the time since registration. But we consider that the delay of 4 weeks is not relevant for any vacancies. The duration of recruitment process depends largely on the level of qualification. The rate of job vacancies filled in one month is only monitored at ANPE for the low-qualified jobs. In case of qualified jobs, the indicator monitored is the rate of filled vacancies within 2 months and in case of executive jobs, the indicator is the rate of filled vacancies within 3 months.
IE	Information not available
FI	From the dates related to the vacancies a statistics is produced to describe how long it took to fill the vacancy.

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**VACANCY 5 (posted vacancies filled within 4 weeks)**

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LV	number of vacancies removed off the PES vacancy register during the month Mi within 1 month since posting (irrespective whether the vacancy was filled with a job seeker or not).
NL	-
SE	No data on this (a large share of the vacancies require a written application to before a certain date, this indicator seems meaningless in those cases)
SI	See explanations under VAC 4.
SK	Data are not accessible.
UK	Not required to calculate the indicator because survey approach adopted.

**VACANCY 6 (posted vacancies filled with PES-candidates)**

AT	Outflow of vacancies which are filled with support of AMS (code E; B: administrative links between vacancy and jobseekers and feedback by employer and/or jobseeker). We count those filled vacancies with an administrative link in our IT-system between filled vacancy and jobseekers or when there is feedback by the employer and/or the jobseeker that a jobseeker has found a job provided through the AMS information systems. Data from our datawarehouse.
BE/ORBEM	No access to data
BE/VDAB	No access to data
DE	These data were available in our statistics, but as they were not reliable are not published any more. Data that are reliable and give the same information are the exits of jobseekers (PES candidates) that leave the jobseeker register for reason of employment and had active help from the PES to get this employment.
FR	CF. VAC 4 and VAC5 Filled vacancies are assessed through the motives of de-registration of vacancies. 4 different motives of de-registration are available: <ul style="list-style-type: none"> <li>• filled vacancies by a candidate presented by ANPE</li> <li>• filled vacancies by another candidate (unemployed or already employed)</li> <li>• filled vacancies by an intern candidate (not considered as "filled")</li> <li>• de-registered vacancies because the employer changed his mind about this recruitment or because he doesn't want to benefit from our services anymore.</li> </ul> <p>VAC4 only concerns the job vacancies finally filled as non-ALMP vacancies (normal work contracts, non-salaried job contracts and for 2005 data, the new Contrat Nouvelle Embauche). All the vacancies referring to labour market policies are excluded (subsidized jobs, job creations in the non-market sector, apprenticeship vacancies and other contracts mixing job and training) but this question has to be raised during the next seminar.</p>
IE	Posted vacancies filled with a PES candidate – through surveys employers are asked if the vacancy is filled by a PES candidate but it is difficult to ascertain this, as candidates access vacancies online, by touch screen etc. This underestimates vacancies filled as employers do not always know if they are PES candidates.
FI	When the vacancy is filled the official makes a checking if the candidate was a job seeker of the PES. (There are some doubts on the reliability of this data till 100 per cent)
LV	No data
NL	Concerns the vacancies which have been actively filled by referring a jobseeker actively to the employers who have notified their vacancies to the local office.
SE	We don't have any reliable statistics on this
SI	See explanations under VAC 4.
SK	The number of vacancies which are successfully filled with PES candidates.
UK	Not required to calculate the indicator because survey approach adopted.

**VACANCY 7 (posted vacancies filled with PES candidate and within 4 weeks)**

AT	Outflow of vacancies which are filled within 30 days with support of AMS. (code E; B: administrative links between vacancy and jobseekers and feedback by employer and/or jobseeker). See VAC 6 Data by our datawarehouse.
BE/ORBEM	No access to data
BE/VDAB	No access to data
DE	No data available for the same reasons why the vacancy register is not used to calculate VAC6, the calculation method of VAC6, however, is not to be used for VAC7. A combination of the duration of vacancies filled and the respective jobseeker is not applicable.
FR	CF. VAC 4 and VAC5 and VAC6 Filled vacancies are assessed through the motives of de-registration of vacancies. 4 different motives of de-registration are available: <ul style="list-style-type: none"> <li>• filled vacancies by a candidate presented by ANPE</li> <li>• filled vacancies by another candidate (unemployed or already employed)</li> <li>• filled vacancies by an intern candidate (not considered as "filled")</li> <li>• de-registered vacancies because the employer changed his mind about this recruitment or because he doesn't want to benefit from our services anymore.</li> </ul> <p>VAC4 only concerns the job vacancies finally filled as non-ALMP vacancies (normal work contracts, non-salaried job contracts and for 2005 data, the new Contrat Nouvelle Embauche). All the vacancies referring to labour market policies are excluded (subsidized jobs, job creations in the non-market sector, apprenticeship vacancies and other contracts mixing job and training) but this question has to be raised during the next seminar.</p>
IE	Same definition as VAC6 – data not available for these vacancies within 4 weeks, however surveys are undertaken within eight weeks by FÁS.  Data not available
FI	The data is in the register files of vacancies, but no regular statistics are produced
LV	No data
NL	Concern the vacancies presented under vac 6 which were filled with 1 month after having been registered by the CWI's.
SE	No data
SI	See explanations under VAC 4.
SK	Data are not accessible.
UK	Not required to calculate the indicator because survey approach adopted.

### 3

## *Performance indicators Q6 to Q7*

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<i>3.1</i>	<i>Are the indicators Q6 and Q7 already part of the PES management information system?</i>	<i>54</i>
<i>3.2</i>	<i>Are there indicators already part of the PES management information system that comes close to the indicators Q6 and Q7 of the project with regard to data provision?</i>	<i>55</i>
<i>3.3</i>	<i>Are the customer satisfaction data available?</i>	<i>5</i>
<i>3.4</i>	<i>By whom is the customer satisfaction survey carried out?</i>	<i>57</i>
<i>3.5</i>	<i>Additional questions</i>	<i>58</i>
<i>3.6</i>	<i>How are the customer satisfaction data defined?</i>	<i>59</i>

## 3.1

*Are the indicators Q6 and Q7 already part of the PES management information system?*

	<b>Q6: Customer satisfaction Job seekers</b>		<b>Q7: Customer satisfaction Employers</b>	
	<i>yes</i>	<i>no</i>	<i>yes</i>	<i>no</i>
AT		X		X
BE/ORBEM		X		X
BE/VDAB	X		X	
DE	X		X	
FR		X		X
IE	X		X	
FI	X		X	
LV	X		X	
NL	X		X	
SE	X		X	
SI		X <sup>1</sup>		X
SK		X		X
UK	X		X	

<sup>1</sup> First attempt in the form of pilot survey among job-seekers was carried out by PES in 2006

## 3.2

*Are there indicators already part of the PES management information system that comes close to the indicators Q6 and Q7 of the project with regard to data provision?*

	<b>Q6: Customer satisfaction Job seekers</b>		<b>Q7: Customer satisfaction Employers</b>	
	<i>yes</i>	<i>no</i>	<i>yes</i>	<i>no</i>
AT	X		X	
BE/ORBEM		X		X
BE/VDAB <sup>1</sup>	–	–	–	–
DE	–	–	–	–
FR	X <sup>1</sup>		X <sup>2</sup>	
IE	–	–	–	–
FI	–	–	–	–
LV	–	–	–	–
NL	–	–	–	–
SE	X	–	X	–
SI		X	X <sup>3</sup>	
SK		X		X
UK				

<sup>1,2</sup> Every year, ANPE realizes a survey on customers' satisfaction. This survey is very detailed and concerns all the services available to job seekers (and employers). There is no question on the global level of satisfaction. That's why we propose to calculate an indicator synthesizing several questions.

<sup>3</sup> The data on employers' satisfaction are presented as an average grade on the 1-5 grade-scale for different components of services. Close to the project indicator is survey from 2005 onwards.

**3.3**  
***Are the customer satisfaction data available?***

	<i>Job seeker</i>	<i>Employers</i>
AT	yes	yes
BE/ORBEM	no	no
BE/VDAB	yes	yes
DE	yes	yes
FR	yes	yes
IE	yes	yes
FI	yes	yes
LV	yes	yes
NL	yes	yes
SE	yes	yes
SI	no	yes
SK	no	no
UK	yes	yes

**3.4**  
**By whom is the customer satisfaction survey carried out?**

	<b>Q6: Customer satisfaction Job seekers</b>		<b>Q7: Customer satisfaction Employers</b>	
	<b>By the PES himself</b>	<b>By an external institute</b>	<b>By the PES himself</b>	<b>By an external institute</b>
AT		X		X
BE/ORBEM	-	-	-	-
BE/VDAB	X		X	
DE		X <sup>4</sup>		X <sup>4</sup>
FR		X		X
IE		X	X <sup>1</sup>	
FI		X		X
LV		X		X
NL		X <sup>2</sup>		X <sup>3</sup>
SE	X		X	
SI	-	-	X	
SK	-	-	-	-
UK		X		X

<sup>1</sup> In addition an annual Employer Survey was carried out in 2005 by an external institute on FÁS' behalf.

<sup>2</sup> Since 2004.

<sup>3</sup> Since 2005, the method has changed.

<sup>4</sup> Survey since mid 2005; design by PES himself; realization of the telephone interviews by external institute

### 3.5 Additional questions

	<i>Were there any changes made to the methodology used for calculating the »customer satisfaction Indicator« in the course of the observation period?</i>		<i>Were there changes within the organisation which might have influenced the »customer satisfaction Indicator« in the course of the observation period?</i>	
	<i>yes</i>	<i>no</i>	<i>yes</i>	<i>no</i>
AT		X		X
BE/ORBEM	-	-	-	-
BE/VDAB		X		X
DE		X		X
FR		X		X
IE		X	X*	
FI		X		X
LV		X		X
NL	X		X	
SE	X			X
SI		X		X
SK	-	-	-	-
UK				

NL:  
The questions which were used in the surveys of job-seekers are focused on contacts moments and the role of the advisors. The survey of employers are focused on the service delivery with regard to filling their vacancies and concerns also aspect of loyalty of the employers to CWI's

SI: We provided only data for employers' satisfaction 2005 (content corresponds close to the project requirements)

IE: A strategy of more proactive engagement with employers was launched together with appropriate development of staff competence in working with employers

## 3.6

*How are the customer satisfaction data defined?***CUSTOMER SATISFACTION****Job seekers**

AT	<p>Quarterly survey by telephone by an external institute. Every 3 months 30 persons (who had any kind of contact to AMS) per local office (99 local offices) are asked: altogether 11.880 persons (50% women) per year in Austria, representative by age and qualification. Beside a lot of specific questions on all kind of services there is one final question: Alltogether are you satisfied with the services you got from Your AMS office? Answers are 1 (very satisfied) to 6 (Not satisfied at all). This means all answers 1-3 are counted as a positive answer (the internal indicator counts only 1 and 2 answers)</p>
BE/ORBEM	-
BE/VDAB	<p>A survey including questions about a selection of items such as accessibility, waiting times, information, staff members, quality of provided services... is sent to a representative sample of jobseekers throughout the year. They can give a score from 1-10 (1-4: totally insufficient, 5-6 insufficient, 7-8 good, 9-10 excellent). These results are available 2 times a year. The jobseekers are divided by which service they've used: universal services, vocational training, training on the floor. The jobseekers satisfaction results are also separated according to the channel they've used being: online – service center – contact service. A question about the overall satisfaction of the specific used service is being asked, not about the whole PES.</p>
DE	<p>All data as actual figures.</p> <p>The customer satisfaction index for job-seekers is based on a representative survey conducted in every local PES (100 successfully completed interviews).</p> <p>The customers are asked to rate their satisfaction in different areas (scale from 1-6; 1 = very satisfied, 6 = very unsatisfied). The customer satisfaction index itself is derived from the 5 main components of satisfaction in the questionnaire: placement/ counselling, unemployment benefits, information resources, staff and availability. These different components of satisfaction are weighted according to the perceived importance from the customer's perspective:</p> <ul style="list-style-type: none"> <li>- placement/ counselling (30%)</li> <li>- unemployment benefits (10%)</li> <li>- information resources (10%)</li> <li>- staff (30%)</li> <li>- availability (20%)</li> </ul> <p>The survey is divided into 4 quarters (25 interviews each), which means that representative figures are obtained only after the 4th quarter. Since the survey started midyear 2005, the customer satisfaction index above contains data from 2005 as well as from 2006 (Q3/2005 + Q4/2005 + Q1/2006 + Q2/2006).</p>

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**CUSTOMER SATISFACTION**

***Job seekers***

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FR

We propose to synthesize three questions from our annual survey on jobseekers' satisfaction:

- Globally, are you satisfied with the services and facilities available in your local agency (information, physical and internet job-boards, ...)?
- Globally, are you satisfied with the proposals and advices given by the ANPE concerning your job-search?
- Globally, are you satisfied with the answers found to your needs?

The calculation is a simple average of the answers to these questions. It has to be noted that only a third of the total sample (around 1500 persons) answers to the third question.

The questionnaire was changed in 2004. So it's not possible to build a reliable indicator for years 2000 to 2003.

In 2004, 70,8% of jobseekers were satisfied («very satisfied» + «quite satisfied»). In 2005, they were 67,1%.

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IE

FÁS carries out an Employment Services Customer Satisfaction Survey in which we ask the question: Thinking of all the services on offer by FÁS Employment Offices, how satisfied or dissatisfied are you overall with the services that FÁS provided for you? (which is equivalent to the suggested question, how are you satisfied with the overall services the Public Employment Service has delivered?) In terms of its measurement, we have a five point scale (from very satisfied to very dissatisfied) which allows for a neutral category (neither satisfied nor dissatisfied). Excluding this category, as outlined in the instructions, we obtain a satisfaction rating of .84 out of 1 in the previous survey.

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FI

- A customer feedback survey is carried out every other year; 2002, 2004, 2006 and from 2006 onwards every year
  - Telephone survey of 23 000 interviews based on stratified random sample from the IT system of PES
  - Both job seekers' and employers' satisfaction is measured by means of their statements concerning the different components of services
  - The grading system consists of 5 options: very poor, poor, satisfactory, good, very good. The option in the middle of the scale is dropped out, when counting the shares of satisfied job seekers and employers.
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**CUSTOMER SATISFACTION**

***Job seekers***

LV

Within the framework of the European Social Fund project "State Employment Agency Studies" a study on how different groups of clients of State Employment Agency (SEA) evaluate SEA and its services was carried out in October and November of 2005.

The aim of this satisfaction study of clients of the SEA was to find out how the most significant client groups of the SEA (***job seekers and employers***) evaluate the work of the SEA, conformity of existing services of the SEA to clients' needs and labor market demand, as well as to gain information usable for development and improvement of quality, efficiency and availability of services provided by the SEA.

During the survey two quantitative researches of employers and job seekers were held. The quantitative researches were organized in a way of interviews with job seekers and representatives of employers. In the process of interviewing the questionnaires (one for job seekers and one for representatives of employers) elaborated by the researchers were used. Data processing was done in SPSS. On the basis of aggregated data the analyses of the survey was prepared.

In total 1003 respondents were interviewed in the quantitative research of ***job seekers***. The size and structure of sample (number of interviews in each local office of the SEA) were divided considering the SEA statistic data on number of the registered job seekers by regions of the Republic of Latvia and cities.

In order to gain the necessary information for assessment of quality and efficiency of services of the SEA interviewers during the interviews asked the respondents (job seekers and employers) to estimate the usefulness of the 14 services offered by the SEA. There were 14 questions included in the questionnaires in order to evaluate the usefulness of these services. The respondents who had used the respective service could choose one of the following answers:

- The service was useful;
- The service was rather useful;
- The service was rather unuseful;
- The service was unuseful;
- It's hard to say.

In order to calculate the indicators Q6 and Q7 we considered the answers "the service was useful", "the service was rather useful" and a half of "it's hard to say" as equivalents to "I was satisfied with the service".

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**CUSTOMER SATISFACTION**

***Job seekers***

NL	The questionnaire has changed in 2004: The measurement is based on ( external) surveys. The rate of satisfaction is expressed by a figure ( on a ten points scale) in stead of a percentage. Since this year the survey takes place quarterly by on line interviewing. The results are used for improving the services.
SE	The questionnaire has changed during the period, but it seems possible to use the use the data anyway. The scale has also changed slightly during the period. We have been making surveys of this kind since the beginnings of the 1990
SI	First attempt in the form of pilot survey among job-seekers was carried-out by PES in 2006. In the future it is planned to improve the sample design and to add a question about overall satisfaction with PES services. Otherwise, there is a complaints book in each local office as well as possibility for use the other ways of oral or written complaints; all of them are monitored in order to improve the services for job-seekers.
SK	No data available
UK	There is an annual telephone survey of 3,300 Jobseeker customers conducted on behalf of the PES by an independent researcher.

The Jobseekers are asked about their overall satisfaction with the service and those who respond with very or fairly satisfied make up the percentage score.

**CUSTOMER SATISFACTION****Employers**

AT	Quarterly survey by telephone by an external institute. Every 3 months 20 employers per local office (99 offices) who have posted a vacancy are asked (altogether 9.900 employers a year in Austria). In the questionnaire there are a lot of specific questions on all kinds of services. Finally there is one final question: Altogether are You satisfied with the services You got from your AMS office? Answers are 1 – 6 (1= very satisfied, 6= not satisfied at all). This means all 1 – 3 answers are counted (internal indicator is only 1 and 2 answers)
BE/ORBEM	No data available
BE/VDAB	A survey including questions about a selection of items such as accessibility, waiting times, information, staff members, quality of provided services...is sent to a representative sample of employers throughout the year. They can give a score from 1-10 (1-4: totally insufficient, 5-6 insufficient, 7-8 good, 9-10 excellent). These results are available 2 times a year. The employers satisfaction results are separated according to the channel they've used being: online – service center – contact service. A question about the overall satisfaction of the specific used service is being asked, not about the whole PES.
DE	<p>The customer satisfaction index for employers is based on a representative survey conducted in every local PES (120 successfully completed interviews).</p> <p>The customers are asked to rate their satisfaction in different areas (scale from 1-6; 1 = very satisfied, 6 = very unsatisfied). The customer satisfaction index itself is derived from the 5 main components of satisfaction in the questionnaire: placement/ counselling, unemployment benefits, information resources, staff and availability. These different components of satisfaction are weighted according to the perceived importance from the customer's perspective:</p> <ul style="list-style-type: none"> <li>- placement/ counselling (30%)</li> <li>- unemployment benefits (10%)</li> <li>- information resources (10%)</li> <li>- staff (30%)</li> <li>- availability (20%)</li> </ul> <p>The survey is divided into 4 quarters (30 interviews each), which means that representative figures are obtained only after the 4th quarter. Since the survey started midyear 2005, the customer satisfaction index above contains data from 2005 as well as from 2006 (Q3/2005 + Q4/2005 + Q1/2006 + Q2/2006).</p>

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**CUSTOMER SATISFACTION**

**Employers**

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FR

On the same principle than indicator Q6, we propose to combine three questions from our annual satisfaction survey on employers:

- Globally, what's your level of satisfaction concerning the conditions under which your job vacancy has been registered?
- Globally, what's your level of satisfaction concerning the follow-up of your recruitment done by the counsellor?
- Globally, what's your level of satisfaction concerning the candidates referred by ANPE on this vacancy?

The calculation is a simple average of the answers to these questions.

The questionnaire was changed in 2004. So it's not possible to build a reliable indicator for years 2000 to 2003.

In 2004, 76,5% of employers were satisfied («very satisfied» + «quite satisfied»). In 2005, they were 77%.

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IE

FÁS carries out a monthly employer survey asking employers to rate the recruitment service. There are two questions asked, depending on the means of vacancy notification (*If you registered by Internet/Telephone/Etc, how would you rate this service?*). Employers are asked to rate the service from 1 - 5, with 5 being the highest.

'In 2005, FÁS PES commissioned independent Consultants to carry out a survey of employer usage and awareness of FÁS services. The aims of the research were to:

1. measure which FÁS services, if any, employers were using at the time
2. determine how satisfied those using FÁS services were with the individual services used
3. identify any issues with services that were of a concern
4. estimate FÁS vacancy market share

This was within the overall context of the wider usage of FÁS services by employers. The survey asked employers to rate the FÁS services they used and were asked to rate their overall satisfaction with FÁS services on a rating of very satisfied, fairly satisfied, neither, fairly dissatisfied, very dissatisfied, don't know. Employers were also asked if they ever used FÁS services for recruitment purposes and to rate the services under various measurement indicators. Information was collected on the various reasons for satisfaction and dissatisfaction with recruitment services. Information was also collected on the awareness of recruitment services and the frequency of usage. FÁS received useful feedback as a result as to how it could improve its services and what did not require change and worked well. FÁS intends to carry out a similar survey in 2007'.

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**CUSTOMER SATISFACTION**
**Employers**

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- |    |  |
|----|--|
| FI | <ul style="list-style-type: none"> <li>• A customer feedback survey is carried out every other year; 2002, 2004, 2006 and from 2006 onwards every year</li> <li>• Telephone survey of 23 000 interviews based on stratified random sample from the IT system of PES</li> <li>• Both job seekers' and employers' satisfaction is measured by means of their statements concerning the different components of services</li> <li>• The grading system consists of 5 options: very poor, poor, satisfactory, good, very good. The option in the middle of the scale is dropped out, when counting the shares of satisfied job seekers and employers.</li> </ul> |
|----|--|

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LV	<p>Within the framework of the European Social Fund project "State Employment Agency Studies" a study on how different groups of clients of State Employment Agency (SEA) evaluate SEA and its services was carried out in October and November of 2005.</p>
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The aim of this satisfaction study of clients of the SEA was to find out how the most significant client groups of the SEA (*job seekers and employers*) evaluate the work of the SEA, conformity of existing services of the SEA to clients' needs and labor market demand, as well as to gain information usable for development and improvement of quality, efficiency and availability of services provided by the SEA.

During the survey two quantitative researches of employers and job seekers were held. The quantitative researches were organized in a way of interviews with job seekers and representatives of employers. In the process of interviewing the questionnaires (one for job seekers and one for representatives of employers) elaborated by the researchers were used. Data processing was done in SPSS. On the basis of aggregated data the analyses of the survey was prepared.

In total 800 respondents were interviewed in the qualitative research of *employers*. Random quota method was used in the research. The Central Statistical Bureau (CSB) data on number of economically active enterprises of the 3<sup>rd</sup> quarter of 2005 was used for sampling. Also CSB Enterprise Register data base was used to select a sample. In order to analyze groups of middle and big companies separately, in the sample they were represented proportionally in greater numbers than it would be necessary, therefore the data was placed under a weighing procedure for balancing significance of answers in conformity with CSB statistical data on size (number of employees) of economically active enterprises, region, planning region of the SEA and the main type of economic activity of the enterprise.

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**CUSTOMER SATISFACTION**

***Employers***

LV  
continued

In order to gain the necessary information for assessment of quality and efficiency of services of the SEA interviewers during the interviews asked the respondents (job seekers and employers) to estimate the usefulness of the 14 services offered by the SEA. There were 14 questions included in the questionnaires in order to evaluate the usefulness of these services. The respondents who had used the respective service could choose one of the following answers:

- The service was useful;
- The service was rather useful;
- The service was rather unuseful;
- The service was unuseful;
- It's hard to say.

In order to calculate the indicators Q6 and Q7 we considered the answers "the service was useful", "the service was rather useful" and a half of "it's hard to say" as equivalents to "I was satisfied with the service".

NL

Since 2005 employers are surveyed (externly) with regard to their opinion about their satisfaction concerning the aspect of filling vacancies by CWI's.

SE

The questionnaire has changed during the period, but it seems possible to use the use the data anyway. The scale has also changed slightly during the period. We have been making surveys of this kind since the beginnings of the 1990

SI

Employers' satisfaction survey that comes close to the benchmarking project definition was first carried-out in 2005. As the question about the overall satisfaction with PES services was not included, the indicator represents an average of the answers to the different components and dimensions of services: job-mediation, information-support, delivery of services in due time, staff behaviour in contacts, working time schedule for clients. The employers rate the services by using 5 grade-scale (1-very dissatisfied, 5-very satisfied). To comply with the indicator definition the (neutral) answers under the grade 3 were split between "satisfied" and "unsatisfied". (In the 2006 survey a question on the overall satisfaction with services will be added.)

The survey on satisfaction is added to a questionnaire on annual employment plans and needs of employers. It is carried-out by Employment Service and covers all employers with 10 or more employees. The overall response rate in 2005 was 78 %.

Until 2005 the questions on the satisfaction were specific and related only to the assessment of referred job-seekers, and thus were not in accordance with the definition of benchmark indicator.

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***CUSTOMER SATISFACTION***

***Employers***

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SK

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No data available

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UK

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There is a monthly survey of 4,500 employers that use the PES to fill their vacancies. The employers are contacted by an independent market research company within 3 months of a vacancy being closed.

Employers are asked about their overall satisfaction with the service and those who respond with very or fairly satisfied make up the percentage score.

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*Appendix*

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Annex A1: List of Participating Partners	69
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**Appendix A 1: List of Participating Partners**

Country	Name	Tel/Fax/Email	Address
Austria	Gudrun Nachtschatt	Tel: +43-1-33 17 8 521 Fax: +43-1-33 17 8 151 <a href="mailto:Gudrun.Nachtschatt@ams.at">Gudrun.Nachtschatt@ams.at</a>	Arbeitsmarktservice Österreich (AMS) Treustr. 35-43 A-1200 Wien Austria
Austria	Peter Oberbichler	Tel: +43-1-33 17 8 507 Fax: +43-1-33 17 8 151 <a href="mailto:Peter.Oberbichler@ams.at">Peter.Oberbichler@ams.at</a>	Arbeitsmarktservice Österreich (AMS) Treustr. 35-43 A-1200 Wien Austria
Belgium Orbem	Sandy van Rechem	Tel: +32-2-505 14 56 Fax: +32- 2-505 78 19 <a href="mailto:svanrechem@orbem-bgda.be">svanrechem@orbem-bgda.be</a>	ORBEM-BGDA Anspachlaan 65 B-1000 Brussels Belgium
Belgium VDAB	Ludo Jorissen	Tel: +32-1-239 09 05 Fax: +32-1-223 40 62 <a href="mailto:Ludo.jorissen@vdab.be">Ludo.jorissen@vdab.be</a>	VDAB Keizlerslaan 11 B-1000 Brussels Belgium
Finland	Ilkka Nio	Tel: +35-8-10 60 48 069 <a href="mailto:Ilkka.Nio@mol.fi">Ilkka.Nio@mol.fi</a>	Ministry of Labour Policy Department P.O.BOX 34 FIN-00023 GOVERNMENT Finland
France	Danielle Greco	Tel: +33-1-49 31 75 40 <a href="mailto:Danielle.greco@anpe.fr">Danielle.greco@anpe.fr</a>	Agence Nationale Pour l'Emploi (ANPE) Direction Générale 4 rue Galilée 93198 Noisy Le Grand France
Germany	Britta Lüdeke	Tel: +49-911-179 46 20 Fax: 0049-911-179 1131 <a href="mailto:Britta.luedeke@arbeitsagentur.de">Britta.luedeke@arbeitsagentur.de</a>	Bundesagentur für Arbeit Regensburger Str. 104 D-90478 Nürnberg Germany
	Steffen Sottung	Tel: 0049-911-179 21 96 <a href="mailto:Steffen.sottung@arbeitsagentur.de">Steffen.sottung@arbeitsagentur.de</a>	
Ireland	Ciaran Sheils	Tel: +353 1 6070562 Fax: +353 1 6070605 <a href="mailto:ciaran.sheils@fas.ie">ciaran.sheils@fas.ie</a>	FÁS P.O. Box 456 27/33 Upper Baggot Street Dublin 4 Ireland

**Appendix A 1: List of Participating Partners**

Country	Name	Tel/Fax/Email	Address
Latvia	Grieta Tentere	Tel: +371 702 17 12 Fax: +371 727 02 53 <a href="mailto:Grieta.tentere@nva.gov.lv">Grieta.tentere@nva.gov.lv</a>	State Employment Agency Kr.Valdemra iela 38 Rga, LV-1010 Latvia
Netherlands	Theo Keulen	Tel: +31-20-75 15 066 Fax: +31-20-75 15 084 <a href="mailto:Theo.Keulen@cwinet.nl">Theo.Keulen@cwinet.nl</a>	CWI P.O. Box 58191 1040 HD Amsterdam The Netherlands
Slovak Republic	Bohuslav Beno	Tel: +421 2 5328 Fax: +421 2 5729 <a href="mailto:Bohuslav.beno@upsvar.sk">Bohuslav.beno@upsvar.sk</a>	Central office of labour, Social Affairs and Family Zupne nam. 5 – 6 812 67 Bratislava Slovakia
Slovenia	Sonja Pirher	Fax: +386 1 425 98 23 <a href="mailto:sonja.pirher@ess.gov.si">sonja.pirher@ess.gov.si</a>	Employment Service of Slovenia Glinška Ulica, 12 SI- 1000 Ljubljana Slovenia
Sweden	Claes-Göran Lock	Tel: +46 8 58606042 <a href="mailto:Claes-Goran.Lock@ams.amv.se">Claes-Goran.Lock@ams.amv.se</a>	Arbetsmarknadsstyrelsen (AMS) Vattugatan 17 SE - 11 399 Stockholm Sweden
UK	Keith Wheeldon	Tel: +44-114-25 94 848 <a href="mailto:keith.wheeldon@jobcentreplus.gsi.gov.uk">keith.wheeldon@jobcentreplus.gsi.gov.uk</a>	JobCentrePlus Performance Measurement and Analysis Division Level 2 Steel City House Sheffield S1 2GQ United Kingdom

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