

*Information Technology
as an Input to
PES Performance*

Data on Austria

First Draft
BP 21
November 2006

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Information technology matters to Public Employment Services. This raises the question, whether it makes sense to define a performance indicator for benchmarking purposes.

The opinion on this issue has been divided among the Participating Partners. There have been doubts as to whether it was desirable (or even possible) to come up with an eighth indicator that fits the approach taken with the performance indicators Q1–Q7.

The team of consultants shares these doubts.

At the same time, it could be useful to develop a standardized format for data on »IT as an input to PES Performance«. So far the Participating Partners have agreed that these data should focus on »financial input«.

This draft paper is subject to revisions. These revisions might turn out to be substantial.

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

Vienna, 13 November 2006

1

Three time series on PES costs

Total cost: ... The annual report of the PES (whether published or not) will contain information about total costs of PES operations.

... data and explanation Of course, the definition of »PES Operations« will differ widely among the Participating Partners. Since these costs will not be compared between Participating Partners such differences should not cause worries. However, it is essential to give a short description on the items included in »PES operations«, when forwarding the annual cost figures for the year 2000–2005.

Staff costs
IT costs

The same holds for the two cost items:

- staff costs,
- IT costs.

Explanation

Forward for both variables:

- the definitions applied in your PES;
- the general method of calculating costs (or, in some cases, »annual outlays«).

With the help of these definitions it might be possible to check whether a data format with a reasonable degree of standardization can be derived for the Participating Partners.

Ratio of IT costs to staff costs

Quite apart from definitional differences, it might be interesting to look into the relative dynamics of staff costs and IT costs for the period 2000–2005. For this purpose build a new time series by dividing annual IT costs by annual staff costs for each year. This ratio should provide a glimpse into the relative importance of IT-technology as an input factor.

Table 1
Example for Austria

	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>
Information Technology	46.882.023	54.654.737	53.823.525	56.262.321	54.421.441
including					
Equipment (hard- and software)	3.265.783	6.934.871	5.986.751	11.183.296	11.093.123
Support maintenance, training	43.616.240	47.719.866	47.836.774	45.079.025	43.328.318
Staff	169.630.402	176.409.291	183.481.944	191.609.466	207.847.194
including					
– employees	112.834.574	120.734.942	128.542.023	138.758.023	153.978.053
– civil servants	52.777.715	52.077.413	51.390.956	48.841.529	49.620.389
– management staff	815.807	547.489	672.519	741.353	850.918
– training	3.202.306	3.049.447	2.876.446	3.268.561	3.397.834
Ratio	0,28	0,31	0,29	0,29	0,26

*List of papers of
the Working Group*

All papers of the Working Group will be distributed by the group of consultants to each of the Participating Partner:

There are several series of papers. Some of them can be used for general circulation, some of them are for internal use only; none of the papers are strictly confidential.

- White Papers* – White Papers deal with general topics and cover the topics of the final report of the Working Group (unrestricted circulation)
- Blue Papers* – Blue Papers list performance indicators and discuss their strong and weak points (unrestricted circulation)
- Red Papers* – Red Papers report on harmonized data forwarded by the Members of the Working Group (circulation only with permission of the Members who provided data)
- Yellow Papers* – Yellow Papers contain only information which serves to organize the work in progress (of no use to outsiders of the Working Group)
- Green Papers* – Green Papers cover issues related to the choice of good practices and their presentations (unrestricted circulation)

List of Papers (latest draft)

<i>Type of paper</i>	<i>Reference</i>	<i>Title</i>	<i>Date</i>
White Papers	WP 01	PES-Performance, Indicators, Good Practice	19/01/06
	WP 02	Reporting the Benchmarking Results to the head of PES. The Performance of AMS Austria (English Version). First Draft	15/01/07
	WP 03	Reporting the Benchmarking Results to the head of PES. The Performance of AMS Austria (English Version). First Draft	15/01/07
	WP 04	Reporting the to the European Commission. First Draft	17/01/07
Blue Papers	BP 01	Supporting Flowcharts	23/01/06
	BP 04	Measuring effectiveness and operational efficiency of the Finnish PES	03/03/06
	BP 06	A list of eight performance indicators (Second draft)	03/04/06
	BP 12	Operational definitions of performance indicators Q1-Q3 (Fourth draft)	27/07/06
	BP 13	Operational definitions of performance indicators Q4 and Q5 (Second draft)	27/07/06
	BP 14	Operational definitions of performance indicators Q6 and Q7 (First Draft)	27/07/06
	BP 15	Operational definition of performance indicator Q8 (First Draft)	27/07/06
	BP 20	Information Technology as an Input to PES Performance: A standardized data format (First Draft)	13/11/06
	BP 21	Information Technology as an Input to PES Performance: Data on Austria	13/11/06
	BP 22	Capturing Context: A radar chart approach (Third Draft)	15/11/06
	BP 23	Measurement Procedures: The specific approaches taken by the Participating Partners Q1-Q3 (Third Draft)	19/12/06
	BP 24	Measurement Procedures: The specific approaches taken by the Participating Partners Q4 and Q5 (Third Draft)	19/12/06
	BP 25	Measurement Procedures: The specific approaches taken by the Participating Partners Q6 and Q7 (Third Draft)	19/12/06

List of Papers (latest draft)

<i>Type of paper</i>	<i>Reference</i>	<i>Title</i>	<i>Date</i>
Yellow Papers	YP 01	Public Employment Services in Europe: a large spectrum of missions	11/01/06
	YP 02	Performance Indicators: A first survey on data availability and ranking	12/01/06
	YP 08	PES Background and Content Information and Indicators in the year 2005 (Third draft)	30/07/06
	YP 10	A tight schedule (Fifth Draft)	19/01/07
Red Papers	RP 04	Transition from unemployment to employment: Indicator 1 (Second Draft)	08/09/06
	RP 05	Transition from unemployment to employment before unemployment lasts long: Indicator 2 (Second Draft)	08/09/06
	RP 06	Transition from measures to employment: Indicator 3 (Second draft)	08/09/06
	RP 07	A cluster approach towards different PES- environments (First Draft)	08/09/06
	RP 08	Benchmarking: Performance Indicator Charts – 8 Indicators (First Draft)	12/09/06
	RP 09	Benchmarking: Participating Partner Charts Countries (First Draft)	12/09/06
	RP 10	Opening access to a large share of vacancies through the PES information system: Indicator 4 (First Draft)	12/09/06
	RP 11	Making sure that vacancies are filled: Indicator 5 (First Draft)	12/09/06
	RP 12	Customer satisfactions: Indicators 6 and 7 (First Draft)	12/09/06
	RP 13	Information technology indicator (First Draft)	12/09/06
	RP 14	Benchmarking of PES Performance Indicators 2004: 13 PES, 7 Indicators, 4 Context Variables (First Draft)	19/12/06
	RP 15	Benchmarking of PES Performance Indicators 2005: 13 PES, 7 Indicators, 4 Context Variables (First Draft)	19/12/06

List of Papers (latest drafts)

<i>Type of paper</i>	<i>Reference</i>	<i>Title</i>	<i>Date</i>
Green Papers	GP 01	Looking for good practices: A draft questionnaire	01/06/06
	GP 03	(42) Examples of Good Practices: A summary	12/09/06
	GP 04	Do Benchmarking Results Tell about Good Practice? (First Draft)	15/11/06
	GP 05	Assessing Good Practices: A draft questionnaire (Second Draft)	20/11/06
	GP 06	PROMOTION OF APPRENTICESHIP TRAINING: A good practice pertinent to the core process »Servicing and supporting job seekers«. Austria Good Practice I. (First Draft)	09/01/07
	GP 07	IMPROVING SERVICES FOR EMPLOYERS: A good practice pertinent to the core process »Servicing and supporting employers«. Austria Good Practice II (First Draft)	09/01/07

List of Papers (previous drafts)

<i>Type of paper</i>	<i>Reference</i>	<i>Title</i>	<i>Date</i>
Blue Papers	BP 02	Transition from Unemployment to Employment (First draft)	10/02/06
	BP 03	Transition from Unemployment to Employment (Second draft)	28/02/06
	BP 05	A preliminary list of eight performance indicators (First draft)	06/03/06
	BP 07	Operational definitions of performance indicators Q1–Q3 (Third draft)	¾/06
	BP 08	Operational definitions of performance indicators Q4 and Q5	¾/06
	BP 09	Operational definitions of performance indicators Q6–Q8	¾/06
	BP 10	Measurement Procedures: The specific approaches taken by the Participating Partners (Second Draft)	29/05/06
	BP 11	Capturing Context: A radar chart approach	29/05/06
	BP 16	Capturing Context: A radar chart approach (Second Draft)	08/08/06
	BP 17	Measurement Procedures: The specific approaches taken by the Participating Partners Q1-Q3 (Second Draft)	12/09/06
	BP 18	Measurement Procedures: The specific approaches taken by the Participating Partners Q4 and Q5 (First Draft)	12/09/06
	BP 19	Measurement Procedures: The specific approaches taken by the Participating Partners Q6 and Q7 (First Draft)	12/09/06
Yellow Papers	YP 05	A tight schedule (Second draft)	06/03/06
	YP 06	PES Background and Content Information and Indicators in the year 2005 (Second draft)	12/05/06
	YP 07	A tight schedule (Third draft)	07/06/06
	YP 08	A tight schedule (Fourth draft)	12/09/06

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Red Papers	RP 01	Transition from unemployment to employment: Indicator 1	30/05/06
	RP 02	Transition from unemployment to employment before unemployment lasts long: Indicator 2	30/05/06
	RP 03	Transition from measures to employment: Indicator 3	30/05/06
Green Papers	GP 02	Assessing Good Practices: A draft questionnaire (First Draft)	08/08/06

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