

# Public Employment Service Performance Indicators

*The significance of the various indicators for each  
Public Employment Service participating in the  
Working Group*

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***Purpose of this note***

Each PES operates within its own terms of reference. From this point of view any specific performance indicator (as defined by the Working Group) can fully reflect a goal against which the individual PES wishes to be measured.

However, it might as well be, that another performance indicator is of very little significance to the PES, because the area of performance (to which the indicator is related to) does not matter to the PES.

The following note documents for each indicator and each member PES,

- whether the indicator is closely related to a goal the PES sets itself,
- whether the goal (to which the indicator relates to) is of great, medium or little interest to the PES.

***Aiming at a successful transition from unemployment to employment – Indicator 1***

1	For a given month
2	count the cases of individuals
3*	who
4	have made a transition (= outflow)
5*	from unemployment
6*	to employment.
7	Divide the number of cases of individuals by another number.
8	This number results from counting the cases of individuals
9*	who are unemployed
10	at the beginning of the month corresponding to row 1 (= stock) and
11*	who have become unemployed
12	in the same month corresponding to row 1 (= inflow).
13	Repeat this measurement process from row 1 to row 12 for as many months of a year as feasible.
14	Sum over the set of monthly values
15	and divide over the number of months included
16	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3	x	
PES 4	x	
PES 5	x	
PES 6	x	

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1	x	
PES 2		x
PES 3		x
PES 4	x	
PES 5		x
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1			x
PES 2		x	
PES 3			x
PES 4			x
PES 5		x	
PES 6			x

*Taking a special interest that the transition to employment takes place before unemployment lasts very long – Indicator 2*

1	For a given month
2	count the cases of individuals
3*	who
4	have made a transition (= outflow)
5	after a duration of less than 6 months
6*	from unemployment
7*	to employment.
8	Divide this number of cases by another number.
9	This number results from counting cases of individuals
10	who
11	have made a transition (= outflow)
12*	from unemployment
13*	to employment
14	during the month corresponding to row 1.
15	Repeat this measurement process from row 1 to row 14 for as many months of a year as feasible.
16	Sum over the set of monthly values
17	and divide over the number of months included
18	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3	x	
PES 4	x	
PES 5	x	
PES 6	x	

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1	x	
PES 2		x
PES 3		x
PES 4	x	
PES 5	x	
PES 6	x	

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1			x
PES 2		x	
PES 3			x
PES 4			x
PES 5			x
PES 6			x

***Being focused on transitions from measures  
(designed for the unemployed LMP database category 2) to employment – Indicator 3***

1	For a given month
2	count the number of cases of individuals
3*	who
4	have made a transition (= outflow)
5*	within a certain period
6	after leaving a measure (LMP database category 2)
7*	to employment.
8	Divide the number of cases of individuals by another number.
9	This number results from counting the cases of individuals
10	who have been leaving a measure (LMP database category 2)
11	during the month corresponding to row 1 (= outflow).
12	Repeat this measurement process from row 1 to row 11 for as many months of a year as feasible.
13	Sum over the set of monthly values
14	and divide over the number of months included
15	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3	x	
PES 4	x	
PES 5		x
PES 6	x	

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1	x	
PES 2	X	
PES 3		x
PES 4	x	
PES 5		x
PES 6	x	

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1			x
PES 2		x	
PES 3		x	
PES 4			x
PES 5	x		
PES 6			x

***Transition to a new job after a notice of separation has been served, but before drawing unemployment benefits – Indicator 4***

1	For a given month
2	count the number of cases of individuals
3	who have been tracked
4	to have made a transition
5*	to a new employment
6*	without drawing benefits
7	after having been given a notice of separation.
8	Divide this number of individuals by another number.
9	This number results from counting
10*	the number of separations of employment
11	in the month corresponding to row 1.
12	Repeat this measurement process from row 1 to row 11 for as many months of a year as feasible.
13	Sum over the set of monthly values
14	and divide over the number of months included
15	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1		x
PES 2		x
PES 3	x	
PES 4	x	
PES 5	x	
PES 6		x

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1		x
PES 2		x
PES 3		x
PES 4	x	
PES 5	x	
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1		x	
PES 2		x	
PES 3		x	
PES 4			x
PES 5			x
PES 6			x

***Opening access to a large share of vacancies through the PES information system –  
Indicator 5***

1	For a given month
2	count the number of vacancies (= inflow)
3*	which have been registered newly with the PES.
4	Divide the number of vacancies by another number.
5	This number results from counting the number of (= flow)
6*	cases of employment
7	which have been established newly
8	in the month corresponding to row 1.
9	Repeat this measurement process from row 1 to row 8 for as many months of a year as feasible.
10	Sum over the set of monthly values
11	and divide over the number of months included
12	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3		x
PES 4	x	
PES 5	x	
PES 6	x	

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1	x	
PES 2		x
PES 3		x
PES 4	x	
PES 5	x	
PES 6	x	

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1			x
PES 2			x
PES 3	x		
PES 4		x	
PES 5	x		
PES 6			x

***Making sure that registered vacancies are filled actively – Indicator 6A***

1	For a given month
2	count the number of vacancies (= outflow)
3*	registered with the PES
4	which have been filled actively by the PES.
5	Divide the number of vacancies by another number.
6	This number results from counting the cases of vacancies
7*	which are registered with the PES
8	at the beginning of the month corresponding to row 1 (= stock) and
9*	which have been registered with the PES
10	in the month corresponding to row 1 (= inflow).
11	Repeat this measurement process from row 1 to row 10 for as many months of a year as feasible.
12	Sum over the set of monthly values
13	and divide over the number of months included
14	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2		x
PES 3		x
PES 4	x	
PES 5	x	
PES 6		x

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1	x	
PES 2		x
PES 3		x
PES 4	x (only for internal use)	
PES 5	x	
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1		x	
PES 2	x		
PES 3	x		
PES 4		x	
PES 5			x
PES 6		x	

***Making sure that registered vacancies are filled– Indicator 6B***

1	For a given month
2	count the number of vacancies (= outflow)
3*	registered with the PES
4	which have been de-registered as a vacancy.
5	Divide the number of vacancies by another number.
6	This number results from counting the cases of vacancies
7*	which are registered with the PES
8	at the beginning of the month corresponding to row 1 (= stock) and
9*	which have been registered with the PES
10	in the month corresponding to row 1 (= inflow).
11	Repeat this measurement process from row 1 to row 10 for as many months of a year as feasible.
12	Sum over the set of monthly values
13	and divide over the number of months included
14	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1		x
PES 2	x	
PES 3		x
PES 4	x	
PES 5	x	
PES 6	x	

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1		x
PES 2	x	
PES 3		x
PES 4	x	
PES 5		x
PES 6	x	

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1	x		
PES 2			x
PES 3	x		
PES 4		x	
PES 5		x	
PES 6			x

***Making sure that filling a registered vacancy actively will not take long – Indicator 7A***

1	For a given month
2	count the number of vacancies (= outflow)
3*	registered with the PES
4	which have been filled actively by the PES
5	within a month since registration.
6	Divide the number of vacancies by another number.
7	This number results from counting the cases of vacancies
8*	registered with the PES and
9	which have been de-registered as a vacancy (= outflow) at the PES
10	during the month corresponding to the month in row 1.
11	Repeat this measurement process from row 1 to row 10 for as many months of a year as feasible.
12	Sum over the set of monthly values
13	and divide over the number of months included
14	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2		x
PES 3		x
PES 4	x	
PES 5	x	
PES 6		x

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1	x	
PES 2		x
PES 3		x
PES 4	x (only for internal use)	
PES 5		x
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1			x
PES 2	x		
PES 3	x		
PES 4		x	
PES 5		x	
PES 6		x	

***Making sure that filling a registered vacancy will not take long – Indicator 7B***

1	For a given month
2	count the number of vacancies (= outflow)
3*	registered with the PES
4	which have been de-registered as a vacancy
5	within a month since registration.
6	Divide the number of vacancies by another number.
7	This number results from counting the cases of vacancies
8*	which were registered with the PES and
9	which have been de-registered as a vacancy (= outflow) at the PES
10	during the month corresponding to the month in row 1.
11	Repeat this measurement process from row 1 to row 10 for as many months of a year as feasible.
12	Sum over the set of monthly values
13	and divide over the number of months included
14	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3		x
PES 4	x	
PES 5		x
PES 6		x

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3		x
PES 4	x	
PES 5		x
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1			x
PES 2			x
PES 3	x		
PES 4		x	
PES 5	x		
PES 6			x

***Achieving customer satisfaction of individuals – Indicator 8A***

1	For a given month
2	count the (weighted) number of cases of individuals
3	declaring (in a survey)
4*	to be satisfied with the
5	Public Employment Service.
6	Divide the (weighted) number of cases by another number.
7	This number results from counting the (weighted) number of cases of individuals
8	whose declaration (answer) have been elicited
9	in the same month corresponding to row 1.
10	Repeat this measurement process from row 1 to row 9 for as many months of a year as feasible.
11	Sum over the set of monthly values
12	and divide over the number of months included
13	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3	x	
PES 4	x	
PES 5	x	
PES 6	x	

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3		x
PES 4		x (will be operationalised at the end of 2004)
PES 5	x	
PES 6	x	

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1			x
PES 2			x
PES 3		x	
PES 4			x
PES 5			x
PES 6			x

***Achieving customer satisfaction of employers – Indicator 8B***

1	For a given month
2	count the (weighted) number of cases of employers
3	declaring (in a survey)
4*	to be satisfied with the
5	Public Employment Service.
6	Divide the (weighted) number of cases by another number.
7	This number results from counting the (weighted) number of cases of employers
8	whose declaration (answer) have been elicited
9	in the same month corresponding to row 1.
10	Repeat this measurement process from row 1 to row 9 for as many months of a year as feasible.
11	Sum over the set of monthly values
12	and divide over the number of months included
13	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3	x	
PES 4	x	
PES 5	x	
PES 6	x	

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1		x
PES 2	x	
PES 3		x
PES 4		x (end of 2004)
PES 5	x	
PES 6	x	

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1			x
PES 2			x
PES 3		x	
PES 4			x
PES 5			x
PES 6			x

***Implementing best practice information technology – Indicator 9A***

1	For a given year
2	count the number of individuals
3*	whose CVs have been posted newly on the PES homepage (= inflow).
4	Divide this number by another number.
5	This number results from counting the individuals
6*	belonging to the labour force (= stock)
7	in the same year corresponding to row 1.
8	Multiply the fraction by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3		x
PES 4	x	
PES 5	x	
PES 6	x	

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1		x
PES 2		x
PES 3		x
PES 4		x
PES 5	x	
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1		x	
PES 2	x		
PES 3	x		
PES 4		x	
PES 5			x
PES 6		x	

***Implementing best practice information technology – Indicator 9B***

1	For a given month
2	count the number of vacancies
3*	registered with the PES actively (= inflow).
4	Divide this number of vacancies by another number.
5	This number results from counting the number of
6	vacancies
7	which have been posted on the PES homepage
8	during the month corresponding to row 1 (= inflow).
9	Repeat this measurement process from row 1 to row 8 for as many months of a year as feasible.
10	Sum over the set of monthly values
11	and divide over the number of months included
12	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3		x
PES 4		x
PES 5	x	
PES 6		x

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1		x
PES 2	x	
PES 3		x
PES 4		x
PES 5	x	
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1		x	
PES 2			x
PES 3	x		
PES 4	x		
PES 5			x
PES 6		x	

*Implementing best practice information technology – Indicator 9C*

1	For a given month
2	count the number of vacancies
3*	posted on the PES homepage (= inflow).
4	Divide this number of vacancies by another number.
5	This number results from counting the number of
6	vacancies
7*	which have been posted at the PES
8	during the month corresponding to row 1 (= inflow).
9	Repeat this measurement process from row 1 to row 8 for as many months of a year as feasible.
10	Sum over the set of monthly values
11	and divide over the number of months included
12	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3		x
PES 4	x	
PES 5	x	
PES 6	x	

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1	x	
PES 2		x
PES 3		x
PES 4		x
PES 5		x
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1		x	
PES 2			x
PES 3	x		
PES 4		x	
PES 5		x	
PES 6			x

***Implementing best practice information technology – Indicator 9D***

1	For a given month
2	count the number of vacancies
3*	posted on the PES homepage (= inflow).
4	Divide this number of vacancies by another number.
5	This number results from counting the number of
6	vacancies
7*	which have been posted at the PES
8	during the month corresponding to row 1 (= inflow).
9	Repeat this measurement process from row 1 to row 8 for as many months of a year as feasible.
10	Sum over the set of monthly values
11	and divide over the number of months included
12	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2		
PES 3		x
PES 4		x
PES 5	x	
PES 6	x	

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1		x
PES 2		
PES 3		x
PES 4		x
PES 5		x
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1		x	
PES 2			
PES 3	x		
PES 4	x		
PES 5			x
PES 6			x

*Designing a service oriented organizational architecture – Indicator 10*

1	For a given month
2	count the number of Public Employment Service staff (full time equivalent of staff)
3	in the capacity planning document
4	assigned primarily to customer-service related activities.
5	Divide this number by another number.
6	This number is the total number of staff (full time equivalent of staff)
7	in the month corresponding to row 1.
8	Repeat this measurement process from row 1 to row 6 for as many months of a year as feasible.
9	Sum over the set of monthly values
10	and divide over the number of months included
11	and multiply by 100.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2	x	
PES 3	x	
PES 4	x	
PES 5	x	
PES 6		x

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1		x
PES 2		x
PES 3		x
PES 4		x
PES 5	x	
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1			x
PES 2		x	
PES 3		x	
PES 4		x	
PES 5			x
PES 6			x

***Providing sufficient resources (in terms of time) for service activities – Indicator 11***

1	For a given month
2	count the number of working hours
3	in the capacity planning document
4	planned to be devoted by Public Employment Service staff
5	for service activities.
6	Divide this number of hours by another number.
7	This number is calculated by counting the cases of individuals and vacancies:
8*	Individuals who are unemployed
9	at the beginning of the month corresponding to row 1 (= stock) and
10*	individuals who have become unemployed
11	in the month corresponding to row 1 (= inflow) and
12*	vacancies which are registered with the PES
13	at the beginning of the month corresponding to row 1 (= stock) and
14*	vacancies which have been registered with the PES
15	in the month corresponding to row 1 (= inflow).
16	Repeat this measurement process from row 1 to row 15 for as many months of a year as feasible.
17	Sum over the set of monthly values
18	and divide over the number of months included
19	and convert the fraction into minutes.

Is this indicator (or a very similar indicator) closely related to the goals of the PES you represent?		
	Yes	No
PES 1	x	
PES 2		x
PES 3	x	
PES 4	x	
PES 5	x	
PES 6		x

Is the indicator already part of the Management Information System?		
	Yes	No
PES 1		x
PES 2		x
PES 3		x
PES 4	x (but different definition: "Qualitätszeit")	
PES 5		x
PES 6		x

Is the goal to which the indicator relates to of importance to the PES you represent?			
	Little interest	Medium interest	Great interest
PES 1			x
PES 2	x		
PES 3		x	
PES 4			x
PES 5		x	
PES 6		x	