

Reporting the Benchmarking Results to the Head of PES

A tentative proposal in the Austrian context

English version

WP 02
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Measuring performance, undertaking benchmarking exercises, and exchanging good practices are activities to be reported regularly. This involves as well, regular reporting to the head of PES.

The Participating Partners have agreed to discuss the format of such a regular reporting to the head of PES. Such a report would, obviously, be written in the language of the Participating Partner and take into account the specific framework under which the respective PES operates.

In order to facilitate the discussion in the Working Group, the team of consultants has prepared a tentative proposal for such a reporting format. This proposal has been reported in German (since it is set in the Austrian context) and been translated (though not verbatim) into English.

This proposal should not be attributed to the Austrian Participating Partner.

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, 15 January 2007

The Performance of AMS Austria

Results from the European PES-Benchmarking

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The results at a glance

AMS Austria enjoys (compared to the other 12 Participating Partners) rather favourable conditions (as reflected by four »context variables«) for performing well.

AMS Austria achieves among the participating PES

- high performance scores
 - with respect to »achieving the transition of unemployed job seekers to employment«
 - with respect to »customer satisfaction«
- medium performance scores
 - with respect to »vacancies«

The performance of AMS Austria has not been the same in 2005 as in 2004:

- it decreased in the fields
 - »transition to employment« and
 - »customer satisfaction«
- it increased with respect to
 - »vacancies«

The exchange of good practices among the participating PES are of relevance with respect to

- NN1
- NN2

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The context of performance

The European PES Benchmarking covers 13 Participating Partners; some of which, face quite challenging conditions under which to operate.

The »starting position« of AMS Austria can be characterized by the following way.

- Below than average rate of unemployment:
A = 5,2%(Median: 7,8%)
- Below than average persistence rate in the unemployment register: A = 27,8%
(Median: 64,3%)
- Below than average work load pressure:
A = 17,0% (Median: 23,7%)
- Below than average public expenditures on active labour market policies as a percentage of GDP:
A = 0,6% (Median: 1,0%)

AMS Austria enjoys a rather favourable starting position (with the exception of the »funds for active labour market measures«) to perform strongly.

The starting position of AMS Austria has improved from 2004 to 2005.

2 *Benchmarking results*

The European PES Benchmarking is based on seven performance indicators.

- Indicators 1 to 3
 - Transition to employment from unemployment
 - Transition to employment before unemployment lasts too long
 - Transition from training measures to employment
- Indicators 4 and 5
 - Opening access to a large share of vacancies through the PES information system
 - Vacancies filled
- Indicators 6 and 7
 - Customer satisfaction of job seekers
 - Customer satisfaction of employers

The benchmarking results for AMS Austria can be summarized as follows:

- very good performance with respect to the »transition of unemployed job seekers to employment«
- good performance with respect to »customer satisfaction« (in which most participating PES score well)
- medium performance with respect to »vacancies« (access and recruitment)

The performance of AMS Austria (as reflected in the development of the AMS values for each of the 7 indicators) has not been the same in 2005 as in 2004:

- it decreased in the fields »transition to employment« and »customer satisfaction«
- it increased with respect to »vacancies« (access and recruitment)

With respect to its benchmarking position (measured by the median over the positions for each indicator), AMS Austria has kept rank 4.

Score of AMS Austria in % of top score			
Indicators	2004	2005	2006
Transition to employment from unemployment	61,8	91,0	
Transition to employment before unemployment lasts too long	70,4	78,6	
Transition from training measures to employment	96,4	82,6	
Opening access to a large share of vacancies through the PES information system	42,8	56,3	
Vacancies filled	54,8	50,6	
Customer satisfaction of job seekers	100,0	95,6	
Customer satisfaction of employers	90,0	89,5	

Rank of AMS Austria			
Indicators	2004	2005	2006
Transition to employment from unemployment	5	4	
Transition to employment before unemployment lasts too long	4	3	
Transition from training measures to employment	2	4	
Opening access to a large share of vacancies through the PES information system	6	7	
Vacancies filled	8	7	
Customer satisfaction of job seekers	1	2	
Customer satisfaction of employers	3	4	

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Exchange of good practices

There is an exchange of good practices among the participating PES. This is guided by the results of the benchmarking exercise.

The exchange of good practices is related to two groups of »fields of activity« which nearly all of the participating PES consider to be »core processes«.

Core processes	Good Practice	Relevance for AMS Austria
Servicing and supporting job seekers		
Registration, customer profiling	NN 1	high
Supporting search for jobs	NN 2	high
Counselling on occupational perspectives	NN 3	low
Training and occupational rehabilitation	NN 4	low
On the job coaching for special needs groups	NN 5	medium
Servicing and supporting employers		
Supporting the search for candidates suitable for vacancies	NN 6	medium
Supporting the management of collective dismissals	NN 7	low
Training of (prospective) employees »on demand«	NN 8	high
Supporting networks of employers	NN 9	low

***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

List of Papers (previous drafts)

<i>Type of paper</i>	<i>Reference</i>	<i>Title</i>	<i>Date</i>
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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