

# 2020 at a glance

**Public Employment Service Austria (AMS)**

[www.ams.at](http://www.ams.at)



Arbeitsmarktservice  
Österreich

# FOREWORD

## FROM THE BOARD



DR. JOHANNES KOPF, LL.M.  
Member of the Board



DR. HERBERT BUCHINGER  
Chairman of the Board

### By far the most challenging year for the AMS – we achieved the virtually impossible

2020 lots of inconceivable things happened around the globe, on the Austrian labour market, and also at the AMS. The global Corona pandemic and the lockdowns necessary for health policy reasons resulted in the greatest distortions on the labour market in the last 75 years. Enormous efforts were however made to massively cushion the effects of this exceptional situation on the labour market with the Public Employment Service Austria (AMS) in the centre of mastering this labour market crisis.

At the peak of the labour market crisis in April 2020 not only 522,000 persons were unemployed, but also 1.043 million employees were working reduced hours. This means that the AMS has fully or partially secured the monetary income of nearly 38% of all employed persons including the unemployed – an enormous social responsibility.

In 2020, the AMS not only provided reduced working hours support to 113,000 businesses in the shortest of time (in 2019 – there were just 21 companies receiving this support), but also managed an increase in unemployment of over 220,000 persons from mid March to mid April without any major delays in the payment of unemployment benefits.

This was only possible through the enormous commitment of the AMS staff. There was an extraordinary willingness to flexibly lend a hand where it was needed, and hundreds took on tasks on short notice to handle the reduced working hours schemes. The organisational and improvisational talent of our advisors and managers was also demonstrated. They made possible that, despite health policy restrictions and the necessity of physical distancing, the services of the AMS and its labour market support instruments could continue to be provided for job-seekers as well as companies. Particularly the changeover from personal to virtual contacts with our customers has shown how creatively and inventively our colleagues addressed this challenge.

We can only say:

We are very proud of what our colleagues achieved in 2020 during the crisis, and that the AMS was able to make such an essential and central contribution to overcoming the Corona crisis.

A handwritten signature in blue ink, appearing to read 'Herbert Buchinger'.

Dr. Herbert Buchinger  
Chairman of the Board

A handwritten signature in blue ink, appearing to read 'J. Kopf'.

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

# HIGHLIGHTS 2020

## VACANCY & JOB-SEEKER MATCHING

- 6,465 staff, equivalent to 5,643 full time employees, assisted job-seekers as well as over 116,000 enterprises at the 104 local offices including six branch offices.
- Around 346,940 vacancies were filled with AMS assistance.
- Due to the crisis, AMS involvement in the labour market has reduced by 6.9% down to 33.7% in comparison with the previous year (far less vacancies advertised).
- Around 2,660 job respectively apprenticeship seekers were able to find employment through AMS assistance every working day.
- Despite the difficult overall situation, around 563,150 registered unemployed found new positions through AMS assistance.
- Virtually every single minute we succeeded in acquiring a new vacancy (including apprenticeship placements). A total of 319,890 vacancies and apprenticeship placements were acquired and supported.
- Around 47% of all vacancies (without apprenticeship placements) were filled within one month. The average staffing period for all vacancies (without apprenticeship placements) was 53 days.
- Around 11,800 scheduled appointments with unemployed persons were held on each working day over the phone, electronically and also at the local AMS offices with a total of around 2.96 million scheduled appointments with unemployed persons held at the local AMS offices.

- The AMS staff issued around 12,940 placement recommendations every working day resulting in a total of around 3.2 million placement recommendations issued to the customers for vacancies registered with the AMS, i.e. around 680,000 placement recommendations less than in the previous year.
- Every working day AMS staff concluded over 5,930 assistance agreements with our customers with a total of around 1.48 million assistance agreements being created.

## ACTIVE LABOUR MARKET POLICY

- Active labour market policy subsidies were used by 1,494,490 job-seekers respectively employees representing total spendings of around 6.7 billion Euros.
- More than four out of ten unemployed persons (26%) enjoyed the benefits of aids and subsidies. 30.1% of unemployed women and 23.1% of unemployed men were helped.
- 2.7 billion Euros being spent for 673,300 unemployed and employed women, i.e. 41.5% of the total aids and subsidies budget.
- The AMS staff supported 1,190 people every working day and managed around 2,940 aid and subsidy applications.

## INCOME SUPPORT

- The local AMS office staff processed around 5,130 applications for income support daily, with a total of around 1,271,810 applications being processed.
- A total of 7.7 billion Euros was paid out across all unemployment benefits and other labour market aids and subsidies.

## REDUCED WORKING HOURS

- April 2020 – suddenly 39% of all people active on the Austrian labour market were registered as unemployed or were working reduced hours.
- Employment promotion increased massively by +2,157.3% due to reduced working hours.
- Around 6,650 million Euros were paid out from the available budget for labour market aid and subsidies, with 8,230 million Euros still in the pipeline.
- Around 1.2 million employees (43% women and 57% men) received short working hours allowance.
- At the peak of the crisis in April 2020 around 573,000 jobs were saved, on average around 200,000 being saved across 2020.

## CUSTOMER SATISFACTION

- Job-seeker satisfaction was also very high in the year of the COVID-19 crisis and continued to improve. Almost four fifths (78.9%) were very satisfied respectively satisfied with the services of the AMS. Business satisfaction continued to grow with more than three quarters (77.1%) of respondents very satisfied respectively satisfied with the AMS in 2020 (in 2019: 76.9%).

## INTERNET & INFORMATION SOURCES

- On average around 19,500 job offers were available in the eJob-Room every day, and a total of 169,300 vacancies were available.
- On average 51.5% of registered unemployed persons had an active eAMS account, the number of those people with an active eAMS account increasing in comparison to the previous year by around 6%.
- 4.4 million messages were sent to the eAMS accounts of the AMS customers and over 2.1 million messages were sent to the AMS via the eAMS account.
- eService offers in the eAMS account were used on average over 18,000 times per calendar day, i.e. an eService offer was used every two seconds around the clock.
- At the end of 2020 the AMS Job App for vacancy searching had been installed on around 250,000 smartphones and tablets.
- AMS internet information was called up in 2020 by 4.7 million users and counted around 28.3 million visits.
- Over 175,800 information brochures and 34,900 BIZ folders were delivered to the AMS offices, these being additionally made available electronically on the AMS website.

## ServiceLines: THE AMS CALL CENTERS

- The ServiceLine staff answered on average around 18,570 calls every working day, and a total of 4.7 million calls from employment seekers and businesses were answered.

# LABOUR MARKET SITUATION

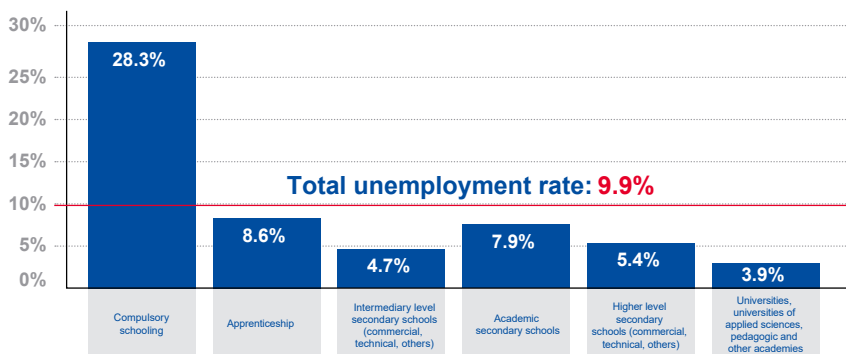
The European Union reported an **unemployment rate** of 5.4% to Austria for 2020 (an increase of 0.9 percentage points in comparison to 2019), ranking therefore tenth across the EU 27 states behind the Czech Republic, Poland, Germany, the Netherlands, Hungary, Malta, Romania, Slovenia and Bulgaria. The unemployment rate for the 27 EU states was 7.1%. The youth unemployment rate according to EUROSTAT was at 10.5% in Austria, showing a 2.0 percentage point increase in comparison to 2019; Austria ranking fourth in the EU with the average youth unemployment in the EU 27 states being 16.8%.

The **average unemployment period** was 126 days, i.e. five days longer compared to the previous year (women +8 days and men +2 days). Graduates of compulsory schooling continued to have the highest risk of unemployment in 2020 with an unemployment rate of 28.3%; university graduates with a rate of 3.9% the lowest.

On average in 2020, 179,723 persons with a compulsory school leaving certificate or less were registered as unemployed. Almost every second unemployed person had no school education beyond compulsory schooling (43.9%). Slightly less than one third of the unemployed had an apprenticeship diploma (30.8%), 5.3% had intermediate education, and 11.6% had higher education; 7.7% had an academic degree.

In 2020 a total of 1,002,505 persons were affected by unemployment and thus registered with the AMS as unemployed for at least one day; this being 103,582 respectively 11.5% more than in the previous year. The relative increase was higher for women. The number of affected men was with 555,541 higher than that of women (447,081).

## Unemployment rates and breakdown by completed education level\* in 2020



\* Registered unemployed belonging to an educational group related to the labour force potential (= unemployed + employed within the same year) of the same educational group; breakdown of the employed basis by educational level was calculated based on the results of the labour force survey of 2020 (employed acc. to ILO).

# FACTS & FIGURES

	Total			Women			Men
	2020	Total change compared to 2019	Change in % compared to 2019	2020	Change in % compared to 2019	2020	Change in % compared to 2019
<b>All unemployed</b>	<b>409,639</b>	<b>108,312</b>	<b>35.9</b>	<b>185,671</b>	<b>37.8</b>	<b>223,969</b>	<b>34.4</b>
Up to age 24	43,453	13,182	43.5	18,615	46.6	24,837	41.4
≥ age 45	170,498	39,333	30.0	73,813	33.3	96,685	27.6
Austrian citizens	268,929	63,969	31.2	122,591	33.5	146,338	29.3
Foreigners	140,710	44,343	46.0	63,079	47.1	77,631	45.1
Increase	1,018,077	61,802	6.5	454,159	7.5	563,918	5.6
Decrease	988,384	-98,448	-9.1	436,157	-10.1	552,227	-8.2
Long term unemployed (registered for over 1 year)	61,946	14,098	29.5	24,518	31.8	37,429	28.0
Long term unemployed	116,727	18,163	18.4	51,402	22.1	65,326	15.7
Average registration period	209	2	-	188	-	225	-
Average unemployment period	126	5	-	131	-	122	-
Persons in training (SC status)	57,107	-4,853	-7.8	30,536	-6.5	26,571	-9.3
Apprenticeship seekers	8,159	1,328	19.4	3,296	17.8	4,863	20.6
Unemployed (AL status)	1,002,505	103,582	11.5	447,081	13.5	555,541	10.0
<b>Employed</b>	<b>3,717,164</b>	<b>-80,140</b>	<b>-2.1</b>	<b>1,726,244</b>	<b>-2.1</b>	<b>1,990,920</b>	<b>-2.1</b>

Annual average figures except for increases/decreases and affected persons.

International Employment Rates	Employment Rates in 2020			Employment Rates in 2019		
	Total (age 15 - 64)	Women (age 15 - 64)	Older persons (age 55 - 64)	Total (age 15 - 64)	Women (age 15 - 64)	Older persons (age 55 - 64)
EU-27	67.6%	62.5%	59.6%	68.4%	63.0%	59.1%
<b>Austria</b>	<b>72.4%</b>	<b>68.3%</b>	<b>54.7%</b>	<b>73.6%</b>	<b>69.2%</b>	<b>54.5%</b>

Placement	2020	Total change compared to 2019	Change in % compared to 2019
Increase in vacancies	392,449	-129,375	-24.8
Decrease in vacancies	407,531	-114,249	-21.9
All employments	607,704	5,891	1.0
Employments of persons of age 50+	118,455	1,828	1.6

Labour Market Targets in 2020		Target value	Actual value	Target achieved
Increase advertisement on the labour market (filled vacancies)	min	492,052	348,716	–
Acquisition of skilled positions (monthly gross income over 1,900 Euros)	min	148,357	128,960	–
Keeping youth unemployment periods short (unemployment not longer than six months)	max	5,875	22,114	–
Registered young persons starting apprenticeship at a company	min	20,999	18,509	–
Job take-ups within 6 months, adults	min	396,279	405,151	✓
Sustainable job take-ups by disabled persons	min	7,889	7,447	–
Sustainable job take-ups by persons of age 50+	min	107,447	114,627	✓
Sustainable job take-ups by persons below 50 after longer unemployment periods (case duration of over one year)	min	27,993	20,096	–
Overproportionate allocation of subsidies to women	min	49.7%	50.99%	✓
Job take-ups following skilled labour training	min	4,861	4,809	–

Assistance Schemes & Subsidies	New supported persons			Payments in million Euros		
	All persons*	of which women	Women in %	Total	of which women	Women in %
Employment	1,269,397	556,638	43.9	5,848.71	2,351.41	40.2
Qualification	177,618	93,453	52.6	657.54	314.04	49.1
Support	150,596	80,498	53.5	154.63	82.32	56.7
<b>Total 2020</b>	<b>1,494,490</b>	<b>673,300</b>	<b>45.1</b>	<b>6,660.88</b>	<b>2,747.77</b>	<b>41.5</b>
<i>Without reduced working hours, reduced working hours with qualification, solidarity bonus '50plus' and scheme 'Aktion 20 000'</i>				978.48	489.25	51.5
for unemployed	262,958	134,613	51.2	1,151.64	574.82	51.1
for employed	1,231,532	538,687	43.7	5,509.24	2,172.95	39.5
<b>Total 2019</b>	<b>317,107</b>	<b>164,039</b>	<b>51.7</b>	<b>1,195.69</b>	<b>580.21</b>	<b>49.88</b>
Total change	1,177,383	509,261	–6.6	5,465.19	2,167.56	–8.4
Change in %	371.3	310.5	–12.8	457.1	373.6	–16.9

\* When one person is included within several aid and support schemes they are counted for each of these; the total however only considers them once (unambiguous person count; the subtotal of rows does not therefore correspond with the sum totals). This representation logic is valid for all person related statements.

# AMS ORGANISATION

The AMS, the Public Employment Service Austria, is a service provider company under public law and is divided into one federal, nine regional and 98 local organisations: the federal office, regional offices and local offices. There are also six branch offices and 72 careers information centres.

The social partners are involved at all these levels and make a considerable contribution in forming labour market policy (provincial employment

schemes) and organizational controlling in the board of governors, the provincial directorates and regional advisory councils.

At the end of December 2020, 6,465 staff were at the service of job-seekers and enterprises of which 2,104 were in part-time employment. Annual average staff deployment is 5,953 full-time equivalents. The female proportion was 66.5% and that of female executives 51%.

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