

2021

at a glance

Public Employment Service Austria (AMS)

FOREWORD

FROM THE BOARD



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



DR. HERBERT BUCHINGER
Chairman of the Board

A year we will remember...

Lockdowns with significant restrictions on private and economic life, unexpected economic growth from the autumn and finally a reduction of unemployment to pre-Corona levels. What an incredible 2021. It is still hard to believe that a few months later a war would break out in our neighbourhood which put the so optimistic forecasts for 2022 into great perspective. We all do not know what the near future will bring, but let us hope that this terrible war whose absurdity is only surpassed by its cruelty will soon end and the people of Ukraine can live in peace again.

The truly prodigious growth that we experienced in the second half of 2021 was something that no one had or could have predicted. It was a historically unique situation: no one knew the answer to the question of how an economy would react after being prohibited from producing goods and providing services for such a long time. The answer to this never-before-seen scenario was: with explosive growth. Suddenly the COVID restrictions were forgotten, unemployment reached pre-crisis levels as early as in the autumn and the shortage of skilled labour was on everyone's lips again. Speaking from our long standing experience we have never ever experienced anything like this before.

Major labour market policy endeavours including the "Corona Job Offensive" and a (very) favourable

economic situation then also led to unemployment in December 2021 being already clearly below that of December 2019. Another focus in 2021 was the fight against long-term unemployment: the "Springboard" scheme launched in July 2021 aims at enabling 50,000 long-term unemployed to re-enter the labour market by the end of 2022. At the end of 2021 the fulfilment rate was already at around 40 percent.

The fact that the Austrian labour market emerged so unscathed from the COVID crisis has several causes. The most important was certainly the reduced working hours scheme which prevented mass unemployment and business bankruptcies. As in 2020 our organisation and our many employees have also done an incredible job in 2021 in handling the reduced working hours tasks in addition to the regular business.

The most important factor in any organisation are the people and so we would like to expressly thank our around 6,500 colleagues from all over Austria for their incredible commitment every single day.

Dr. Herbert Buchinger
Chairman of the Board

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

HIGHLIGHTS 2021

VACANCY & JOB-SEEKER MATCHING

- 6,553 staff (without apprentices), equivalent to 5,897 full time employees, assisted 331,741 job-seekers as well as over 116,000 enterprises at the 105 local offices (including six branch offices).
- After the crisis induced slump in 2020 AMS involvement in the labour market significantly recovered and reached 38.7 percent, nearly four percent higher in comparison with the previous year.
- Around 2,460 job respectively apprenticeship seekers were able to find employment through AMS assistance every working day.
- Despite the difficult overall situation, around 551,680 registered unemployed found new positions through AMS assistance. Regarding all registration categories around 613,010 job take-ups were recorded.
- Every 40 seconds we succeeded in acquiring a new vacancy (including apprenticeship placements). A total of over 590,000 vacancies and apprenticeship placements were acquired and supported.
- 43.9 percent of all vacancies (without apprenticeship placements) were filled within 30 days. The average staffing period for all vacancies (without apprenticeship placements) was 55 days.
- Around 10,700 scheduled appointments with unemployed persons were held on each working day over the phone, electronically, and also at the local AMS offices.
- In 2021, AMS staff concluded around 1.45 million assistance agreements with our customers.

- The AMS staff issued around 16,670 placement recommendations every working day resulting in a total of around 4.22 million placement recommendations issued to the customers for vacancies registered with the AMS, i.e. around one million placement recommendations more than in the previous year.

ACTIVE LABOUR MARKET POLICY

- Active labour market policy subsidies were used by 797,830 job-seekers respectively employees representing total spendings of around 5.2 billion Euros.
- Around 39.2 percent of unemployed persons enjoyed the benefits of aids and subsidies. 44.9 percent of unemployed women and 34.8 percent of unemployed men were helped.
- 2.7 billion Euros were spent for around 418,650 unemployed and employed women, i.e. 49.7 percent of the total aids and subsidies budget.
- In 2021, 139,079 persons participated in qualification programmes within the Corona Job Offensive scheme (55.5 percent of them being women). In total 196,255 persons enjoyed the benefits of aids and subsidies representing total spendings of 474.46 million Euros.
- Every working day the AMS staff supported 3,100 people and managed around 6,590 aid and subsidy applications.
- The "Sprungbrett (Springboard)" scheme started in July 2021, with around 20,200 persons benefiting from aids and subsidies amounting in total to 73.66 million Euros in the second half of the year.

INCOME SUPPORT

- The local AMS offices processed around 4,300 applications for income support daily, with a total of around 1,069,700 applications being processed.
- A total of 6.9 billion Euros were paid as unemployment benefits and in the form of other labour market aids and subsidies.

REDUCED WORKING HOURS

- Around 3.7 billion Euros were paid out for the reduced working hours scheme from the available seven billion Euros budget for labour market aid and subsidies.
- Working hours lost were set off under reduced working hours scheme for around 543,500 employees (thereof 55 percent women) in around 63,600 enterprises.
- In 2021 a total of around 180.5 million lost working hours were financed, nearly 40 percent thereof in the accommodation and catering sectors, and 19 percent in retail. The reduction of working hours in the tourism sector was up to 65.6 percent.
- Employment promotion decreased by a total of 62.6 percent in comparison to the previous year due to reduced working hours.



CUSTOMER SATISFACTION

- Job-seeker satisfaction continued to improve in comparison to the previous year despite all challenges. Four fifths of the respondents (80.1 percent) were very satisfied respectively satisfied with the services of the AMS (in 2020: 78.9 percent). Business satisfaction continued to grow with more than three quarters (77.3 percent) of the surveyed companies being very satisfied respectively satisfied with the AMS in 2021 (in 2020: 77.1 percent).

INTERNET & INFORMATION SOURCES

- At the end of 2021 the new AMS Job App "alle jobs" for vacancy searching had been installed on around 200,000 smartphones and tablets.
- On average around 22,450 job offers in the eJob-Room and a total of 143,100 vacancies were available every day.
- 5.7 million messages were sent to the eAMS accounts of our customers, and over 2.6 million messages received by the AMS through the eAMS account in 2021.
- eService offers in the eAMS account were used on average over 19,000 times per calendar day, i.e. an eService offer was used every 1.9 seconds around the clock.
- The AMS website www.ams.at was visited every day on average by around 21,800 active users (with consent to cookies).

ServiceLines: THE AMS CALL CENTERS

- In 2021 the ServiceLine staff answered on average around 31,000 calls every working day, and a total of 4.5 million calls from employment seekers and businesses were answered.

THE LABOUR MARKET SITUATION

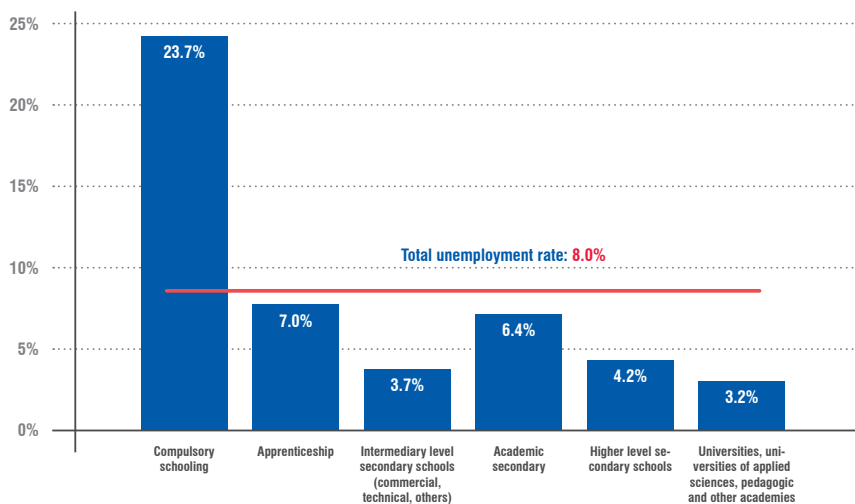
The European Union reported an **unemployment** rate of 6.2 percent for Austria for 2021 (an increase of 0.2 percentage points in comparison to 2020), ranking therefore twelfth across the EU 27 states. The unemployment rate for the 27 EU states was 7.0 percent. The youth unemployment rate according to EUROSTAT was at 11 percent in Austria, showing a 0.7 percentage point decrease in comparison to 2020; Austria ranking sixth in the EU with the average youth unemployment in the EU 27 states being 16.6 percent.

The **average unemployment period** was 154 days, i.e. 29 days longer compared to the previous year (women +27 days and men +30 days). Graduates of compulsory schooling continued to have the highest risk of unemployment in 2021 with an unemployment rate of 23.7 percent; university graduates with a rate of 3.2 percent the lowest.

On average in 2021, 146,222 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 (44.1 percent). Slightly less than one third of the unemployed had an apprenticeship diploma (30.4 percent), 5.3 percent had intermediate education, and 11.6 percent had higher education; 8.1 percent had an academic degree.

In 2021 a total of 909,767 persons were affected by unemployment and thus registered with the AMS as unemployed for at least one day; this being 93,094 respectively 9.3 percent less than in the previous year. The relative decrease was higher for women. The number of affected men was with 508,019 higher than that of women (401,469).

Unemployment rates and breakdown by completed education level* in 2021



* 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 2021 (employed acc. to ILO).

FACTS & FIGURES

	2021	Total change compared to 2020	Total Change in % compared to 2020	2021	Women Change in % compared to 2020	2021	Men Change in % compared to 2020
All unemployed	331,741	-77,898	-19.0	150,909	-18.7	180,832	-19.3
Up to age 24	30,226	-13,227	-30.4	12,905	-30.7	17,321	-30.3
≥ age 45	146,118	-24,380	-14.3	62,718	-15.0	83,400	-13.7
Austrian citizens	217,936	-50,994	-19.0	98,244	-19.9	119,691	-18.2
Foreigners	113,806	-26,905	-19.1	52,665	-16.5	61,141	-21.2
Increase	856,977	-161,100	-15.8	380,201	-16.3	476,776	-15.5
Decrease	1,082,241	93,857	9.5	492,228	12.9	590,013	6.8
long-term unemployed (registered for over 1 year)	80,070	18,124	29.3	32,662	33.2	47,409	26.7
long-term unemployed	131,642	14,914	12.8	58,722	14.2	72,920	11.6
Average registration period	267	59	—	240	—	290	—
Average unemployment period	154	29	—	158	—	152	—
Persons in training (SC status)	70,337	13,230	23.2	37,701	23.5	32,636	22.8
Apprenticeship seekers	6,865	-1,293	-15.9	2,705	-17.9	4,160	-14.4
Unemployed (AL status)	909,767	-92,738	-9.3	401,575	-10.2	508,273	-8.5
Employed	3,804,941	87,777	2.4	1,762,667	2.1	2,042,274	2.6

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

International Employment Rates	Employment Rates in 2021			Employment Rates in 2020		
	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	68.4%	63.4%	60.5%	67.0%	62.0%	59.2%
Austria	72.4%	68.1%	55.4%	71.7%	67.4%	54.2%

Placement	2021	Total change compared to 2020	Change compared to previous year in %
Increase in vacancies	553,858	161,409	41.1
Decrease in vacancies	508,482	100,951	24.8
All employments	613,010	5,306	0.9
Employments of persons of age 50+	67,819	11,586	20.6

Labour Market Targets in 2021		Target value	Actual value	Target achieved
Increased advertisement on the labour market (filled vacancies)	min	460,343	465,058	✓
Acquisition of skilled positions (monthly gross income over 2,000 Euros)	min	142,459	195,029	✓
Keeping youth unemployment periods short (unemployment not longer than six months)	max	6,557	8,136	–
Registered young persons starting apprenticeship at a company	min	19,364	18,823	–
Job take-ups	min	600,304	621,887	✓
Increase of skilled labour trainees	min	20,608	21,905	✓
Training effectiveness	min	35.9	43.8	✓
Proportionately favourable allocation of subsidies to women	min	49.4	51.6	✓

Assistance Schemes & Subsidies	New supported persons			Payments in million Euros		
	All persons*	of which women	Women in %	Total	of which women	Women in %
Employment	504,823	270,280	53.5	4,255.61	2,090.05	49.3
Qualification	233,426	122,911	52.7	751.56	366.13	50.2
Support	197,120	104,260	52.9	214.99	111.89	56.6
Total 2021	794,830	418,653	52.7	5,222.16	2,568.07	49.7
<i>without reduced working hours, reduced working hours with qualification and solidarity bonus '50plus'</i>				1,189.64	598.95	52.4
for unemployed	357,144	180,139	50.4	1,494.98	750.46	51.6
for employed	437,686	238,514	54.5	3,727.18	1,817.61	49.0
Total 2020	1,494,490	673,300	45.1	6,660.88	2,747.77	41.5
Total change	–699,660	–254,647	7.6	–1,438.72	–179.70	8.3
Change in %	–46.8	–37.8	16.9	–21.6	–6.5	19.9

* 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 99 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 2021 6,621 staff (including 68 apprentices) were at the service of job-seekers and enterprises of which 2,187 were in part-time employment. Annual average staff deployment is 5,883 full-time equivalents. The female proportion was 66.4 percent and that of female executives 54 percent.

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