



2024

Annual report

Public Employment Service Austria



SC Mag. Roland Sauer
Chairman of the Administrative Board



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

Mag.ª Petra Draxl
Managing Director

FOREWORDS

AMS – a reliable partner.

The unemployment in Austria has been rising since April 2023. And the forecasts of economic researchers do not indicate a rapid trend reversal. The economy is not expected to pick up speed again until 2026.

In this phase of uncertainty, it is all the more important that the AMS is a reliable partner at the side of those who have lost their jobs. This year, the AMS has paid out around 1.388 billion euros in subsidies in order to facilitate or enable people to re-enter the world of employment. A further 4.98 billion euros flowed from unemployment insurance – an increase of 15.8 per cent.

The adoption of the integration program for refugees by the AMS was a significant milestone in the work of the newly constituted Administrative Board on 1st July 2024. This program provided targeted funding in order to promote the labor market integration of refugees. Among other things, this enabled youth colleges, special projects for refugee women and supra-regional measures to be financed and implemented.

I would like to take this opportunity to expressly thank all AMS employees. Their work is an indispensable pillar in the social fabric of our country.

SC Mag. Roland Sauer
Chairman of the Administrative Board

A year full of challenges.

2024 was characterized by economic headwinds and a noticeable rise in unemployment. Nevertheless, we started the year with a technological innovation: The AMS was the first labor market administration in Europe to rely on artificial intelligence with the Berufsinformat to quickly and reliably find answers about training and occupations.

The situation on the labor market worsened month by month. The unemployment rose by 32,000 people or 9.4 per cent compared to the previous year. Important points in the work of the AMS were the integration package, which was endowed with an additional 75 million euros, the increase in the retirement age for women, which brought 14,000 additional workers, and the successful placement of over 10,000 green jobs on the “alle jobs” platform.

AMS also celebrated its 30th anniversary in 2024. In that anniversary year, we achieved the highest level of customer satisfaction in our history – both among jobseekers and employers. Another highlight was that AMS Kärnten being awarded the State Prize for Corporate Quality.

Our important work and these successes would not be possible without the great commitment of our more than 6,500 colleagues. They are the ones who bring jobseekers and companies together day after day. We would like to take this opportunity to express our sincere thanks to them.

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

Mag.ª Petra Draxl
Managing Director

ACHIEVEMENTS ON THE LABOR MARKET IN 2024

373,376

+10.0%  UNEMPLOYED OR IN TRAINING

7.0% UNEMPLOYMENT RATE



+10.0% PEOPLE WERE REGISTERED AS UNEMPLOYED



THE WIND IS GETTING ROUGHER

After a moderate increase in the previous year, unemployment rose significantly in 2024. On average, 297,851 people were registered as unemployed in the reporting year. This was 10.0 per cent more than in the previous year.

There were 75,524 people in training (+7.1 per cent compared to 2023). The unemployment rate was 7.0 per cent, an increase of 0.6 percentage points.

In terms of individual groups of people, unemployment rose by 13.1 per cent for people up to the age of 24, by 15.7 per cent for people with foreign citizenship and by 10.7 per cent for men.

The trend towards a decline in long-term unemployment did not continue in 2024. The relative increase in this group of people was just as high as the overall increase (+10.0 per cent). The same was also observed for the long-term unemployed (+10.0 per cent).

The number of people affected by unemployment rose by 3.2 per cent to 907,493 in 2024 (43 per cent women, 57 per cent men). Both genders and all age groups recorded an increase, although the number of people affected among those returning to work fell by 3.5 per cent.

+7.1%

75,524 people in training



+13.1%

people up to the age of 24

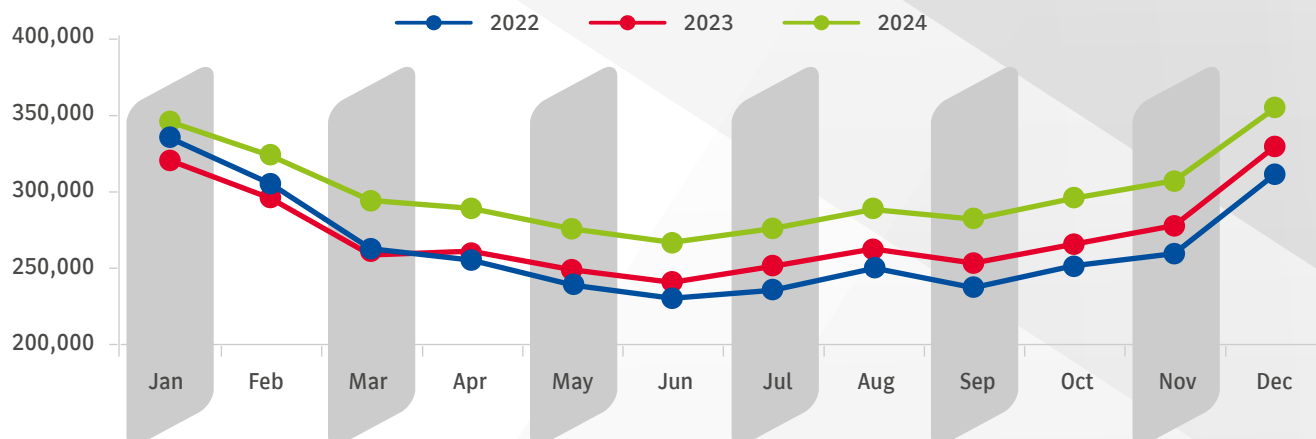
+15.7%

people up to the age of 24

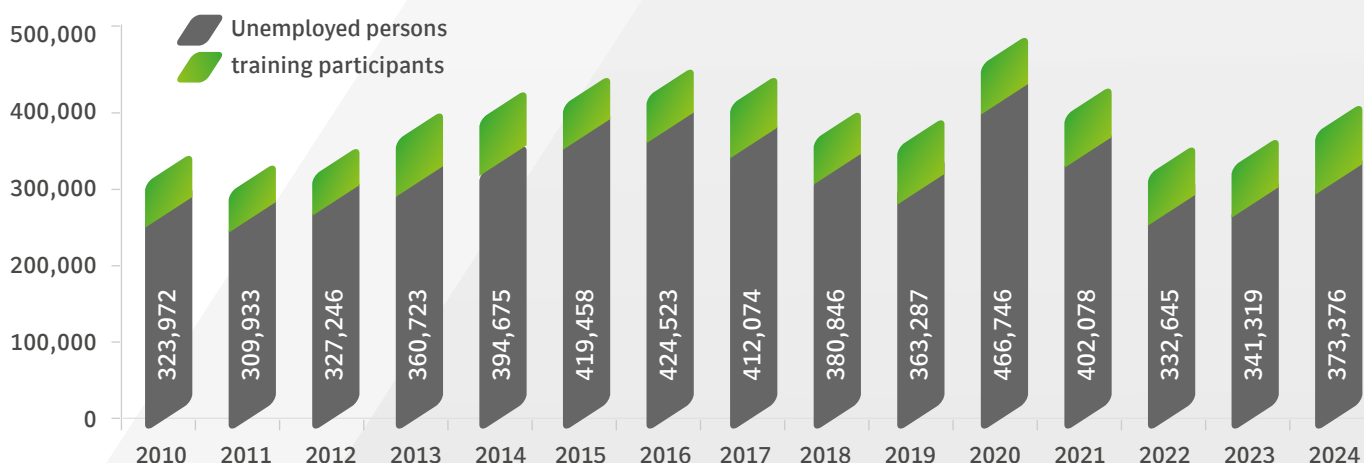
+10.7%

men

UNEMPLOYMENT OVER THE COURSE OF THE YEAR



UNEMPLOYED PERSONS AND TRAINING PARTICIPANTS – TOTAL



90,677

Job vacancies

23,300 -19.5%

Economic services

14,800 -23.3%

Commerce

9,400 -17.5%

Accommodation and gastronomy

JOB VACANCIES FELL SIGNIFICANTLY

In 2024, the AMS had an average of 90,677 job vacancies, 16.4 per cent fewer than in the previous year.

At approximately 23,300 (-19.5 per cent compared to 2023), the sector with the most job vacancies was the "Provision of other economic services", which primarily includes labor transfer agencies. This was followed by "Trade" with approximately 14,800 (-23.3 per cent), "Accommodation and gastronomy" with approximately 9,400 (-17.5 per cent) and "Manufacturing of goods" with approximately 9,000 (-24.7 per cent) job vacancies.



PROVIDED FOR THE LABOR MARKET IN 2024

SERVICE FOR JOBSEEKERS

Placing unemployed people in job vacancies is the central task of the AMS. In 2024, the AMS employees provided their customers with more than 4 million placement suggestions, of which more than 252,800 were made to apprenticeship seekers.

With the support of the AMS, 573,983 people who were previously registered with the AMS were able to accept a job or apprenticeship. Approximately 70 per cent of those registered found a new job within three months. The number of people leaving the labor market fell slightly by 1,485 people or -0.3 per cent compared to 2023, which is due to a slightly tighter labor market compared to the previous year.

The second main task of the AMS is to secure the livelihood of unemployed people. In 2024, the AMS provided financial support to an average of 367,758 people through unemployment insurance (including 160,771 unemployment benefits and 137,888 unemployment assistance). In total, the AMS employees processed 1,130,036 benefit applications and paid out a total of approximately 4.98 billion euros from unemployment insurance – an increase of 15.8 per cent.

In 2024, the AMS had to impose 162,435 sanctions (including suspension due to self-termination) as part of its monitoring of unemployment insurance provisions, which is 7,490 more than in 2023. Most of the sanctions (78,381) were imposed due to the rejection of employment and training offers in accordance with Art. 10 of the Unemployment Insurance Act (ALVG).

573,983

WORK RECORDINGS



more than
4 Mio
placement
suggestions

around
70 %
found a new
job within
three months

367,758

persons were
covered by ALV on
an annual average



4.98 Mrd
paid out from the
unemployment
insurance



more than
70,800
businesses
supported

533,396

Vacancies reported
by companies

around
40,500
advised businesses
in person, by
telephone
or online



SERVICE FOR BUSINESSES

The AMS services also include counselling and support for companies. The AMS supported more than 70,800 businesses throughout Austria, whether by placing new employees, advising on finding and retaining employees or in matters of promotion. In 2024, 533,396 job vacancies (excluding apprenticeships) were reported to the AMS (-3.9 per cent compared to the previous year).

Over the course of the year, the AMS employees advised approximately 40,500 businesses in person, by telephone or online. In addition to recruitment, the topics covered ranged from job advertisement design and employer attractiveness to tips on onboarding new employees. During the "AMS Business Tour 2024", a campaign focusing on sustainable HR work, more than 11,100 businesses were contacted. This resulted in more than 24,300 job vacancies. In 2024, a total of 535,496 vacancies registered by businesses with the AMS (including apprenticeships) were filled with the support of the AMS.

INFORMING ABOUT THE LABOR MARKET AND JOBS

The AMS's 73 BerufsInfoZentren (BIZ) (English: Career information centers) are central points of contact for anyone with questions about careers, education and the labor market. 44,304 career and education counseling sessions were held in 2024, 24,240 (55 per cent) of which were for adults. The second focus of the BIZ's work is careers guidance and counselling for school pupils, with a total of 5,238 workshops for school classes.

In addition

to personal services, the AMS also offers a wide range of digital information and services on all aspects of career choice:

- Information and guidance on the labor market and job profiles via the portal www.ams.at/karrierekompass
- Career orientation test for people aged 14 and over: www.ams.at/berufskompass
- The card and online game "AMS Berufe-Trumpf" was newly developed in 2024: www.ams.at/berufetrumpf. Young people can playfully gain an overview of possible professions from 15 different areas and learn to compare them according to starting salary, number of job advertisements, labor market trends and possible training paths.
- The AMS Berufsinfomat, which was newly developed at the end of 2023, was further improved: www.ams.at/berufsinfomat. The AMS Berufsinfomat answers AI-supported questions about professions, training and further education.

ADDITIONAL DIGITAL INFORMATION SYSTEMS:

- Occupational lexicon - www.ams.at/berufsflexikon
- Occupational information system - www.ams.at/bis
- Further training database - www.ams.at/weiterbildungsdatenbank
- Apprenticeship compass - www.ams.at/ausbildungskompass
- Application portal - www.ams.at/bewerbungsportal
- The youth website - www.ams.at/jugendseite

THE FOLLOWING PAGES ARE AVAILABLE FOR RESEARCH AND THOSE INTERESTED IN LABOUR MARKET DATA:

- AMS-JobBarometer - www.ams.at/jobbarometer
- Research network - www.ams.at/forschungsnetzwerk
- Labor market data and labor market research - www.ams.at/arbeitsmarktdaten-online



NEWLY PROMOTED PERSONS

348,964

LABOR MARKET PROMOTION

In addition to job placement, the AMS provides important impetus with its support programs in order to help the unemployed find employment and further develop the qualifications of job-seekers and employees. 348,964 people were newly supported with the AMS funding in 2024. This means that approximately 37.0 per cent of people affected by unemployment were included in a support offer. In total, expenditure on subsidies including short-time work amounted to approximately 1.39 billion euros (2023: 1.33 billion euros).

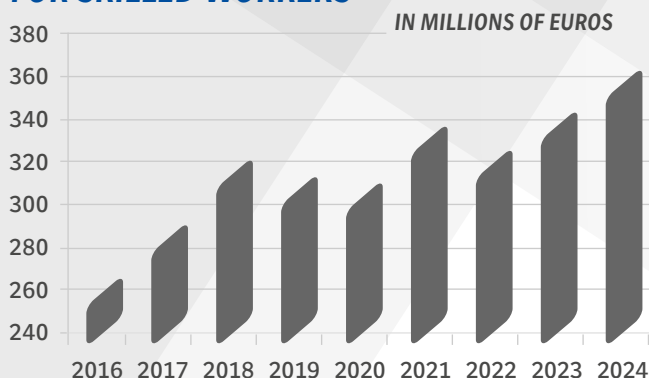
51.5 percent of the funding for labor market promotion went to unemployed women in 2024. This means that the gender budgeting target for 2024 was achieved once again. 1,336 women were given the opportunity to enter non-traditional training with at least an apprenticeship qualification as part of the FiT program ("Women in Trades and Technology"). 14,226 women attended a women's vocational center run by the AMS. The proportion of women re-entering the labor market (65,952 people) remained high at 90.3 percent. More than half of those returning to work (59 per cent) also received specific support from the AMS.

Young people also received particularly intensive support: Almost half of all registered unemployed people and apprenticeship seekers up to the age of 24 (or 88,730 people) took part in support programs. The AMS spent a total of approximately 454 million euros on supporting young people. That is 32.7 per cent of the total funding budget for 2024.

For 2024, the AMS was commissioned to implement an intensive program for the labor market integration of refugees. An additional 75 million euros were budgeted for this. As part of this program, the AMS financed measures for 61,384 people with asylum status (Convention refugees, beneficiaries of subsidiary protection and displaced persons from Ukraine). The total amount of funding totaled 199.20 million euros. With 30,888 persons (50.3 per cent), Syrian nationals were the most strongly represented group. 9,737 people (15.9 per cent) were of Afghan origin and 8,092 (13.1 per cent) were Ukrainian nationals.

The shortage of skilled labor was a major challenge last year, particularly in the care sector. Demographic change will exacerbate this trend in the coming years. With the introduction of a nursing scholarship, a further training opportunity was created to qualify in a nursing or social care profession. In 2024, 44.12 million euros were spent on these training programs for 11,865 people. 68.2 per cent of people began training in the nursing care focus area, the remaining 31.8 per cent in the social care focus area. 77.1 per cent of those receiving a nursing scholarship were women.

EXPENDITURE ON TRAINING FOR SKILLED WORKERS



EMPLOYMENT OF FOREIGNERS

The tasks of the AMS include issuing work permits and expert opinions for the settlement and residence authorities. In total, the AMS processed applications for 21 different types of authorizations.

A total of 118,623 cases were processed in 2024. The largest share of these were employment permits (55,661) and EU secondment confirmations (35,200). In addition, a total of 12,973 applications for Red-White-Red Cards and EU Blue Cards were processed, including 9,741 with positive assessments. The three occupational groups with the most positive assessments were kitchen staff (2,471), IT and other technicians (1,508) and healthcare professionals (1,440). 150 positions were filled via the European Cooperation Network for Employment Services (EURES).



118,623
applications processed
for foreign employees

160,372

foreign nationals (+14.2 per cent)
were registered as unemployed
or in a training program



44,802

refugees or persons eligible for
subsidiary protection assisted



19,871

Ukrainians with
full insurance

WHAT ELSE THE AMS STANDS FOR

CUSTOMER ORIENTATION

The satisfaction of both jobseekers and the businesses we support is at the center of our efforts and remains at a consistently high level. In 2024, more than four-fifths (81.3 per cent) of jobseekers were very satisfied or satisfied with the services provided by the AMS.

Businesses also gave the AMS a consistently positive rating: almost four-fifths (79.7 per cent) of the businesses surveyed were very satisfied or satisfied with the AMS in 2024. There was an even higher level

of satisfaction with the career and educational counselling provided by the AMS career information centers (BIZ). In 2024, 95.4 per cent of the BIZ counselling customers surveyed rated the services as "1" or "2" (on a six-point scale).

However, despite intensive efforts to help our customers, it can happen that some issues are not resolved satisfactorily. The AMS ombudsman offices have proven to be a successful way of entering into dialogue, especially in difficult situations: In 2024, for example, approximately 62 per cent of complaints were resolved in full or in part.

Satisfaction
of jobseekers

81.3 %



Satisfaction
of companies

79.7 %



Satisfaction of BIZ
counseling clients

95.4 %





96 mio.

accesses to the AMS job search engine "all jobs"



25.4 mio.

Using the eAMS account

DIGITALIZATION OFFENSIVE

The AMS has a wide range of digital services aimed at both job-seekers and businesses. The AMS job search engine "alle jobs" recorded more than 96 million hits and almost 8 million visitors in 2024 - and these are only those who have accepted cookies.

"alle jobs" contains job vacancies from all over the internet, vacancies reported to the AMS and jobs from public administration. Approximately 96,000 job advertisements were placed in the AMS eJob Room in 2024.

In 2024, more than 162,700 companies had an eAMS account. This is approximately 480 fewer than in the previous year.

More than 1.8 million eAMS personal accounts were active, with over 260,000 new accounts added in 2024.

The various services in the eAMS account were used almost 25.4 million times in 2024. A key innovation was the implementation and functional expansion of the skills matching tool, which enables the AMS employees to place people not only by occupation, but also by required skills. In 2024, the AMS provided almost 1,840,000 placement suggestions (people and jobs) from the skills matching tool.

As part of the IT roadmap for the modernization of AMS IT, projects including placement profiles were continued and SAP Success Factors, MeinAMS and alleKurse were launched. The modernization of the data warehouse, the statistical backbone of the AMS, was continued.

THE AMS AS AN EMPLOYEE-ORIENTED EMPLOYER

As at 31st December 2024, the AMS employed 6,540 people (annual average and full-time equivalent, excluding apprentices, was 5,818). The proportion of women was 66.0 per cent. There were also 101 apprentices at this time, 64 of whom were female. The part-time ratio was around 34.4 per cent, with 84.8 per cent of part-time employees being women. With currently 364 employees with disabilities, the AMS has been exceeding the hiring quota under the Disability Employment Act for years.

2024 once again demonstrated the success of the consistent internal gender equality policy: The proportion of women across all management positions is 56.2 per cent. The AMS Executive Board has equal representation, 55.6 per cent of the country managers are women and 77.8 per cent of their deputies are women. This development is supported by a broad regional and supra-regional further training program with many career development measures specifically for women. Increasing the



56.2 %

management positions held by women

proportion of women in RGS management positions continues to be an important goal. It is pleasing to note that this increased from 37 to 43 per cent between 2023 and 2024. The AMS is also successful in terms of equal pay, with a difference of only 2.5 per cent between men and women. Furthermore, the AMS has been regularly certified with the "berufundfamilie" audit since 2017 due to its excellent work-life balance programs.

New employees complete up to 30 weeks of training at the Günther Steinbach Academy in order to meet the demands of everyday working life. In 2024, 644 employees (64 per cent women and 36 per cent men) completed this training.



Note

For further information, the notes to the 2024 annual report are available for download at www.ams.at/organisation/geschaeftsberichte/geschaeftsberichte-oesterreich.

