

## **Employment and Social Affairs Platform (ESAP)**

### **Study visit of the Kosovo\*<sup>1</sup> Employment Agency to Albania**

#### **Meeting with representative of Employment Agency and EU Delegation in Tirana**

Tirana 14 November 2018  
Korce, 15-16 November 2018

Based on the results of the benchlearning process, in which the 6 Western Balkan Public Employment Offices have engaged in a self-reflection on key strengths and weaknesses, as well as the assessment visits that have been conducted by external assessment teams, the Public Employment Office of Kosovo\* has expressed an interest to visit the Public Employment Service of Albania with the aim of an in depth exchange on key areas of PES work in which they could learn more from their counterparts, and where Albania has proposed some good practices. The four main areas of interest for the visit included:

1. Performance management of employment offices;
2. Development and implementation of strategic action plan;
3. The scoring system for employers who implement active labour market measures;
4. Visit to a regional employment office and vocational training centre.

**1. Performance management.** The scorecard, is a newly established system that is used to evaluate the performance of each employment office based on the objectives below with the following weights:

- 45% employment generation
- 20% vocational training
- 25% obtaining new job vacancies
- 10% Employment service promotion to registered unemployed

The employment generation annual objective for each office is based on 7 factors with equal weight:

- Labour force 2017
- Active employers as registered in the tax office by municipality
- Active employers with more than 5 employees as registered in the tax office by municipality

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<sup>1</sup> This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence



- Unemployed jobseekers registered at the employment office (stock in 2017) by employment office
- Job vacancies obtained progressively during 2017 by employment offices
- Employed jobseekers in 2017 by employment office
- Number of staff in the employment office at the service of the clients (2017)

The annual vocational training objective for each employment office uses the following factors with equal weights:

- Registered unemployed jobseekers with elementary and secondary education
- Young registered unemployed jobseekers up to 29 years of age
- Unemployed jobseekers coming out of social assistance up to 40 years of age
- Geographical distribution of public vocational training centers
- Unemployed jobseekers sent to vocational training during 2017.

The objective of new job vacancies is based on the following equally weighed criteria:

- Employment according to LFS 2017
- Active employers registered at the tax office 2017
- Active employers with more than 5 employees registered at the tax office 2017
- New job vacancies obtained progressively during 2017
- Number of staff in the employment office at the service of the clients (2017)

The objective of promoting Employment Agency services to targeted beneficiaries is calculated at 10% increase compared to the target in the previous year.

A detailed guideline has been prepared for the implementation of the scorecard and objectives will be linked with each individual employee of the Agency.

## **2. Strategic action plan**

Objectives of the Albanian National Employment Service for year 2018 include:

- Employment of 25 thousand unemployed jobseekers with a focus on marginalized groups
- Offering vocational training courses ot 10 thousand unemployed jobseekers with a focus on beneficiaries of social assistance
- Obtaining information about 40 thousand vacancies and filling more than 65% of them.
- Better promotion of employment office services to :



- Youth (16-29 years of age)
- Those with vocational and higher education
- Persons with disabilities
- Employers with more than 5 employees

In order to achieve the above objectives, the following areas are covered:

- Functional and structural interventions (re-organize the service provision model of employment offices according to three levels, develop service catalogues for each level and pilot it in one employment office; propose a model for the structural and functional reorganization of the vocational training centers and pilot it in one center (expert assistance it being provided through ESAP project for this particular task); operations manual for public vocational training centers; physical reconstruction and reorganization of 12 employment offices according to the new service delivery model; improvement of the information system of the employment services)
- Development of new services and programmes (new platform for cooperation with businesses, new work manual for agency staff dealing with employers, new services for soft skills, standardized counseling services for difficult to employ persons, implement the new self-employment programme (inspired also by the ESAP peer review on self-employment), development of a call center at the employment agency for information and intermediation)
- Improving the quality of labour market information (regular quarterly and annual statistical bulletin, evaluation of effectiveness of employment promotion programmes, tracing graduates of vocational training courses, identify needs for new curricula based on regional analysis of labour markets, development of a register or private employment agencies).

**3. Scoring system for Employers.** All employers who apply for participation in implementing active labour market measures are evaluated based on 5 elements: the programme they offer, the region from which they originate, the characteristics of the applicant (sector, number of employees, etc), previous experience with implementing employment promotion programmes and a general evaluation of the applicant by the members of the evaluation committee. All criteria but the last one are evaluated automatically based on the data provided during the the application process.

**4. Visit to a regional employment office and vocational training center.** Participants got acquainted with the staff and the activities of the regional office in Korce, where they were very



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interested to learn more about the autonomy of regional offices in establishing partnerships and signing agreements with local level actors. Additionally, they discussed and compared the respective programmes of vocational training centers and premises where these programmes are delivered.

At a separate meeting with the National Employment Service of Albania, the ESAP team leader and the ESAP consultant, supporting the analysis of on-the-job training programmes discussed the upcoming regional peer review workshop that will be hosted by the Albanian authorities. Participants agreed on the date for the workshop (17-18 January 2019) and the contents of the workshop which will include presentations by the host institutions and peer officials from the Western Balkans, discussion on strengths, weaknesses and opportunities for improving on-the-job training programmes and a visit to a local employment office and business that are implementing such programmes.

The ESAP team leader also met with representatives of the EU Delegation in Tirana (Alessandra Frontoni in charge of employment and Ledia Muco covering Economic Reform Programmes). He informed them of the past and current ESAP activities, emphasizing the upcoming national workshop on informal employment and the regional peer review related to on-the-job training, which the Delegation representatives showed interest to attend. The ESAP team leader also informed about the technical assistance instrument of ESAP and the areas in which it is supporting the Employment Agency. The representatives of the delegation proposed that ESAP supports national administrations in the development of employment measures that are included in the Economic Reform Programmes, which are routinely modest in impact and underdeveloped in structure. They pointed to the fact that the OECD engagement with Western Balkan administrations on the ERPs is expected to end next year and ESAP would be well placed to fill the gap in the sector of labour market and employment. The representatives of the EU Delegation also informed about upcoming plans to initiate a new national social sector project that will follow up on the existing sector budget support, but which will have a stronger focus on local level development and marginalized groups of population).