

Benchmarking Experience

Vienna

28 February 2017

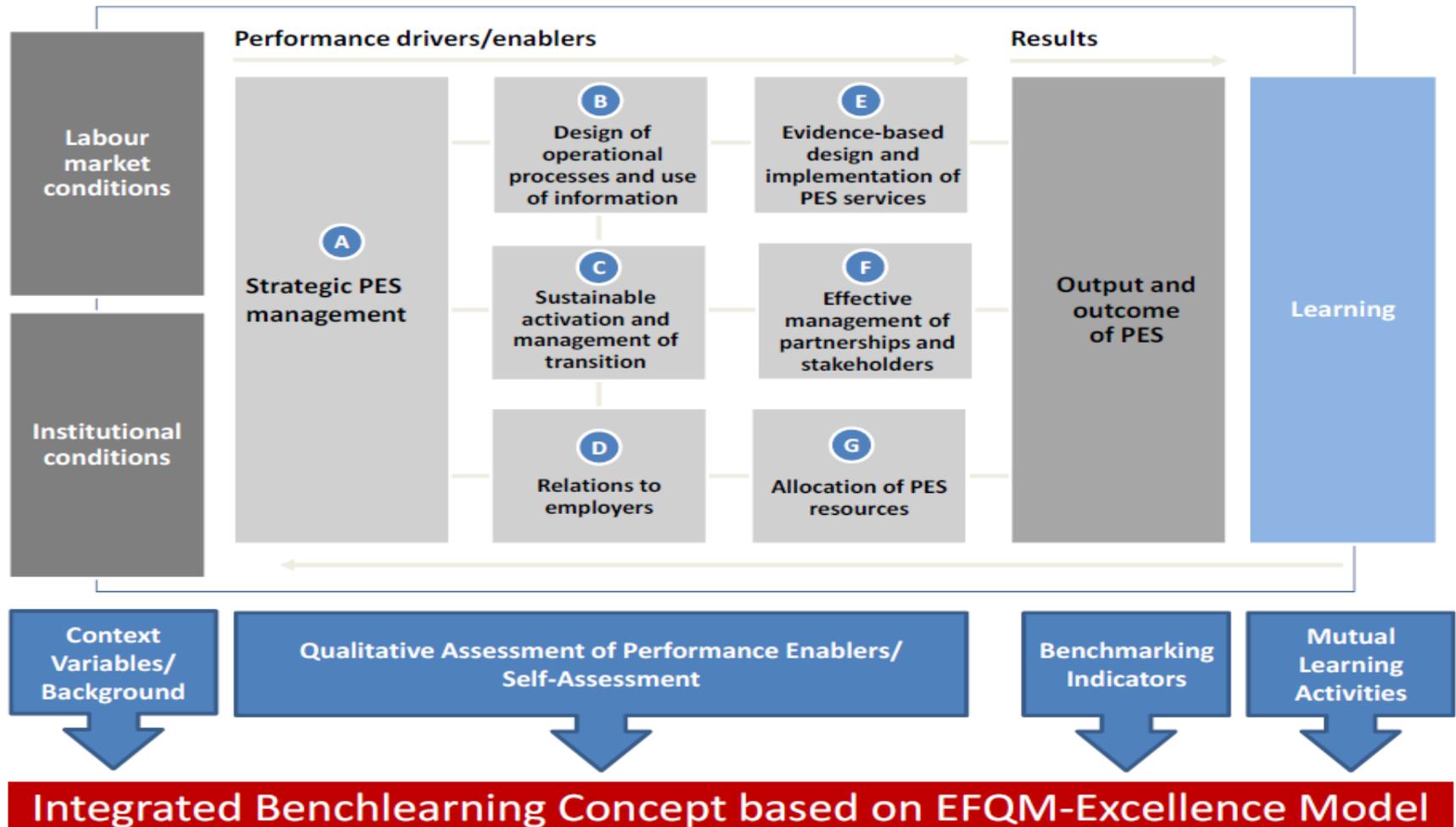
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Benchmarking + Learning = Benchlearning

Description of the Model and assessment process



Benchlearning Pillars

Quantitative Benchmarking

- > 8 Indicators on results
- > Neutralisation of different economic and organisational context by context indicators
- > Adjusted results (more or less comparable)

Qualitative Benchmarking

- > Self-Assessment on 8 enabler dimensions
- > PDCA-cycle
- > External Assessment by peer assessors
- > Feed-back report

Benchlearning Pillars

Mutual Learning

- > Identification of Good practicees
- > Systematic mutual learning
- > Thematic Seminars with those who provide good practices and those who are in need
- > Support of transfer of Good Practice

Benchmarking on Results

8 quantitative Indicators

- > Transitions from unemployment into employment
- > Total exits from unemployment
- > Fast transitions into employment
- > Vacancies filled
- > Satisfaction of jobseekers and employers with PES services
- > PES contribution in finding a job

Qualitative Benchmarking

Assessment of enablers

- > A Strategic Performance Management
- > B Design of operational Processes
- > C Sustainable Activation
- > D Relations with Employers
- > E Evidence-based Design of Services
- > F Management of Partnerships
- > G Allocation of Ressources
- > H Identifiacion and Implementation of a Reform Agenda

Where are the Sources of Learning?

- > Working on the Self-Assessment and discussing the enablers
- > Individualised Assessment and Feedback
- > Identifying room for improvement and strengths of your PES
- > Assessing other PES
- > Identifying Good Practises
- > Transfer of Good Practises

What we have learned

- > Competence based matching
- > Profiling
- > Competence-checks
- > Comprehensive training and integration for persons entitled to asylum
- > Refugee-App
- > Organisational things

Conclusions

All PES have strengths and weak points

There is no PES which is „best“ or „worst“ in all dimensions

Maturity of a PES does not depend on resources

Maturity of a PES does not depend on the organisational model

Benchlearning

**Is not a beauty contest and
not an event
but**

Food for thought

Online Präsentation – PES-Benchlearning

- > <http://www.pes-benchlearning.eu/dashboard/pages/index.html>
- > User: HOPES_AT
- > Password: *N%n1u

2. Cycle Assessment 20. – 22.3. 2017

Based on the Adapted Self-Assessment and the Reform Report

Monday

Morning:
discussion of the
reform agenda

afternoon:
enablers A - G

Tuesday

**Reform agenda on
local level, site
visit of 2 local
offices**

Wednesday

Morning:
conclusions and
assessment

**Noon: feedback to
management**