Employment and Social Affairs Platform

Discussion on Terms of Reference for the Bench-learning Exercise

Aim

- Implement a bench-learning concept among Western Balkans PES offices
  - Analyse PES data to identify good practices
  - Enable mutual learning and support the implementation of good practices

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- contribution to reducing unemployment for all age groups and for vulnerable groups
- contribution to reducing the duration of unemployment and reducing inactivity, so as to address long-term and structural unemployment, as well as social exclusion
- filling of vacancies (including through voluntary labour mobility)
- customer satisfaction with PES services

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1. Benchmarking indicators

- Contribution to reducing unemployment for all age groups and for vulnerable groups:

    a) Transition from unemployment into employment per age group, gender and qualification level, as a share of the stock of registered unemployed persons;

    b) Number of people leaving the PES unemployment records, as a share of registered unemployed persons.

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2) Contribution to reducing the duration of unemployment and reducing inactivity, so as to address long-term and structural unemployment, as well as social exclusion:

a) Transition into employment within, for example, 6 and 12 months of unemployment per age group, gender and qualification level, as a share of all PES register transitions into employment ;

b) Entries into a PES register of previously inactive persons, as a share of all entries into that PES register per age group and gender.

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3) Filling of vacancies (including through voluntary labour mobility):

    a) Job vacancies filled;

    b) Answers to Eurostat's Labour Force Survey on the contribution of PES to the finding of the respondent's current job.

4) Customer satisfaction with PES services:

    a) Overall satisfaction of jobseekers;

    b) Overall satisfaction of employers.

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- Areas of benchmarking through qualitative internal and external assessment of performance enablers across 7 dimensions:

    1) Strategic performance management;

    2) Design of operational processes such as effective channeling and profiling of jobseekers and tailored use of active labour market instruments;

    3) Sustainable activation and management of transitions;

    4) Relations to employers;

    5) Evidence-based design and implementation of PES services;

    6) Effective management of partnerships with stakeholders;

    7) Allocation of PES resources.

Example of Strategic Performance Management Enablers

1. Performance management by target setting

2. Targets into key performance indicators

3. Following up performance measurement

4. Use of the results of performance management

Tasks Proposed in the Bench-learning Process

- Analyse PES data to identify good practices
  - PES working group on bench-learning
    - Identify, agree, collect and analyse data
    - Qualitative assessment based on performance enablers in order to identify good practices and areas for improvement (self-assessment and external validation through peer reviews – PES from the region, EU, expert?)
- Mutual learning events
  - Thematic review workshops, seminars, conferences

Next Steps

- Agree on the bench-learning process
- Set up a working group meeting to agree on a set of benchmarking indicators and performance enablers
- Mobilize an expert team to support the process
- Generate context-adjusted valid performance indicators
- Collect information on performance enablers
- Organize mutual learning activities