

Meeting of the Public Employment Services

Preliminary key findings from the regional analysis of PES

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Public Employment Services in Western Balkans Countries

- Albania (AL) – National Employment Service
- Bosnia-Herzegovina (BA):
 - Labour and Employment Agency
 - FBiH Employment Institute
 - BiH Republic of Srpska
 - BiH Brčko District.
- Kosovo* – Public Employment Service
- The Former Yugoslav Republic of Macedonia (MK) – Employment Service Agency
- Montenegro (ME) – Employment Agency
- Serbia (RS) – National Employment Service.

**The 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.*

Sources of information

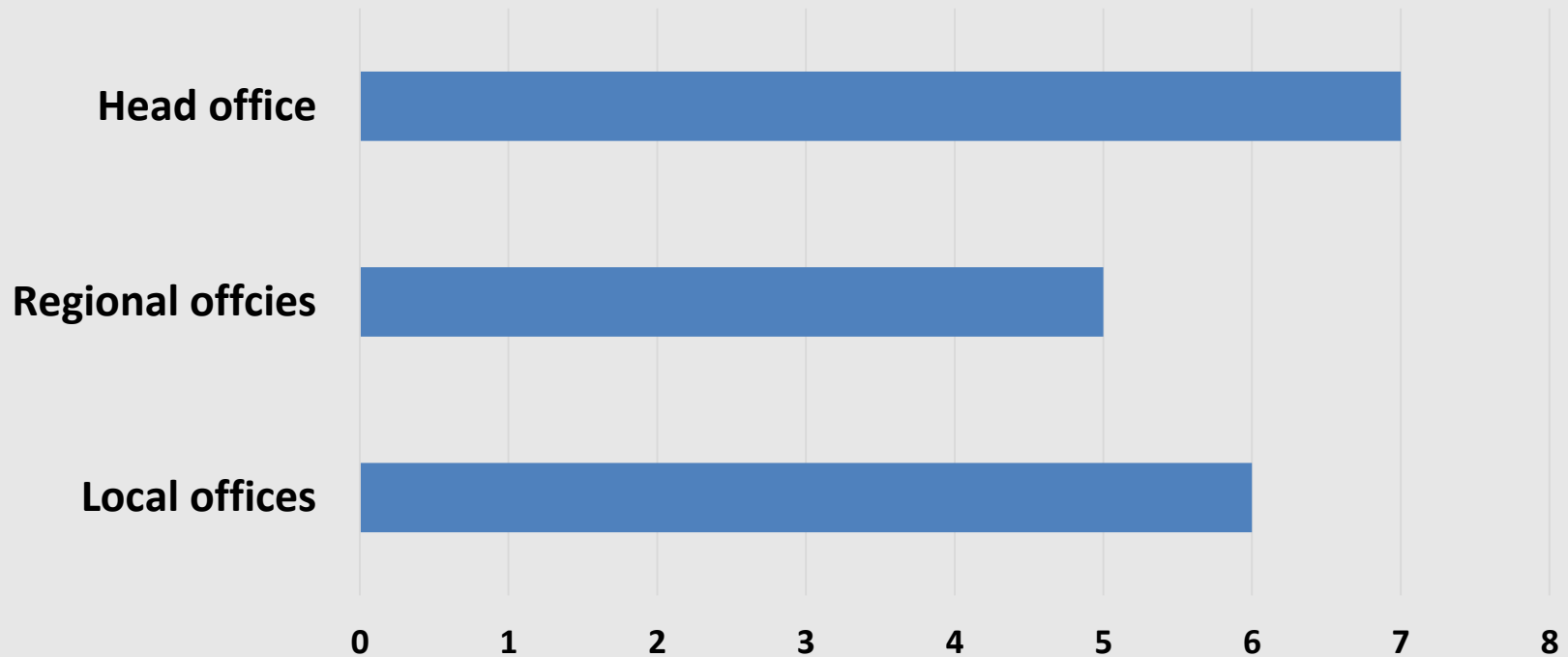


Documentation

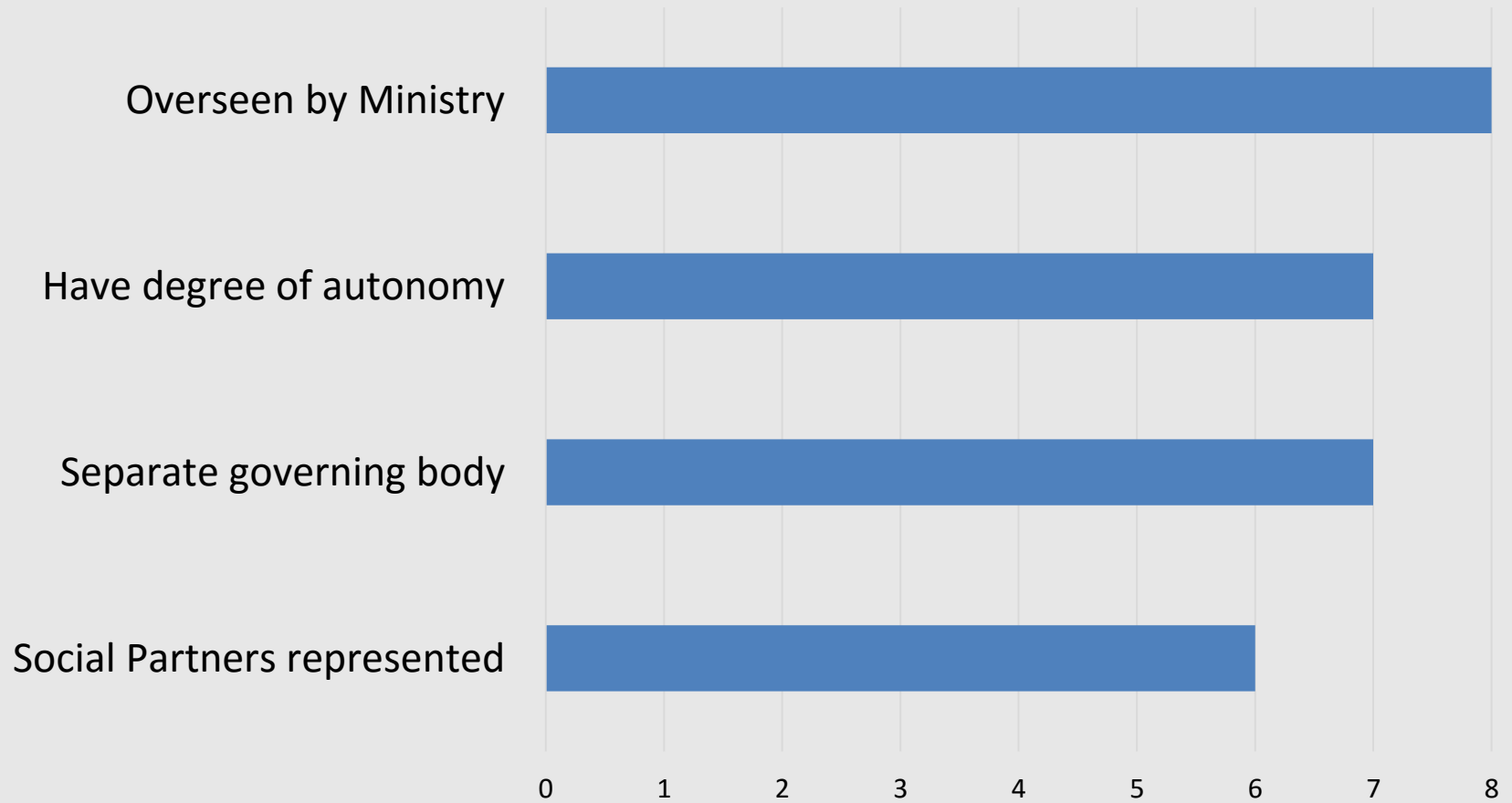
Local expert
enquiries

PES performance
management
questionnaire

PES Organisational Structure



PES Governance



PES key responsibilities



Job mediation services

- 8 PES provide services



Provision of active labour market policy measures

- 8 PES arrange interventions, implementation of measures



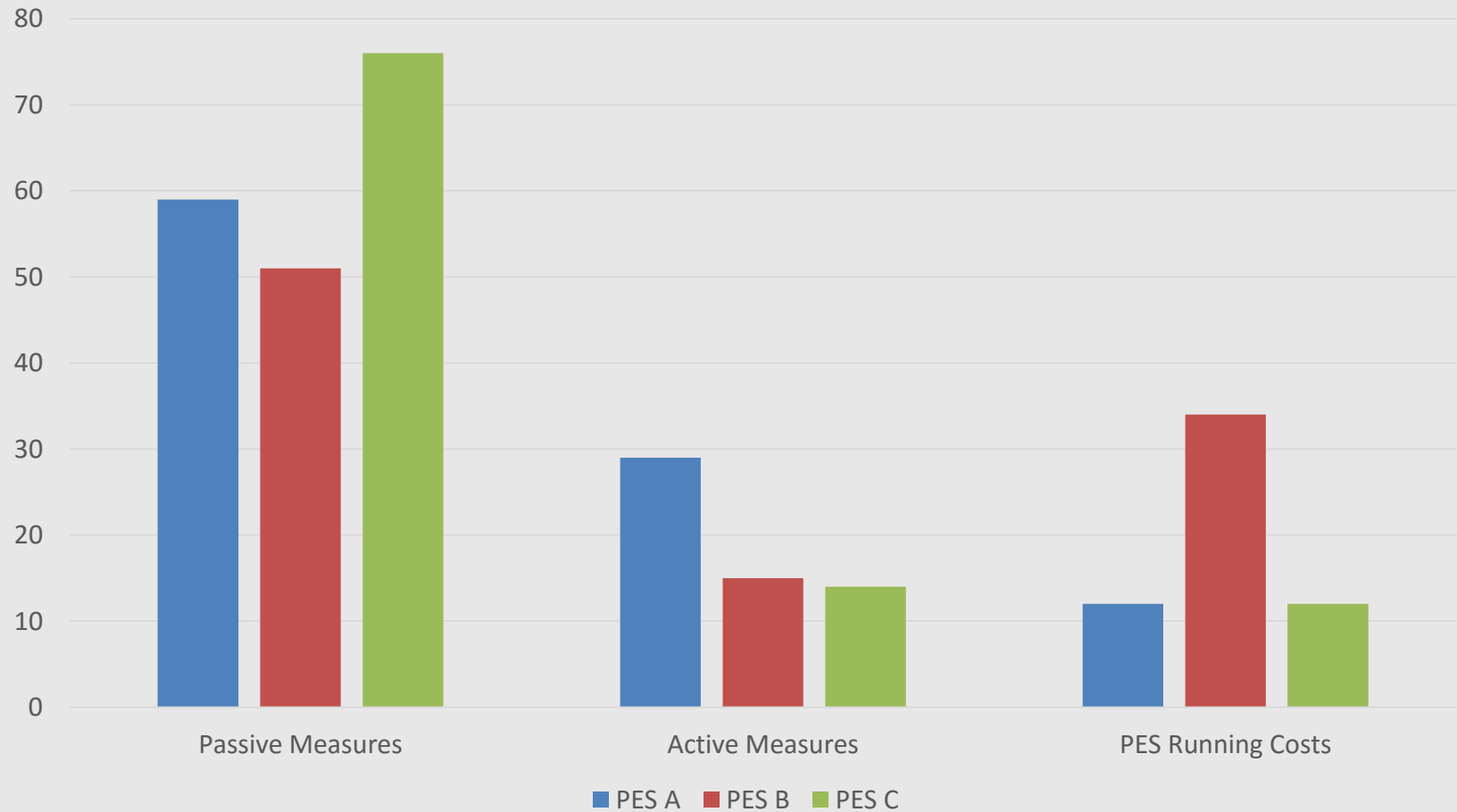
Provision unemployment/social benefits

- 7 PES calculate , monitor and disburse

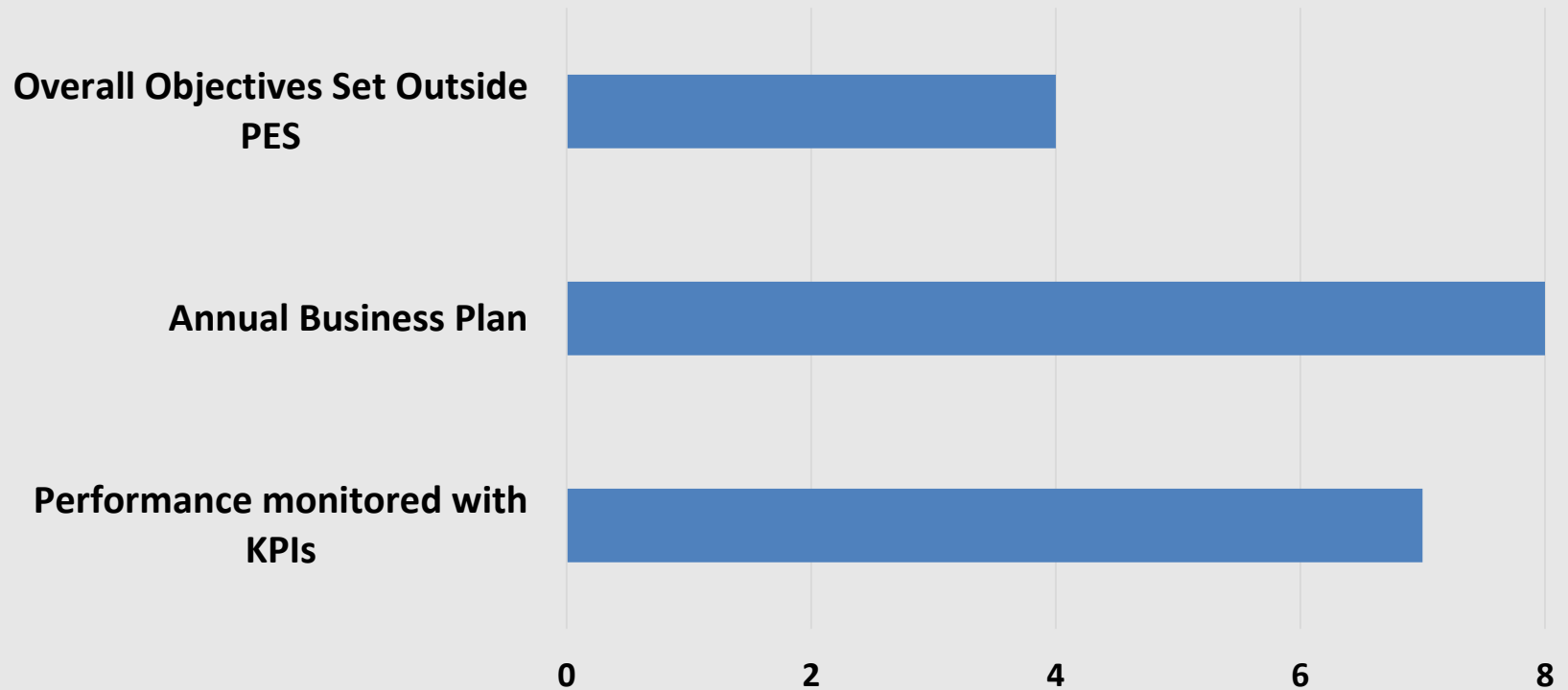
PES Financing

- 6 PES compile their own budget needs.
- 5 PES allows virement of budget between headings.
- 3 PES regional/local offices have their own budgets.

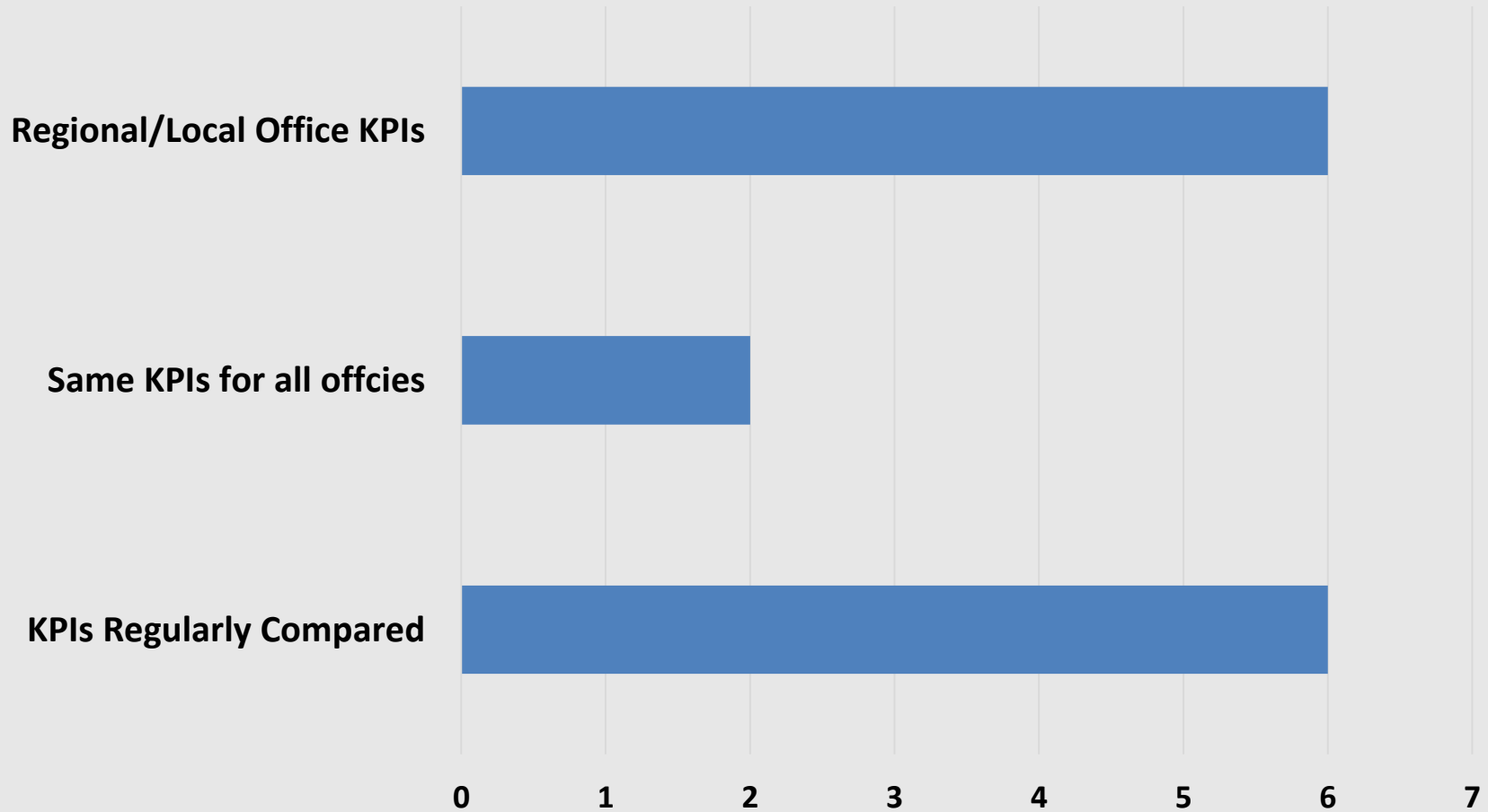
Share of Total PES Budget Spent, %, 2015



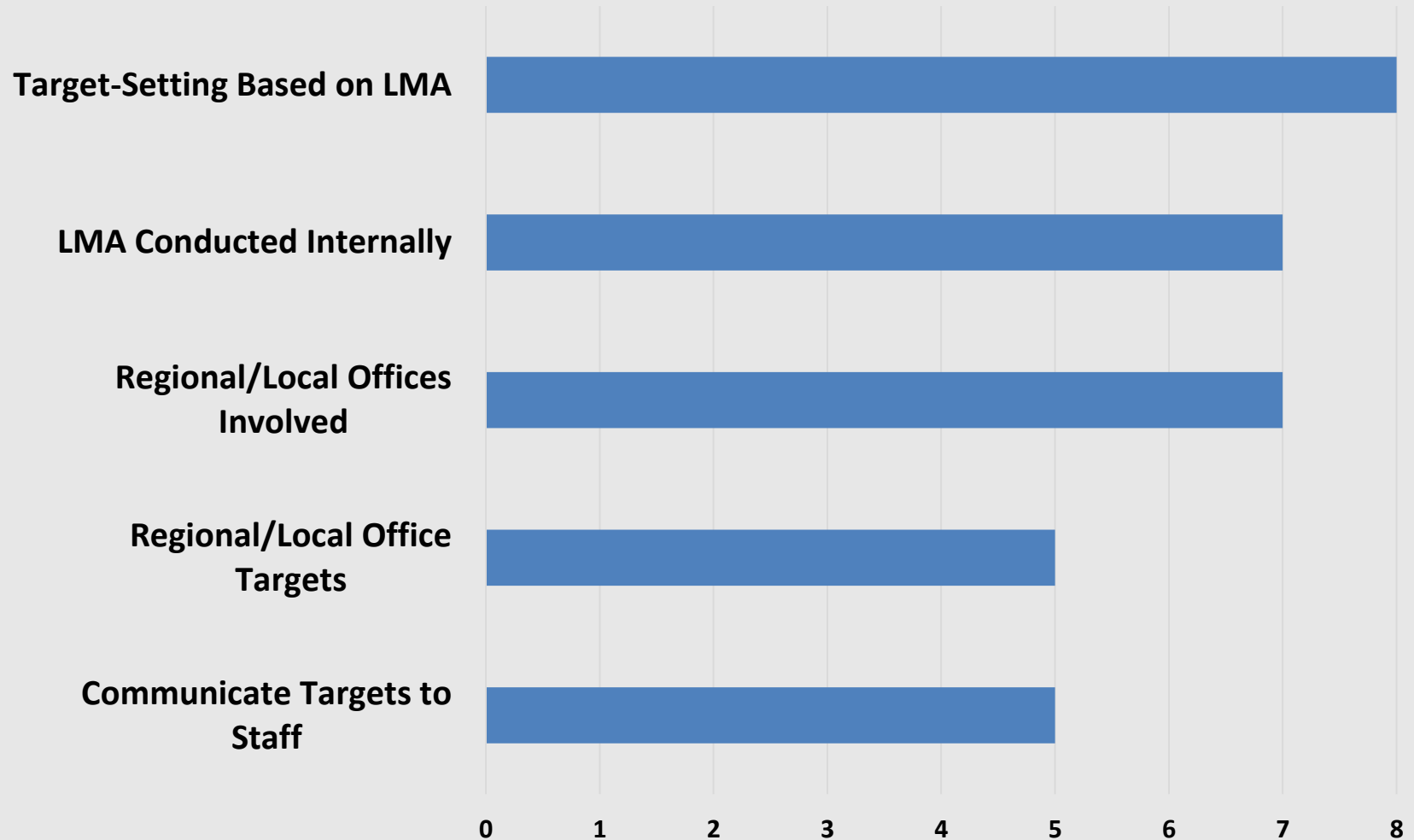
PES Objectives and Targets



Translating Targets into Key Performance Indicators



Performance Management Fundamentals



Performance Measurement Follow-Up



Provision of Services



Partnerships and Human Resources

