

At a Glance Business Report **2010**

Austrian Employment **Service (AMS)**



Arbeitsmarktservice
Österreich

"Together with Germany and Belgium, Austria is one of the European countries which have coped best with the crisis regarding the employment market situation.

EU commissioner, Laszlo Andor, November 2010



So, have we really put out the fire? We can only say this when it is certain that that not just the fire, but also all pockets of embers have been finally extinguished.

Tempting though this may be we will probably never be able to make such a statement for the employment market, as even in good times rapid economic change and constantly changing qualification requirements always keep us busy, as well as the great challenge of securing apprenticeship placements.

Nevertheless, the "great fire" of 2009, the deepest economic crisis Austria has faced since 1945, has been put out. As deep as the economic downturn may have been, the recovery came just as quickly – while unemployment figures continued to grow in the first months of 2010, Austrian politicians were proudly proclaiming a new all-time employment high by the end of the year. Austria has also received international recognition, with the smart mix of economic and employment policy, a successful model for reduced working hours, companies who are aware of the value of their staff and the general faith in the future all contributing to widely respected Austrian success – compared with many other EU member states we have coped with the crisis much better and been rewarded once again with the lowest employment rate across the whole EU (4.4%).

We, the staff of the Public Employment Service Austria, welcome this positive outcome and are proud of having contributed to this success.

However, there is no time to sit back and relax – many new issues will be developing in the coming business year:

- There are still people suffering from unemployment in our country who now need all our efforts;
- We have taken on a new vital responsibility at the AMS with the implementation of minimum benefits;
- The end of the much discussed transition periods on the 1st May 2011 also means, as we are already aware, new challenges to be addressed to by us all.
- There is a whole range of reform incentives and plans to be implemented to keep the AMS ready for the future.

In this respect we welcome you to share our pride in our achievements and to join us in confronting our future responsibilities.

Dr. Herbert Buchinger
Chairman of the board

Dr. Johannes Kopf, LL.M.
Member of the board

STATUS OF THE EMPLOYMENT MARKET

Annual average & sum totals	Total 2010	of which women	+/- to 2009 total
employed	3,360,238	1,574,043	+21,187
unemployed	250,782	105,676	-9,527
unemployment rate (national)*	6.9%	6.3%	-0.3%
unemployment rate (Eurostat)	4.4%	4.2%	-0.4%

Source: Main Association, AMS

OVERVIEW OF EMPLOYMENT MARKET POLICY OBJECTIVES OF 2010

Objectives	Target value	Actual value	Target achieved
Increase advertisement on the Employment market (jobs, excl. primary sector)	min. 303,462	370,835	+
Acquisition of skilled positions (at least apprenticeship)*	min. 137,034	174,646	+
Keeping youth unemployment periods short (unemployment not longer than six months)	max. 9,047	5,478	+
Keeping unemployment periods short (unemployment not longer than twelve months), quota	max. 3,5%	1,2%	+
Keeping unemployment of older persons short (re-employment within six months)	min. 108,778	115,514	+
Finding jobs for long-term unemployed	min. 33,837	59,225	+
Increasing training efficiency (proportion of job take-ups within three months of training)	min. 47.5%	51.9%	+
Easing getting back to work (job take-ups and training of returners)	min. 38,401	52,089	+
Training in selected sectors: women in crafts and technology, and regionally specific qualifications in areas of demand	min. 10,808	13,340	+

INTERNATIONAL COMPARISON OF THE EMPLOYMENT MARKET

The European Union assigned an unemployment rate of 4.4 % to Austria for 2010 (a reduction of 0.4 percent point in comparison to 2009), giving Austria the lowest unemployment rate across the EU. The Netherlands and Luxemburg ranked second with an unemployment rate of 4.5% each. The unemployment rate for the 27 EU states was 9.6 %.

Unemployment Rates 2010 (according to European Union criteria)

	Total		men		women	
	2010	2009	2010	2009	2010	2009
EU-27	9.6	8.9	9.6	9.0	9.5	8.9
EU-25	9.7	9.0	9.7	9.1	9.6	9.0
EU-15	9.5	9.1	9.5	9.1	9.5	9.0
Euro zone 13	9.9	9.4	9.8	9.3	10.1	9.6
Belgium	8.3	7.9	8.1	7.8	8.5	8.1
Bulgaria	10.2	6.8	10.9	7.0	9.5	6.6
Czech Republic	7.3	6.7	6.4	5.9	8.5	7.7
Denmark	7.4	6.0	8.2	6.5	6.6	5.4
Germany	6.8	7.5	7.4	8.0	6.2	6.9
Estonia	16.9	13.8	19.5	16.9	14.3	10.6
Ireland	13.7	11.9	16.9	14.9	9.7	8.0
Greece	12.6	9.5	9.9	6.9	16.2	13.2
Spain	20.1	18.0	19.7	17.7	20.5	18.4
France	9.7	9.5	9.4	9.2	10.2	9.8
Italy	8.4	7.8	7.6	6.8	9.7	9.3
Cyprus	6.5	5.3	6.4	5.2	6.7	5.5
Latvia	18.7	17.1	21.7	20.3	15.7	13.9
Lithuania	17.8	13.7	21.2	17.1	14.5	10.4
Luxemburg	4.5	5.1	4.0	4.5	5.3	5.9
Hungary	11.2	10.0	11.6	10.3	10.7	9.7
Malta	6.8	7.0	6.6	6.6	7.2	7.7
Netherlands	4.5	3.7	4.4	3.7	4.5	3.8
Austria	4.4	4.8	4.6	5.0	4.2	4.6
Poland	9.6	8.2	9.3	7.8	10.0	8.7
Portugal	11.0	9.6	10.0	9.0	12.1	10.3
Romania	7.3	6.9	7.9	7.7	6.5	5.8
Slovenia	7.3	5.9	7.5	5.9	7.1	5.8
Slovak Republic	14.4	12.0	14.2	11.4	14.6	12.8
Finland	8.4	8.2	9.1	8.9	7.6	7.6
Sweden	8.4	8.3	8.5	8.6	8.2	8.0
United Kingdom	7.8	7.6	8.6	8.6	6.8	6.4
United States	9.6	9.3	10.5	10.3	8.6	8.1
Japan	5.1	5.1	5.4	5.3	4.6	4.8

Source: Eurostat (according to the Labour Force Concept); as of 14th of April 2011

JOB REFERRALS

	2010	absolute change compared with 2009
Filled vacancies	339,794	24,980
Increase in vacancies	442,001	53,380
Increase of apprenticeships	37,269	2,806
Percentage of vacancies filled within one month	69.3%	+ 0.6%
Number of jobs taken up by previously unemployed (total)	542,366	22,784
Number of jobs taken up by elderly (over 45)	138,263	8,783

Acquiring vacancies

Our Corporate Services staff visited enterprises across the whole of Austria during the AMS eMOTION spring employment acquisition campaign. The visits were aimed at dedicated consultation and information on issues relating to human resources, the employment market, subsidies, eServices and job acquisition. The campaign covered around 5,000 visits and resulted in acquisition of 14,202 vacant positions, despite the economically challenging overall situation.

The AMS eMOTION campaign focused on customer affinity and orientation and positioned the AMS as the central point of reference for businesses. This campaign focus included the wide range of AMS corporate services: competent support in head-hunting and job preservation, subsidies available, personalised consultation and attractive eServices (eAMS account, eJob room) making the eMOTION campaign an active contributor to job preservation and acquisition.

The number of vacant employment positions reported at the AMS in 2010 showed a record increase. A total of 442,001 vacant positions were registered at the AMS, 53,380 more than 2009 or 13.7%.

AMS eMOTION Since 2009

To give the labour market more drive,
we come directly to you.

Enjoy our services at: www.ams.at oder 0800 500 150.
Every 90 seconds a new position is staffed with AMS support: you can also benefit from the largest Austrian employment market with personalised consultancy delivered by our AMS Corporate Service staff. Your Public Employment Service Austria

AMS

You are in demand!

EMPLOYMENT MARKET DEVELOPMENT

369,000 new clients were supported in 2010 in the course of Employment market development. As an individual may receive multiple subsidies, the total number of cases amounted to 1,125,000. The number of newly subsidised persons decreased by around 43,000 in comparison to 2009 (-10.5 %). The number of newly subsidised unemployed grew by 1.05%, the number of subsidised employed persons decreased in 2010 by over 47,300 persons (-43.15%); primarily attributable to reduced take-up of the reduced working hours subsidy due to recovery from the economic crisis.

Qualification

Within the employment market support programme gaining qualifications continues to represent the most important strategy for solving employment market problems for both the employed and the unemployed. In 2010 a total of € 686.98 million was used for qualification schemes (2009: 699.86 million) representing 64% of subsidies (2009: around 63%).

Employment promotion

This includes corporate integration benefits, reduced working hours model subsidies, employment projects and a combined salary and subsidy for the first employee of a sole proprietorship, introduced in 2009, on which € 306.48 million was spent in 2010 (2009: € 336.35 million). This corresponds to 28.4% of the subsidies budget (2009: 30.04%). If the reduced working hours model is excluded and only the active subsidies budget is considered as a reference value, then € 251.60 million (2009: € 222.83 million) was spent, corresponding to 24.6% and remaining stable compared to 2009 (22.1%).

Support

In addition to consultation, for people with particularly difficult situations the Austrian Employment Service offered employment market related counselling in their regional offices, on the subject of employment referral or debts advice, for example. Further support programmes include the company set-up programme, set-up subsidies and support for combining families with careers.

ESF qualification consulting for businesses also represents an important complement to the AMS service portfolio.

In 2010 a total of € 85.5 million (2009: € 83.3 million) was spent on support, representing around 8% of subsidy expenditure with support subsidies being approved for around 80,600 people.

Subsidies by areas (in million Euros)

	2010	2009	Percentage change compared with previous year	Percentage proportion of total
Employment	306.48	336.35	-8.88	28.40
<i>of which working reduced hours</i>	<i>54.87</i>	<i>113.52</i>	<i>-51.66</i>	<i>5.09</i>
Qualification	686.98	699.86	-1.84	63.67
Support	85.50	83.30	2.64	7.92
Total	1,078.96	1,119.51	-3.62	100.00

Youth Support

The active Employment market policy directed at youth has continued on a high level in 2010. 26.1 % of the approved funding was granted to persons of 25 years of age or younger whereas the share of this age group within the annual average number of unemployed reached "just" 16.0 %. A special focus in this context is the corporate apprenticeship programme. This programme is aimed at providing young people seeking apprenticeships and who cannot find a placement in a company with adequate assistance and substitute apprenticeship placements under the terms of the training guarantee.

Starting with the training year 2008/2009 this area has now been newly regulated in line with an amended corresponding Act and established as a regular and equivalent component of dual professional training. A new training type has thereby been created within the framework of the Vocational Training Act (BAG) covering corporate apprenticeships, which should replace the funded apprenticeship programmes under Article 30 of the BAG and the Youth Training Act (JASG). This programme will also continue to offer "integrated vocational training" (partial apprenticeship or extended apprenticeship).

Support for young people between 15 and 24 years

	Payments (in million Euros)		New supported persons		
	absolute	in %	Total	of which women	women in %
Employment	46.07	11.91	13.486	5.682	42.13
Qualification	328.12	84.83	83.822	39.530	47.16
<i>of which corporate apprenticeships</i>	<i>117.31</i>	<i>30.33</i>	<i>13.118</i>	<i>5.786</i>	<i>44.11</i>
<i>of which additional apprenticeships</i>	<i>10.29</i>	<i>2.66</i>	<i>2,026</i>	<i>833</i>	<i>41.12</i>
Support	12.62	3.26	14,747	7,909	53.63
Total 2010	386.80	100.00	96,265	45,489	47.25
Total 2009	400.77		110,646	49,769	44.98
Total change	-13.97		-14,381	-4,280	
% change	-3.49		-13.00	-8.60	

INCOME SUPPORT

	2010			2009		
	Total	women	men	Total	women	men
Unemployment Benefit	774,542	318,131	456,411	811,891	324,982	486,909
Social Welfare Benefit	263,088	109,776	153,312	246,677	104,073	142,604
Interim Allowance	7,619	5,063	2,556	6,869	4,620	2,249
Further Education Subsidy: educational sabbaticals	13,064	6,003	7,061	13,383	4,668	8,715
loss of income	152	87	65	161	77	84
Old-age part-time subsidy	7,073	3,911	3,162	6,538	3,361	3,177
Others*	55,682	23,013	32,669	56,255	22,573	33,682
Total	1,121,220	465,984	655,236	1,141,774	464,354	677,420
of which rejected	51,931	31,412	20,519	48,874	28,997	19,877

* e.g. pension advances, reemployment schemes (training).

Average numbers of recipients

	2010			2009		
	Total	women	men	Total	women	men
Unemployment Benefit	131,204	54,027	77,177	146,314	57,536	88,778
Social Welfare Benefit	97,931	37,573	60,358	91,210	35,354	55,856
§ 34 Pension Insurance Act	3,883	3,311	572	3,081	2,686	395
Interim Allowance	8,238	6,338	1,900	7,255	5,576	1,679
Further Education Subsidy: educational sabbaticals	6,350	3,171	3,179	4,895	2,015	2,880
loss of income	89	54	35	92	54	38
Old-age part-time subsidy	17,700	9,857	7,843	19,103	9,776	9,327
Pension Advances	20,406	7,392	13,014	19,700	7,187	12,513
Unemployment Aid Continuation for measures/training	18,746	9,949	8,797	17,710	9,226	8,484
Emergency Aid Continuation for measures/training	17,210	7,803	9,407	14,606	6,785	7,821
Others*	9,894	4,548	5,346	8,323	3,923	4,400
Total	331,651	144,023	187,628	332,289	140,118	192,171

* e.g. family hospitalisation leave, re-employment schemes (training).

Service costs (in million Euros)

	2010	2009
Unemployment Benefit (inc. between jobs benefit)	1,626.37	1,657.92
Social Welfare Benefit	941.20	811.68
Interim Allowance	94.60	79.68
Further Education Subsidy	74.83	51.75
Old-Age Part Time	255.09	289.67
Other Services*	39.18	34.19
Total net payments	3,031.27	2,924.89
Pension Insurance Contributions**	1,108.84	884.40
Health Insurance Contributions** (incl. compensation of sick days)	391.25	332.94
Accident Insurance Contributions	8.13	5.10
Social security total	1,508.22	1,222.44
Total outlays (net payments and social security contributions)	4,539.49	4,147.33

* Pension advances and special support inc. expenses of the SV-Bergbau (social security for mining professions) (excluding administrative costs).

** These are advance payments. Actual expenditures will be calculated during 2011.

AMS ON THE INTERNET

With an average 42.7 million page views per month the AMS website www.ams.at is one of the top Austrian internet addresses.

Internet access to:	January–December 2010 Units: page views	January–December 2009 Units: page views
AMS website / infosites	183,430,309	189,395,272
eJob-Room	329,663,409	369,027,787
Total	513,093,718	558,423,059

AMS ORGANIZATION*

The AMS, the Austrian Employment Service, is divided into one national, nine provincial and 99 regional organisations: national office, provincial offices and regional offices. There are also four branches and 63 careers information centres. The social partners are involved on all these levels and make a considerable contribute to shaping Employment market policy (provincial employment schemes) and organizational controlling in the board of governors, the provincial directorates and regional advisory councils.

The Board of Governors

Chairman: Dr. Stefan Potmesil
Federal Ministry of Labour, Social Affairs and Consumer Protection (BMASK)

Deputies: Rudolf Kaske, *vida trade union*
Dr. Wolfgang Tritremmel, Association of Austrian Industry

Members:

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Dr. Martin Gleitsmann, Austrian Chamber of Commerce
Dr. Josef Singer, Austrian Chamber of Commerce

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Heinz Rammel, AMS, Chairman of the central works council

Co-opted Members:

Gabriele Kreutzer, Vienna Public Employment Service Austria
Member of the central works council
Silvia Krill, Lower Austrian provincial office of the Public Employment Service Austria

The Board of Directors

Chairman: Dr. Herbert Buchinger

Member of the board: Dr. Johannes Kopf, LL.M.

* as of 12/2010.

MISSION STATEMENT

Connecting people and work

The AMS is the leading customer oriented service organisation in the Austrian Employment market. We bring together job seekers and employers and ensure that unemployment lasts no longer than Employment market conditions dictate. Our work contributes to social stability.

Service for job seekers and businesses

We connect job seekers with vacancies and support job seekers and companies in their own initiatives through advice, information, qualification and financial support. We contribute to securing a basic income during periods of unemployment. For businesses, we represent an important source in the search and selection of suitable employees.

Equal opportunities

Equal opportunities are one of our core issues. We support the disadvantaged on the Employment market and are particularly active in equal opportunities for women.

Clients

The AMS is completely focussed on its clients; they decide whether we are successful. Our relationship with them is based on competence, sympathy, understanding and communication, helping them to help themselves and with binding agreements on both sides.

Staff

Our customers expect professional service and we therefore develop the skills and abilities of our staff through further education and training, as well as personnel development.

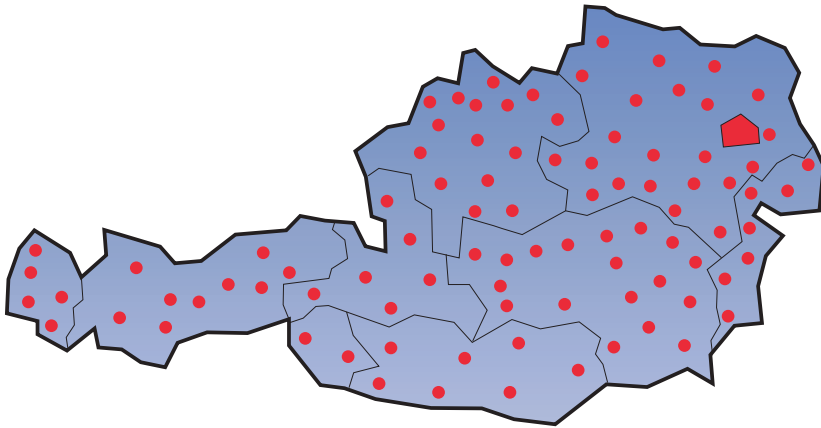
Quality

We deploy our resources both responsibly and effectively. We operate a dynamic environment and create impulses for development, ensuring the continuous high quality of our services through constant development. We operate a dynamic environment and create impulses for development, ensuring the continuous high quality of our services through constant development. We are Employment market and employment experts.

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THE AUSTRIAN EMPLOYMENT SERVICE

5,435 AMS staff are at your service in 99 offices and 63 careers information offices.



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