

# Public Employment Service Performance Indicators

*Imperfect convergence: a list of the differences  
in defining the various indicators  
for the purpose of operational measurement*

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### *Purpose of this note*

Each PES operates under specific institutional settings. These settings determine how a »signal« is generated, to which the management of a PES reacts.

Take the case of »unemployment«: Every PES tends to aim at getting people out of »unemployment« back into »employment«. This general goal is commonly shared (and thus reflected in the set of the indicators).

However, this does not imply that each PES is in a position to deviate from its »national« definition of unemployment in order to agree to a common definition. Such an agreement could reduce the significance of the indicators substantially if it does not reflect the »signal« to which the PES has to react within its own »national« environment.

Thus, the Working Group would loose touch with its practical purpose if it insists on a perfect homogeneity of operational definitions of key variables. Such homogeneity would presume that all PES operate in the same »one« world. This is not the case.

At the same time one would wish to keep track of the differences in the definitions applied.

This is the purpose of this note. It documents for each indicator and each PES

- the variants of an operational definition as applied in the measurement process,
- the variants which the member considers to be an (alternative) option of measurement.

Obviously, this list is only a starting point of documenting differences in definitions.

***Aiming at a successful transition from unemployment to employment – Indicator 1***

1	For a given month
2	count the cases of individuals
3 *	who
4	have made a transition (= outflow)
5*	from unemployment
6*	to employment.
7	Divide the number of cases of individuals by another number.
8	This number results from counting the cases of individuals
9*	who are unemployed
10	at the beginning of the month corresponding to row 1 (= stock) and
11*	who have become unemployed
12	in the same month corresponding to row 1 (= inflow).
13	Repeat this measurement process from row 1 to row 12 for as many months of a year as feasible.
14	Sum over the set of monthly values
15	and divide over the number of months included
16	and multiply by 100.

**Aiming at a successful transition from unemployment to employment – Indicator 1**

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
	X	X		X	X			X				who are supposed to
X	X					X	X			X		who have been tracked to
	X		X	X	X	X	X					from unemployment
X	X		X		X		X			X		from unemployment and participation in PES measures
	X	X	X					X				from a non-working and job searching position
	X		X		X							from drawing unemployment-benefits
X	X						X					to employment (= with standard employment contract).
	X						X			X		to employment (= with standard employment contract plus subsidized employment).
	X											to employment (= with standard employment contract plus subsidized employment plus minimal employment).
	X			X	X	X	X	X				to employment (= with standard employment contract plus subsidized employment plus minimal employment plus self-employment).
	X		X	X	X	X	X					who are unemployed
X	X		X		X					X		who are unemployed and are participating in PES measures
	X	X	X					X				who are in a non-working and job searching position
	X		X		X							who are drawing unemployment-benefits
	X			X	X	X	X					who have become unemployed.
X	X				X		X			X		who have become unemployed and have participated in PES measures
	X							X				who have been in a non-working and job searching position.
	X				X							who have been drawing unemployment-benefits.

***Taking a special interest that the transition to employment takes place before unemployment lasts very long – Indicator 2***

1	For a given month
2	count the cases of individuals
3*	who
4	have made a transition (= outflow)
5	after a duration of less than 6 months
6*	from unemployment
7*	to employment.
8	Divide this number of cases by another number.
9	This number results from counting cases of individuals
10	who
11	have made a transition (= outflow)
12*	from unemployment
13*	to employment
14	during the month corresponding to row 1.
15	Repeat this measurement process from row 1 to row 14 for as many months of a year as feasible.
16	Sum over the set of monthly values
17	and divide over the number of months included
18	and multiply by 100.

**Taking a special interest that the transition to employment takes place before unemployment lasts very long – Indicator 2**

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
	X	X						X				who are supposed to
X	X			X	X	X	X			X		who have been tracked to
	X		X	X	X	X	X					from unemployment
X	X		X		X		X			X		from unemployment and participation in PES measures
	X	X	X					X				from a non-working and job searching position
	X		X		X							from drawing unemployment-benefits
X	X						X					to employment (= with standard employment contract).
	X						X					to employment (= with standard employment contract plus subsidized employment).
	X											to employment (= with standard employment contract plus subsidized employment plus minimal employment).
	X			X	X	X	X	X		X		to employment (= with standard employment contract plus subsidized employment plus minimal employment plus self-employment).
	X		X	X	X	X	X					from unemployment
X	X		X		X		X			X		from unemployment and participation in PES measures
	X	X	X					X				from a non-working and job searching position
	X		X		X							from drawing unemployment-benefits
X	X						X					to employment (= with standard employment contract).
	X						X					to employment (= with standard employment contract plus subsidized employment).
	X											to employment (= with standard employment contract plus subsidized employment plus minimal employment).
	X			X	X	X	X	X		X		to employment (= with standard employment contract plus subsidized employment plus minimal employment plus self-employment).



***Being focused on transitions from measures  
(designed for the unemployed LMP database category 2) to employment – Indicator 3***

1	For a given month
2	count the number of cases of individuals
3*	who
4	have made a transition (= outflow)
5*	within a certain period
6	after leaving a measure (LMP database category 2)
7*	to employment.
8	Divide the number of cases of individuals by another number.
9	This number results from counting the cases of individuals
10	who have been leaving a measure (LMP database category 2)
11	during the month corresponding to row 1 (= outflow).
12	Repeat this measurement process from row 1 to row 11 for as many months of a year as feasible.
13	Sum over the set of monthly values
14	and divide over the number of months included
15	and multiply by 100.

*Being focused on transitions from measures (designed for the unemployed LMP database category 2) to employment – Indicator 3*

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
	X											who are supposed to
X	X	X		X	X	X	X			X		who have been tracked to
X	X		X	X	X							within 6 months
	X	X	X		X	X	X			X		at the exact »6 months« date
	X			X	X		X					to employment (= with standard employment contract).
X	X					X	X					to employment (= with standard employment contract plus subsidized employment).
	X											to employment (= with standard employment contract plus subsidized employment plus minimal employment).
	X						X			X		to employment (= with standard employment contract plus subsidized employment plus minimal employment plus self-employment).

***Transition to a new job after a notice of separation has been served, but before drawing unemployment benefits – Indicator 4***

1	For a given month
2	count the number of cases of individuals
3	who have been tracked
4	to have made a transition
5*	to a new employment
6*	without drawing benefits
7	after having been given a notice of separation.
8	Divide this number of individuals by another number.
9	This number results from counting
10*	the number of separations of employment
11	in the month corresponding to row 1.
12	Repeat this measurement process from row 1 to row 11 for as many months of a year as feasible.
13	Sum over the set of monthly values
14	and divide over the number of months included
15	and multiply by 100.

**Transition to a new job after a notice of separation has been served, but before drawing unemployment benefits – Indicator 4**

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
												to a new employment (= with standard employment contract).
												to a new employment (= with standard employment contract plus subsidized employment).
								X				to a new employment (= with standard employment contract plus subsidized employment plus minimal employment).
								X				without drawing unemployment benefits
												with drawing neither unemployment benefits nor social assistance
												employment (with standard employment contract)
												employment (with standard employment contract plus subsidized employment)
								X				employment (with standard employment contract plus subsidized employment plus minimal employment)

***Opening access to a large share of vacancies through the PES information system – Indicator 5***

1	For a given month
2	count the number of vacancies (= inflow)
3*	which have been registered newly with the PES.
4	Divide the number of vacancies by another number.
5	This number results from counting the number of (= flow)
6*	cases of employment
7	which have been established newly
8	in the month corresponding to row 1.
9	Repeat this measurement process from row 1 to row 8 for as many months of a year as feasible.
10	Sum over the set of monthly values
11	and divide over the number of months included
12	and multiply by 100.

**Opening access to a large share of vacancies through the PES information system – Indicator 5**

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
X				X	X	X	X	X				which have been registered newly with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies.
							X			X		which have been posted newly on the PES homepage.
	X						X					cases of employment (with standard employment contract)
X	X					X	X					cases of employment (with standard employment contract plus subsidized employment)
	X							X		X		cases of employment (with standard employment contract plus subsidized employment plus minimal employment)

***Making sure that registered vacancies are filled actively – Indicator 6A***

1	For a given month
2	count the number of vacancies (= outflow)
3*	registered with the PES
4	which have been filled actively by the PES.
5	Divide the number of vacancies by another number.
6	This number results from counting the cases of vacancies
7*	which are registered with the PES
8	at the beginning of the month corresponding to row 1 (= stock) and
9*	which have been registered with the PES
10	in the month corresponding to row 1 (= inflow).
11	Repeat this measurement process from row 1 to row 10 for as many months of a year as feasible.
12	Sum over the set of monthly values
13	and divide over the number of months included
14	and multiply by 100.

**Making sure that registered vacancies are filled actively – Indicator 6A**

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
X	X			X	X	X	X	X				registered with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies
							X					posted on the PES homepage
X	X		X	X		X	X	X				which are registered with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies
							X					which are posted on the PES homepage
X	X			X	X	X	X	X				which have been registered with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies
							X					which have been posted on the PES homepage

***Making sure that registered vacancies are filled– Indicator 6B***

1	For a given month
2	count the number of vacancies (= outflow)
3*	registered with the PES
4	which have been de-registered as a vacancy.
5	Divide the number of vacancies by another number.
6	This number results from counting the cases of vacancies
7*	which are registered with the PES
8	at the beginning of the month corresponding to row 1 (= stock) and
9*	which have been registered with the PES
10	in the month corresponding to row 1 (= inflow).
11	Repeat this measurement process from row 1 to row 10 for as many months of a year as feasible.
12	Sum over the set of monthly values
13	and divide over the number of months included
14	and multiply by 100.

**Making sure that registered vacancies are filled– Indicator 6B**

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
X				X	X	X	X	X				registered with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies.
							X			X		posted on the PES homepage.
X				X	X	X	X	X				which are registered with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies
							X			X		which are posted on the PES homepage
X				X	X	X	X	X				which have been registered with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies
							X			X		which have been posted on the PES homepage

***Making sure that filling a registered vacancy actively will not take long – Indicator 7A***

1	For a given month
2	count the number of vacancies (= outflow)
3*	registered with the PES
4	which have been filled actively by the PES
5	within a month since registration.
6	Divide the number of vacancies by another number.
7	This number results from counting the cases of vacancies
8*	registered with the PES and
9	which have been de-registered as a vacancy (= outflow) at the PES
10	during the month corresponding to the month in row 1.
11	Repeat this measurement process from row 1 to row 10 for as many months of a year as feasible.
12	Sum over the set of monthly values
13	and divide over the number of months included
14	and multiply by 100.

***Making sure that filling a registered vacancy actively will not take long – Indicator 7A***

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
X	X			X	X			X				registered with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies
												posted on the PES homepage
X	X			X	X			X				registered with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies
												posted on the PES homepage

***Making sure that filling a registered vacancy will not take long – Indicator 7B***

1	For a given month
2	count the number of vacancies (= outflow)
3*	registered with the PES
4	which have been de-registered as a vacancy
5	within a month since registration.
6	Divide the number of vacancies by another number.
7	This number results from counting the cases of vacancies
8*	which were registered with the PES and
9	which have been de-registered as a vacancy (= outflow) at the PES
10	during the month corresponding to the month in row 1.
11	Repeat this measurement process from row 1 to row 10 for as many months of a year as feasible.
12	Sum over the set of monthly values
13	and divide over the number of months included
14	and multiply by 100.

**Making sure that filling a registered vacancy will not take long – Indicator 7B**

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
X	X			X	X	X	X	X				registered with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies
												posted on the PES homepage
X	X			X	X	X	X	X				were registered with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies
												were posted on the PES homepage

***Achieving customer satisfaction of individuals – Indicator 8A***

1	For a given month
2	count the (weighted) number of cases of individuals
3	declaring (in a survey)
4*	to be satisfied with the
5	Public Employment Service.
6	Divide the (weighted) number of cases by another number.
7	This number results from counting the (weighted) number of cases of individuals
8	whose declaration (answer) have been elicited
9	in the same month corresponding to row 1.
10	Repeat this measurement process from row 1 to row 9 for as many months of a year as feasible.
11	Sum over the set of monthly values
12	and divide over the number of months included
13	and multiply by 100.

**Achieving customer satisfaction of individuals – Indicator 8A**

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
		X		X	X			X		X		to be generally satisfied with services provided by
								X				to be generally satisfied with respect to availability of the services provided by

***Achieving customer satisfaction of employers – Indicator 8B***

1	For a given month
2	count the (weighted) number of cases of employers
3	declaring (in a survey)
4*	to be satisfied with the
5	Public Employment Service.
6	Divide the (weighted) number of cases by another number.
7	This number results from counting the (weighted) number of cases of employers
8	whose declaration (answer) have been elicited
9	in the same month corresponding to row 1.
10	Repeat this measurement process from row 1 to row 9 for as many months of a year as feasible.
11	Sum over the set of monthly values
12	and divide over the number of months included
13	and multiply by 100.

**Achieving customer satisfaction of employers – Indicator 8B**

PES 1	Option chosen		
PES 1	Option available		
PES 2	Option chosen	X	
PES 2	Option available		
PES 3	Option chosen	X	
PES 3	Option available	X	
PES 4	Option chosen		
PES 4	Option available		
PES 5	Option chosen	X	
PES 5	Option available		X
PES 6	Option chosen		
PES 6	Option available		
			to be generally satisfied with services provided by
			to be generally satisfied with respect to availability of the services provided by

***Providing sufficient resources (in terms of time) for service activities – Indicator 11***

1	For a given month
2	count the number of working hours
3	in the capacity planning document
4	planned to be devoted by Public Employment Service staff
5	for service activities.
6	Divide this number of hours by another number.
7	This number is calculated by counting the cases of individuals and vacancies:
8*	Individuals who are unemployed
9	at the beginning of the month corresponding to row 1 (= stock) and
10*	individuals who have become unemployed
11	in the month corresponding to row 1 (= inflow) and
12*	vacancies which are registered with the PES
13	at the beginning of the month corresponding to row 1 (= stock) and
14*	vacancies which have been registered with the PES
15	in the month corresponding to row 1 (= inflow).
16	Repeat this measurement process from row 1 to row 15 for as many months of a year as feasible.
17	Sum over the set of monthly values
18	and divide over the number of months included
19	and convert the fraction into minutes.

**Providing sufficient resources (in terms of time) for service activities – Indicator 11**

PES 1	PES 1	PES 2	PES 2	PES 3	PES 3	PES 4	PES 4	PES 5	PES 5	PES 6	PES 6	
Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	Option chosen	Option available	
X	X		X		X	X				X		individuals who are unemployed
	X		X	X*	X*		X					individuals who are unemployed and take part in PES measures (= LMP database category 2)
	X	X	X				X	X				individuals who are in a non-working and job searching position
	X		X				X					individuals who are drawing unemployment-benefits
X	X		X		X	X				X		who have become unemployed
	X		X	X*	X*							who have become unemployed and have participated in PES measures (= LMP database category 2)
	X	X	X				X	X				who have been in a non-working and job searching position
	X		X				X					who have been drawing unemployment-benefits
X	X	X		X	X	X		X				which are registered newly with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies
												which are posted newly on the PES homepage
X	X	X		X	X	X		X		X		which have been registered newly with the PES by employers who asked for the assistance actively to find appropriate candidates to occupy these vacancies.
												which have been posted newly on the PES homepage.