



Performance Indicators for Public Employment Services
Conference
14th–15th October 2004

Mercure Grand Hotel Biedermeier Wien



European Commission
DG Employment and Social Affairs

Agenda Conference

14 October 2004 Thursday

First half day Chair: Herbert Böhm

Performance Indicators for Public Employment Services

The EU project on Performance Indicators for Public Employment Services has been working for two years on the identification, definition and measurement of performance indicators for public employment services. The aim was establishing a benchmarking procedure to arrive at the identification of good practice in labour market policy. The project leader is the Austrian PES (AMS) and the members of the Working Group are: Belgium (VDAB), Germany (BA), The Netherlands (CWI) and Sweden (AMS). The project is co-financed by the European Commission, Partners in Development and the conference by WAPES.

The conference has the aim of presenting and discussing the results to date of the Working Group. In the course of the 1,5 day event, the Working Group, the significance of the project in the context of the European Employment Strategy, the methodological approach and the benchmarking results in the form of good practice will be presented.

The conference will be held in English only.

10.00 **Opening**

Herbert Buchinger

10.15 **Significance of indicators and benchmarking in the framework of the European Employment Strategy** EC Official

10.30 **The Working Group**

Peter Oberbichler

11.00 **A Set of indicators**

- Definitions
- Data collection
- Benchmarking
- Indicators, goals and good practice
- Taking different contexts into account
- Progress and »pitfalls«

Michael Wagner-Pinter

12.30 **Lunch**

Second half day Chair: Isabel Naylor

15 October 2004 Friday

Third half day Chair: Michael Wagner-Pinter

14.00 **Workshop 1: Outcome indicators**

Chair: Gudrun Nachtschatt

Presentation: Ursula Lehner

Workshop 2: Output indicators

Chair: Bart Delbeke

Presentation: Michael Wagner-Pinter

Workshop 3: Input indicators

Chair: Britta Lüdeke

Presentation: Peter Oberbichler

15.30 **Coffee Break**

16.00 **Selected good practices**

• »From measures to employment«

Chair: Peter Oberbichler

Invited discussant: Torbjörn Wallin

• »Getting re-employed before getting unemployed«

Chair: Theo Keulen

Invited discussant: Regina Konle-Seidl

17.30 **Close**

Isabel Naylor

19.30 **Dinner**

09.00 **Selected good practices**

• »Access to vacancies and CVs«

Chair: Bart Delbeke

Invited discussant: Torbjörn Wallin

• »Efficiency of organisational architecture«

Chair: Regina Konle-Seidl

Invited discussant:

Simon Röthlisberger

• »Customer Satisfaction«

Chair: Torbjörn Wallin

Invited discussant: Theo Keulen

11.15 **Coffee Break**

11.45 **To put performance indicators to good work**

• at the home base

• in a comparative setting

Three parallel workshops

Workshop1 Chair: Regina Konle-Seidl

Rapporteur: Theo Keulen

Workshop2 Chair: Britta Lüdeke

Rapporteur: Torbjörn Wallin

Workshop3 Chair: Gudrun Nachtschatt

Rapporteur: Ursula Lehner

13.00 **Close**

Peter Oberbichler

Michael Wagner-Pinter + rapporteurs

13.15 **Lunch**

Venue

Mercure Grand Hotel Biedermeier Wien

Landstrasser Hauptstrasse 28

A-1030 Vienna

Tel: +43 1 716 71 0

Fax: +43 1 716 71 503

E-mail: h5357@accor-hotels.com

Event Organisation

ÖSB Consulting GmbH

Meldemannstrasse 12-14

A-1200 Vienna

Susanne Emersberger / Gabriele Geiszler

Tel: +43 1 331 68 3230

Fax: +43 1 331 68 101

E-mail: susanne.emersberger@oesb.at

Registration

Please register for the conference AND the hotel using the enclosed registration forms. Two representatives from each EU member state public employment service may take part free of charge (including accommodation for the nights of 13th and 14th October 2004). Deadline for registration is 1st September 2004. Once you have registered you will receive confirmation and logistic information.

project leader



With the financial support of



"Partners in Development"

project participants



project consultants

