



Workshop “Decentralized public employment services
and their linkage with the business world”

16.-18.March 2011, Mexico City

Panel 2: Tools for the adequate development of
services for employers

Johannes Klapper, Federal Employment Agency Germany

Working for jobs - The BA and the changing labour markets



The BA's mandate

*“Not only reacting, but acting
is the order of the day”*

Frank-J. Weise, CEO of the BA

The BA's organizational structure

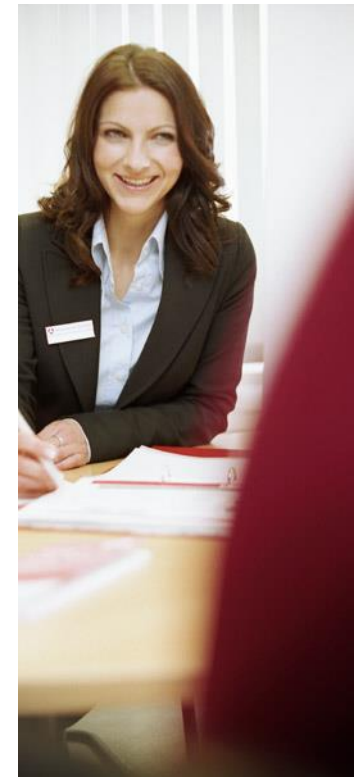
- The Bundesagentur für Arbeit is the major service provider on the labour market.
- It is organized on three levels:
 - The head office in Nuremberg
 - 10 regional directorates
 - 176 Employment Agencies and about 600 branch offices
 - plus some special services
 - Total staff approx. 113,000



The BA's mandate

The BA forms the interface between economic, employment and social policies. Its tasks and services are:

Career guidance



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Placement and
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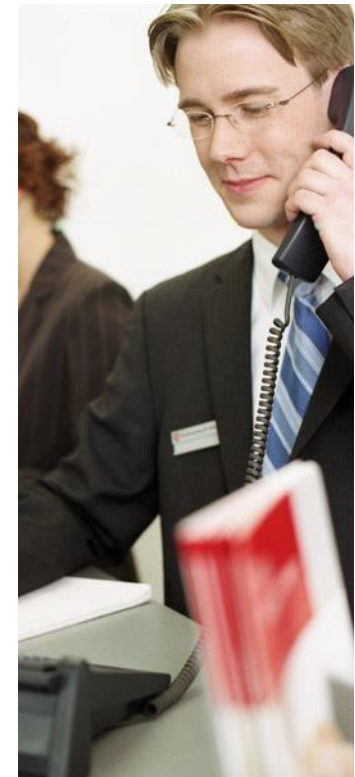
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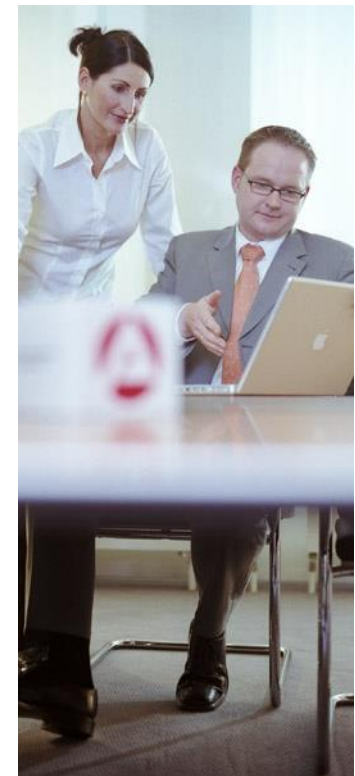
Placement and
integration of
job-seekers

Subsistence
guarantee
for
job-seekers
(since 2005)



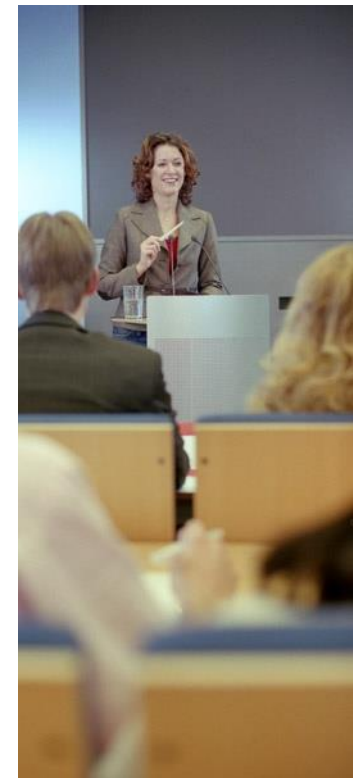
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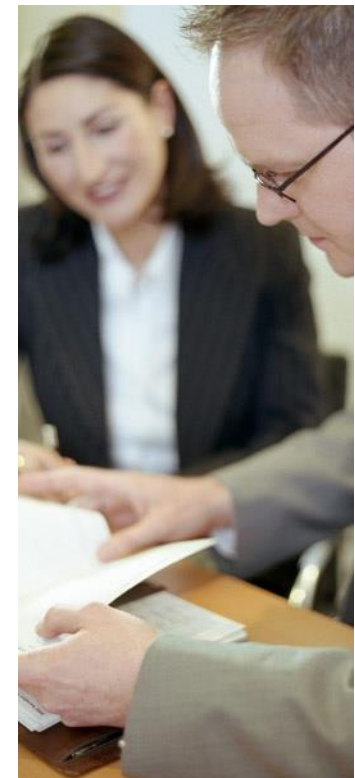
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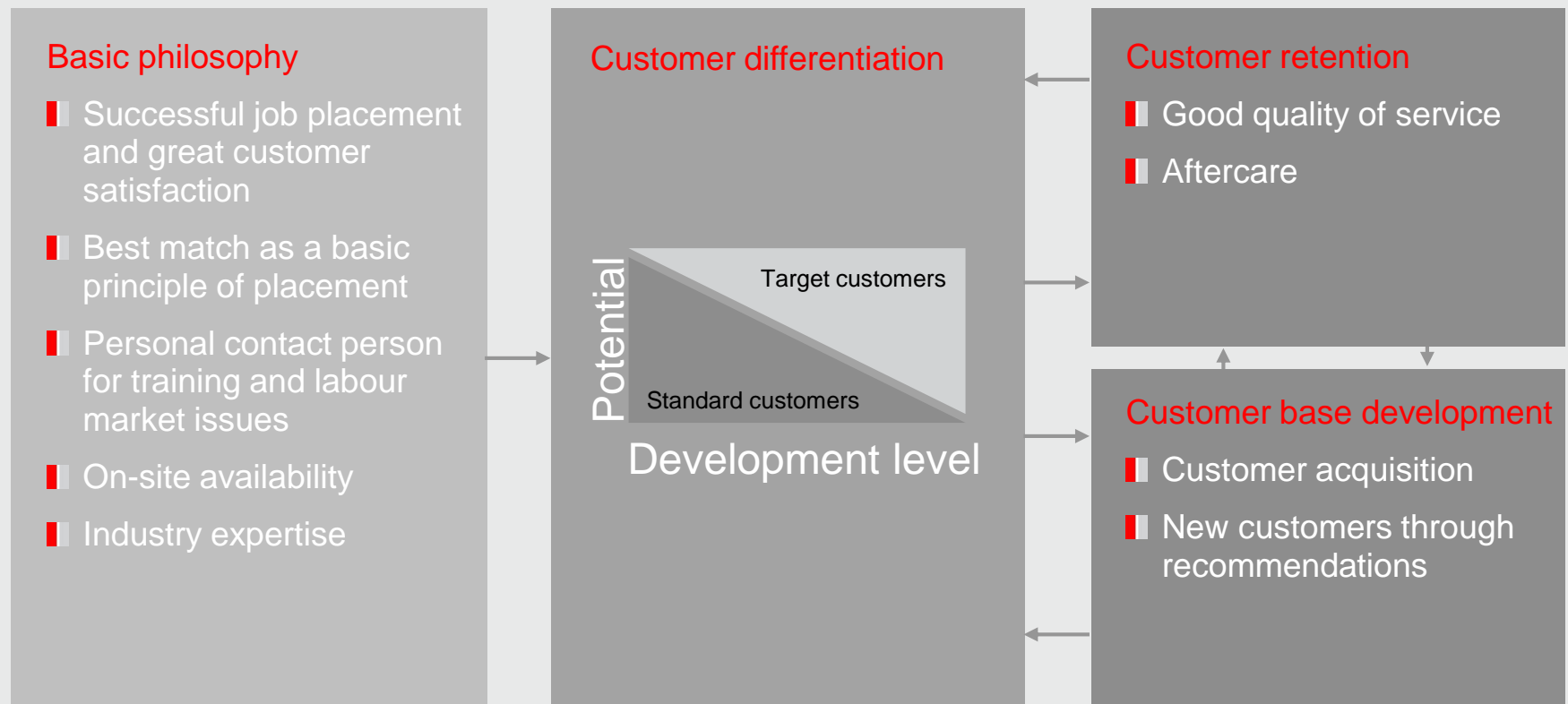


The reform of the BA – track record of success

“The BA is a modern, high-performance service provider for all its customers.”

Heinrich Alt, Member of the Board of BA

Business process model in the corporate Employers Service (AG-S)



The AG-S range of services

The Employers' Service offers an extensive range of services to find and keep your employees:

- Career guidance and job placement
- Financial support for job-seekers taking on a new job
- Special financial benefits to enable employees to keep their current job



Career guidance and job placement

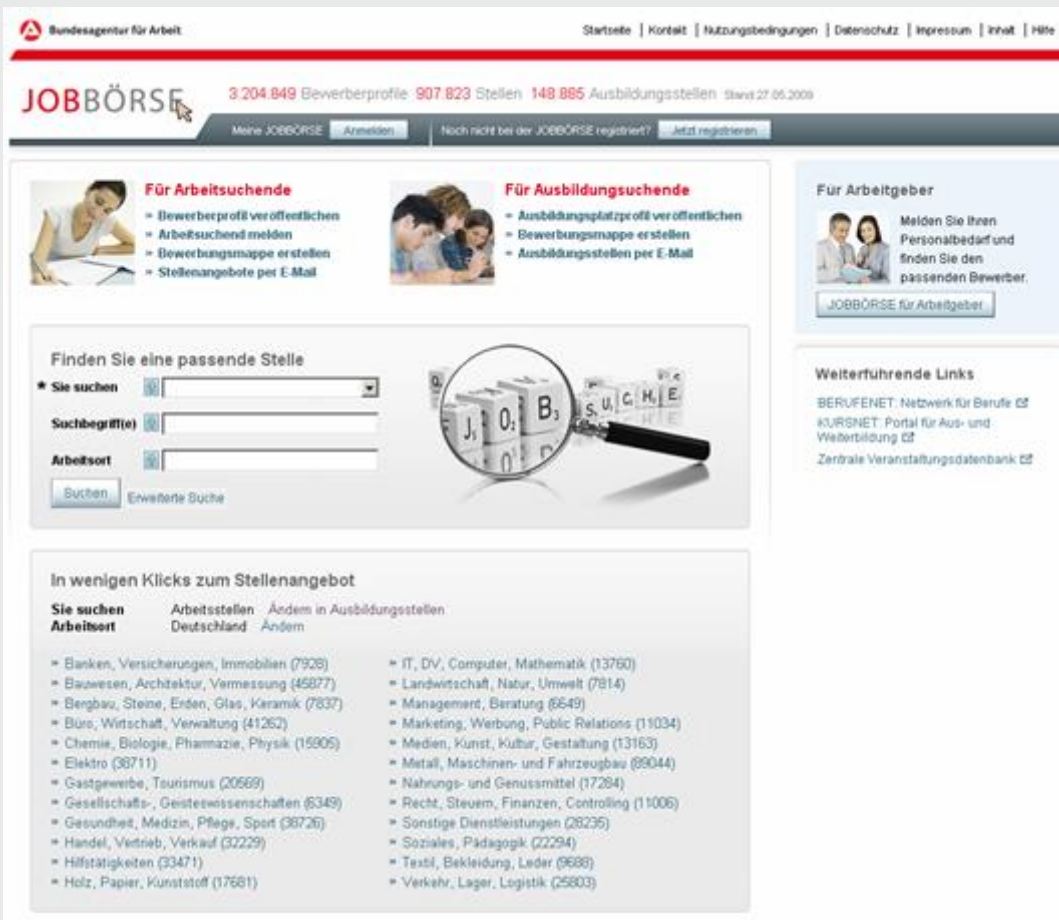
The AG-S supports employers in all HR issues thanks to years of experience:

- Supporting companies in filling vacancies with skilled personnel or executive positions on an international scale
- Labour market advice
- Assistance with the wording of your vacancies
- Pre-selection of suitable candidates
- Our services are free of charge
- Publication of vacancies on our job search engine (Jobbörse)



JOB BÖRSE: comprehensive service – simply for everybody

Online since August 2009: the new JOB BÖRSE for more transparency and better service...



The screenshot shows the homepage of the JOB BÖRSE website. At the top, there is a navigation bar with links for 'Startseite', 'Kontakt', 'Nutzungsbedingungen', 'Datenschutz', 'Impressum', 'Inhalt', and 'Hilfe'. Below this, the main header features the 'JOB BÖRSE' logo and statistics: '3.204.849 Bewerberprofile', '907.823 Stellen', and '148.885 Ausbildungsstellen' as of 'Stand: 27.05.2009'. There are buttons for 'Meine JOB BÖRSE', 'Anmelden', and 'Nach nicht bei der JOB BÖRSE registriert? Jetzt registrieren!'. The main content area is divided into three sections: 'Für Arbeitsuchende', 'Für Ausbildungsuchende', and 'Für Arbeitgeber'. Each section includes a list of services and a corresponding image. Below these sections is a search box with fields for 'Sie suchen', 'Suchbegriffe', and 'Arbeitsort', and a 'Suchen' button. To the right of the search box is an image of a magnifying glass over a grid of letters. Below the search box is a section titled 'In wenigen Klicks zum Stellenangebot' with a table of job categories and their counts.

Für Arbeitsuchende

- = Bewerberprofil veröffentlichen
- = Arbeitssuchend melden
- = Bewerbungsmappe erstellen
- = Stellenangebote per E-Mail

Für Ausbildungsuchende

- = Ausbildungsplätze öff. veröffentlichen
- = Bewerbungsmappe erstellen
- = Ausbildungsstellen per E-Mail

Für Arbeitgeber

- = Melden Sie Ihren Personalbedarf und finden Sie den passenden Bewerber.

Finden Sie eine passende Stelle

* Sie suchen

Suchbegriffe

Arbeitsort

Erweiterte Suche

In wenigen Klicks zum Stellenangebot

Sie suchen	Arbeitsstellen	Ändern in Ausbildungsstellen
Arbeitsort	Deutschland	Ändern

- = Banken, Versicherungen, Immobilien (7926)
- = Bauwesen, Architektur, Vermessung (45877)
- = Bergbau, Steine, Erden, Glas, Keramik (7637)
- = Büro, Wirtschaft, Verwaltung (41262)
- = Chemie, Biologie, Pharmazie, Physik (15905)
- = Elektro (38711)
- = Gastgewerbe, Tourismus (20569)
- = Gesellschafts-, Geisteswissenschaften (6349)
- = Gesundheit, Medizin, Pflege, Sport (38726)
- = Handel, Vertrieb, Verkauf (32229)
- = Hilfstätigkeiten (33471)
- = Holz, Papier, Kunststoff (17681)
- = IT, DV, Computer, Mathematik (13760)
- = Landwirtschaft, Natur, Umwelt (7814)
- = Management, Beratung (6649)
- = Marketing, Werbung, Public Relations (11034)
- = Medien, Kunst, Kultur, Gestaltung (13163)
- = Metall, Maschinen- und Fahrzeugbau (89044)
- = Nahrungs- und Genussmittel (17264)
- = Recht, Steuern, Finanzen, Controlling (11006)
- = Sonstige Dienstleistungen (28235)
- = Soziales, Pädagogik (22294)
- = Textil, Bekleidung, Leder (9688)
- = Verkehr, Lager, Logistik (25803)

Weiterführende Links

- BERUFENET: Netzwerk für Berufe
- KURSNET: Portal für Aus- und Weiterbildung
- Zentrale Veranstaltungsdatenbank

Financial support for job-seekers taking on a new job

Such financial benefits are a support for job-seekers taking on a new job and thus contribute towards overcoming obstacles to employment:

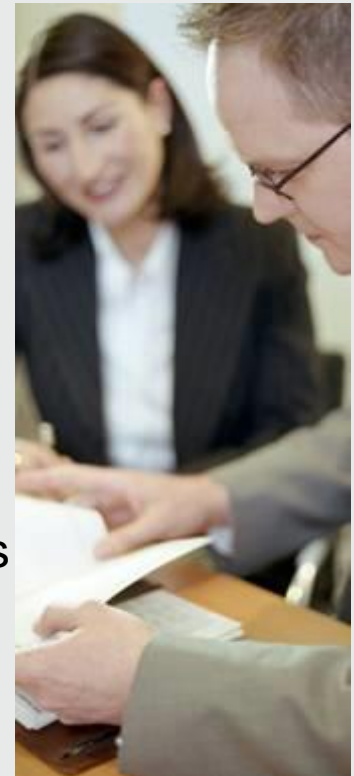
- Financial support for trainees – qualification for entry and support during training
- Employer's integration allowance for disadvantaged groups e.g. the long-term unemployed, repatriates, handicapped people and older unemployed people



Special financial benefits to enable employees to keep their current job

To secure jobs and competitiveness, the BA offers the following support:

- Short-time working allowance – a type of tide-over allowance for „quiet times“ in business
- Seasonal short-time allowance means no-one gets left standing in the rain
- Further education allowance for older employees and employees with few qualifications



Results of the Employers' Service

The target achievement of the BA is measured mainly according to the quality of our services and our operational results.

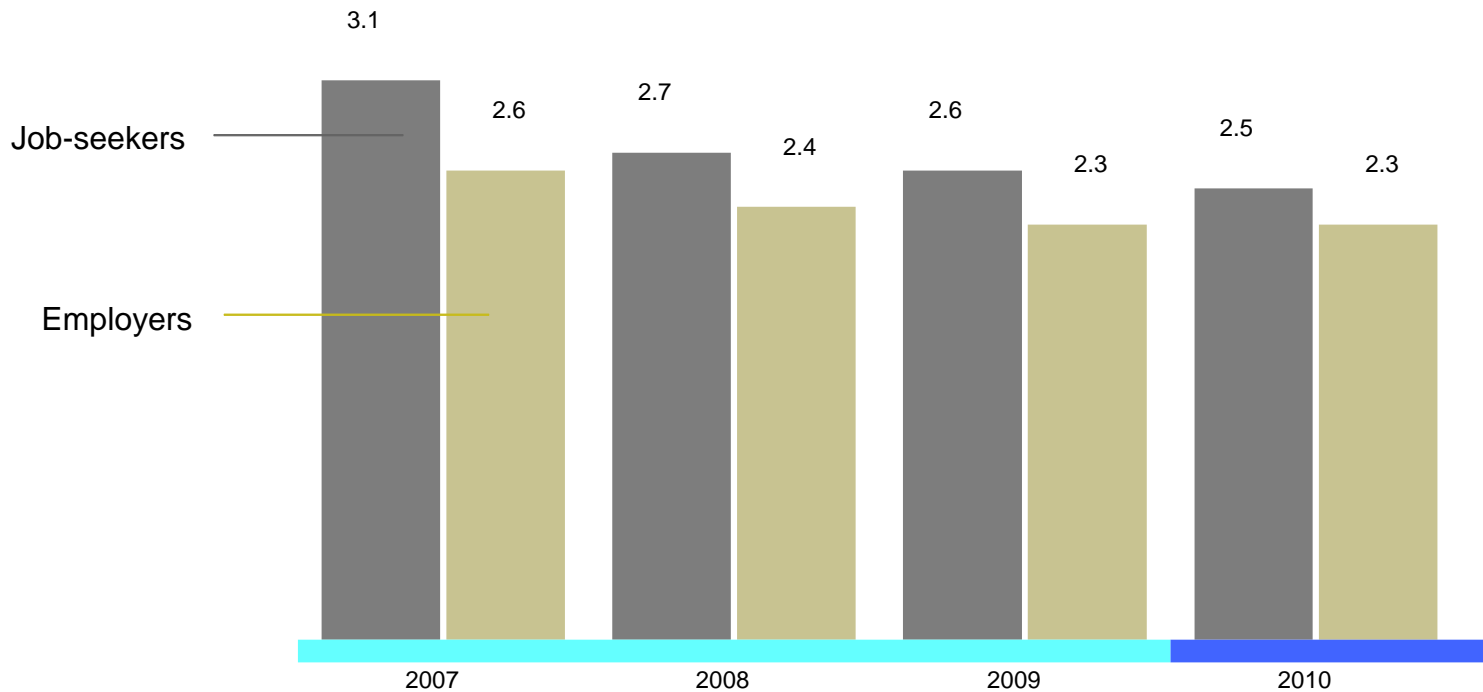
- Qualitative results: customer satisfaction (job-seekers and employers)
- Quantitative results: number of successfully filled vacancies in Germany



More customer satisfaction – with employer and job-seeker customers

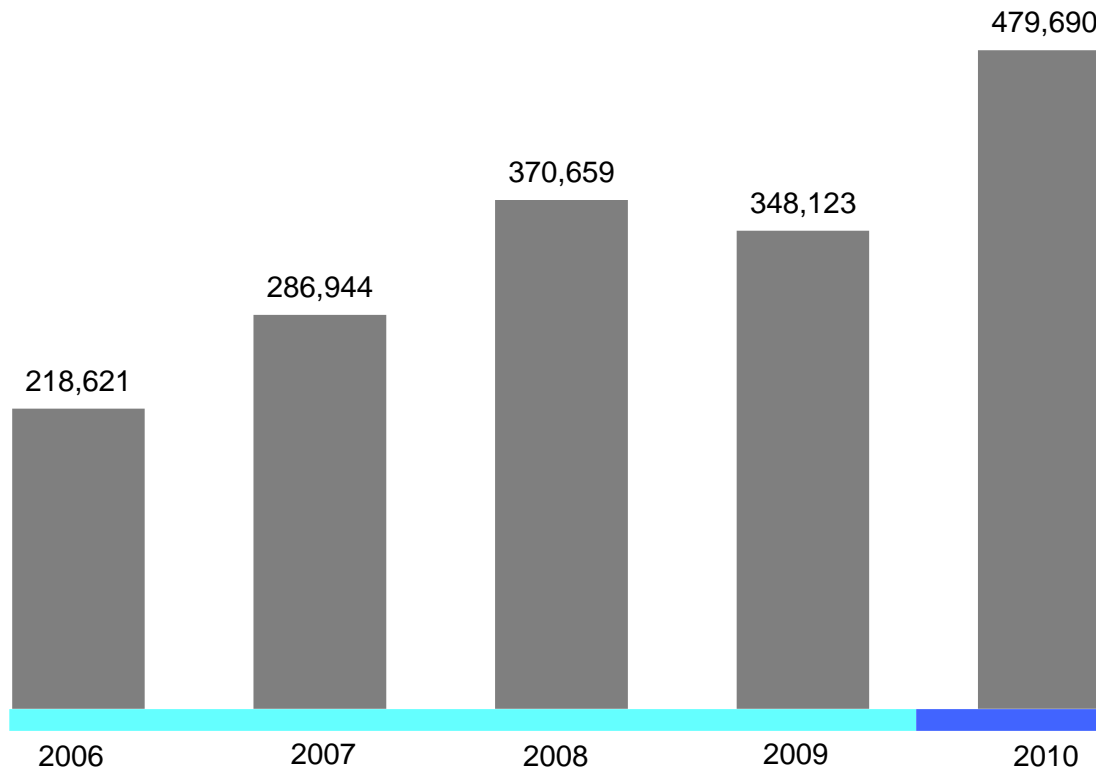
Customer satisfaction for the units working under Social Code III

Data of November 2010, acc. to German school grading system 1 (best) – 6 (worst)



Number of successfully filled vacancies in Germany

Development in the last 5 yrs.



Feedback from employers

„We found just the right staff we were looking for“.

„We have gained good and highly motivated employees“.

„Get me another one just like him/her!“

„We were very impressed by the quick reaction time. It took just a week and our new employee was on board.“