

Integrated Self-Service ICT System

PRODUCTION OF AN ADVANCED ICT-BASED INTEGRATED SYSTEM WITH A UNIFIED CENTRAL DATABASE, COVERING THE WHOLE SET OF UNIQUELY INNOVATIVE SERVICES AND SELF-SERVICES FOR BOTH THE DEMAND AND SUPPLY SIDES OF THE LABOUR MARKET

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LITHUANIA

The previous ICT system of the Lithuanian PES (Lithuanian Labour Exchange) was oriented towards internal use and process automation in the back office only, while all public services to job seekers and employers were offered mostly face-to-face by labour exchange employees. The ambition was also to give more control to jobseeker clients and give them limited secure access to back-office systems so that they can manage their own action plan and update it as required, thus freeing up PES staff for interactions with more difficult to place clients.

Name of the PES

LDB-Lietuvos darbo birža prie Socialinės apsaugos ir darbo ministerijos
Lithuanian Labour Exchange (LLE) under the Ministry of Social Security and Labour

When was the practice implemented?

Setting up period: 22/06/2009 – 30/09/2011
The Integrated Self-Service ICT System is on-going

What were the practice's main objectives?

The main purpose was to create an information system with a unified central database, covering the whole set of services for jobseekers and employers. Objectives included modernisation of an existing back-end system and transferring all historical data into a single database, creating new external user interfaces and software solutions for internal users; upgrading the computer hardware and network components. As stated above, one of the ambitions was also to give jobseeker clients more control over their own portfolio via secure limited access to back-office systems.

What activities were carried out?

- ▶ Electronic services were made accessible to jobseekers and employers.
- ▶ The newly developed information system introduced new internet tools and provided secure back-office access to the labour exchange system (such back-office access to action plans for example, is not usually offered by most PES).
- ▶ A new infrastructure has been set up, including an upgrade of the data centre components and security systems.

What outcomes/results have been achieved?

New e-services created and updated on Labour Exchange portal developed to include (www.ldb.lt):

- ▶ create and edit your resume;
- ▶ manage requests for employment and received job offers;
- ▶ save job offers and search parameters;
- ▶ subscribe to notifications about jobs you are interested in;
- ▶ complete a registration form and select your visit time to labour exchange;
- ▶ create a preliminary individual employment action plan and update it subsequently;
- ▶ review the recommendations issued by the labour exchange and job offers;
- ▶ interact with dedicated labour exchange specialist (messaging);
- ▶ change or cancel time of the visit to labour exchange.

New e-services for employers created or updated:

- ▶ manage and register new company representatives online;
- ▶ receive recommendations from labour exchange office about the candidates;
- ▶ update company information and short-term forecast data;
- ▶ publish job vacancies and fill in application forms in order to employ foreign citizens.

LLE makes periodic evaluations of e-services usage and measures user satisfaction levels, via online questionnaire forms. According to the last few years' information, the user satisfaction level is up from 45 % positive feedback in 2014 up to 63 % in 2015 (this is calculated as a unified measure both for job-seekers and employers). The number of e-service users (jobseekers and employers) has also increased. The total number of users who have actively used any of publicly available e-services for registered users within the last year is close to 150 000.

What are the lessons learnt
and success factors?

Registering as unemployed via internet provides a more effective way for clients to get in touch with labour exchange officers and saves time both for labour exchange employees and jobseekers. This is enhanced by the possibility to introduce and update individual action plans *by jobseekers themselves*. Employers on the other hand get a simple tool for candidate pre-selection and matching, which makes it easier for them to manage employment procedures in general.

Lessons learned include the fact that not all the new services offered to labour exchange clients are equally popular. Some of the services might need better promotion or an information campaign. Others might need an overhaul and better estimation/understanding of clients' needs.

Overall software development could have benefited with having more time to complete. Ideally it would be necessary to have at least 3 years for such ICT developments.



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