COUNTRY FICHE: LUXEMBOURG

PES NAME: Administration de l'Emploi (ADEM)

Basic organisational model

Type of organisation/relation to government

Public law corporation, subject to the control of the Ministry of Labour.

Structure and organisational levels

- Head office;
- 6 local agencies.

Management structures and the role of social partners

- Management: ADEM is managed by a Director, with the help of two joint directors, according to guidelines set at Ministerial level.
- Supervision: ADEM is accountable to the Minister of Labour.
- Social partners: unions and employers are not involved in the management of ADEM, but participate in special commissions (i.e. for unemployment) and in the Permanent Employment Committee.

Financing model

PES financing by source, Euro (million)

	Expenditure (EUR million)						Change 2010-2011 (%)		
	2010			2011 (forecast)					
Source of funding (%)	Total budget	Operating costs	ALMP	Total budget	Operating costs	ALMP	Total budget	Operating costs	ALMP
Total									
Social security contributions									
Government and other public funding	> 95%			> 95%					
ESF									
Other EU Funding									
EURES									
PES own revenues									
Other									

Note: No data were provided about PES expenditures. In terms of PES source of finance, government and other public funding is the main source for both 2010 and 2011.

Human resources

N/A.

Integration of employment services and benefit payments

Unemployment and related benefits:

- Unemployment benefits are provided by ADEM to all the registered unemployed who meet the eligibility criteria. ADEM is also responsible for the monitoring of the continued eligibility.

Clients/Customers

Jobseekers

Jobseeker client groups	Number	%
Total		
Registered jobseekers	15.567	
Unemployment benefit recipients	7.664	
Beneficiaries of ALMPs	4.012	

Jobseeker clients are generally classified into three main categories: the ones who are registered with ADEM, those who receive unemployment benefits and, finally, those who undergo ALMP programmes. Conventional socio-demographic characteristics such as gender, age, duration of unemployment, disability, ethnicity and level of education are recorded for all clients.

Employers

Employer clients are categorised by sector of activity.

Employer client groups	Numbers	%
Total	N/A	

Other clients

- Employees with disabilities as well as those with reduced work capacities are entitled to specialised services by ADEM.

Types and methods of service provision

Services for jobseekers

- Individual counselling services are provided through face-to-face interviews to all the registered unemployed in order to help them in finding a job;
- Job clubs are provided in group coaching sessions by local training institutions to all unemployed clients;
- Capacity testing is available to the disabled unemployed to assess their skills and their adaptability to work;
- Information on ADEM service provision and on job vacancies is available to all online.

Services for employers

The employers' service offers free-of-charge services to employers:

- Advertising of vacancies;
- Collective recruitment;
- Recruitment abroad.

Job vacancies and market share

Collecting information on job vacancies

Employers are compelled by national law to notify job vacancies to the PES. Other means of collecting job vacancies are direct contacts with employer clients, both by phone and in person. Awareness campaigns are also promoted by employers' associations.

Vacancies and referrals

2010: total of 2,266 vacancies notified by employers.

Matching of supply and demand

ADEM monitors employers' needs within an informal working group involving representatives of the Education and Labour Ministries.

Market share

N/A.

Active labour market policies

LMP Services

Name of service	Brief description	Delivery
Labour market services		ADEM

LMP Measures

Name of measure	Category	Brief description	Delivery
Reinsertion and professional courses	2.1	Courses/training aimed at updating jobseekers' skills in order to match labour demand.	ADEM/ Ministry of Education
Apprenticeships for adults	2.4	These measures can take place both in the workplace or in a specific training institution.	ADEM
Re-employment support	4	Support to the re-employment for persons who accept a job with a curtailed remuneration.	ADEM
Re-integration measures for disabled workers	4	Support to the employment of the disabled workers, through remuneration incentives.	ADEM
Support to the employment of older workers and long-term unemployed	4.1	Employers who accept to employ workers from these two categories can receive a curtailment on social charges.	ADEM
Support to geographical mobility	4.1	Three types of indemnities for persons who accept to work in a different city/country.	ADEM
Subsidies for temporary contracts	6	Measures aimed at the insertion of workers from both the private and public sector.	ADEM/SNAS
Employment support	6	Incentives for the employment of unemployed jobseekers.	ADEM
Support to the creation of new enterprises	7	Financial support for the unemployed willing to create a new business	ADEM

Cooperation/partnership

N/A.

Evaluation

ADEM regularly evaluates the effects of its measures, through some analyses are managed by external partners (such as CEPS). The results are of evaluations are then analysed by the Labour Ministry.

Management logic and performance measurement

Planning process

N/A.

Types of objectives and targets

The targets to be reached by ADEM are those set by the government in its contribution to the Europe 2020 strategy.

Monitoring

ADEM regularly monitors the results of its activity through research contracted out to external partners.

Lean management

N/A.