COUNTRY FICHE: POLAND

PES NAME: Polish Public Employment Service

Basic organisational model

Type of organisation/relation to government

Public law institution subject to the control of the Ministry of Labour and Social Policy.

Structure and organisational levels

- 16 Voivodeship Labour Offices (VLO);
- Approximately 350 Poviat Labour Offices (PLO).

Management structures and the role of social partners

- Management: the Minister of Labour coordinates the network of voivodeship and poviat labour offices, each of them constituted as self-governing bodies with their own Director.
- Supervision: the Ministry of Labour and Social Policy sets the general labour market policy. An important role is also played by the employment councils which act as advisory bodies.
- Social partners: unions and employers participate in advisory bodies, called 'Employment Councils', at all levels of government. Moreover, local partnerships involving the social partners receive support from local governments to carry out specific activities concerning employment promotion, activation of the unemployed and prevention of unemployment.

Financing model

PES financing by source, PLN (million)

	Expenditure (PLN 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	12.234,5	2.424,6	6.536,4	8.720,6	2.347,4	3.235,1	-29%	-3%	-51%
Social security contributions	(100%)	(100%)	(100%)	(100%)	(100%)	(100%)			
Government and other public funding	N/A			N/A					
ESF									
Other EU Funding									
EURES									
PES own revenues									
Other									

Note: Total budget does include also benefit expenditures: PLN 3.274 million in 2010 and PLN 3.138 million in 2011. PES is completely funded by the Labour Fund and to a limited extent by the State Budget.

Human resources

PES human resources. Date of observation: February 2011

	Number of staff	% directly servicing clients
Total	**23.841**	36%
Regional offices (VLO)	3.407	23%
Local offices (PLO)	20.434	38%

Note: 7.968 employees in the local offices and 797 in regional offices are in charge of directly servicing clients.

Integration of employment services and benefit payments

Unemployment and related benefits:

- Local PES offices are fully responsible for the registering, processing and payment of unemployment benefits.

Other social benefits:

- PES pay for scholarships for the unemployed and activation benefits for persons who took up a remunerated job while holding the right to unemployment benefits;
- Refund of the costs of childcare, or care for a dependent person, for unemployed single parents.

Clients/Customers

Jobseekers. Date of observation: January 2011

Jobseeker client groups	Number	%
Total	2.151.110	100%
Unemployed	2.104.986	97%
Employed jobseekers	46.124	3%

Jobseekers are categorised in two main categories: the unemployed and employed jobseekers. Conventional socio-demographic characteristics such as gender, age, work experience, by voivodeships, poviats and municipalities, level of education, right to unemployment benefits, vulnerable groups (ex. the unemployed below the age of 25), occupation and field of specialisation, form of activation.

Employers

PES in Poland do not gather statistical data concerning categories of employers.

Other clients

N/A.

Types and methods of service provision

Services for jobseekers

- Job placement and matching services are provided to unemployed jobseekers by PES partners such as job placement agencies;
- Career information and guidance are available individually or through group sessions to all registered unemployed;
- Job clubs as well as training courses are useful to provide all jobseekers with assistance in active job-search;
- Training programmes are available to all unemployed persons registered with the PLOs and to all the jobseekers who meet a number of requirements, but are provided by specialised training companies.

Services for employers

- Services of job placement and career guidance are provided to all the employers who are in need of support with recruitment;
- Refund of: costs of the equipment for the workplace; social insurance contributions; costs incurred to pay the unemployed who take part in public works; training costs for employees;
- Vocational training and apprenticeships are made available to all individual employers and cooperatives.

Job vacancies and market share

Collecting information on job vacancies

Job vacancies are collected directly from employers, through different channels (i.e. telephone contacts, e-mails, traditional correspondence, etc.) which include visits and meetings organised at labour offices but also job fairs and seminars.

Vacancies and referrals

The number of successfully filled vacancies in 2010 was 70.800 (46.54% of the total number of registered unemployed).
Stock in January 2011: 46.600 vacancies.

Matching of supply and demand

Labour supply and demand are analysed on a regular basis by the VLOs and by the PLOs. Statistics are produced on demand trends in different professions, in order to prepare offers of activities which may help jobseekers to match effective labour demand and to define the scope of semi-annual and annual poviat, voivodeship and national reports.

Market share

The Polish PES estimated market share in terms of filled vacancies in 2010 was between 20 and 30%.

Active labour market policies

LMP Services

Name of service	Brief description	Delivery
Job placement	Job placement consists in helping the unemployed and jobseekers in acquiring appropriate employment and helping the employers in acquiring employees with the expected professional qualifications.	PLO, VLO, Private agencies
Career information and guidance	Assisting the unemployed and jobseekers in selecting a suitable profession and work place.	PLO and VLO
Assistance in active job seeking	Assistance in active job seeking consists in preparing the unemployed and jobseekers for a more efficient searching and taking up of employment.	PLO, VLO
Organisation of training courses	The aim of training of unemployed persons is to enhance their professional qualifications and other qualifications which improve their chances to find an employment, other remunerated job or business activity.	PLO, VLO, training institutions

LMP Measures

Name of measure	Category	Brief description	Delivery
Financing of the cost of travel to the place of work, apprenticeship, vocational preparation for adults, classes in career guidance or assistance in active job seeking.	2	Refund of the costs of travelling from the place of residence to the place of employment or other remunerated job, or during the period of apprenticeship, vocational preparation for adults, the classes in career guidance or assistance in active job seeking from the Labour Fund for the period of 12 months.	PLO
Financing of the cost of accommodation at the place of work for the person who was employed or took up other remunerated job, apprenticeship or vocational preparation for adults outside the permanent place of residence.	4	Refund the costs of accommodation from the Labour Fund, for a period of 12 months.	PES
Financing of the work place equipment, starting of business activity, costs of legal advice, consultation and advisory services.	5	1) Refund to the employer the costs of standard and additional equipment needed to hire a referred unemployed; 2) Grant the unemployed a one-off payment for the start of his/her business activity.	PES
Reimbursement of costs incurred for social insurance contributions paid to hire a referred unemployed person	5	One-off refund of the costs incurred to pay social insurance contributions to hire a referred unemployed person.	PES
Financing of activation benefits	4	The unemployed who is entitled to an unemployment benefit can also receive an activation benefit, if: 1. as a result of referral by the PLO, he/she took up a part-time job in a given profession of service and receives a salary that is lower than the minimum level of remuneration, 2. he/she took up employment or other remunerated job out of his/her own initiative.	PLO
Financing of costs of travel of the unemployed and jobseekers to job fairs and exchanges organised by the Voivodeship Labour Office.	4	Financing of the costs of an organised travel of the unemployed or jobseekers, referred by the PLO to participate in job fairs and exchanges, organised in a different poviat by the VLO as part of the job placement service	PLO

Cooperation/partnership

External providers can be found among Voluntary Labour Corps, private employment agencies, training institutions, social dialogue and local partnership institutions. They might be asked, by either the VLOs or the PLOs, to implement some labour market services and instruments, such as training services and all the specific tasks related to these.

Evaluation

Evaluation, since the 1990s, is incorporated in the design of the ALMP programmes. A specific computer programme monitors periodically the PES results, according to qualitative and quantitative indicators. Apart from the general indicators, there are also a number of detailed indicators depending on the type of priority.

Management logic and performance measurement

Planning process

Key objectives and targets are laid down in the National Action Plan for Employment (KPDZ), which is defined by the Inter-Ministerial Team for National Action Plan for Employment. The KPDZ projects agreed by the Team are available on the Ministry of Labour and Social Policy's website.

Types of objectives and targets

For main priority areas for 2011:

- Increase in activity rates;

- A more flexible and efficient labour market;
- Improvement of active labour market policies;
- Mitigation of the effects of the economic crisis and re-launch of the labour market and the economy.

Monitoring

The monitoring of progress against quantitative six-monthly and annual targets set in the National Action Plan for Employment is performed by the Ministry of Labour. An annual implementation report is to be presented to Parliament. Periodical KPDZ implementation reports also receive the opinion of the national Employment Council.

Lean management

N/A