COUNTRY FICHE: DENMARK

PES NAME: The National Labour Market Authority (AMS)

Basic organisational model

Type of organisation/relation to government

The National Labour Market Authority is part of the Danish Ministry of Employment and therefore subject to the control of Government.

Structure and organisational levels

- Head office and 4 regional offices;
- 91 job centres in 98 Municipalities.

Management structures and the role of social partners

- Management: Composes the Danish legislation within the area of ALMP. AMS furthermore has overall responsibility for the implementation and follow-up of employment policy measures, the 4 regional offices are monitoring the results of the jobcentres. However ALMPs are managed directly by Municipalities under the direct responsibility of elected officials.
- Supervision: Local government, and notably Municipalities, is financially and politically responsible for the activities of local job centres.
- Social partners: unions and employers are represented within Employment Councils at national, regional and local level. Moreover, many stakeholders and service providers cooperate with PES: AMS, local and regional employment authorities, Unemployment Insurance Funds and external service providers.

Financing model

PES financing by source, DKK (million)

	Expenditure (DKK 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	10.357 (100%)	72	10,286	10.199 (100%)	77	10.122	-7%	2%	-7%
Social security contributions									
Government and other public funding	10.357 (100%)	72	10,286	10.199 (100%)	77	10.122			
ESF									
Other EU Funding									
EURES									
PES own revenues									
Other									

Human resources

PES human resources. Date of observation: N/A

	Number of staff	% directly servicing clients
Total	**5.837**	N/A.
Head office	210	
Regional offices	127	
Local offices	5.500	

Integration of employment services and benefit payments

Unemployment and related benefits:

- Unemployment insurance funds are in charge of the payment of unemployment benefits, whereas the Danish PES are responsible for the mandatory registration of applicants and whether they live up to the requirements for receiving unemployment benefits.

Other social benefits:

- Municipalities pay social benefits as well as sickness benefits, both financed by the state.

Clients/Customers

Jobseekers. Date of observation: December 2010

	Number	%
Jobseeker client groups		
Total		
Match Group 1: ready to take on a job	164.098	
Match Group 2: ready for active employment measures	57.813	
Match Group 3: temporarily on income support	24.851	

Note: Match Group 1: Citizens, who, according to the assessment of their job centre, are ready to take on ordinary employment and thus leave the system within the next three months. Match Group 2: citizens who are not ready to take on ordinary employment and leave the system within the next three months, but who are able to participate in labour market programmes. Match Group 3: citizens who currently have such problems that they can neither work nor take part in labour market programmes. Most people in Match Group 1 receive unemployment benefits (127.214); the rest (36.884) receives social benefits. Match group 2 and 3 solely consist of people receiving social benefits at the time the observation was done.

Jobseekers are categorised into three main groups: the ones who can freely access the labour market, jobseekers who need for ALMP measures, and people temporarily on passive support. Conventional socio-demographic characteristics such as gender, age, disability, and ethnicity are recorded for all clients.

Employers

No data were provided as employer clients are categorised autonomously by every single job centre.

Other clients

Other customers can be found among people on sick leave, people on rehabilitative training and persons with reduced ability to work receiving partial unemployment benefits.

Types and methods of service provision

Services for jobseekers

- First contact and registration are guaranteed to all jobseekers;
- Web-based job vacancy and CV databases can be accessed by everyone at www.jobnet.dk;
- An individual plan detailing actions to find a suitable employment: this may include services such as job-seeking courses, vocational training, etc.;
- Individual monitoring and personal interviews are conducted with jobseekers, to to support that they have been actively engaged in job seeking and/or AMLP activities.

Services for employers

- Employers can commonly access web-based services such as job-vacancies and the CV database. On top of these basic tools, every job centre has the right to decide on its own service provision.

Job vacancies and market share

Collecting information on job vacancies

Job vacancies are notified to the PES directly by employers, either through face-to-face meetings, telephone interviews or the CV vacancy portal.

Vacancies and referrals
Stock in January 2011: 16.263 vacancies on www.jobnet.dk (9.719 were closed by the end of the month).

Matching of supply and demand
The Danish AMS regularly monitors mismatches between demand and supply of labour through an online tool called "Labour Market Balance". On the basis of an enterprise survey (on vacancies where enterprises could not find employees). This tool rates job opportunities as 'excellent', 'good' and 'less good' for individual jobseekers who access it.

Market share
The PES estimated a market share of vacancies of around 30%.

Active labour market policies

LMP Services

Name of service	Brief description	Delivery
General information and guidance		Job centres and external providers.
Matching		Job centres and external providers.

LMP Measures

Name of measure	Category	Brief description	Delivery
Job-search courses			Both in-house and external.
Education		Upgrading of the skills of the unemployed by means of training courses, or by re-starting school.	Both in-house and external.
Practical work training in enterprises		Internship in a company, 4 to 13 weeks.	Enterprises.
Wage-subsidised jobs		Jobs where the municipality partially or completely pays the wage of the person receiving the subsidy.	Private and public enterprises and institutions.

Cooperation/partnership
External providers are involved in the provision of several services in different policy areas, based on specific agreements. Unemployment insurance funds are the main cooperative bodies.

Evaluation
Evaluation is incorporated in the design of Danish ALMP programmes: progress is monitored regularly by different bodies. AMS relies on private consultancy bureaus and universities to get feedback on policy decisions. Evaluations of ALMP programmes are also carried out by the national centre for social research. At regional level, moreover, local authorities commission consultancy agencies or local public unemployment offices to evaluate active labour market programmes.

Management logic and performance measurement

Planning process
Key objectives and targets are set by the Government. Every single job centre has the autonomy to set its own goals and, then, evaluate the results achieved. Also the regions analyse the labour market and the effects of ALMP measures.

Types of objectives and targets
Four main objectives were set by the Labour Ministry for 2011. Job centres must make sure that:

- The number of unemployed persons for more than 3 months is reduced;
- The number of benefit recipients decreases;
- The number of young benefit recipients is reduced;

- The amount of immigrants with a non-western background who receive payments decreases.

Monitoring

Regions monitor and support the Municipalities' policy actions on a regular basis. Job centres evaluate their own activities once a year, within the framework of their performance audits. Furthermore, job centres use the benchmarking tool www.jobindsats.dk to regularly compare themselves to other centres faced with similar labour market conditions.

Lean management

It is up to individual job centres to decide whether to adopt lean management processes and tools.