COUNTRY FICHE: SLOVENIA

PES NAME: The Employment Service of Slovenia (ESS)

Basic organisational model

Type of organisation/relation to government

Independent legal entity whose main activities and tasks are laid down in the national legislation and national development documents. Annual tasks are elaborated within the ESS annual plans in close cooperation with the Ministry of Labour. The financing of the ESS activities as well as active and passive employment policies are within the Competence of the Ministry of Labour.

Structure and organisational levels

- Central office; in charge of ensuring a uniform support (legal, IT, finance and accounting, personnel, etc.) for the execution of procedures deriving from the ESS main activities for clients;
- 12 regional offices; responsible for monitoring of employment and unemployment trends. As well as the implementation of services and labour market programmes;
- 59 local offices; provide clients with a range of specific services, employment programmes and unemployment benefits payment.

Management structures and the role of social partners

- Management: the ESS is managed and steered by the Administrative Board (the ESS Council) and the Director General. The Director General is appointed by the Government.
- Supervision: the EES is, as national laws, prescribe, accountable to the Ministry of Labour; the latter supervises the ESS performance on the basis of Annual Agreements, which define financial resources allocation according to the ESS annual plans.
- Social partners: the ESS Council consists of 13 members, representing the employers and the trade unions (3 members each), the government (6 members) and the ESS works council (1 member).

Financing model

PES financing by source, Euro (million)

	Expenditure (EUR million)						Change 2010-2011 (%)		
	2010			2011 (interim, March 2011)					
Source of funding (%)	Total Budget	Operating costs	ALMP	Total Budget	Operating costs	ALMP	Total Budget	Operating costs	ALMP
Total	428,5 (100%)	36,6 (100%)	143,9 (100%)	341,6 (100%)	37,0 (100%)	89,5 (100%)	-20%	1%	-38%
Social security contributions									
Government and other public funding	371,3 (86,7%)	32,0 (87,5%)	91,3 (63,5%)	285,5 (83,6%)	30,4 (82,1%)	39,9 (44,5%)			
ESF	55,9 (13,0%)	3,4 (9,2%)	52,6 (36,5%)	55,7 (16,3%)	6,2 (16,7%)	49,5 (55,4%)			
Other EU Funding									
EURES									
PES own revenues	1,2 (0,3%)	1,2 (3,3%)		0,4 (0,1%)	0,4 (1,1%)				
Other									

Note: Government and other public funding include the costs of unemployment benefits, the national scholarship scheme (the part still carried-out by the ESS) and the administration of Rehabilitation Assessment Commissions for the disabled and related costs. The sources of funding of the ALMPs are the national budget and European Social Fund. Public works programmes are co-financed by municipalities as well. ALMP total figure includes anti-crisis measures (STWA and Subsidizing temporary lay-offs in companies): EUR 28,7 million for 2010 and EUR 5,9 million in 2011. Since the anti-crisis measures are running out in 2011, the ALMP budget for 2011 is not directly comparable with the one in 2010. ESF operational costs are resources for, so called, institutional capacity building project that are – in accordance with National Operational Programme for HR development – co-financed by the ESF. PES own revenues for 2010 includes also EUR 0,7 million from extra transfer of real assets from the Government. The figures for 2011 are to be considered as interim items since the re-construction of national budget has been announced and recently (July, 2011) prepared in order to be approved by the Parliament.

Human resources

PES human resources

	Number of staff	% directly servicing clients
Total	**987**	70%
Head office	296	20%
Regional/Local offices	691	92%

Note: There are 693 employees (30 working in the Head Office and 663 working the regional/local offices) directly servicing clients.
Local offices are integrated into regional offices; regional offices are responsible for work organisation and staff allocation; in practice it means that many employees are working in more than 1 local office or they work partly at both levels, etc. Therefore it is difficult to present separate staff figures for Regional Offices and Local Offices.

Integration of employment services and benefit payments

Unemployment and related benefits:

- The national unemployment insurance scheme is fully integrated into ESS service provision. The ESS processes and decides upon unemployment benefit claims according to the eligibility criteria stated in the law. The ESS is responsible for monitoring the benefit recipients' job-search activities and to apply sanctions if they are unwilling to take up a job or participate in ALMPs. Benefit recipients are provided with information and counselling services as well other services targeting unemployed jobseekers.

Other social benefits:

- The social assistance and incapacity benefit recipients, if unemployed and capable to take up a job, receive the ESS support and services as any other unemployed jobseeker and have the same obligations with regards to the status of unemployed. The ESS has to exchange data on individuals in both groups with Social Welfare Centres and with the National Pension and Disability Institute, respectively. If the unemployed recipient is erased from the unemployment register for violating his/her obligations, the respective institution applies the sanctions according to its own regulations.

Clients/Customers

Jobseekers. Date of observation: December 2010 and January 2011

	Number	%
Jobseeker client groups		
Total		
Registered unemployed person **(December 2010)**	110.021	100 %
- Unemployment Benefit recipients	34.623	31%
- Social Assistance Benefit recipients	35.346	32%
- Incapacity Benefit recipients (partly-disabled)	792	1%
- Persons without benefits	39.260	36%
Job-seekers threaten with unemployment (workers in the redundancy process, workers with temporarily job contract) **(registered with the ESS as of January 2011)**	57	
Other job-seekers (e.g. job-changers) **(registered with the ESS as of January 2011)**	137	

Further breakdowns are typically applied to monitor unemployed persons: gender; age; duration of unemployment; disability; level and field of completed education; qualifications obtained; length of previous working experience; reasons for unemployment; geographic areas; citizenship, etc. Data on unemployed and jobseekers are collected in the data-warehouses. According to national legislation on the personal data protection, the ESS is not allowed to record the ethnicity of its clients.

Employers

ESS does not target its services to specific groups of employers (for instance by size, sector, branch). However, special attention is paid to big employers. The central office coordinates all activities involving this particular target of clients, such as large-scale recruitment services or rapid response mechanisms in case of planned redundancies. Regional and local offices pay visits to companies on a regular basis in order to

improve mutual cooperation. Staff in regional/local offices are in charge of providing job-mediation services according to the employers' needs, with a special attention for SMEs which usually require more intensive support. Regional and local job and career fairs are organised in close cooperation with employers and their associations. A range of activities, such as information seminars with local and regional employers' organisations, the active participation at workshops and conferences organised by employers' organisations, and a yearly employers' satisfaction survey, are, among others, used to get the employers' feedback on the ESS services.

Other clients

- Students;
- Adults (inactive and employed).

Types and methods of service provision

Services for jobseekers

- General information on ESS service provision and on unemployment insurance is available to all clients on the internet, in the ESS local offices, the ESS Vocational information and counselling centres (VICC) and via the ESS Call centre (phone, e-mail);
- Job brokering and job search support are available to everyone on-line; registered unemployed and employees at risk of unemployment are included in active mediation services provided by staff in local offices;
- Individual action plan is elaborated with the ESS advisers for all clients, in-depth counselling is offered to those who need more support for activation (e.g. low-skilled, disabled, long-term unemployed, elderly);
- Workshops and seminars are run to enhance job search skills, improve career management; intensive job-coaching is carried-out (job-clubs) for registered unemployed persons and people at risk of becoming unemployed.

Services for employers

- Information on ESS service provision, active labour market programmes and labour market trends is provided to all employers on the internet, by the contact centre (phone or e-mail), by local offices and by EURES advisers;
- Job vacancies notification is ensured via internet and in local offices. JV are published on the Internet and included in the interactive job-mediation on-line tools. Active mediation methods between employers and registered job-seekers are provided by local offices, and in case of European wide recruitment needs, by Eures advisors, Preventative services such as rapid response mechanisms are put in place in order to facilitate the re-employment of redundant workers;
- Information seminars and meetings with employers are carried out at various levels (from central to local) in order to favour the flow of relevant information on the ESS services and ensure cooperation. Special attention is paid to the promotion of labour market programmes that include different financial incentives for employers (on-the-job training, wage-subsidies for vulnerable groups, etc.).

Job vacancies and market share

Collecting information on job vacancies

The notification of job vacancies is mandatory in Slovenia. The ESS maintains a national vacancy database, which, among all other relevant information, includes the information on how long each vacancy is open for applications. The national vacancy database is therefore a unique data source for calculating the total number of job vacancies and to extract the share of those for which the employers ask for the ESS active mediation. At the same time it is used to monitor the amount and structure of labour demand and to identify short-term labour market trends.

Vacancies and referrals

2010: total of 174.613 vacancies were notified, of which 65.920 are the ones for which employers asked for the ESS active mediation services.

Matching of supply and demand

The ESS main data sources for identification of short-term labour market mismatches are unemployment records and national job vacancies data-base. The mismatches are observed regularly at national and regional levels. On the request of external customers (e.g. schools, governmental bodies, media, professional associations), we often prepare information on the specific dimensions of LM mismatches.

Market share

Thanks to the legal obligation to notify vacancies, the ESS keeps accurate and reliable data regarding market share. In 2010, the ratio between ESS recorded vacancies and the total number of job vacancies was 38%.

Active labour market policies

LMP Services

Name of service	Brief description	Delivery
Job clubs	Information, counselling, coaching	ESS, training providers.
Vocational information and counselling centres (VICC)	Information , counselling	ESS.
Medical counselling	In-depth work abilities assessment	ESS, medical counsellors.
General guidance and information for unemployed people	Information , counselling	ESS.
Help in career planning and job-search	Information, general and in-depth counselling	ESS.
Other PES activities	Registration, individual action plans, information, mediation, counselling sessions	ESS
Inclusion of unemployed persons in development projects	Information, counselling, job-search support, coaching	Training providers

LMP Measures

Name of measure	Category	Brief description	Delivery
Project learning for younger adults (PLYA)	2		ESS, external providers.
Development and training programmes	2	Education, training of social skills, coaching	ESS, training providers.
On-the-job training	2	On-the-job training	ESS, profit and no-profit organisations.
Work trials	2	Work trials	ESS, non-profit organisations
Training for independent living (basic literacy and social skills)	2	Training of basic skills	ESS, training providers
National vocational qualifications	2	Training, certification of professional skills (within national certificate system)	ESS, providers approved by the state.
Training for temporary lay-offs (anti-crisis measure)	2	Training for employed people	ESS, training providers
Training to enhance employability	2	Training for employed people	ESS, training providers
Employment of the older and younger unemployed	2	Wage-subsidised programmes	ESS, profit and non-profit organisations
Support to the employment of long-term unemployed women	4	Wage –subsidised programmes	ESS, profit and non-profit organisations
Support to the employment of long-term unemployed persons/ benefit recipients	4	Wage –subsidised programmes	ESS, profit and non-profit organisations
Promotion of part-time employment	4	Wage –subsidised programmes	ESS, profit and non-profit organisations
Public works (vulnerable g.)	6	Wage –subsidised programmes	ESS, non-profit organisations
Employment in care services	6	Wage –subsidised programmes	ESS, non-profit organisations
Subsidies and counselling for self-employment	7	Subsidies and advice for business start-ups	ESS, external providers

Cooperation/partnership

The ESS is responsible for all aspects of organisation and administration of labour market programmes delivery, which are defined by the Ministry of Labour. The external providers for counselling/training type of programmes are selected on the basis of public tenders. The job-wage-subsidy/job-training type of programmes could be meant for profit organisations (companies), or non-profit organisations (like municipalities, sheltered workshops, NGOs, public institutions etc.) or both. Both types of organisation can be involved on the basis of either public invitation or public tender procedure; which procedure should be applied depends on the programme scheme and on the national regulations. The formal basis for an external provider or employer to be engaged in the LMP delivery is a contract with the ESS. More intensive forms of counselling programmes and workshops (in terms of duration and complexity) are provided on the contractual basis in order to supplement the ESS usual information and counselling services.

Evaluation

External evaluations are not incorporated in the implementation design of the ALMP programmes for which the ESS is accountable. The ESS prepares detailed and various reports on the programmes' implementation aspects (descriptive statistics and evaluations) for the Ministry of labour, the ESS Council and other supervisory institutions (National Court of Audit, Ministry of Finance) External in-depth evaluations are within the competences of the Ministry of Labour.

Management logic and performance measurement

Planning process

The main objectives and targets are laid down in the ESS annual plans. Based on the guidelines of Ministry of Labour, Family and Social Affairs and national labour market policy objectives, the ESS management, in close cooperation with Regional Offices, puts forth proposals of annual operational objectives and targets. Regional offices define their own targets and activities which contribute to the achievement of annual operational objectives and targets. The ESS annual plan must be confirmed by Ministry of Labour and the ESS Council. The Regional Offices prepare their own annual plans taking into account regional priorities.

Types of objectives and targets

Objectives for 2011 cover four main areas of activity:

- Timely activation and job-insertion of the unemployed;
- Improvement of the efficiency of referral of unemployed people;
- Improvement of the efficiency of ALMPs;
- Promotion of the ESS as a central institution of life-long career guidance.

Objectives are additionally described by quantitative targets (main indicators) which are further elaborated in the form of sub-targets (sub-indicators) covering different areas of the ESS activities.

Monitoring

The statistical follow-up on quantitative targets is carried out on a monthly basis and is available on Intranet. Performance against targets is regularly monitored, communicated and discussed (at least each quarter) during meetings at central, regional and local levels.

Lean management

No mention is made of recourse to lean management processes and procedures.