

## Employment and Social Affairs Platform

### Meeting of representatives of Western Balkan Public Employment Services on Qualitative Benchmarking

18 July 2017

Montenegro

#### Introduction and objective:

This event is organized in the framework of the Employment and Social Affairs Platform (ESAP) regional project, which aims to strengthen regional cooperation and institutional capacities of national administrations in the areas of labour market and social policy reform.

Participants in the event will be high level officials of Public Employment Services (PES) from the Western Balkan economies. The aim of the meeting will be to present to participants the preliminary analysis of quantitative indicators, discuss the details and milestones of the qualitative benchmarking methodology implementation, including questionnaires and templates for the self- and external assessments, and agree on the timetable for the external peer review visits.

Drawing from the EU PES experience, ‘benchlearning’ refers to the process of creating a systematic and integrated link between benchmarking and mutual learning activities that consists of identifying good performances through indicator-based benchmarking systems and of using findings for tangible and evidence-informed mutual learning activities.

RCC has commissioned a study of current performance management practices of the Western Balkan PES and a proposed methodology for the implementation of benchlearning. The study has been shared with representatives of Western Balkan PES offices, which have familiarized themselves with the benchlearning concept.

The study has proposed the following quantitative benchmarking indicators:

1. The transition rate from *factual* unemployment into employment in the primary labour market (with and without a subsidy either to the employer or the jobseeker)

2. The share of all transitions from *factual* unemployment into employment in the primary labour market which happen within 6 or 12 months (or both) of factual unemployment (“speed of transitions”)
3. The number of vacancies notified to the PES relative to the number of all hirings in the economy (“PES market share in hirings”)

Additional indicators, especially context related, can be proposed by the Western Balkan PES benchmarking working group.

Areas of benchmarking through qualitative internal and external assessment of performance enablers will include:

1. Strategic performance management;
2. Design of operational processes such as effective channeling and profiling of jobseekers and tailored use of active labour market instruments;
3. Sustainable activation and management of transitions;
4. Relations to employers;
5. Evidence-based design and implementation of PES services;
6. Effective management of partnerships with stakeholders;
7. Allocation of PES resources.

The meeting will be organized back to back with the preparatory meeting of the ILO on peer learning exchange in the framework of the regional project on Inclusive Labour Markets for the Western Balkans.

## Draft Agenda

### Monday, 17 July 2017

Arrival of participants

### Tuesday, 18 July 2017

Venue: tbc

#### 08.30 – 09.00 Registration of participants

#### 09.00 – 09.15 Welcome, context and aims of the workshop

*Representative of Employment Agency, Montenegro (tbc)*

*Nand Shani, Team Leader, ESAP RCC*

*Representative of ILO (tbc)*

#### 09.15 – 10.00 Overview of key PES quantitative indicators: design and implementation

During this session, participants will be presented with key quantitative indicators for PES performance measurement at the EU level, the specific indicators proposed by the RCC commissioned methodology for benchmarking, and will be informed about methodological aspects of indicator definitions and data collection and validation procedures.

*Moderator: RCC statistics expert*

Discussion

#### 10.00 – 10.30 Coffee break

#### 10.30 – 13.00 Presentation of the qualitative benchmarking methodology and timetable of activities

*The RCC expert team for benchmarking will present to the participants the detailed materials and activities to be implemented in the benchmarking exercise. This will include an overview of the 29 PES performance enablers along the 7 areas of qualitative performance benchmarking and a step by step approach to the implementation of the initiative*

*Moderator: RCC benchmarking team leader*

Questions and Answers



13.00 – 14.30 Lunch

**14.30 – 16.30 Open discussion on qualitative benchmarking**

Participants will engage in an open discussion facilitated by RCC key experts in order to tailor the features of the qualitative benchmarking exercise to the needs and situation of the Western Balkan PES offices.

Moderators: *RCC benchmarking team leader*

**16.30 – 17.00 Conclusions and Next Steps**

19.00 Dinner

*Venue: tbc*

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*The organizer reserves the right to amend the meeting agenda and timings.*