

Recent developments in labour market services and labour market information-systems in Europe

**16 th Inter-American Conference of
Ministers of Labour**

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A changing world

A changing world



Complex field of actors on the labour market

High



Executive search

Interim management

Jobsites

Individual outplacement

Categorías especiales
Sin fines de lucro

PES

Sectoral Training Funds

Temporary work sector
Recruitment & selection
Collective outplacement



Low

Tiendas de trabajo local

NGO's

Agencies for special categories

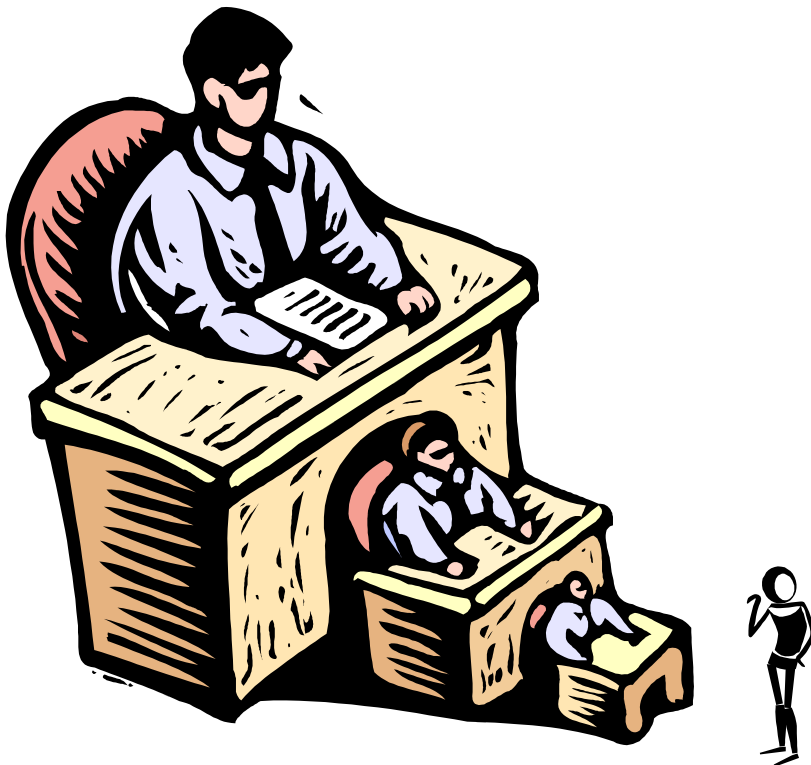
Public



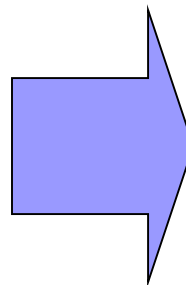
Private

Changing the culture

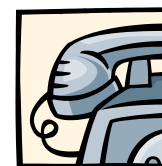
The past...



Patronizing government...

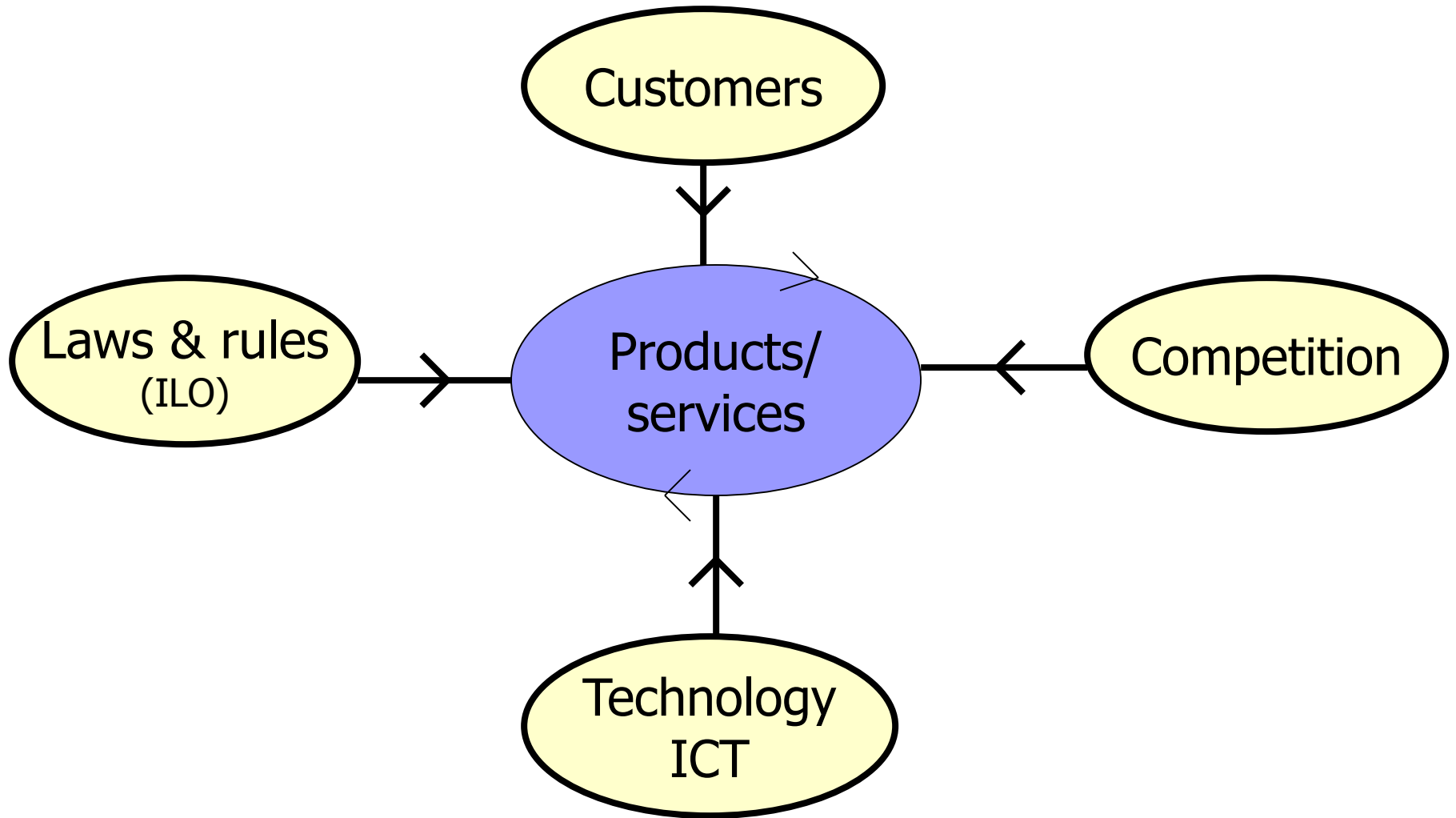


The present



Serving government...

Innovation drivers





European guidelines

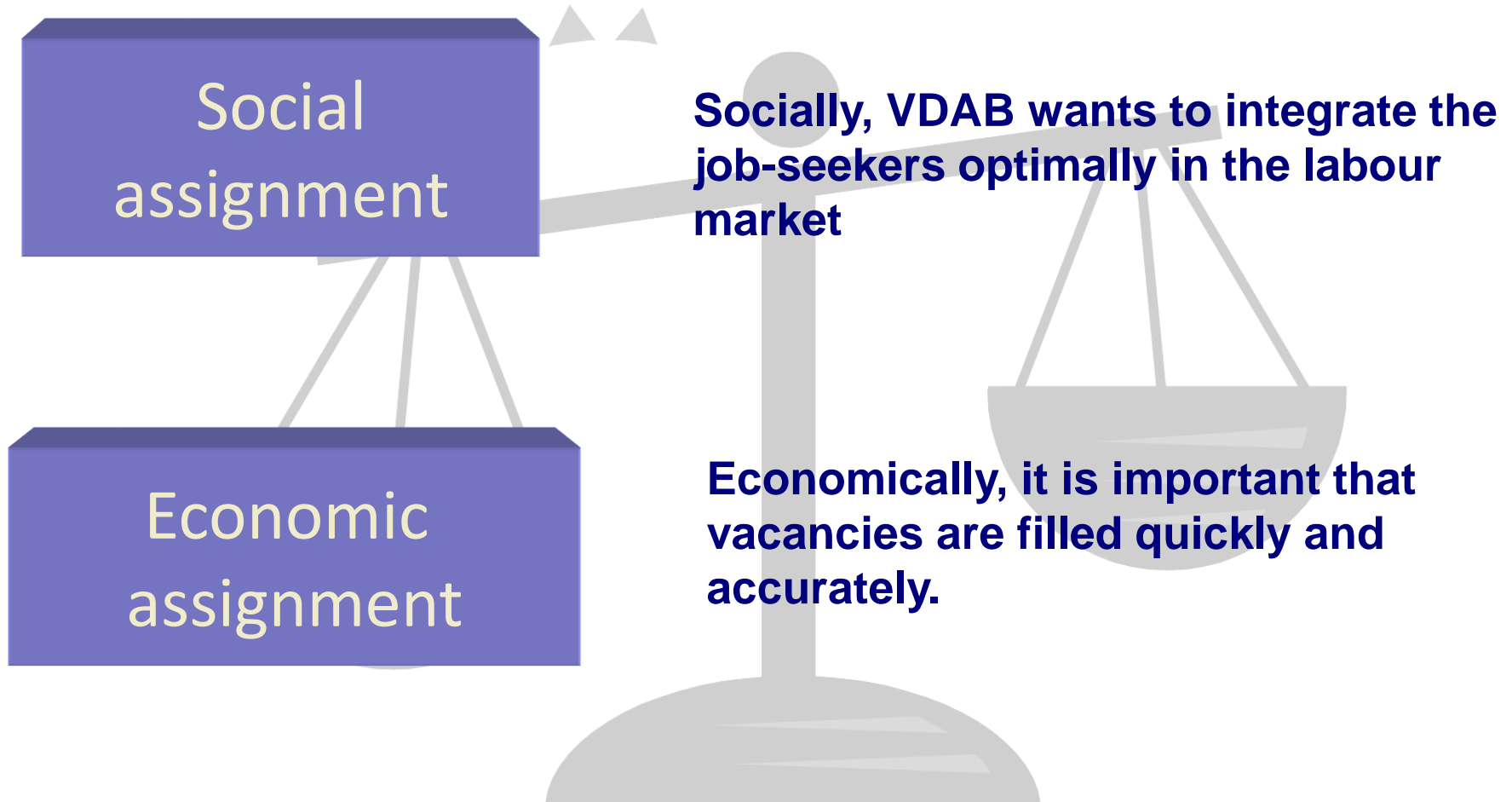
European guidelines

- March 2000 : the European Council launched the **Lisbon Strategy**
 - revised and reinforced in 2005
 - Employment Guidelines: principal instrument
- **The EU/EEA PES Mission Statement**
 - a common EU level framework
 - reflects the shared objectives and activities of the Public Employment Services within the **expanded European labour market**
- EURES



PES : services

Social and economic tasks as PES



Proces

Unique

Registration



Rights
Duties

Self-service

Pathway Guidance Orientation -Reorientation
Specific actions
Training

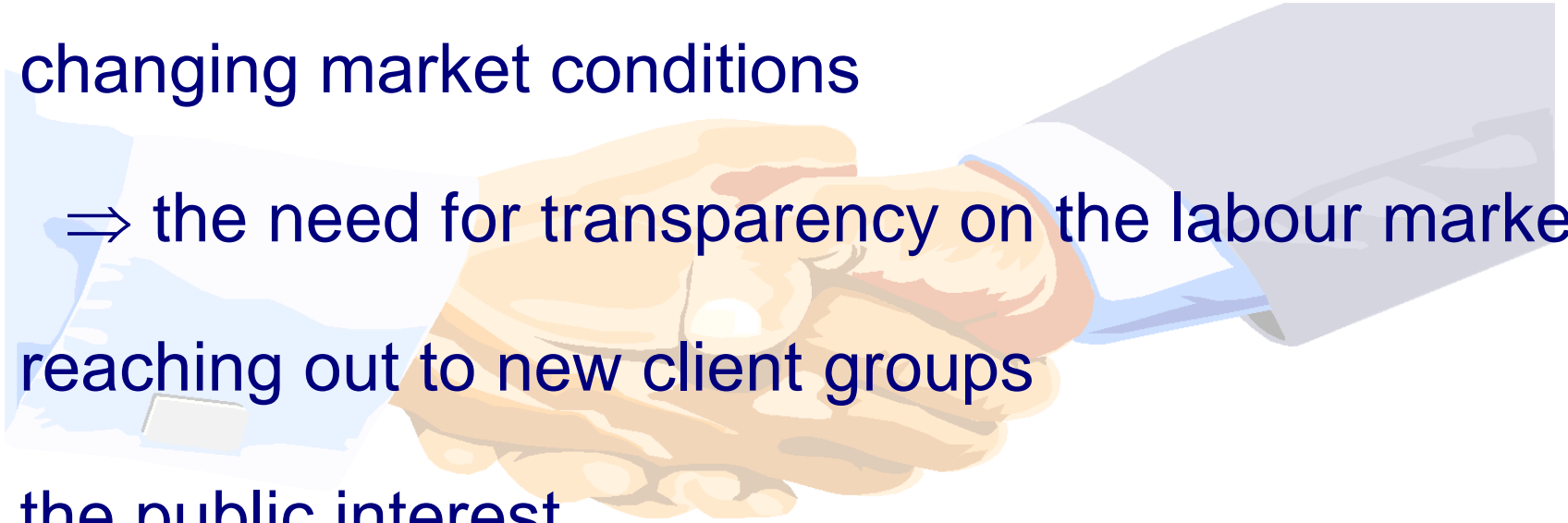
in
partnership


WORK

.....

reasons for partnerships

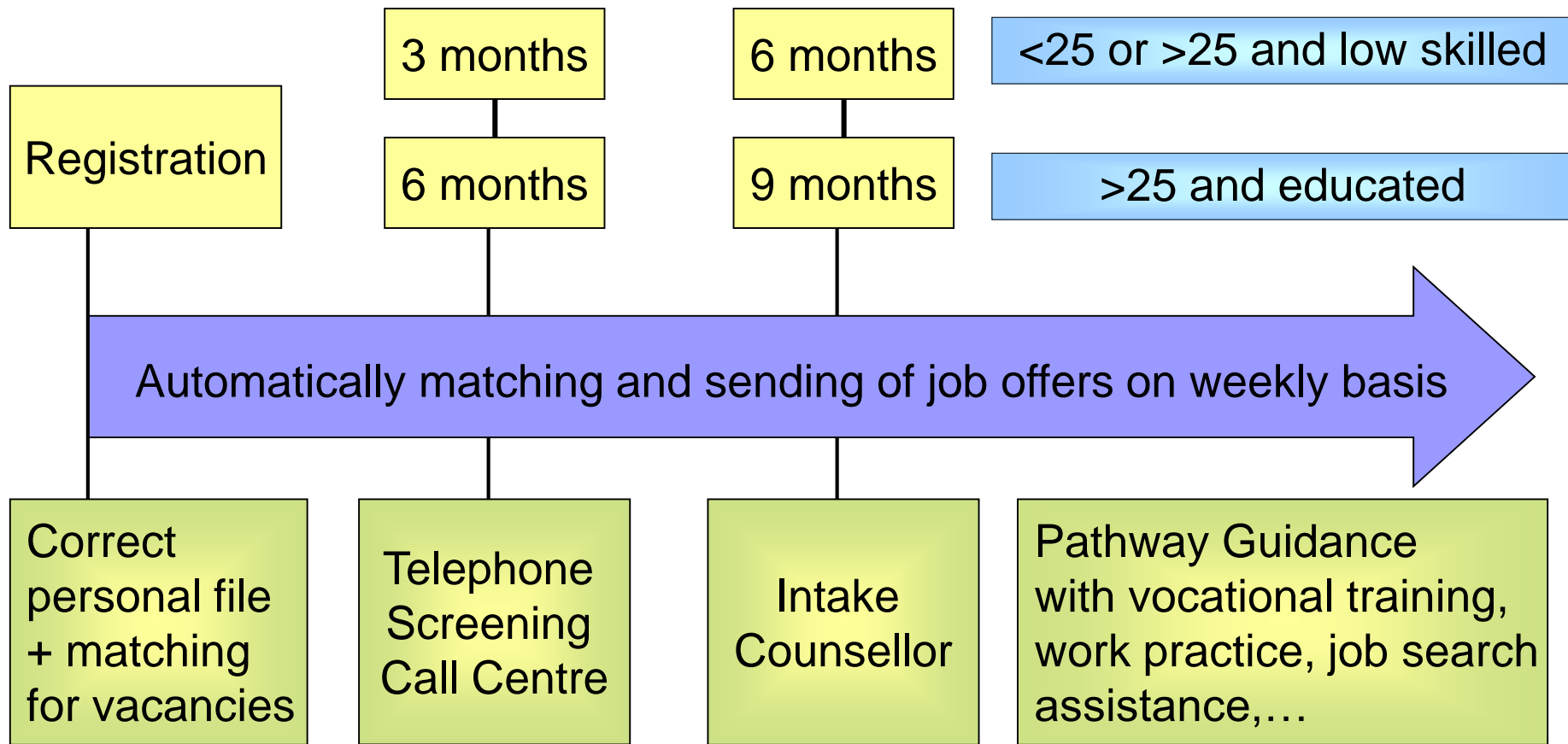
- better service for the client
- changing market conditions
 - ⇒ the need for transparency on the labour market
- reaching out to new client groups
- the public interest
- win-win situation for the PES and the PRES





VDAB-case

Multi-stage guidance : preventive approach



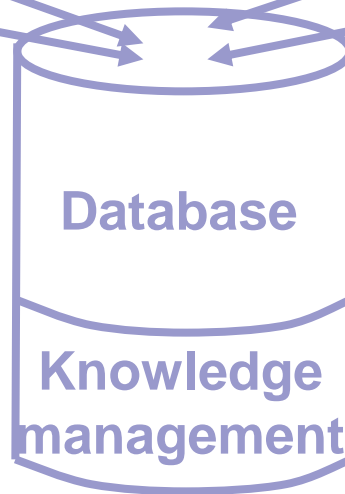
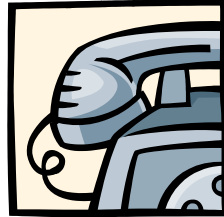
Multi-stage guidance : curative approach

1. **Orientation centre:** re-activate the jobseeker through information, orientation and motivation in a collective session
= compulsory
2. **Individual intake** follows immediately
 - Edit the pathway to work together with the jobseeker
 - Detect problems
 - Refer to not-labour-market-oriented services if necessary
3. **Pathway Guidance**
 - Active and intensive counselling during 6 months towards finding a job by the counsellor and use of all possible tools
 - If necessary training or work experience
 - By counsellor from the VDAB or private organization.



IT : impact

ICT - knowledge management



■ government
■ management

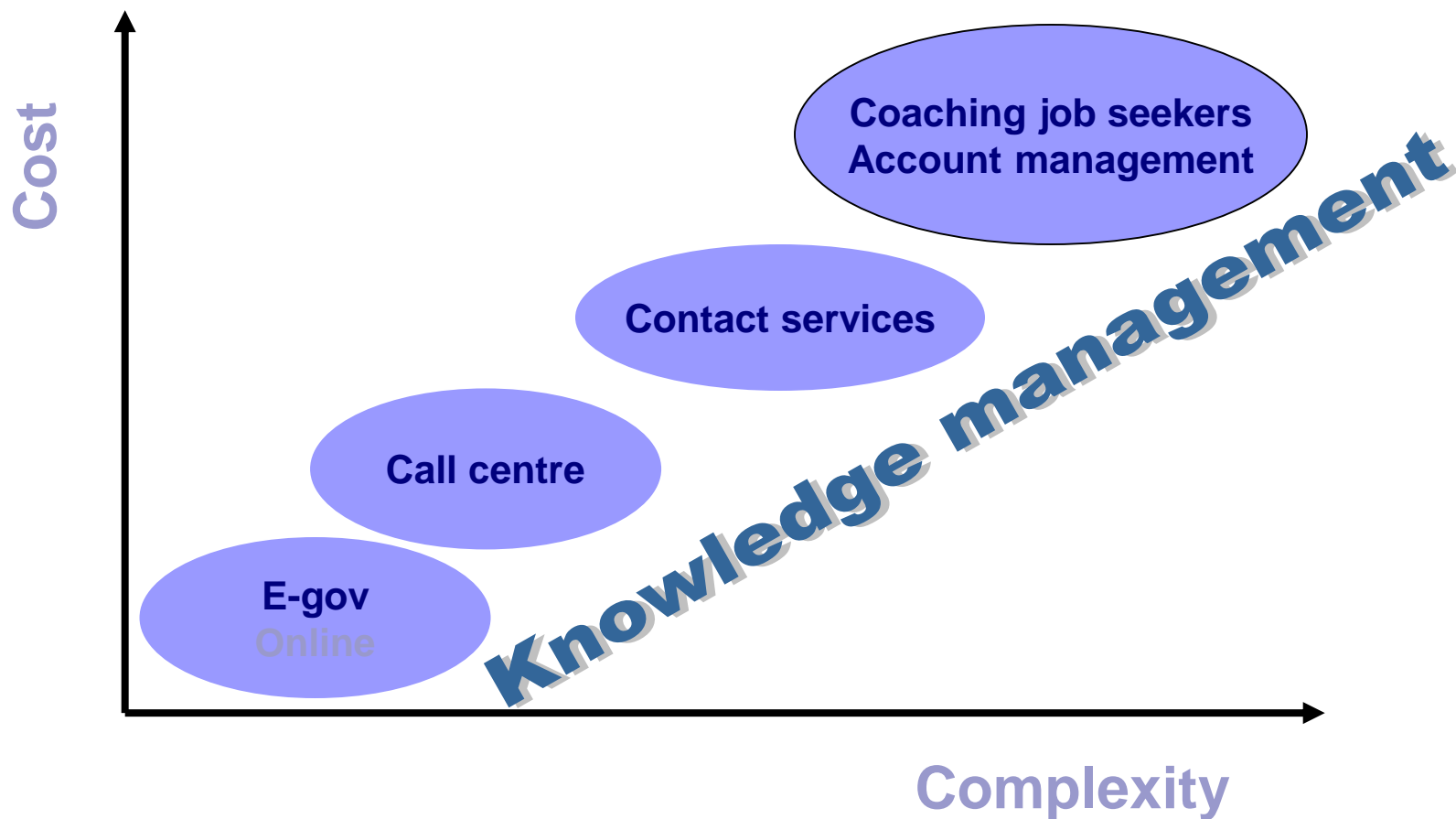


Data mining



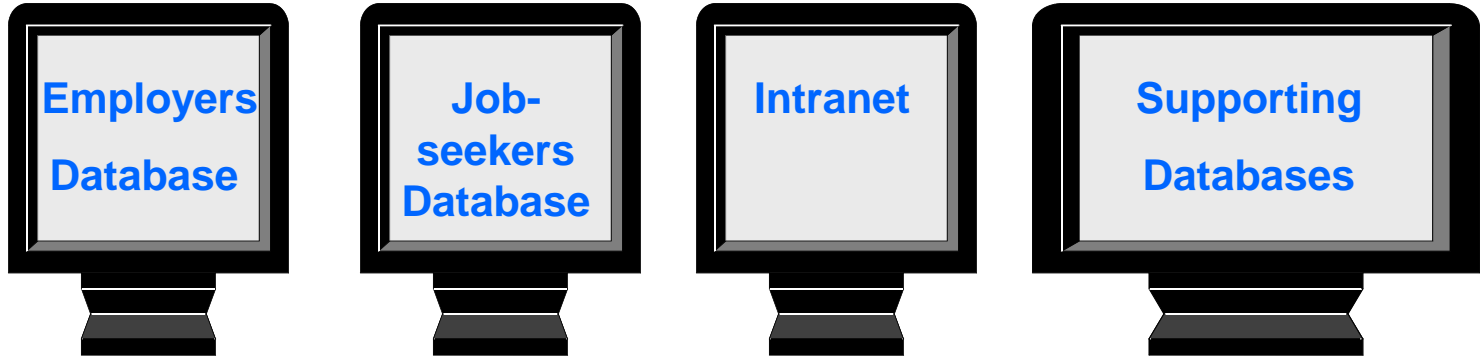
■ users

multi-channel approach

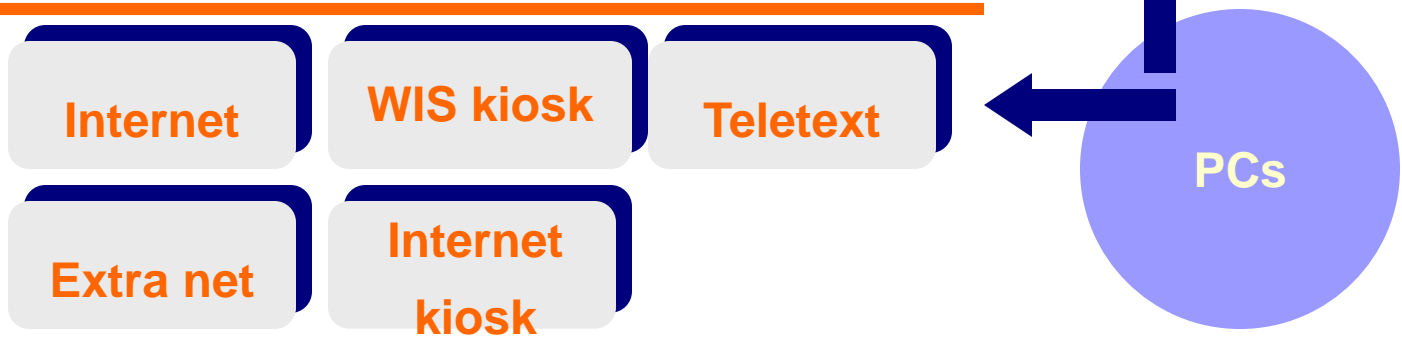


ICT

internal



external

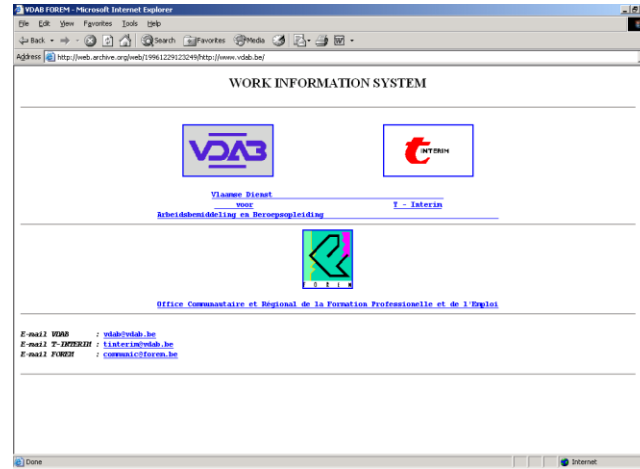


e-government

1994



1996



1999



2003



Pull → push → interactivity + intelligent tools

