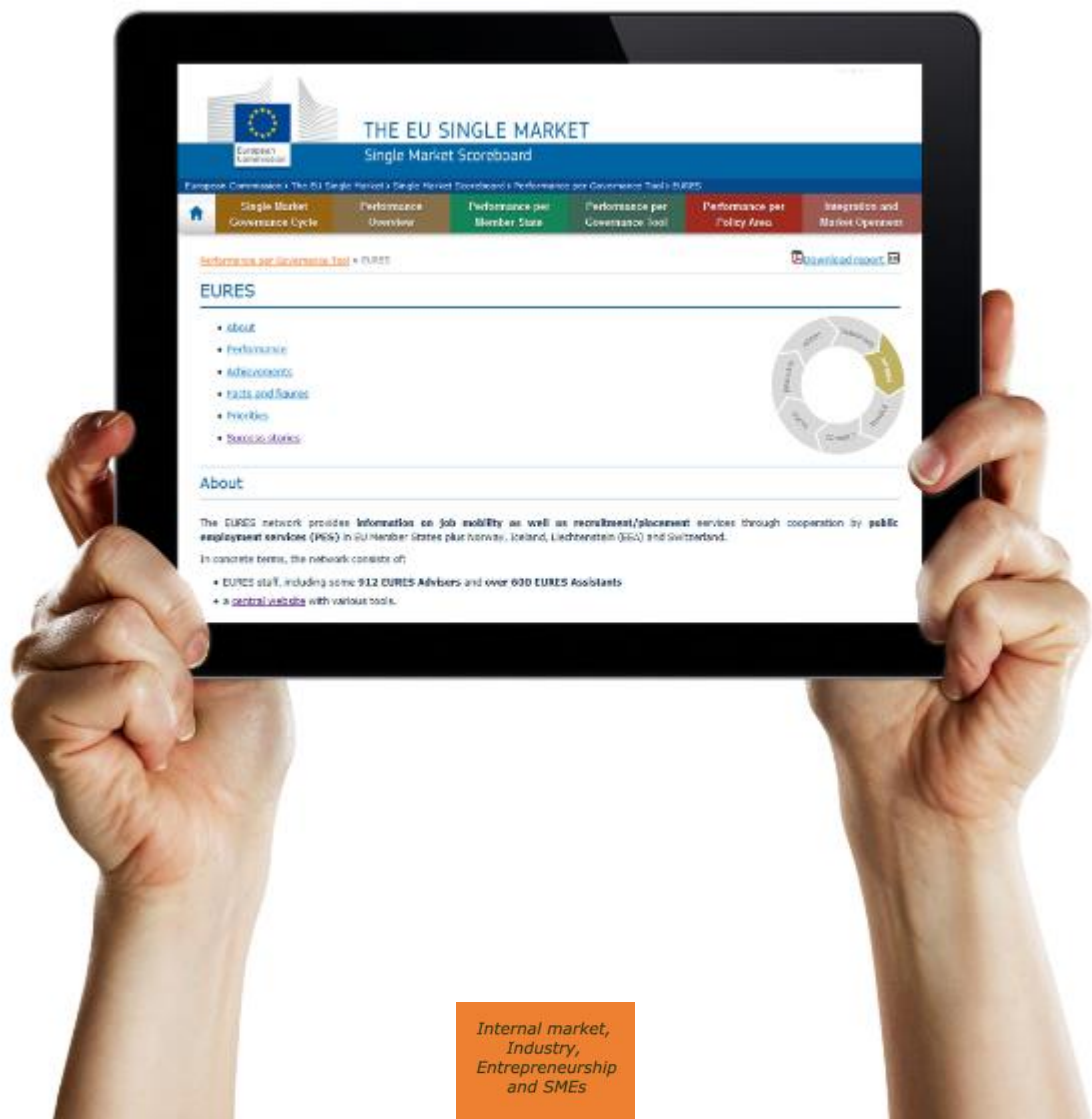


Single Market Scoreboard

Performance per governance tool

EURES

(Reporting period: 01/2017 - 12/2017)



About

The EURES network provides

- **job mobility information**
- **recruitment/placement** services

through cooperation between **public employment services (PES)** in EU Member States plus Norway, Iceland, Liechtenstein (EEA) and Switzerland.

In concrete terms, EURES consists of:

- a network of EURES staff of about 1 100 people **across Europe** providing support services,
- a [central website](#) with various tools.

Since the 2016 editions, the EURES Single Market Scoreboard has been revised to take into account the new context introduced by Regulation (EU) 2016/589 of the European Parliament and of the Council of 13 April 2016 on a European network of employment services (EURES), workers' access to mobility services and the further integration of labour markets and amending Regulations (EU) No 492/2011 and (EU) No 1296/2013.

Information in this report is based on currently available information. Full implementation of Regulation (EU) 2016/589 notably through the EURES Performance Measurement System defined in Commission implementing decision (EU) 2018/170 should improve the availability and quality of data necessary for the EURES Single Market scoreboard in the future. Results should be interpreted in light of the EURES organisational structure and labour market situation in each country

Performance

1. by indicator



[1] Quality of information related to job vacancy exchange	more than 97%	82% – 97%	below 82%
[2] Vacancies posted on EURES as a proportion of vacancies held by EURES member organisations	more than 90%	60% – 90%	below 60%
[3] Vacancies posted on EURES as a proportion of all national vacancies	more than 60%	40% – 60%	below 40%
[4] Number of EURES advisers per 100 000 working age population	more than 0.4	0.2 – 0.4	below 0.2
[5] People who found a job with the help of a EURES Adviser	more than 36 ‰	12 ‰ – 36 ‰	below 12 ‰

Indicator [2&3] may not accurately reflect countries' efforts to share vacancies. EURES only takes account of vacancies published on central national portals that meet standards set by public employment services.

2. overall (all 5 indicators combined)



Overall performance is calculated on the basis of the points on the five indicators.

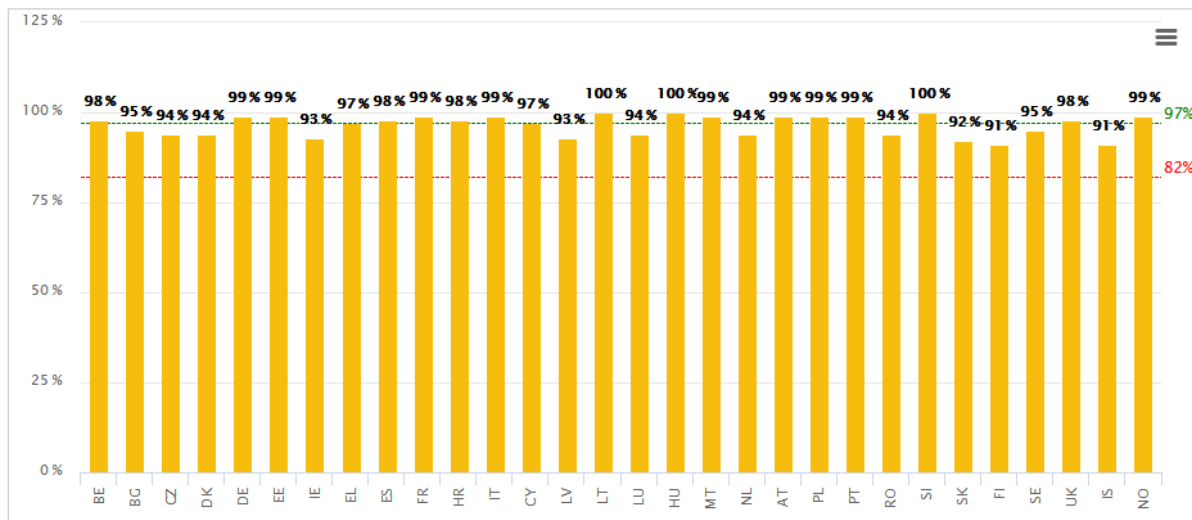
Countries can "earn":

- 100 points for an indicator marked "green"
- 75 points for an indicator marked "yellow"
- 50 points for one marked "red".

The colours on the map represent the **sum of these scores**:

400 or higher 301 – 399 300 or less

Indicator [1]: Quality of information on job vacancy exchange



Source: EURES portal

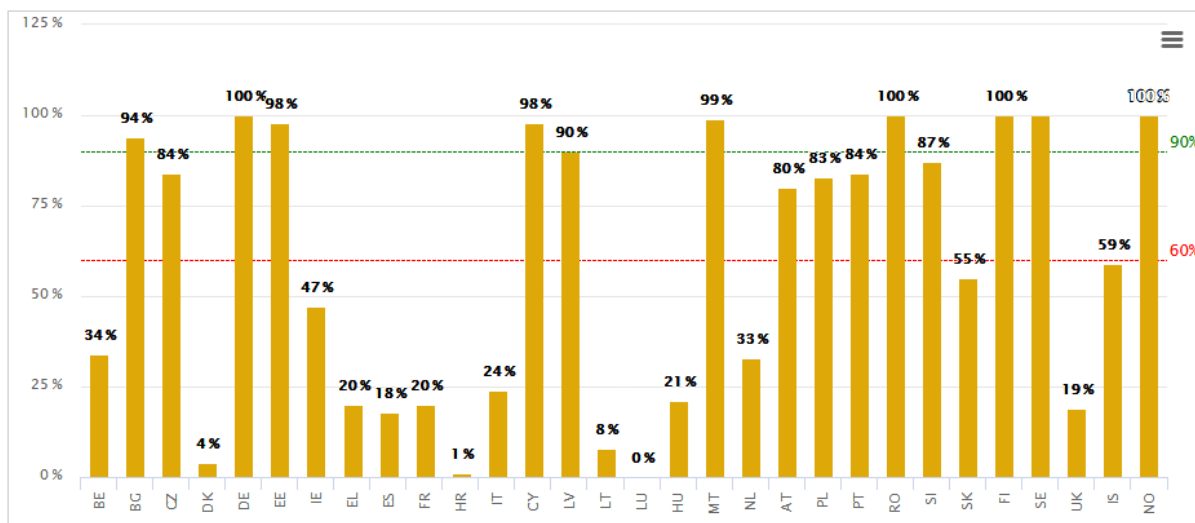
All participating countries are required to **exchange job vacancies** published at national level with EURES. In practice, the data comes essentially from databases managed by public employment services (PES).

The score for this indicator is based on 2 criteria:

- the **connection quality between** the national job databases and EURES
- the **quality of vacancies** exchanged.

Quality has improved in 2017 especially in those countries with lowest performance in 2016.

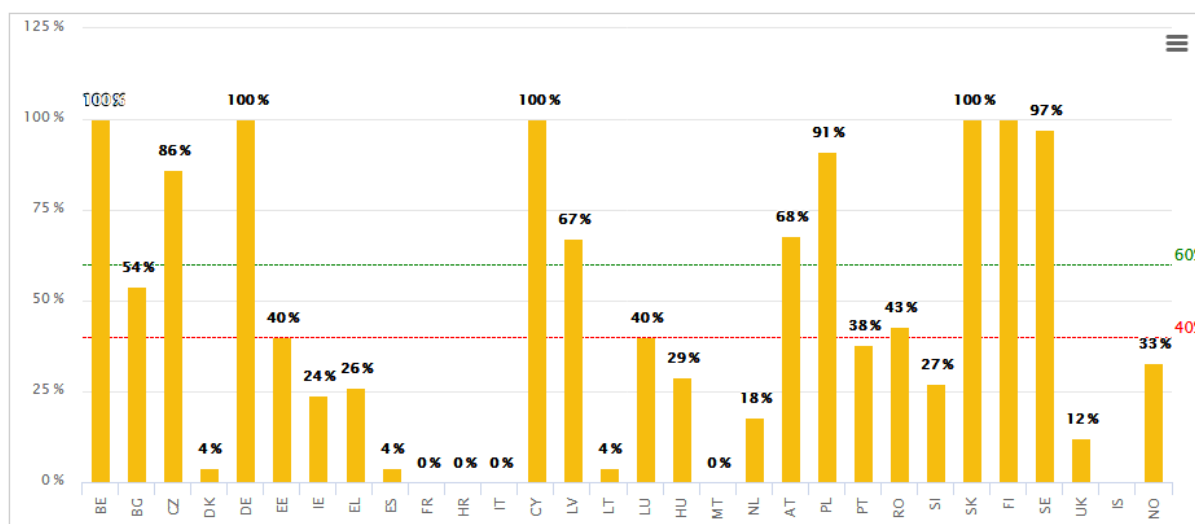
Indicator [2]: Vacancies posted on EURES as a proportion of vacancies held by EURES member organisations



Source: PES, EURES portals - Total number of job vacancies held in the PES or member organisations of the EURES network divided by the number of vacancies exchanged with EURES. In absence of reported figures on the number of job vacancies held by the EURES organisations, numbers of job vacancies publicly made available on the central national databases have been considered. No data for Luxemburg.

Indicator [2] has been calculated on the basis of number of job vacancies observed at a fixed date. Value could then be different for another date. This issue should be solved with the use of performance measurement system in place as from 1.1.2018 where the reference time period will be the full year. France only makes available those job vacancies published on the site of Pôle d'emploi that are managed and fully validated by the PES.

Indicator [3]: Vacancies posted on EURES as a proportion of all national vacancies



Source: EURES portal and quarterly job vacancies figures from EUROSTAT - Comparison is made for the latest available figures (third quarter of 2017). Job vacancies figures in Eurostat not available for France, Italy and Malta.

⚠ The numbers in the chart may not fully reflect the countries' efforts to inform EURES of all their vacancies. This is because the network is organised in different ways in each country.

Regulation (EU) 2016/589 requires each Member State to make available to the EURES portal all job vacancies made publicly available through PES and those provided by other EURES member organisations under Article 12(3) of the same Regulation. Indicator [2] measures how transparent the national databases are. However, the databases in some countries may host vacancies not directly handled by the PES. Since these should not be provided to EURES, we did not take them into account in the calculation where possible. On the other hand, some countries' national databases do not include vacancies managed at local or regional level.

Indicator [3] measures the ratio of

- job vacancies available on the EURES portal

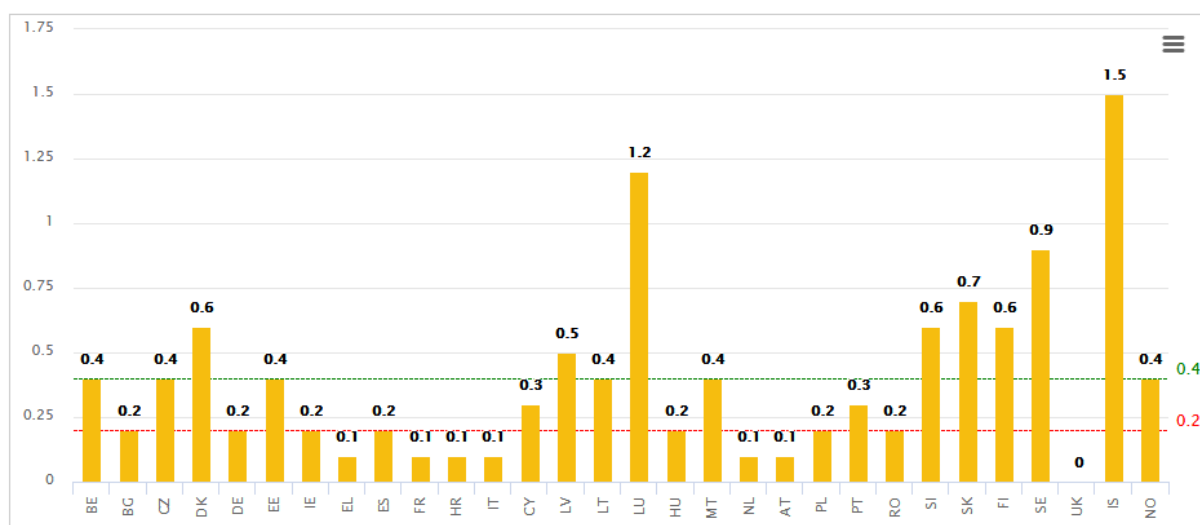
compared to

- all job vacancies available in the Member States, whether or not they are made available by EURES member organisations.

Given the emergence of a variety of employment services, the Commission and the Member States will need to work together to broaden the EURES network as the EU's main tool for delivering recruitment services across the Union. The EURES network could be more effective in the provision of quality services and cover a larger portion of the labour market if it had more member organisations.

Note: the available information was produced using different methods. For example, observations refer to different dates. In countries with low rates for these 2 indicators, it could be worth looking at ways of improving the EURES network's coverage.

Indicator [4]: Number of EURES advisers per 100 000 working age population



Source: EURES portal – Number of full-time equivalent EURES advisers available per 100,000 working-age (20-64) residents in that country

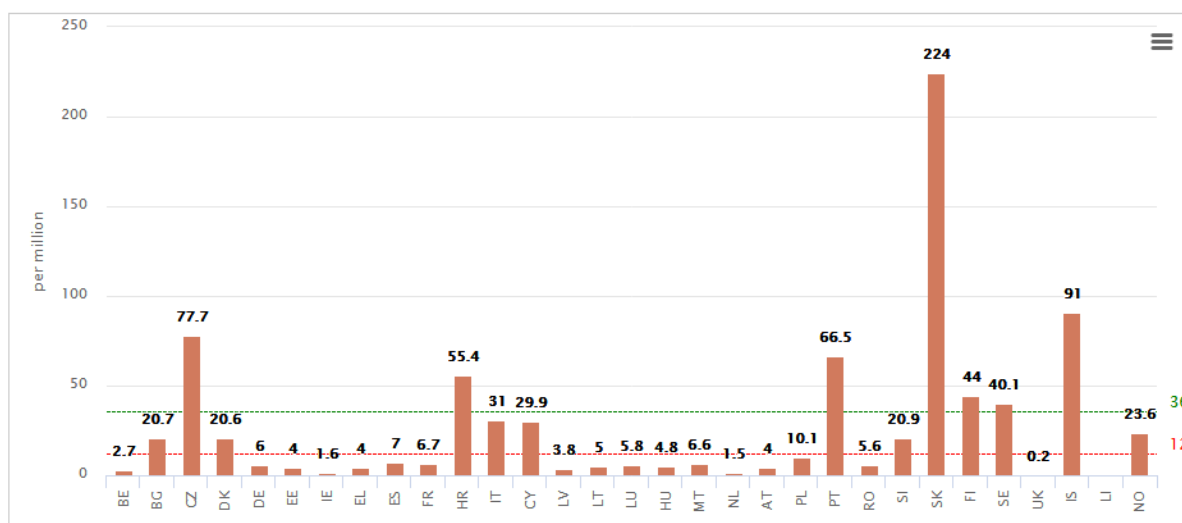
EURES advisers provide specialist guidance to both jobseekers and employers.

They work in a country's PES or in other EURES member organisations. They are not the only staff providing support services for EURES but in many Member States they are the most important part of the network.

A fall in the indicator means there are fewer advisers for the same population. Compared with 2016, indicator decreases in Malta, the Netherlands and Croatia. By contrast, in Slovenia and Iceland went up. Additional information on EURES adviser numbers is provided below (see chart "Number of EURES advisers per country").

⚠The numbers in the chart do not fully reflect national staffing of the EURES network, which is organised differently in each country. In some cases, services are also delivered by staff other than EURES advisers.

Indicator [5]: People who found a job with the help of a EURES adviser



Sources: Monthly reporting by EURES advisers, 2017 Annual report on intra-EU labour mobility

Detailed data is not always available:

- the figures for Greece, Cyprus, France and Portugal only include people from outside the country who found work there with the help of a EURES adviser


This chart shows the ratio per thousand between:

- the number of people who have found a job in another country as a direct result of EURES advisers

and

- the total flows of 20-64 age EU-citizens from or into another EU country.

This indicates how far placements reported as a direct result of the work of EURES advisers contribute to flows of workers in and out of the countries.

 The data for this indicator comes from the monthly reports filled in by EURES advisers. The response rate is on average 60% and the data is often based on estimates. As of July 2015, EURES acting advisers and EURES assistants also report their progress in the monthly report. The aim is to achieve higher reliability.

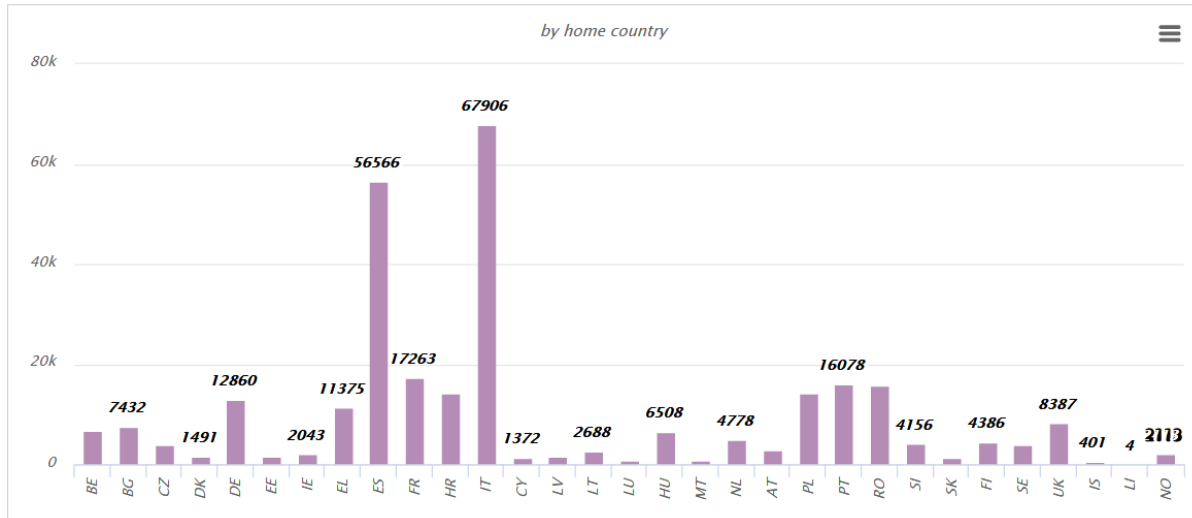
Achievements

- Regulation (EU) 2016/589 entered into force. In 2017 and February 2018, implementing acts on: (i) admission procedures for new EURES member organisations; (ii) standards governing data exchange with the common IT platform; (iii) the programming cycle; (iv) data collection and analysis of activities to monitor and evaluate EURES have been adopted and published.
- The EURES performance measurement system providing new ways of collecting and analysing data on EURES activities should bring more reliable information as from 2018. The system captures and analyses more systematically all the different outputs and outcomes of EURES activity. This will help improve the quality of the EURES section of the Single Market Scoreboard.
- For the first time, all countries have drafted work programmes for 2018. They are also reviewing their respective country fiches.
- EURES member organisations organise various recruitment events. 25 such events were supported on the EURES event management website europeanjobdays.eu.
- The ‘Your first EURES job’ scheme continued to run. The scheme helps EU nationals aged 18–35 find work in other European countries. Between 2013 (when the scheme started) and June 2017, it helped 7.349 people to obtain placements.
- In 2017 ECO developed a series of EURES communication products to further raise EURES awareness.
- For jobseekers have been developed a "[Find your job in Europe with EURES](#)" video and another one presenting [Drop'pin@EURES](#) where young people find youth opportunities to improve their employability.
- All developed EURES audio-visual products are uploaded to the [EURES YouTube channel](#) and the [Audiovisual Services from the European Commission](#) (search EURES).
- On the EURES YouTube channel are also available a new video for employers "[Find your employees with EURES](#)" and a new video on the targeted mobility scheme "[Reactivate](#)" that aims jobseekers who are 35 years or older and who look for a change in their career and are willing to relocate to another country.
- One of the latest products that the European Coordination Office developed is a series of 6 "[looping videos](#)" – very short stop motion videos - appropriate for social media use, that present EURES and its services in a fun and quirky way.

Facts and figures

EURES portal

Jobseekers registered on the EURES site to benefit from portal services, by home country



Source: EURES portal

Reason for visiting – to find a job and information

Reason for registering – to find a job, upload & publish CVs

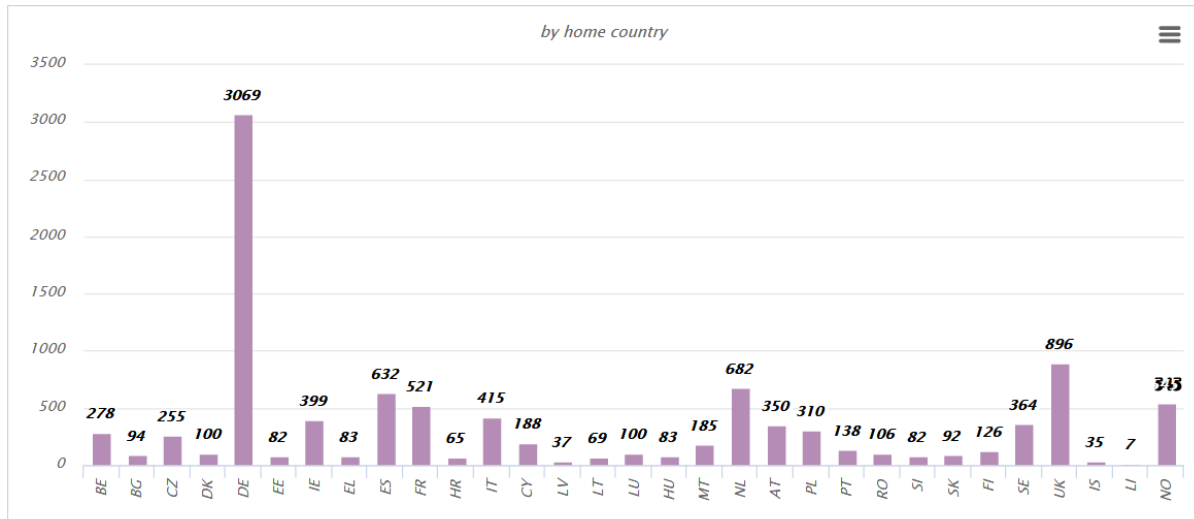
Jobseekers registered (on 31 December 2017) – approaching 300 000.

As in previous years, the highest numbers of job seekers on the portal are from Spain and Italy. Highest increases were observed in Finland, Latvia and Austria.



The number of job seekers registered on the EURES portal varies per country. This depends on factors such as whether effective recruitment channels are available in the different countries and whether workers are interested in working in other countries.

Employers registered on EURES portal to benefit from its services, by home country



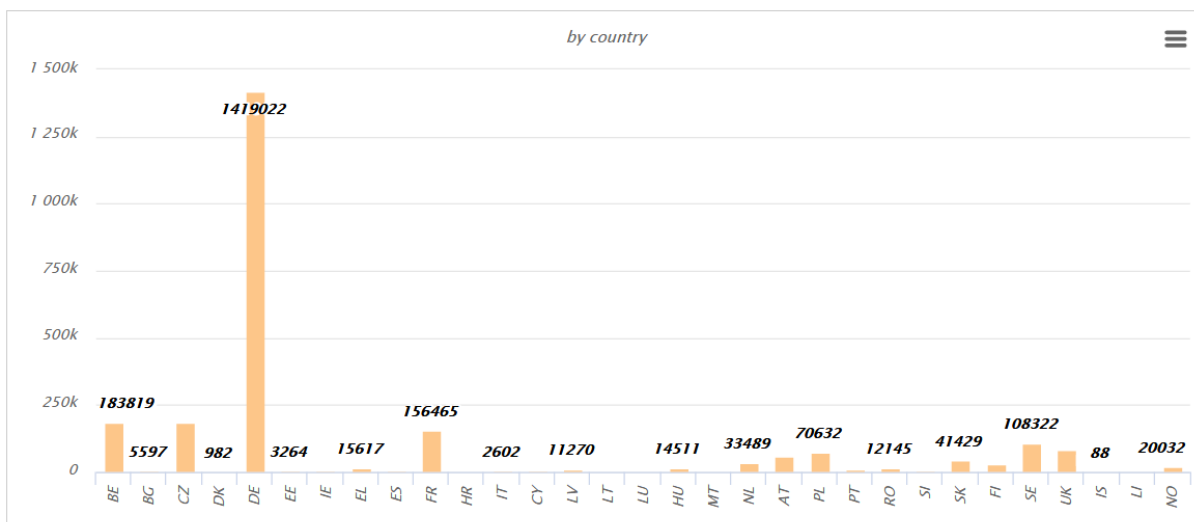
Source: EURES portal

Reason for registering – to find and contact jobseekers who have published their CVs

Employers registered (on 31 December 2017) – around 10 700.

The number of employers registering on the EURES portal to look for candidates in the database is growing yearly (around 6 800 end-2016 compared with 5 600 end-2015 and 3 000 end-2014). As in the previous reporting period, most employers are from Germany, followed by the UK, the Netherlands, Spain and Norway. Highest increases were observed in Cyprus, Iceland and Luxembourg.

Job vacancies on the EURES site, by country



Source: EURES portal

The number of job vacancies in a given country depends on many factors, including the size and characteristics of its labour market. The degree of transparency of those vacancies in turn depends on the different labour market actors and how they make the job vacancies available

online. In many countries the PES have a role to play in this regard, by inviting other actors such as private employment services and temporary work agencies to share job vacancies on a common site. When such actors are considered attractive and to be performing well, they may attract more job vacancies.

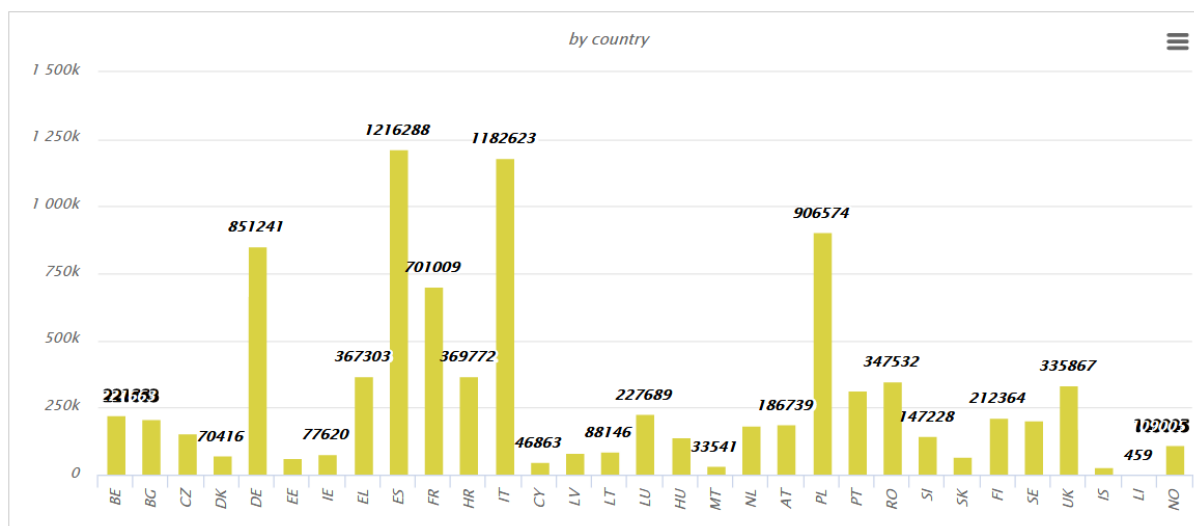
There are two indicators measuring transparency:

- The first indicator (indicator [2]) measures the degree of transparency ensured by EURES member organisations. In principle, all job vacancies that PES make publicly available and those provided by other EURES member organisations should be made available to the EURES portal, apart from the exceptions given in Article 17(2) of Regulation (EU) 2016/589. Therefore the indicator measures the difference between vacancies only available at national level and those that are made available on the EURES portal.
- The second indicator (indicator [3]) measures EURES' labour market share by looking at the number of job vacancies made available on the EURES portal as a proportion of all national job vacancies available. Not all job vacancies published at national level are available through EURES member organisations.

Germany accounts for the bulk of job vacancies.

End of 2017, 28% more job vacancies were available on the EURES portal. Highest increase rates are noted in Slovakia, Cyprus and Latvia. Highest decrease rates in Iceland, Ireland and Romania. Belgium and the Czech Republic currently provide more job vacancies than France or the UK.

Visits to EURES portal by country

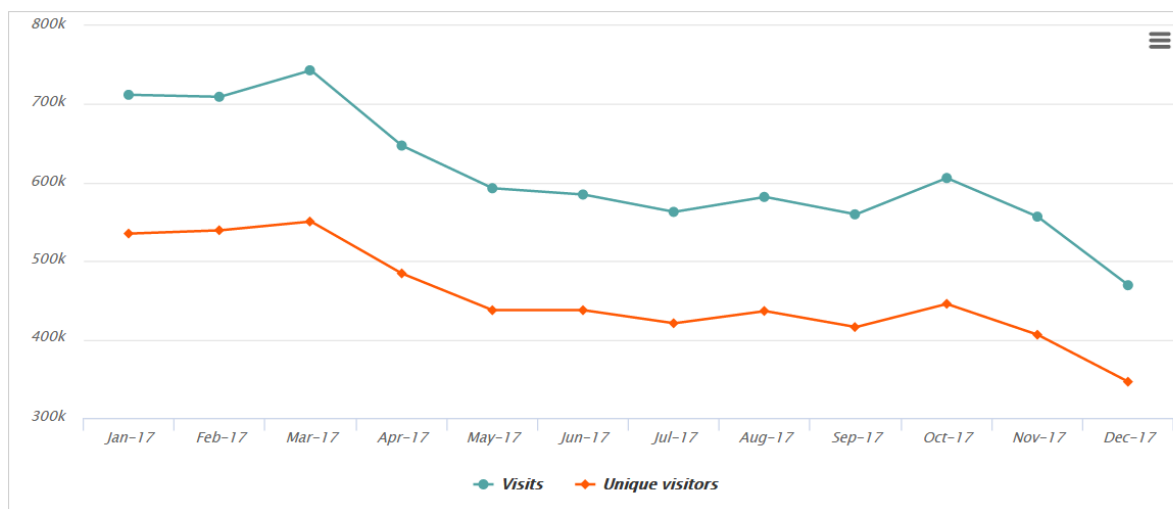


Source: Awstat. Number of pages visited per country in December 2017

The breakdown per country may depend on the technical configuration of IT networks. Figures are in relation with the number of jobseekers in the different countries. The highest values are observed in Italy and Spain, followed by Poland, France and Germany.

Compared with December 2016, the number of pages visited is stable. Highest decrease rates are observed in Liechtenstein, Belgium and Portugal. Highest increase rates in Finland, Estonia and Greece.

Number of individual visitors to EURES website each month

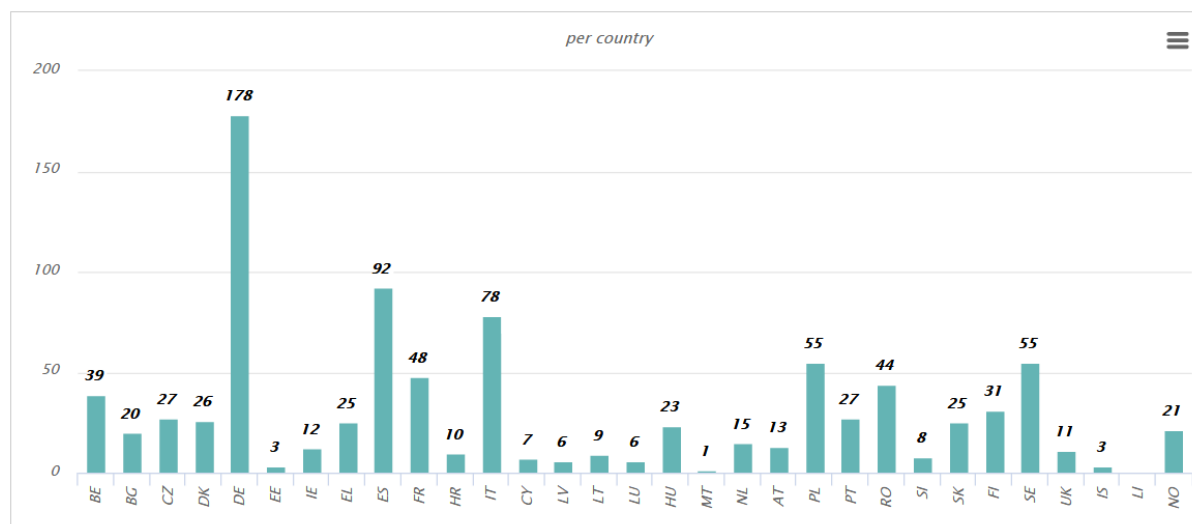


Source: Awstat. Number of visits and individual visitors per month in 2017

Compared with 2016, a decrease of 10% is observed for both variables. This is likely to be due to the improved labour market context in Member States.

Human network

Number of EURES advisers per country



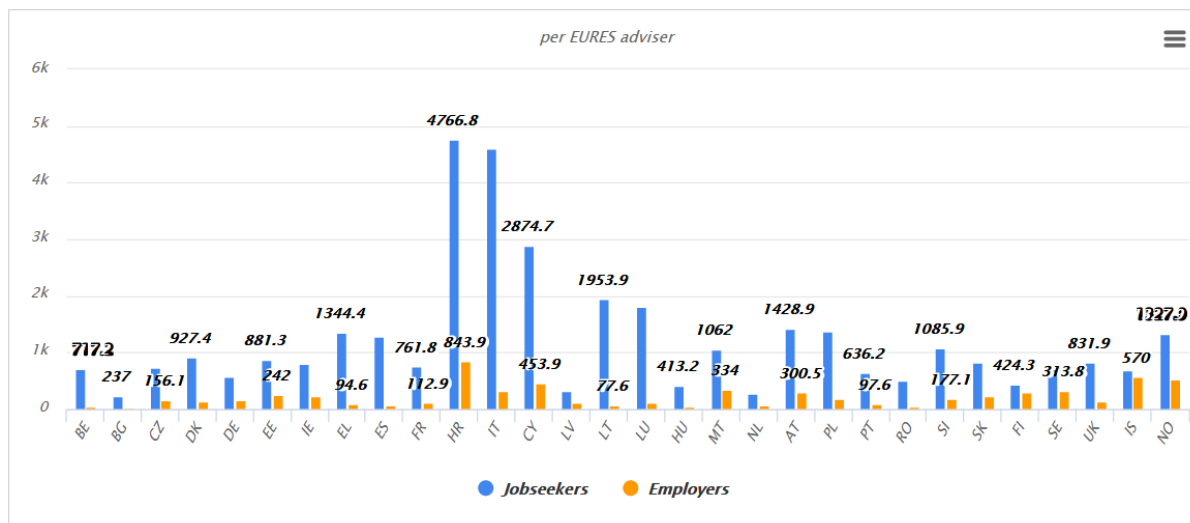
Source: EURES portal

For some countries, figures include staff with similar roles.

The high number of EURES advisers in **Germany** is linked to the size of its labour market, but also to a strong commitment by the German PES to incorporate EURES into their mainstream business activities.

Highest decrease rates are observed in Malta, Luxemburg. Highest increase rate in Bulgaria.

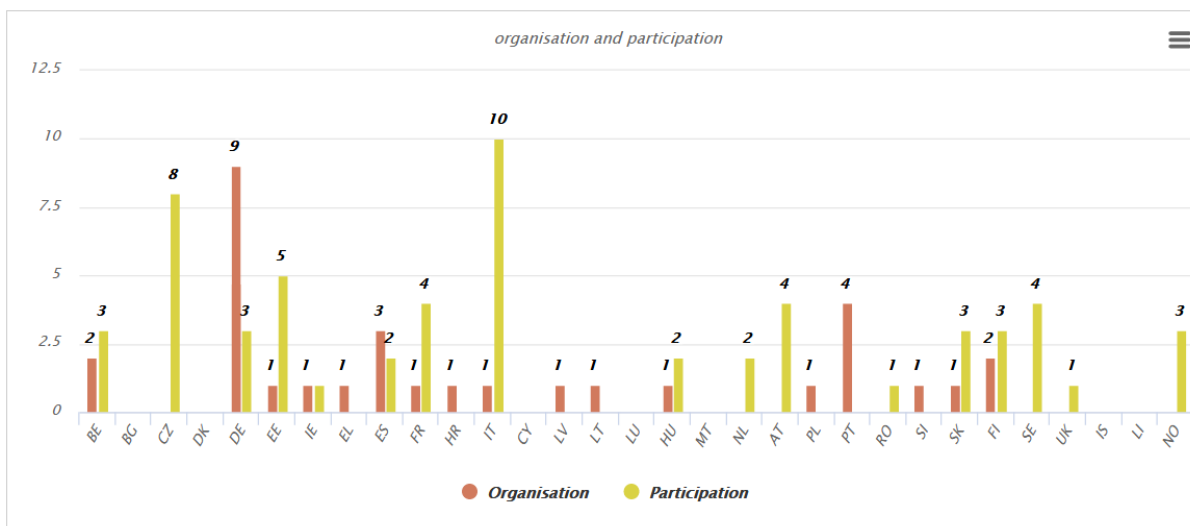
Number of contacts with jobseekers & employers per EURES adviser



Source: Monthly reporting by advisors

Compared with 2016 figures, the number of contacts per adviser with employers has decreased while the same number per adviser with jobseekers has increased. As there was no single definition of what is meant by ‘contacts’, any analysis needs to be done country by country.

European (Online) Job Days – organisation and participation



Source: European Coordination Office

EURES (the European Coordination Office) runs the europeanjobdays.eu platform, enabling EURES member organisations to put some or all of their job day activities online. This helps to overcome attendees’ physical, financial and time constraints.

The above chart shows which countries held European (Online) Job Days with support from the European Coordination Office; how many they organised, and how many Job Days held by other countries they took part in.

For instance, in 2017, Spain organised three Job Days using Commission support by using the europeanjobdays.eu platform, and also participated in 2 Job Days organised in other countries.

The website offers some technical tools including:

- static content posts such as text, photos and videos
- live video streaming (and recording)
- live chats (one-to-one and one-to-many)
- online interview possibilities

These tools support direct links between presenters, EURES staff and individual viewers (jobseekers or employers).

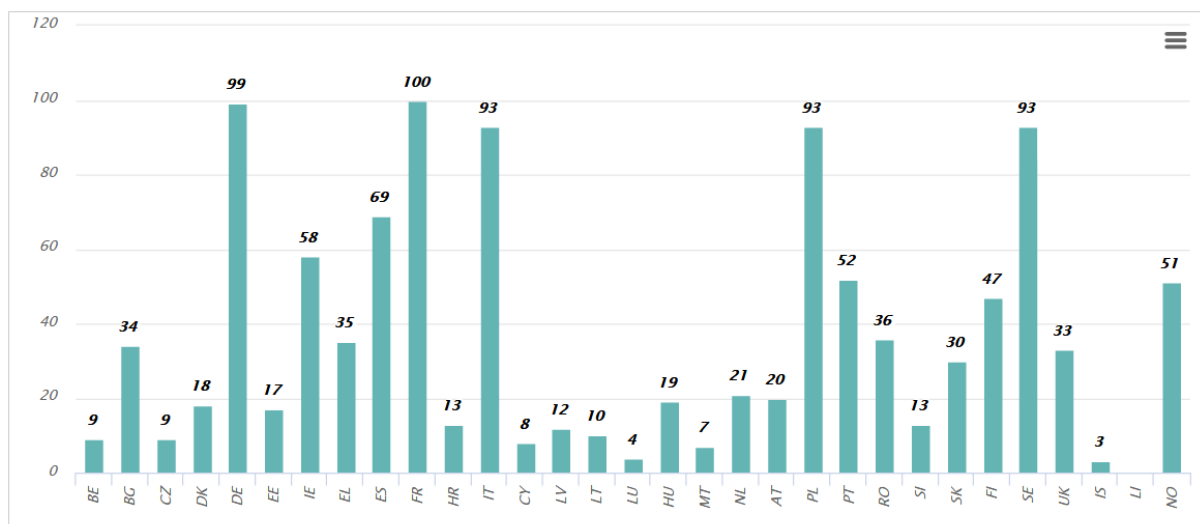
EURES social media tools such as Facebook, Twitter and LinkedIn help make an online event more relevant, useful and engaging for target audiences.

In 2017, 24 events were organised at the platform involving a total of 17 countries. A total of 21 495 jobseekers participated in these events, meeting 1 137 companies that provided 10 080 job offers on the E(O)JD platform.

7 374 individual viewers followed live-streamed presentations (Ustream) during 2017

The number of individual chats on NetOp (the chat tool being used at the E(O)JD platform) were 2 637.

Number of EURES staff taking training at European level



Source: European Coordination Office. Participants are distributed per country for virtual, classroom and hands-on communication trainings.

The Commission runs a joint training programme for all EURES staff and supports the development of mutual learning activities at EU level. The training programme has been overhauled to respond to the requirements of the EURES Regulation:

- The training scheme has been revised to ensure more flexibility, more capacity and more specific content.
- The initial training format has been replaced by a new, flexible and modular format called the ‘consolidation phase’. This gives all EURES staff willing to access the European training programme a basic, common set of skills for their work in the EURES network.

There is currently a wide range of Commission-supported training courses, taught either in classroom sessions (which include traditional classroom training as well as workshops and laboratories) or at distance (through eLearning courses, live on line training sessions and webinars). The training offer covers key strategic areas for the network such as

- Improvement of matching, placement and recruitment skills
- Establishing cooperation with employers and interest groups
- Tools and skills for communication on and promoting EURES activities.
- Development of key transversal skills including negotiation skills, project management skills at transnational level, capacity to develop cooperation projects
- Specific EURES-related information on issues such as social security, taxation and the recognition of qualification

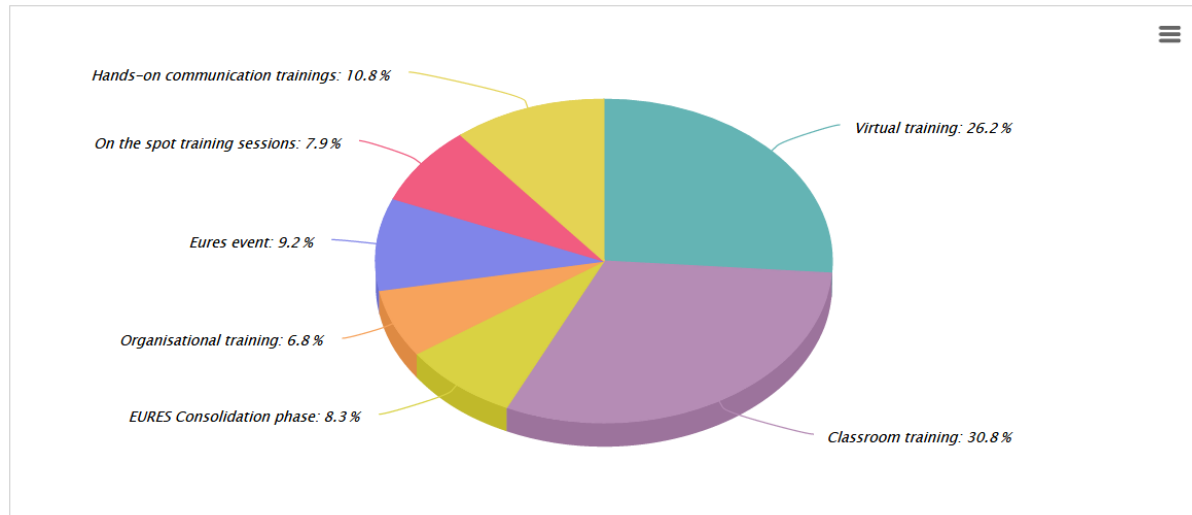
In order to support more coherent training pathways and consolidation of skills in strategic domains, the EURES training programme offers EURES staff the chance to follow courses under four competence pathways: matching processes, job recruitment services towards employers, job placement services towards jobseekers and communication. By completing a set of relevant training courses and preparing a project work EURES staff can obtain the recognition of completion of a EURES competence pathway.

As part of the mutual learning programme since 2017 ECO also promotes EURES Events gathering EURES staff and other actors; the first EURES event took place this year in Lisbon with 150 participants attending.

Further to that EURES members can profit of on-the-spot training sessions to respond to specific training needs of their local network to better deliver EURES services.

Training content is regularly updated and enhanced. The effectiveness of the overall training offer is closely monitored by a mid-term evaluation system that is going to be updated in 2018.

Division of participation by different types of training



Source: European Coordination Office

The total number of participants for all types of training is more than 1 600. This is an increase compared with last training cycle (2016), explained by a wider training offer.

Priorities

- 1) **Full implementation of the mechanisms introduced in Regulation (EU) 2016/589:** Member States are expected to start admission systems for new member organisations and comply with the IT requirements for a uniform exchange system for job vacancies and job applications /CV's by May 2018. The Commission will actively facilitate cooperation between Member States and encourage full compliance in accordance with the deadlines set by the Regulation. This should enable the EURES network to better support to labour mobility in the Union.
- 2) For 2018 one of the priorities is the roll out of the **performance measurement system** for EURES which the Commission defined together with Member States in 2017. The new system (i) becomes a comprehensive framework that can capture/signal in a timely and fairly reliable manner quantitative and qualitative developments on EURES activity at both national and EU level (data collection); and (ii) provides a working method for assessing developments in the data, sharing findings among the participating countries and analysing data. The Commission will continue working with Member States to ensure that the corresponding implementing decision is implemented effectively starting from the 2018 reference year.
- 3) In 2018 new activities will be launched to help Member States **increase the visibility** of EURES and raise awareness about the Regulation. The Commission will contribute to these objectives through its own communication activities and by complementing communication activities at national level, in close cooperation with the Member States.