

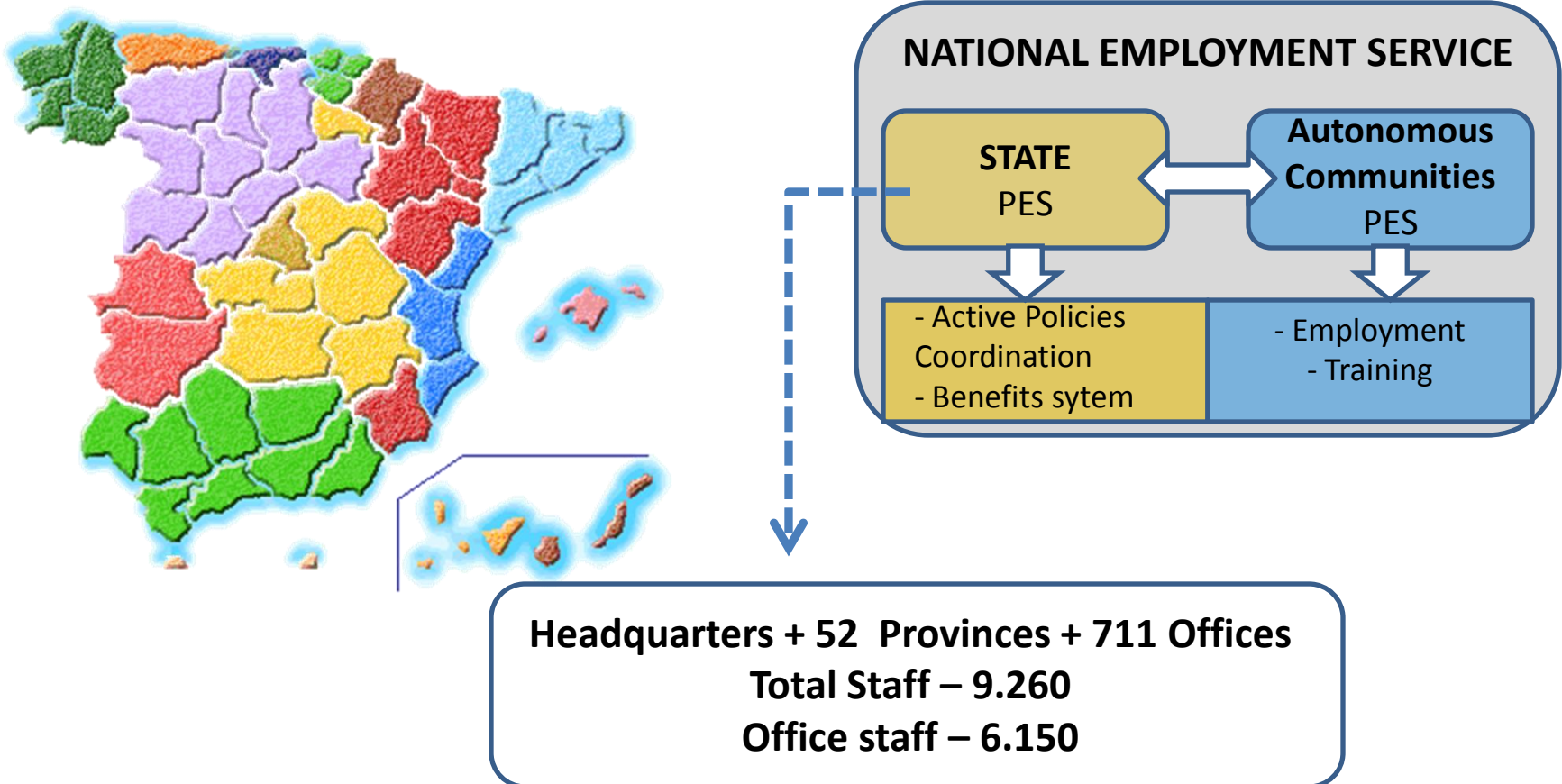
Staffing, skills and managing change in an increasingly digitalised context

STATE PUBLIC EMPLOYMENT SERVICE SPAIN

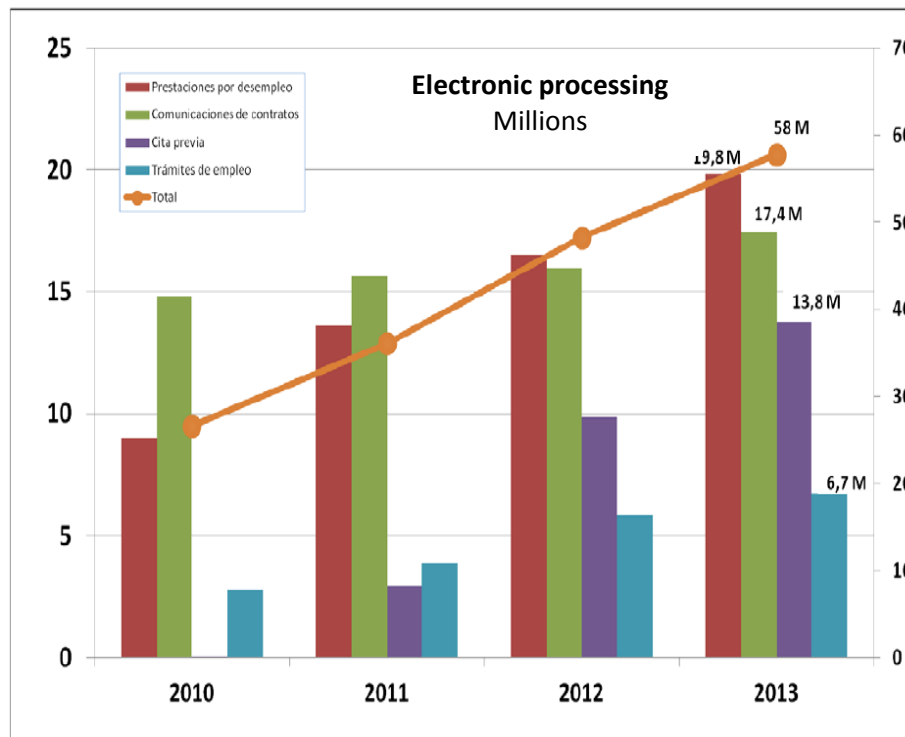
PEER REVIEW : Blended service delivery for jobseekers
Amsterdam, June 2014



SPAIN – National Employment Service ORGANIZATION



Electronic Services : main DATA



- **57,6 million electronic processing in 2013**

- **19,8 million benefits procedures**
- **17,4 million contract communications**
- **13,8 million appointment requests**
- **6,7 million employment procedures**

- **19,34% increase over 2012**

- **3,5 million citizens with SEPE electronic certificate/signature issued**



Key Success Factors

LEGISLATIVE MOMENTUM

- Law 11/2007, electronic access of citizens to public services

TECHNICAL SUPPORT TO USERS **CAU**

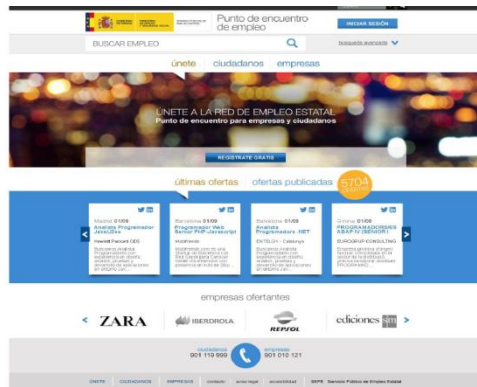
- Customer Care Unit Staff : 27
- Queries /month : 40.000 calls + 1.500 mails
- GEISER Tool: Notifications to ICT (80/month)

ELECTRONIC SERVICES USAGE PROMOTION

- Goal set in the MBO system
- Promoted by Office staff
- Improvement projects – EFQM

Key Challenges

➤ Portal Único de Empleo - Unique Employment Portal



- ❖ Increase State and Autonomous Communities **Coordination**
- ❖ Improve web **information**
- ❖ **Interoperability** of Public Administration information systems

➤ Office Staff: skills and management

- ❖ Rationalization of the **organizational model**: standarization
- ❖ Training **routes/itineraries** per job
- ❖ Training: **online** and blended learning



thank you!

