


# Jobindsats.dk – an IT-based benchmarking tool

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# An overview

- At national level, the Minister for Employment has overall responsibility for employment policy and is administrative authority for the employment regions and for employment measures in the 94 Job Centres
  - The National Labour Market Authority (AMS) is responsible for implementing and following up on employment policy on behalf of the Minister. AMS has the following tools:
    1. Legislation (minimum requirements for unemployed to participate in active measures);
    2. Economic incentives (the state refunds part of the costs of benefits issued by the municipalities);
    3. IT systems (nationwide tools to ensure full transparency about the results and efforts across municipalities which include Jobindsats.dk); and
    4. Dialogue, monitoring, follow-up and continuous learning.
  - The municipalities manage employment measures within the frameworks of legislation and Job Centres manage all employment-directed tasks for all groups of citizens.
  - The four employment regions play a central role in ensuring accountability, as well as supporting flexibility in employment policy in Denmark.
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# What is Jobindsats.dk?

- Jobindsats.dk is an IT-based benchmarking tool making it *easy and fast* to see the results and effects of labour market initiatives (more than 500 measures)
  - *Transparency* for everyone – including the social partners.
  - Benchmarking between:
    - different municipalities / Job Centres
    - different measures to combat unemployment
    - across time
  - One common way of measuring performance
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# What is Jobindsats.dk?

The screenshot shows the Jobindsats.dk website in a Windows Internet Explorer browser window. The browser's address bar shows the URL <http://www.jobindsats.dk/>. The website's header features the logo of the Arbejdsmarkedsstyrelsen (Danish Labour Market Board) and the text "Jobindsats.dk - en service under Arbejdsmarkedsstyrelsen". A navigation menu includes links for "Forside", "Om Jobindsats og Data", "Nyheder", "Publikationer", "Sitemap", "Kontakt", and "Min Jobindsats".

The main content area is titled "Velkommen til Jobindsats.dk" and contains the following text:

Jobindsats.dk samler centrale tal om modtagere af overførselsindkomst og beskæftigelsespolitik.

Fokus er på ydelser til mennesker i den erhvervsaktive alder, som er uden arbejde i kortere eller længere tid. For alle ydelser er det muligt at få en lang række informationer: Hvor mange er på ydelsen? Hvor længe har de været det? Hvor meget koster det? Hvor store er bevægelserne ind og ud af ydelserne? Etc.

Dataserierne starter i 2004, og der kommer nye data hver måned.

Indgangen til Jobindsats.dk er menuen til venstre. Efter at have klikket på ét af punkterne i venstremenuen, skal du vælge mellem Overblik og Databank. Overblik er den hurtige og lette vej til at danne sig et overblik over et bestemt område. Databank giver mulighed for at gå dybere ned i tallene. Du kan vælge mellem et stort antal målinger, og de enkelte målinger kan fordeles på en lang række forskellige variable (fx køn, alder, matchkategori og herkomst).

Vil du læse mere om, hvordan data er opgjort, kan du klikke på "Om Jobindsats og Data" i topmenuen. Du kan også klikke på "I" ud for de enkelte målinger og få detaljeret information om, hvordan målingerne er opgjort.

**Ved problemer eller spørgsmål kan du sende en mail til os via "Kontakt" i topmenuen, eller du kan ringe til Arbejdsmarkedsstyrelsen, Statistik, analyse og overvågning, tlf. 35 28 81 00.**

Below the text, there are two promotional boxes:

- NYHEDSBREVET JOBINDSATS**: [Læs nyhedsbrevet her.](#)
- Min Jobindsats Advisering**: [Få tilsendt mail, når dine udvalgte målinger opdateres.](#)

The left sidebar contains a list of services and statistics:

- Styringsværktøjer
- Ministerens mål
- Ledigheds- og jobindikatorer
- Akutpakken
- A-dagpenge
- Kontanthjælp
- Revalidering
- Forrevalidering
- Sygedagpenge
- Ledighedsydelse
- Fleksjob
- Førtidspension
- Efterløn
- Alle ydelser under ét
- Kontanthjælpsmodtagere omfattet af integrationsprogrammet
- Tidlig indsats
- Andre aktører
- Herkomst
- På kanten af arbejdsmarkedet
- Befolkning og arbejdsmarked
- Udenlandsk arbejdskraft

The right sidebar features a "Nyheder" section with three news items:

- 15. marts: [Besparelsepotentialet 1. kv. 2012 - 4. kv. 2012 er nu offentliggjort](#)
- 15. marts: [Målingerne, der opgør antal udenlandske virksomheder og lønmodtagere, der udfører tjenesteydelser i Danmark \(RUT\) er opdateret med januar 2013](#)
- 15. marts: [Opgørelsen af Udenlandske statsborgere med lønindkomst i Danmark er opdateret til og med januar 2013](#)

Below the news items is a "Se alle nyheder" link and a "Flere services fra AMS" section with a dropdown menu set to "Ams.dk" and an "Ok" button.

The footer of the website contains the following information: "Arbejdsmarkedsstyrelsen - Holmens Kanal 20 - Postboks 2150 - 1016 København K - Telefon 3528 8100 - Telefax 3536 2411 - E-mail: [ams@ams.dk](mailto:ams@ams.dk)".




# Important measures

- Resultatrevisionen (Resultatoversigt, Besparelspotentiale and Scorecard)
  - The Ministers Employment Target Goals. The Minister of Employment sets new goals every year.
  - Indicators of Unemployment (Advanced notices, Division of labour, and Vacant jobs on Jobnet.dk)
  - Akutpakken (Measures that focus on what happens to unemployed people who lose their unemployment benefit)
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# Data sources

Data in Jobindsats.dk come from a number of different sources – including:

- Registrations at the local level made by the local employees in Job Centres and municipalities
  - Statistics Denmark
  - Danish Immigration Service
  - The Danish Ministry of Taxation
  - All data is received on an individual level – with few exceptions
  - After receiving data it is validated before published
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# How to compare?

- Benchmarking is the key stone in Jobindsats.dk – comparing:
    - Different geographic units
    - Across time.
  - Comparable municipalities / Job Centres with the same preconditions – based on ex. number of inhabitants, number of immigrants, number of single providers etc.
    - Fair comparisons that makes sense
    - Comparing with other municipalities / Job Centres than the neighbouring
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# How can Jobindsats.dk affect behaviour?

- Increased knowledge of own results and effects
  - Increased benchmarking not only with the neighbouring authorities but also nationally and with other more comparable local authorities
  - Better equipped politicians capable of making better decisions based on knowledge - not belief
  - Increased focus on results and effects not just measures
  - Larger incentive to approve on accurate registration at the local level
  - Increased pressure to document, explain and improve measures
  - Identification of variations in performance and incentive to best practise, sharing of experiences and knowledge
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# How to secure local anchoring of the tool?

In order to secure support and that the tool is user-friendly and meets the demands of the users, it is important to:

- Include the local and regional actors in the process – working groups
  - Include the social partners and other relevant actors – working groups
  - Local relevance of the measures – connection between the local employees' reality and goals
    - Common data and standards for measuring
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# Pitfalls and recommendations

- Too much steering and overregulation
  - Too much or double registration
  - Lack of focus – too many measures disturb the picture
  - Focus on output more than processes
  - Remember that things are linked together – make sure that a general picture is presented
  - Focus on *realistic* goals rather than *possible* goals
  - Bottom-up processes: Secure local anchoring / support for the tool
  - Combine quantitative measures with more qualitative
  - Keep it simple!
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