



The CHIT-system – registration renewal and communication between PES and jobseeker via a fingerprint system

RENEWAL OF UNEMPLOYMENT STATUS VIA A SYSTEM OF DECENTRALISED FINGERPRINT SCANNERS WHICH ALSO SERVE AS A FORM OF COMMUNICATION WITH THE JOBSEEKER

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In order to cope with the increasing number of persons who wanted to register as unemployed given a limited number of PES staff, the Employment and Training Corporation (ETC) of Malta introduced a fingerprint registration system. It facilitated the first-time and repeat registration of jobseekers and eliminated many of the manual processes existing before the introduction of the fingerprint system.

Name of the PES	Jobsplus Malta
Scope of measure (a pilot project or a national reform)	National reform to increase the effectiveness within the registration process.
When was the practice implemented?	2003-16
What was the driver for introducing the practice? Was it internal or external?	<p>One of the major consequences of the increasing number of jobseekers wanting to register with ETC was that a greater amount of the PES' professional resources were being absorbed by time-consuming administrative work. At that time registration and re-registration were done face-to-face. Communication between registered jobseekers and PES also relied on personal contacts and postal exchange.</p> <p>In order to eliminate many of the manual processes, the CHIT-system was introduced. Fingerprint scanners were installed throughout the country. After scanning a fingerprint a fourteen digit number representing that fingerprint was created so that no person could register on behalf of another fraudulently.</p> <p>Whenever a person registered, the system issued a <i>chit</i> as a receipt of the registration. This also enabled the PES to automatically provide information to the jobseeker about the next registration date and/or the next appointment date with an employment advisor, to invite the registered jobseeker to attend training courses and/or other active labour market measures, etc.</p>
Which organisation was involved in its implementation?	Jobsplus (former: ETC-Employment and Training Corporation), Ministry for Education and Employment, Municipalities
Which groups were targeted by the practice?	Jobseekers registering for the first time and jobseekers renewing their registration.
What were the practice's main objectives?	The main objectives of the introduction of the CHIT-system include the reduction of administrative tasks for employment advisors, the elimination of inefficient manual processes, the increase of effectiveness in the registration process and the communication between registered jobseekers and PES, and the redirection of staff resources from administrative to more strategic tasks.
What activities were carried out?	Implementation of decentralised fingerprint scanners in Malta, information for jobseekers about the system, training of PES staff.
What resources and other relevant organisational aspects were involved?	A call for tenders was issued for the procurement of a fingerprint-based registration system. Once the tender was awarded, ETC management worked closely with the contractor for the supply and installation of the necessary software and hardware.
What were the source(s) of funding?	PES budget.

<p>What were the outputs of the practice: people reached and products?</p>	<p>Decentralised fingerprint scanners were installed on the entire territory. Registration and repeat registration were done via the fingerprint scanners. Communication between jobseekers and PES was facilitated by the release of messages when registration was done.</p>
<p>What outcomes have been identified?</p>	<p>The CHIT-system facilitated the first-time and repeat registration of jobseekers. It also eliminated many of the manual processes that had been introduced previously, thus saving time and staff resources and diminishing mistakes in the registration process as well as in communication between jobseekers and PES.</p>
<p>What are the lessons learnt and success factors?</p>	<p>The introduction of the digital fingerprint scanner system was a success story under specific circumstances: a high number of unemployed had to be registered in a limited time-span with a limited number of PES staff. By transferring the registration work to automatic systems, PES advisors could concentrate on profiling and providing assistance of jobseekers as well as supporting registered unemployed into suitable ALMP measures.</p> <p>In the meantime, the labour market situation in Malta changed substantially. As unemployment is below the EU average, the PES' strategic tasks consist of attracting foreign workers and of increasing the adaptability of the registered unemployed to existing job offers. In this context the PES decided to focus more on direct contacts between jobseekers and employment advisors using an on-line competence-based job matching system to determine whether jobseekers are actually actively seeking employment. PES support and sanctions are no longer dependent on turning up for registration, appointments and participation in ALMPs but on how active a registered jobseeker is in finding employment. In this light, the CHIT-system seems to offer good opportunities for countries with high unemployment figures and limited staff capacities, as well as being useful for PES that encompass large areas.</p>



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