Success Story: Organisation development at the Lithuanian Employment Services

Challenges

Lithuania faces a number of structural labour market challenges, including a declining population, high rates of labour force emigration, shortages of labour and skills as well as skills mismatch in certain sectors. The aim was to establish the Lithuanian Employment Service (LES) as a key strategic provider of labour market services by reforming structural and organisational aspects to render services more efficient and to better meet the needs of jobseekers and employers.

Actions

- Use of PES Mutual Learning activities to initiate and support the implementation of the LES reform agenda
- Review of all processes related to providing services to jobseekers and employers
- Continuous participants at mutual learning events
- Introduction of quality management system based on ISO 9001:2015
- Piloting of a new client service model in three offices, and complete roll-out to all regional offices by September 2017
- Increase of frontline staff to provide direct services to clients (jobseekers and employers) and decrease of the number of managers (-15%)
- New youth employment units and services for young job seekers.
- Recommendations for regional LES for the cooperation with universities, colleges and schools
- Single contact principle: New dedicated service for employers.
- Problem analysis through peer reviews
- Targeted mutual learning activities and study visits
- Follow-up and feedback to peers
- Quality management and evaluation
- Piloting of new service model

Success Factors

- Internal demand from LES staff to learn from other PES experiences
- Up-to-date, concrete and precise information about a range of models from other PES
- Evidence from other countries to support reform decisions.
- Strong support by senior management
- Strategic alignment and successful engagement of stakeholders

Results

The LES is now a dynamic, modern and strategically agile organisation with an ongoing reform agenda. To better meet client needs, a new client services model to increase customer orientation and enhance service provision has been established, focusing on a face-to-face customer approach.
Follow-up Visit
'Sustainable integration into the labour market', Norway

JAN 2017

Thematic Review
'Engaging with and improving services to employers', Lithuania

JUN 2017

Working Group
'Cooperation with the education sector', Germany and Austria

OCT 2017

Benchlearning external assessment
LES with peers from Austria, Iceland, Greece

OCT 2017

Webinar
'Career guidance and lifelong learning: competency assessment of jobseekers'

DEC 2017

Webinar
'Engaging employers in career and lifelong learning'

JAN 2018

Follow-up Visit
'Engaging with and improving services to employers', Belgium

FEB 2018

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