



# 2018

## at a glance

Public Employment Service Austria (AMS)

[www.ams.at](http://www.ams.at)



Arbeitsmarktservice  
Österreich

# FOREWORD

## FROM THE BOARD



DR. JOHANNES KOPF, LL.M.  
Member of the Board



DR. HERBERT BUCHINGER  
Chairman of the Board

## 2018: EVEN MORE WORK

Even if this heading sounds quite simplistic, it is indeed the best description for the developments of 2018, such a favourable year for the Public Employment Service Austria, the AMS, and an indeed successful and work intensive year for us. Since employment in Austria increased as strongly in 2018 as previously in the 70s of the last century, this year the labour market experienced the relatively strongest reduction in unemployment or persons in training since 2000, i.e. for the last 18 years, and despite the continuously increasing labour supply, primarily from the other EU countries.

The growing demand for labour in Austrian companies required both a quick and differentiated labour market policy response. We increased the referral of job-seekers who obtained further qualifications through the AMS, expanded cross-regional referrals in 2018, as well as increased assistance to enterprises in raising qualifications of their own staff.

The key tool of the AMS in combating the skilled labour shortage has been our own skilled labour training scheme, where through our many fostering programmes we assisted over 35,000 people in completing their apprenticeship.

And yet – the demand for labour from trade and industry continued growing throughout 2018 and the vacancies reported to the AMS reached new records resulting not only in the growing number of vacancies filled with support from the AMS but unfortunately the number of companies reporting staffing problems also grew.

The fact that this shortage of skilled labour, so characteristic of 2018 but also continuing to represent a challenge for all of us at the AMS this year, has not resulted in a massive impediment to growth of the Austrian economy is thanks in part to the contribution from all of us at the AMS.

A handwritten signature in blue ink, appearing to read 'H. Buchinger'.

Dr. Herbert Buchinger  
Chairman of the Board

A handwritten signature in blue ink, appearing to read 'J. Kopf'.

Dr. Johannes Kopf, LL.M.  
Member of the Board

# HIGHLIGHTS 2018

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## VACANCY & JOB-SEEKER MATCHING

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- > 6,260 staff, equivalent to 5,621 full time employees, assisted job seekers as well as around 76,500 enterprises at the 104 local offices including six branch offices across all federal provinces.
- > Around 422,400 vacancies were filled with AMS assistance, corresponding to an 8.4% increase.
- > AMS involvement in the labour market (share of vacancies filled with AMS assistance in all newly created employments) was around 48%, approximately seven percent higher compared to the previous year.
- > On average over 2,500 job respectively apprenticeship seekers were able to find employment through AMS assistance every working day.
- > Around 615,800 registered unemployed found new positions through AMS assistance.
- > Every 55 seconds we succeeded in acquiring a new vacancy (including apprenticeship placements). A total of 567,200 vacancies and apprenticeship placements were acquired and supported.
- > Around 53% of all vacancies (without apprenticeship placements) were filled within one month. The average staffing period for all vacancies (without apprenticeship placements) was 46 days.
- > Around 15,000 scheduled appointments with unemployed persons were held on each working day at the local AMS offices.
- > A total of around 3.74 million scheduled appointments with unemployed persons were held at the local AMS offices.
- > The AMS staff issued around 14,600 placement recommendations every working day resulting in a total of over 3.6 million placement recommendations issued to customers for vacancies registered with the AMS, i.e. around 440,000 placement recommendations more than in the previous year.
- > 6,300 assistance agreements were concluded by the AMS with customers every working day with AMS staff issuing a total of around 1.6 million assistance agreements.

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## ACTIVE LABOUR MARKET POLICY

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- > Active labour market policy subsidies were used by around 342,000 job seekers respectively employees representing total spendings of 1,369 million Euros.
- > More than three out of ten unemployed persons (35%) enjoyed the benefits of aids and subsidies. 41% of unemployed women and 31% of unemployed men were assisted.
- > 653 million Euros were spent for 173,000 employed and unemployed women, i.e. 50.5% of the total aids and subsidies budget.
- > The AMS staff fostered 1,400 people every working day and managed around 3,800 aid and subsidy applications.

# 2018

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## INCOME SUPPORT

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- > The local AMS office staff processed around 4,460 applications for income support every day, with a total of around 1,109,600 applications being processed.
- > A total of 5.7 billion Euros was paid out in all unemployment benefits and other labour market aids and subsidies.

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## CUSTOMER SATISFACTION

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- > Around 75 percent of unemployed persons and businesses were highly satisfied respectively satisfied with AMS performance. The number of businesses satisfied with the AMS reached a new high (75.4%), the number of job seekers satisfied with AMS performance also growing significantly (76.5%) and exceeding the best ever benchmark of 2010 (75%).

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## INTERNET & INFORMATION SOURCES

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- > An average of 228,800 applications and 161,800 vacancies were available at the AMS eJob-Room every day.
- > On average virtually every third unemployed person had an active eAMS account, the number of all people with an active eAMS account increasing in comparison to the previous year by 10%.
- > eService offers in the eAMS account were used on average over 30,000 times per calendar day, i.e. an eService offer was used every 3 seconds around the clock.

- > By the end of 2018 the AMS Job App for vacancies searching had been installed on around 170,000 smartphones and tablets.
- > Around 5.3 million persons visited the internet AMS website with 17 million hits in 2018.
- > Over half a million youths and adults took advantage of the information offered by the 72 AMS careers information centres.
- > Around 96,000 students from 4,758 school classes visited the careers information centres; so nearly every second student in the seventh, eighth and ninth school level was reached.
- > Around 2,100 people visited the AMS careers information centres personally every working day.
- > Over 240,000 information brochures were delivered to the AMS offices, these being additionally made available electronically on the AMS website.

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## SERVICELINES: THE AMS CALL CENTRES

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- > The ServiceLine staff answered on average around 17,700 calls every working day, and a total of 4.4 million calls from employment seekers and businesses were answered.

# LABOUR MARKET SITUATION

The European Union assigned an **unemployment** rate of 4.9% to Austria for 2018 (a reduction of 0.6 percentage points in comparison to 2017), with Austria ranking ninth across the EU 28 states behind the Czech Republic, Germany, Hungary, Malta, the Netherlands, Poland, Great Britain and Romania. The unemployment rate for the 28 EU states was 6.8%.

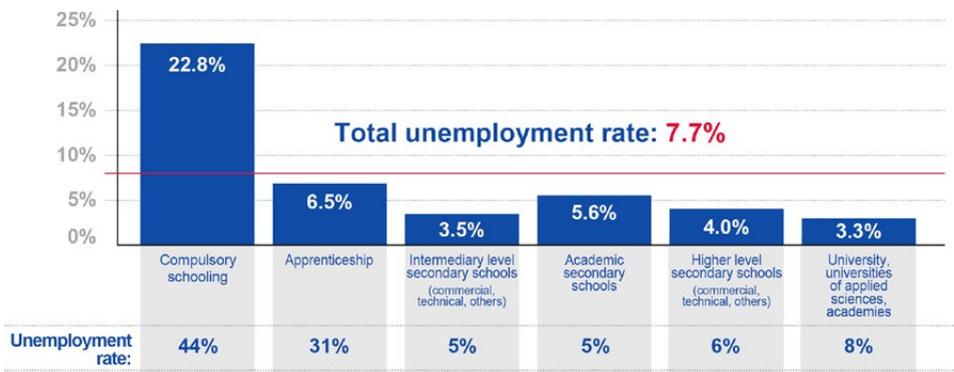
The **average unemployment period** was 125 days, i.e. two days longer compared to the previous year (women – 2 days respectively men – 1 day). In 2018 graduates of compulsory schooling had the highest risk of unemployment with an unemployment rate of 22.8%; university graduates with a rate of 3.3% the lowest.

137,844 persons with maximum compulsory schooling and 24,183 university graduates were unemployed in the 2018 annual average.

The breakdown of unemployed persons by their completed level of education shows that nearly every second unemployed person had no additional education beyond compulsory schooling (44.2%). Slightly less than one third of unemployed persons had completed apprenticeship training (31.4%).

In the course of 2018 the number of persons affected by unemployment (918,119) reduced by 35,270 or -3.7% in comparison with the previous year. The number of affected men was with 518,077 higher than that of women (400,075).

## Unemployment rates and breakdown by completed education level\* in 2018



\* Registered unemployed belonging to an educational group related to the labour force potential (= unemployed + employed within the same year) of the same educational group; breakdown of the employed basis by educational level was calculated based on the results of the labour force survey of 2018 (employed acc. to ILO).

# FACTS & FIGURES

	Total			Women		Men	
	2018	Total change compared to 2017	Change in % compared to 2017	2018	Change in % compared to 2017	2018	Change in % compared to 2017
<b>All unemployed</b>	<b>312,107</b>	<b>-27,868</b>	<b>-8.2</b>	<b>137,266</b>	<b>-6.7</b>	<b>174,841</b>	<b>-9.3</b>
Up to age 24	32,444	-5,312	-14.1	13,574	-12.6	18,870	-15.1
≥ age 45	133,364	-9,345	-6.5	55,008	-4.8	78,356	-7.7
Austrian citizens	216,248	-24,376	-10.1	95,543	-9.0	120,706	-11.0
Foreigners	95,859	-3,492	-3.5	41,723	-1.0	54,136	-5.4
Increase	978,713	-31,703	-3.1	433,728	-1.6	544,985	-4.3
Decrease	1,133,687	-40,900	-3.5	501,468	-2.2	632,219	-4.5
Long term unemployed (registered for over 1 year)	50,644	-7,894	-13.5	18,982	-12.9	31,662	-13.8
Long term unemployed	105,727	-13,578	-11.4	43,592	-10.5	62,135	-12.0
Average registration period	207	1	-	185	-	224	-
Average unemployment period	125	-2	-	124	-	126	-
Persons in training (SC status)	68,739	-3,360	-4.7	34,800	-1.4	33,938	-7.8
Apprenticeship seekers	6,205	51	0.8	2,527	2.0	3,678	0.0
Unemployed (AL status)	918,119	-35,270	-3.7	400,075	-2.4	518,077	-4.7
<b>Employed</b>	<b>3,741,484</b>	<b>86,188</b>	<b>2.4</b>	<b>1,741,328</b>	<b>2.1</b>	<b>2,000,156</b>	<b>2.6</b>

Annual average figures except for increases/decreases and affected persons.

International Employment Rates	Employment Rates in % in 2018			Employment Rates in % in 2017		
	Total (age 15 - 64)	Women (age 15 - 64)	Older persons (age 55 - 64)	Total (age 15 - 64)	Women (age 15 - 64)	Older persons (age 55 - 64)
EU 28	68.6	63.4	58.7	67.7	62.5	57.1
EU 15	68.8	63.9	60.4	68	63	58.8
<b>Austria</b>	<b>73</b>	<b>68.6</b>	<b>54</b>	<b>72.2</b>	<b>68.2</b>	<b>51.3</b>

Labour Market Targets in 2018	Target value	Actual value	Target achieved
Increase advertisement on the labour market (filled vacancies)	min. 489,510	482,043	-
Acquisition of skilled positions (monthly gross income over 1,900 Euros)	min. 133,684	137,030	✓
Keeping youth unemployment periods short (unemployment not longer than six months)	max. 6,750	3,047	✓
Integrating older unemployed (from age of 45) into the labour market	min. 186,988	190,660	✓
Sustainable job take-ups by persons below 45 after longer unemployment periods (case duration of over one year)	min. 28,388	27,801	-
Allocate 50% of aid and subsidy budget to women	min. 50%	50.5%	✓

Placement	2018	Total change compared to 2017	Change in % compared to 2017
Increase in vacancies	529,589	-2,911	-0.5
Decrease in vacancies	520,392	852	0.2
All employments	615,773	-8,438	-1.4
Employments of persons of age 45+	184,440	-2,448	-1.3

Assistance Schemes & Subsidies	New supported persons			Payments in million Euros		
	All persons*	of which women	Women in %	Total	of which women	Women in %
Employment	76,082	33,819	44.5	489.89	244.16	50.8
Qualification	224,395	114,366	51.0	740.76	334.36	47.0
Support	164,167	86,428	52.6	138.42	74.85	58.4
<b>Total 2018</b>	<b>341,609</b>	<b>172,574</b>	<b>50.5</b>	<b>1,369.07</b>	<b>653.37</b>	<b>49.5</b>
Total 2018 without reduced working hours & solidarity bonus				1,255.51	609.58	50.5
for unemployed	325,678	164,163	50.4	1,343.70	647.15	49.7
for employed	15,931	8,411	52.8	25.38	6.22	34.9
<b>Total 2017</b>	<b>363,825</b>	<b>178,690</b>	<b>49.1</b>	<b>1,326.61</b>	<b>611.67</b>	<b>47.3</b>
Total change	-22,216	-6,116	1.4	42.5	41.70	2.2
Change in %	-6.1	-3.4	2.9	3.2	6.8	4.7

\* When one person is included within several aid and support schemes they are counted for each of these; the total however only considers them once (unambiguous person count; the subtotal of rows does not therefore correspond with the sum totals). This representation logic is valid for all person related statements

# AMS ORGANISATION

The AMS, the Public Employment Service Austria, is a service provider company under public law and is divided into one federal, nine regional and 98 local organisations: the federal office, regional offices and local offices. There are also six branch offices and 72 careers information centres.

The social partners are involved at all these levels and make a considerable contribution in forming labour market policy (provincial employment

schemes) and organizational controlling in the board of governors, the provincial directorates and regional advisory councils.

At the end of December 2018 6,260 staff were at the service of job seekers and enterprises, of which 2,041 were in part-time employment. Annual average staff deployment is 5,621 full-time equivalents. The female proportion is 66.4% and that of female executives 49.8%.

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