

PES Benchlearning statistics

Glossary

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1. Introduction

This Glossary provides information on the quantitative data that the European Network of Public Employment Services (PES) uses to monitor and evaluate the performance of PES. This work takes place in the framework of the benchlearning process, which is described in the PES Benchlearning Manual¹.

At the heart of all statistics gathered in the framework of the PES Benchlearning initiative are the PES indicators agreed upon by the PES Network. A list of the quantitative and qualitative indicators agreed can be found in the Annex of the Decision on enhanced cooperation between PES, No 573/2014/ of 15 May 2014.²

Both the quantitative and qualitative indicators evolved in the period 2015-2018. In 2018, a set of mandatory indicators elaborated and agreed upon with all PES in 2015, was extended with complementary indicators for monitoring the long-term unemployed (LTU). In addition, an indicator 'Jobseeker market share' based on the Labour Force survey data was included to the list as a complementary indicator.

This glossary contains a succinct description of the performance and context indicators, as well as brief explanations of some of the main terms used.

2. PES Performance indicators

The following table provides a synopsis of the mandatory indicators used to assess PES performance, grouped by the four performance areas distinguished in the PES benchlearning exercise. The table encompasses information on the dimensions measured by these indicators, short names used in the PES BL dashboard and whether the indicator is mandatory or complementary.

Benchlearning indicator	The dimension of PES performance this indicator measures	Short name used in the PES BL dashboard	Type of indicator
Contribution to reducing unemployment for all age groups and for vulnerable groups			
Non-subsidised transitions into employment per age group, gender and qualification level, as a share of the stock of registered unemployed persons	Unemployed jobseekers reintegrated into non-subsidised employment and presented as a percentage of the number of unemployed people registered with that PES, separated into groups of persons by: <ul style="list-style-type: none"> ▪ Age ▪ Gender ▪ Qualification (ISCED level). 	Non-subsidised transitions	Mandatory indicator

¹ <https://op.europa.eu/en/publication-detail/-/publication/44626fc3-4769-11e8-be1d-01aa75ed71a1/language-en>

² published in the OJ 159/32 of 28.5.2014, http://eur-lex.europa.eu/legal-content/NL/TXT/?uri=uriserv:OJ.L_.2014.159.01.0032.01.ENG

Benchlearning indicator	The dimension of PES performance this indicator measures	Short name used in the PES BL dashboard	Type of indicator
Total exits out of unemployment per age group, gender and qualification level as a share of the stock of registered unemployed persons	All unemployed jobseekers who for any reason (employment, disability, parenthood, regular education, retirement, etc) de-register/ quit from the PES register, and presented as a percentage of the number of unemployed people registered with that PES, separated into groups of persons by: <ul style="list-style-type: none"> Age Gender Qualification (ISCED level). 	Total exits	Mandatory indicator
Contribution to reducing the duration of unemployment and reducing inactivity, so as to address long-term and structural unemployment, as well as social exclusion			
Fast transitions into employment per age group, gender and qualification level, as a share of all PES register transitions into employment	Unemployed jobseekers reintegrated into the labour market within 6 months , as a percentage of all transitions into employment and separated into groups of persons by: <ul style="list-style-type: none"> Age Gender Qualification (ISCED level). 	Fast transitions	Mandatory indicator
Medium-term transitions into employment per age group, gender and qualification level, as a share of all PES register transitions into employment	Unemployed jobseekers reintegrated into the labour market by a PES within 12 months , as a percentage of all transitions into employment and separated into groups of persons by: <ul style="list-style-type: none"> Age Gender Qualification (ISCED level). 	Medium-term transitions	Mandatory indicator
Entries from inactivity into a PES register, as a share of all entries into that PES register per age group and gender	Unemployed people who were not working or being educated, and not previously seeking a job, who are now contacting a PES and seeking jobs; presented as a percentage of all people registering with the PES and separated into groups by: <ul style="list-style-type: none"> Age Gender Qualification (ISCED level). 	Entries from inactivity	Mandatory indicator
Transitions into non-subsidised employment after 12 months of unemployment, as a share of the stock of registered unemployed persons	Long-term unemployed jobseekers reintegrated into non-subsidised employment and presented as a percentage of the number of unemployed people registered with that PES.	LTU: Non-subsidised transitions	Complementary indicator

Benchlearning indicator	The dimension of PES performance this indicator measures	Short name used in the PES BL dashboard	Type of indicator
Exits from the PES unemployment records after 12 months of unemployment, as a share of all exits independently of the reason/destination	Long-term unemployed jobseekers who for any reason (employment, disability, parenthood, regular education, retirement, etc) de-register/ quit from the PES register and presented as a percentage of the number of all exits independently of the reason/destination.	% of LTU exits of total exits	Complementary indicator
Transitions into employment after 12 months of unemployment, as a share of the stock of registered long-term unemployed persons	Long-term unemployed jobseekers reintegrated into the labour market and presented as a percentage of the number of the long-term unemployed people registered with that PES.	LTU transitions as a share of total LTU	Complementary indicator
Transitions into employment after 12 months of unemployment, as a share of all transitions from unemployment to employment	Unemployed jobseekers reintegrated into the labour market by a PES after 12 months , as a percentage of all transitions into employment.	Long-term transitions	Complementary indicator
Participants in ALMP measures unemployed for 12 months or more, as a share of all participants in ALMP measures	Long-term unemployed jobseekers participating in ALMP measures as a percentage of all participants in ALMP measures.	LTU in ALMP	Complementary indicator
Filling of vacancies (including through voluntary labour mobility)			
Job vacancies filled	Percentage of the vacancies signalled by employers to a PES, which that PES has managed to fill by assigning qualified persons from the PES unemployment register to the vacant position.	Vacancies filled	Mandatory indicator
Share of the unemployed who found a job with the contribution of PES	LFS-survey participants who stated in Eurostat's Labour Force Survey that the PES was involved at any moment in finding the present job (WAYJFOUN) as a percentage of all persons who found a new job, separated into groups of persons by: <ul style="list-style-type: none"> ▪ Age ▪ Gender ▪ Qualification (ISCED level). 	PES involvement in job finding	Mandatory indicator

Benchlearning indicator	The dimension of PES performance this indicator measures	Short name used in the PES BL dashboard	Type of indicator
Share of the unemployed who contact the PES while actively searching for a job	LFS - survey participants who stated in Eurostat's Labour Force Survey that they contacted public employment office to find work (METHODA), and separated into groups by: <ul style="list-style-type: none"> ▪ Age ▪ Gender ▪ Qualification (ISCED level). 	Jobseeker market share	Complementary indicator
Customer satisfaction with PES services			
Overall satisfaction of jobseekers	Percentage of people who are registered with a PES and who declare that they are satisfied with the services provided to them by the PES as a percentage of all survey participants.	Jobseekers' satisfaction	Mandatory indicator
Overall satisfaction of employers	Percentage of companies which declare that they are satisfied with the services provided for them by the PES as a percentage of all survey participants.	Employers' satisfaction	Mandatory indicator

3. Context indicators

The following table provides succinct information on the context indicators and references to the sources used.

Name	Definition	Reference
Employment rates for various subgroups	Share of employed persons by gender, qualification (ISCED) and age	Eurostat LFS ³ [fst_r_lfe2emprtn, fst_r_lfe2emprrt]
Employment rate in seasonal industries	Employment in seasonal industries (NACE Rev. 2: A: Agriculture, Forestry, Fishing, B: Construction) as a percentage of total employment	Eurostat LFS [fst_r_lfe2en2]
Temporary employment rates	Temporary employees as percentage of the total employment by gender and age	Eurostat LFS [fsa_etpgan]
Share of part-time workers	Part-time employment as percentage of the total employment by gender	Eurostat LFS [fsi_pt_a]
Share of self-employment	Self-employment as a share of total employment	Eurostat LFS [fst_r_lfe2estat]
Activity rate of females/foreigners	Activity rates by gender and citizenship	Eurostat LFS [fst_r_lfp2actrtn]
Average duration of working life	Average duration of working life by gender	Eurostat LFS [fsi_dwl_a]
Average number of working hours	Average number of usual weekly hours of work in main job, by gender and age	Eurostat LFS [fst_r_lfe2ehour]
Employment growth rates	Growth of employment as a percentage of previous year's employment by gender and age	Eurostat LFS [fst_r_lfe2emp]
Unemployment rates	Share of unemployed persons by gender, age and citizenship	Eurostat LFS [fst_r_lfur2gan, fst_r_lfu3rt]
Methods used for seeking work	Percentage of unemployed who declared having used a given method by gender and method of job search	Eurostat LFS [fsa_ugmsw]
Labour market transitions	Labour market transitions between different employment status and by gender	Eurostat [ilc_lvhl30]
Total population	Population on 1 January by gender and age	Eurostat [demo_pjangroup]
Dependency ratio	Number of people aged either 65 or older or under 15 years as a percentage of working age population (15-64 years) by gender	Eurostat [demo_pjangroup]
Old work age ratio	Number of people aged 65 or older as a percentage of working age population (15-64 years) by gender	Eurostat [demo_pjangroup]
Young work age ratio	Number of people younger than 15 as a percentage of working age population (15-64 years) by gender	Eurostat [demo_pjangroup]

³ LFS - Labour Force Survey.

Name	Definition	Reference
Share of working age population	Working age population (15-64 years) as a percentage of whole population by gender, qualification (ISCED) and age	Eurostat Labour Force Survey [lfsa_pgaed]
Population growth	Growth rate of population by gender and age	Eurostat [demo_pjangroup]
School drop-out rate	Early leavers from education and training by gender	Eurostat [edat_lfse_14]
Immigration rate	Immigration as a percentage of population by gender and age	Eurostat [migr_imm1ctz]
Emigration rate	Emigration as a percentage of population by gender and age	Eurostat [migr_emi1ctz]
Net migration rate	Net migration as a percentage of population by gender and age	Eurostat [migr_imm1ctz, migr_emi1ctz]
GDP p.c.	GDP per capita; Gross Domestic Product at market prices and purchasing power parity	Eurostat [nama_10r_2gdp]
GDP growth rate	Percentage change of real GDP on previous year	Eurostat [nama_10r_2gdp]
Number of enterprises	Number of enterprises	Eurostat [sbs_na_sca_r2]
Payments for agency workers	Payments for temporary agency workers	Eurostat [sbs_na_sca_r2]
Labour costs	Personnel costs, wages and salaries	Eurostat [sbs_na_sca_r2]
Social security costs	Social security costs	Eurostat [sbs_na_sca_r2]
Investment rate	Amount of investment divided by value added at factors cost	Eurostat [sbs_na_sca_r2]
Investment per person employed	Investment per person employed	Eurostat [sbs_na_sca_r2]
Share of enterprises	Share of enterprises by size classes Share of persons employed by size classes	Eurostat [sbs_na_sca_r2]
Growth rate of labour productivity	Real labour productivity per person (annual change)	Eurostat [nama_10_lp_ulc]
Death rate of enterprises	Enterprise deaths as a percentage of active enterprises Share of employment among enterprise deaths as a percentage of all persons employed	Eurostat [bd_9ac_l_form_r2] - V97030
Country-wide minimum wage	Existence of a country-wide minimum wage	WSI4 Minimum Wage Database International ⁵
Country-wide minimum wage	Minimum wages per hour on 1 January of each year	WSI Minimum Wage Database International

⁴ Institute of Economic and Social Research is an institute of the Hans-Böckler-Foundation, a foundation of the German trade unions.

⁵ <https://www.wsi.de/de/wsi-minimum-wage-database-international-15303.htm>

Name	Definition	Reference
Real development of country-wide minimum wages per hour	Real development of minimum wages per hour; each compared to 1 January of the prior year	WSI Minimum Wage Database International
Indicator for job quality: Earning quality	Indicator for job quality: Earning quality	OECD ⁶ [JOBQ]
Indicator for job quality: Labour market insecurity	Indicator for job quality: Labour market insecurity: <ul style="list-style-type: none"> ▪ Risk of unemployment ▪ Unemployment insurance 	OECD ⁵ [JOBQ]
Effective tax rate	Effective tax rate on entering employment by earnings in new job and unemployment duration for different household types	OECD ⁷ [PTR]
Net replacement rate	Net replacement rates show the proportion of net income in work that is maintained after job loss by earnings in previous job and unemployment duration for different household types	OECD ⁸ [NRR]
Duration of unemployment benefits	Duration of unemployment benefits numerical and grouped	PES Capacity Reports
Formal childcare	Share of children getting formal childcare by duration of weekly childcare and age of child	Eurostat [ilc_caindformal]
Registration rules for unemployed: Work	Registered unemployed are allowed to work	LMP Quality Reports
Registration rules for unemployed: Availability for work	Registered unemployed have to be available for work immediately	LMP Quality Reports
Registration rules for unemployed: ALMP participation	Treatment of activation periods: <ul style="list-style-type: none"> ▪ Always a break of unemployment spell ▪ Conditional on the ALMP ▪ Unemployment spell continues 	LMP Quality Reports

⁶ <https://stats.oecd.org/Index.aspx?DataSetCode=JOBQ#>

⁷ <https://stats.oecd.org/Index.aspx?DataSetCode=PTR#>

⁸ <https://stats.oecd.org/Index.aspx?DataSetCode=NRR#>

4. General terms and abbreviations

This table provides further explanation of the concepts used above or in the tables and figures produced in the framework of the PES Benchlearning process.

Term	Explanation
Age	The following age-cohorts are distinguished: under 25 years, 25-29 years, 30-54 years, over 55 years.
ALMP	Active Labour Market Policies: Labour market interventions aimed at helping jobseekers find employment and to improve the balance between the supply and demand for labour.
Average monthly stock of unemployed jobseekers	The average of the 12 monthly taken stock figures of PES registered unemployed jobseekers in a particular year.
Average monthly outflow of unemployed jobseekers	The sum of all individuals who were unemployed and seeking a job and left the PES register divided by 12.
Average monthly inflows of unemployed jobseekers	The sum of all individuals who register as unemployed with the PES, and who are seeking a job, in a particular year, divided by 12.
Benchlearning	Mutual learning through benchmarking performance and exchanging scientifically validated good practices.
Benchmarking area	Four areas are distinguished: Contribution to reducing unemployment for all age groups and for vulnerable groups; Contribution to reducing the duration of unemployment and reducing inactivity, so as to address long-term and structural unemployment, as well as social exclusion; Filling of vacancies (including through voluntary labour mobility); Customer satisfaction with PES services.
Education levels	For distinguishing education levels, the international standard classification (ISCED) is used. ISCED 0-2, ISCED 3-4, and ISCED 5-8 are grouped together. The ISECD classification distinguishes: <ul style="list-style-type: none"> ISCED 0-2 - Lower secondary or below ISCED 3 - Upper secondary ISCED 4 - Post-secondary non-tertiary ISCED 5 - Tertiary, without having gained a degree ISCED 6 - Tertiary degree ISCED 7 - Masters, Post-graduate ISCED 8 - PhD
Enabler sections ⁹	Seven sections were identified in 2015 for the 1 st cycle of PES Benchlearning: <ul style="list-style-type: none"> A. Strategic performance management B. Design of operational processes C. Sustainable activation and management of transitions D. Relations with Employers E. Evidence-based design and implementation of PES services F. Management of partnerships and stakeholders G. Allocation of PES Resources

⁹ A comprehensive description of enabler sections and enablers are provided in the Annex of the PES BL Manual.

Term	Explanation
	Section H was added in 2017 for the 2 nd cycle of the PES Benchlearning H. Identification and implementation of a reform agenda
Entries into the PES register of unemployed jobseekers	The number of people that newly register at the PES or re-register as jobseekers. See also 'unemployed jobseeker'.
Gender	<ul style="list-style-type: none"> ▪ Male ▪ Female
'Inactive' prior to registering	Unemployed jobseekers who have not been in employment and have not been registered as unemployed for six months before registering with the PES. Jobseekers inactive prior to registration may have been receiving social allowances not related to work, such as single parents' allowances, disability payments, other sickness payments etc. Not all PES monitor whether a jobseeker was not in employment longer than six months. Therefore, not all PES can provide such data.
Vacancies filled	Number of vacancies filled due or partly due to mediation of PES staff as a percentage of all vacancies notified to the PES. Methods of monitoring vacancies as well as their reliability vary across PES. This should be taken into account when comparing the rate of job vacancies filled between PES.
LFS	Labour Force Survey
LTU	Long-term unemployed persons whose unemployment spell is 12 months or more. The length of the unemployment spell depends on the national approach used in particular for the treatment of short interruptions (due to illness, exit to employment, etc.).
Performance enabler	A series of measurements that together provide a solid qualitative assessment of the key elements of the way organisations operate to achieve their goals. In the framework of the PES benchlearning process they are grouped by enabler sections.
Performance indicators	A series of measurements that together provide a solid, quantified assessment of the performance of organisations in the light of their goals. In the framework of the PES benchlearning process they are grouped by benchmarking area.
PES	Public Employment Service(s)
PES register	The count of those who have signed on to the register of the Public Employment Services (PES) be they unemployed, part-time employed, employed etc., who are actively looking for work.
PES register of the unemployed	The count of those who have signed on to the PES register and who are unemployed and actively looking for work.
Satisfaction with the quality of PES services	This information is usually gathered through surveys. Besides general satisfaction, two additional satisfaction ratings are presented, namely those relating to the quality of placement/counselling services and those relating to the quality of on-line services. The methodologies for surveys depend on the PES and comparison between PES should be done with some caution. If the survey uses an odd number of rankings because a 'neutral' value is included in the middle, the neutral value is left out and the remaining responses are recalculated as if they made up 100%. Similarly, if there is a non-response rate, it is left out and the

Term	Explanation
	responses are recalculated as if they made up 100%. Then all of the satisfied results (e.g. very satisfied, satisfied, etc.) are added up and this value is reported. The relative dissatisfaction score is simply the remainder of 100%.
Transitions into employment of unemployed jobseekers	Unemployed jobseekers who unsubscribe from the PES register and enter employment. This employment can be as employee or self-employed, and for any number of hours. This information is obtained in different ways by PES, so comparing this data between PES should be done while taking the different sources into account
Unemployed jobseekers	Unemployed jobseekers registered with the PES. This group excludes jobseekers participating in active labour market measures, part-time employed and jobseekers that are receiving benefits or allowances other than unemployment related payments (e.g. disability payments, single parent's payments, etc.)
RU	Registered unemployment