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# **European Network of Public Employment Services**

PES Capacity Questionnaire  
Country Factsheet

Czech Republic  
Labour Office of the Czech Republic  
2019



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## **EUROPEAN COMMISSION**

Directorate-General for Employment, Social Affairs and Inclusion  
Directorate B — Employment  
Unit B1 — Employment Strategy

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The European Network of Public Employment Services was created following a Decision of the European Parliament and Council in June 2014<sup>1</sup>. Its objective is to reinforce PES capacity, effectiveness and efficiency. This activity has been developed within the work programme of the European PES Network. For further information: <http://ec.europa.eu/social/PESNetwork>.

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<sup>1</sup> DECISION No 573/2014/EU

## About the Labour office of the Czech Republic

<b>Name of PES</b>	Labour Office of the Czech Republic (Úřad Práce ČR)
<b>PES Website address</b>	<a href="http://www.uradprace.cz">www.uradprace.cz</a>
<b>PES contact person and email address</b>	Radka Sherrit-Miller <a href="mailto:radka.sherrit@uradprace.cz">radka.sherrit@uradprace.cz</a>

## 1. Background

### 1.1. Status of the national PES

The Labour Office of the Czech Republic (*Urad Prace České Republiky* - the PES) is an executive agency under the direct control of the Ministry of Labour and Social Affairs. While the social partners are not involved in the management, supervision or monitoring of the organisation, they are cooperating entities involved in the support and development of employment. The objectives of the PES are in line with the Europe 2020 targets, and they aim to increase the overall employment rate of people aged 20-64 to 75%; to increase the employment rate of women (age 20-64) to 65%; to increase the employment rate of older people (age 55-64) to 55%; to reduce youth unemployment (15-24) by one-third compared to 2010; and to reduce the low-skilled unemployment rate by a quarter compared to 2010.

### 1.2. Geographical organisation

The PES is organised according to the following structure:

Level	Description
<b>National</b>	<i>Central office</i> – managed by a Director-General
<b>Regional</b>	<i>Regional offices (14)</i> – each with their own Director
<b>Local</b>	<i>Local offices (242)</i> – each with their own Senior Manager

### 1.3. Relationships and cooperation with other organisations

The PES operates and cooperates with a range of organisations and with different types of relationships, the principal one being as follows:

- The PES and other stakeholders jointly input into the development and the effective implementation of ALMP (Active Labour Market Policies) measures and tools. Together they identify current and future skills needs in accordance with labour market conditions.

## 1.4. Key PES responsibilities


The key activities and tasks and the PES responsibilities within them are set out in the table below:

Activity/Task	PES Responsibility
Implementation of services of individualised assistance (e.g. intensive counselling and guidance, job-search assistance) and follow-up for unemployed people provided as part of a planned path towards durable (re-)employment (cf. services as in Eurostat LMP database Category 1.1.2).	Fully responsible
Implementation of ALMP measures (any measures within Eurostat LMP database cat. 2-7) financed by national funds or ESF (European Social Fund) co-funding.	Fully responsible
Administration of national unemployment benefit (UB) scheme (handling of UB claims, payments, financial planning and reporting, etc.)	Fully responsible
Administration of social types of allowances (e.g. child allowances for UB recipients), please specify each allowance separately:	Fully responsible for <ul style="list-style-type: none"> <li>• Foster care benefits;</li> <li>• Benefits for people in material need;</li> <li>• State social support benefits;</li> <li>• Care benefit;</li> <li>• Benefits for people with disabilities.</li> </ul>
Administration of benefits for people with disabilities or handicapped people, please specify which exact group(s) are covered:	Fully responsible Benefits for people with disabilities including mobility allowance, special aid/tool allowance, person with disability card.
Approval of layoffs by employers. Please specify if this concerns specific conditions or situation only:	Partly responsible - employers are obliged to notify the PES when there are collective redundancies - according to the Act.No. 62 Law No. 262/2006 Coll., Labour Code.
Licensing and supervising private employment agencies (PrES), please specify whether this covers PrES, temporary work agencies, or another type of service provision by private companies:	Partly responsible - Granting employment licences is within the competence of the Labour Office. The Labour Office provides the decision in the licencing process for the individuals or legal entities applying for job-matching activities.
Notification of apprenticeship places and placement of apprenticeship candidates	Fully responsible
Career advice and guidance for young people still in education	Fully responsible
Acting as Managing Authority for the ESF	Not Applicable The managing authority is the Ministry of Labour and Social Affairs

Activity/Task	PES Responsibility
Managing training centre for jobseekers (that are an integral part of the PES)	Fully responsible.
Issuing of work permits for third country nationals (e.g. dealing with applications, approving and issuing, keeping records, reporting, etc.)	Partly responsible for the issuing of work permits. Ministry of Interior issues the employee cards.
Other – please specify: Inspection of those providing socio-legal protection	Fully responsible

### 1.5. PES good practices

An example of good practice in the Czech Republic PES identified by the European Network of PES is shown below:

EN		PES Practice: Advisory Boards (ABs)	2016
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Source: EC DG EMPL, PES Practices: <http://ec.europa.eu/social/main.jsp?catId=1206&langId=en>

## 2. Annual expenditure

Total PES expenditure increased by EUR 276 million or 8% between 2013 and 2018, reaching EUR 3 883 million by the end of the period. Within this total, expenditure on all types of benefit increased by 3% and expenditure on ALMPs (Active Labour Market Policies) increased by 2%. Expenditure on staff costs saw a sharp increase of 63% in the same period.

The principal source of funding for PES activities is the Government Budget, with additional funds from the ESF.

**Table 1. Annual expenditure summary (EUR million)**

Expenditure category	2013	2014	2015	2016	2017	2018
Total PES	3 607	3 787	3 906	3 849	3 774	3 883
All types of benefits	3 091	3 146	3 117	3 150	3 120	3 176
ALMPs	165	248	375	266	183	168
Staff costs	130	155	166	171	190	211
Staff training costs	0.1	0.1	0.3	0.3	0.3	0.2
Budget intended for other institutions	N/A	N/A	N/A	N/A	N/A	N/A
Other expenditure	221	238	248	262	281	327

Source: The Annual PES Benchmarking Data Collection.

## 3. Human resources

The total number of PES staff fell over the period 2016-2019 by 499 or 4%, reaching 10 851 FTE (Full Time Equivalent posts) at the end of April 2019. Staff numbers peaked at 12 635 in April 2017 before falling back by 15% over the 24 months to April 2019. The proportion of total staff directly and exclusively servicing jobseekers remained stable from 2016 to 2018 but fell sharply in 2019 to 1 606 FTE. However, the changes

should be treated with caution because of unspecified differences in the coverage of each year's staff numbers. The expectation is that there will be no major changes in staff numbers in 2018.

Overall staff turnover in 2019 was 12%.

**Table 2. Staffing summary (FTE, as at 30 April each year)**

Staff category	2016	2017	2018	2019*
Total PES staff	11 350	12 635	10 851	10 851
Of which (absolute and in % of total PES staff):				
Exclusively servicing jobseekers	4354	4792	4718	1 606
% exclusively servicing jobseekers	38%	38%	43%	15%
Exclusively servicing employers	560	581	144*	154
% exclusively servicing employers	5%	5%	1%*	1%
Staff turnover (for all reasons – figure for calendar year)	10%	12%	N/A	12%

\*Figure is not compatible with previous years due to the exclusion of certain staff categories.

Source: Responses to PES Capacity Questionnaire.

#### 4. Registered unemployed

The number of registered unemployed jobseekers fell by 330 631 or 61% between 2013 and 2018, ending the period at 208 146. Over the same period, participants in ALMPs increased by 7 118 or 56%, with 19 765 people in ALMP measures in 2018.

**Table 3. Registered unemployed jobseekers and participants in ALMPs (average monthly stock each year)**

Client Group	2013	2014	2015	2016	2017	2018
Registered unemployed jobseekers*	538 777	525 011	442 395	367 530	275 946	208 146
Participants in ALMPs**	12 647	15 703	16 806	19 022	21 613	19 765

\*The number of people registered with the PES, who are available for the labour market and who are, or should be, looking for a job, excluding those on any active labour market policy (ALMP) measure.

\*\* The number of people participating in ALMP measures in the following categories (according to the LMP database): Training (Category 2); Job rotation and job sharing (Category 4.3); Sheltered and supported employment and rehabilitation (Category 5); Direct job creation (Category 6).

Source: The Annual PES Benchmarking Data Collection.

#### 5. Job Vacancies

The monthly average of job vacancies notified to the PES increased by 26 033 or 136% between 2014 and 2018, reaching 45 207 in 2018. The proportion of monthly average job vacancies notified to the PES that were filled stood at 22% in 2018, from which a 11% were filled within 60 days of notification in the same year.

The share of the job finders who found their present job with PES involvement at any point slightly decreased between 2013 and 2018, ending the period at 6.1%.

**Table 4. PES Job vacancies**

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	N/A	19 174	26 474	30 038	33 701	45 207
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	N/A	3 230	4 658	5 469	6 012	10 041
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	N/A	2 025	2 798	2 857	2 893	4 997
Share of the unemployed who stated in Eurostat's Labour Force Survey that the PES was involved at any moment in finding the present job (proxy for vacancies filled with PES assistance) **	7.3%	10.5%	8.7%	8.0%	5.5%	6.1%

Source:

\* The Annual PES Benchmarking Data Collection.

\*\* The European Union Labour Force Survey (EU LFS).

## 6. Active labour market policies (ALMPs)

One new employment measure was introduced in 2018 (see Table 5). One amendment was made to existing measures last year (see Table 6).

**Table 5. New ALMPs introduced in 2018**

Intervention name	Target group(s)	Type
<i>Chráněný trh práce a dohoda o uznání zaměstnavatele za zaměstnavatele na chráněném trhu práce</i>  <i>Protected labour market and agreement on recognising the employer's right to behave as an employer in a protected labour market</i>	People with disabilities	5

\* Classification of ALMPs according to the EU LMP database: Training (Category 2); Employment incentives (including job rotation and job sharing) (Category 4); Sheltered and supported employment and rehabilitation (Category 5); Direct job creation (Category 6); and Start-up incentives (Category 7).

Source: Responses to PES Capacity Questionnaire.

**Table 6. ALMPs modified in 2018**

Intervention name	Target groups	Type	Main modifications
<i>Chráněné pracovní místo</i> <i>Sheltered job placement</i>	People with disabilities	5	Employers can only qualify if more than 50% of the total staff are people with disabilities.

\* Classification of ALMPs according to the EU LMP database: Training (Category 2); Employment incentives (including job rotation and job sharing) (Category 4); Sheltered and supported employment and rehabilitation (Category 5); Direct job creation (Category 6); and Start-up incentives (Category 7).

Source: Responses to PES Capacity Questionnaire.

The following table shows the types of ALMPs that are primarily used for each of the client sub-groups listed in the table.

**Table 7. Types of ALMP for specific client groups**

Target group Type of ALMPs	Young people (aged under 25)	Long-term unemployed	Older workers	Disabled	Refugees*
2: Training		✓	✓	✓	✓
4: Employment incentives					
5: Supported employment and rehabilitation	✓	✓	✓	✓	✓
6: Direct job creation	✓	✓	✓	✓	✓
7: Start-up incentives	✓		✓	✓	

\*Applies only to those with a temporary or permanent resident permit (status).

Source: Responses to PES Capacity Questionnaire.

## 7. Main strategic targets for 2018

Table 8 lists the main strategic targets set by the PES in 2018 for all clients and for sub-groups. The first column describes the indicators used, while the second column contains the actual targets set.

**Table 8. Targets for all clients in 2018**

Indicator, including target group and time frame where applicable	Target(s) set for 2017
Actively matching jobs and job seekers and their placement into the labour market – job seekers without restrictions, up to 25 years of age, aged 25-50, women, men, all groups without childcare and health restrictions, within 3 months of starting intensive job-matching.	Monitoring the results of active employment matching, setting up the measurement and outcome assessment.
Increasing the intensity of co-operation between employment and non-insurance social benefit departments - handing over job seekers who are also people in need for intensive work with the aim of job matching and reducing or terminating the allowance in material need, introducing a counselling tool in cooperation with municipalities.	Reducing the number of unemployed people in material need, changing the status of the client and dependence on the social benefits system.
Youth Guarantee - focusing on the issue of young people without qualifications, with basic education or without education, and without experience. Increasing employment, qualifying young unemployed under 25.	An increase in the number of people addressed, an increase in the number of people supported in education.
Increasing the intensity of job placement with the help of financial contributions mainly through the Public Benefit Tool for long-term job seekers (> 24m), jobless applicants and for job seekers with a combination of disadvantages.	A reduction in the number of long-term unemployed job seekers in the Labour Office of the Czech Republic

Source: Responses to PES Capacity Questionnaire.



## Supporting Youth

### Implementing the Youth Guarantee

#### Responsibilities for the Youth Guarantee in 2019

The Youth Guarantee (YG) was introduced on 1 January 2014 and the Ministry of Labour and Social Affairs is the controlling authority, managing and coordinating the national YG programme in association with the Ministry of Education, the Youth and Sports organisation and the Ministry of Finance. Additional partners responsible for the programme activities include the Czech Confederation of Industry and the Czech-Moravian Confederation of Trade Unions. The coordination of partners is also the role of Ministry of Labour and Social Affairs.

The main responsibilities of the PES in the implementation of the YG is the development of a programme of activities, cooperation with stakeholders, regional and local governments and implementing the plan with concrete actions.

In summary, the main areas that the PES is responsible for within the YG are as follows:

- Implementation – the PES is just one of the implementers of the national Youth Guarantee scheme
- Registration of young people
- Provision of PES services including YG services to young people
- Outreach to NEETs
- Follow-up of all young people who received YG services – but restricted to information on those who accepted a quality offer
- Design and maintenance of the YG monitoring system (including indicators).

#### Involving young people and youth organisations (2019)

The PES has not involved young people or youth organizations in designing/re-designing or improving the YG measures.

#### Partnerships in place in 2019 and main developments over the reporting period (April 2017 - April 2019)

The PES has three types of partnerships in place.

1. *To ensure that young people have full information and access to available support* - the PES works with the Ministry of Education, Youth and Sports, the Ministry of Finance, the Chambers of Commerce (based on a Memorandum), and the social partners (the Confederation of Industry of the Czech Republic and the Czech-Moravian Confederation of Trade Unions). Within the past 24 months, informal cooperation has been established with regional authorities and NGOs, especially in projects aimed at supporting young people;
2. *To increase employment, apprenticeship and traineeship opportunities* - the PES works in close cooperation with the Chambers of Commerce, Regional Advisory Councils, the social partners and the Deputy Regional Governors for Education. New informal partnerships are focussed on traineeship, internships and careers guidance.
3. *To support transitions from unemployment, inactivity and education into work* - the PES cooperates with the Chamber of Commerce (Memorandum) and private employment agencies. In the past, Employment Pacts have been introduced. A new cooperation with a

private employment agency started and is aimed at supporting work experience measures for graduates at the Czech Labour Office.

### **New pilot projects focusing on young people over the reporting period (April 2017 - April 2019)**

- 11 projects called 'Youth Guarantee in ... region' – these projects are aimed at supporting jobseekers under the age of 29 through a combination of several ALMP instruments.
- Another project - *Youth Employment Initiative (NUTS Severozápad)* is implemented in two regions. The aim of this project is to support employment and increase the employability of job seekers aged 15-29. After completion of these two projects (in January and April 2019), similar measures will be implemented throughout the whole Czech Republic (excluding Prague).

### **Resources for implementing the Youth Guarantee in 2019**

#### **Human resources (FTE)**

The PES has staff exclusively dedicated to the implementation of the YG and the situation at the end of April 2019 was as follows:

- Total number of PES staff exclusively dedicated to YG implementation – 88 FTE (179 FTE including Youth Employment Initiative-YEI)
- Of which directly and exclusively servicing YG clients – 71 FTE (151 FTE including the Youth Employment Initiative – the YEI).

Over the period April 2017-April 2019, 25% of PES staff participated in training courses on different aspects of working with young people: counselling, communication, interviewing techniques and drafting individual action plan.

#### **Funding for youth programmes (planned)**

Specific YG measures are principally funded by the EU's Economic and Social Fund with additional funding from government funds and the YEI.

### **Reaching out to young people, including NEETs (2019)**

The PES reaches out to young people (including NEETs) through the following activities:

- *Proactive work with schools* – working with individual schools and school departments of the regional administrations in informal partnerships
- *Cooperation with NGOs and youth organisations* – working with those local NGOs targeting youth and socially excluded youth in informal partnerships
- *Awareness-raising events* or campaigns.

Based on informal partnership, the PES also cooperates with social workers working in childcare in local authorities (*Employing or working with designated youth outreach workers*). In partnership with other actors, the PES is involved in *providing new points of entry for the YG*, mainly via the internet and social media.

#### **Information management in 2019**

The PES has the following sources to support implementation of the YG:

- Database of apprenticeship vacancies;
- Database of traineeship vacancies;
- Database of schools and educational areas

### Timing in the provision of PES services in 2019

- The average time between a jobseeker registering in the YG and having their first meeting with an employment counsellor is most commonly around 2 weeks, but in the case of a small number of branches it can be up to 1 month.
- It is difficult to get information on the average time for making an offer to a jobseeker after he/she registers in the Youth Guarantee scheme as the IT system cannot produce it. Generally, clients are offered:
  - Information about the complete range of services - within 2 weeks
  - Training programme offer – within 1 month
  - Traineeship (a work offer)– within 3 months
  - Further training (an education offer) – within 4 months

### Monitoring and evaluation in 2019

#### Numerical targets (2017)

- 7 486 young people will be placed in internships (NUTS Severozápad)
- 240 young people placed to other EU country (NUTS Severozápad)

#### Monitoring and evaluation activities

- *Monitoring the number of young people who receive and offer within the 4-month target*
- *Follow-up of young clients once they have entered employment or training – but only those participating in certain specific YG projects.*

In addition, *satisfaction surveys of young jobseekers and employers*, as well as *follow-ups of young people referred to education or training providers* are planned. Moreover, within the project *NUTS Sverozápad*, the implementation of the internship is continuously evaluated by the employers (and the mentors), by the PES counsellors and participants are also asked to give feedback. The monitoring of projects is also done as part of individual counselling or in the 'Individual Project Plan'.

### Mutual learning activities over the reporting period (April 2017 - April 2019)

During the above-mentioned period, the PES staff did not take part in any mutual learning or technical assistance activities relating to youth.