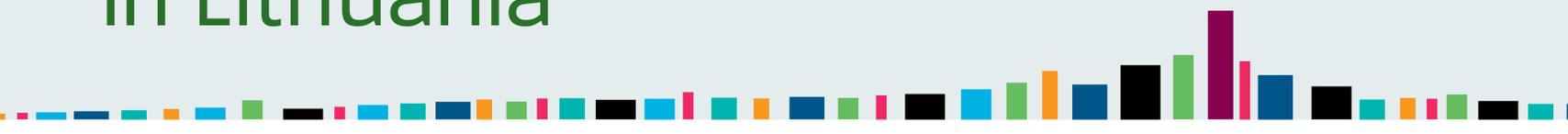


# Learning from Europe to transform public employment services in Lithuania



Lithuanian PES faced key challenges in enhancing customer focus and organisational capacity



Lack of/ inefficient management processes



Lack of customer-oriented delivery in local PES offices



Inefficient back-office operations

## Participated in mutual learning activities organised by European PES Network

- Thematic Review Workshop on 'Performance Management in PES' in 2015 in Estonia
- Study Visit on 'Performance Management' in 2015 in Germany
- Study visit to the Estonian PES in 2016 in Estonia

## Inspired to take own initiative in organising more mutual learning activities

- Study visit to German PES in 2017
- More to come: seminar planned with peers from German, Estonian and Latvian PES in 2018

## Gained many insights from European PES colleagues

- Establishing strategic performance management to develop objectives, determine targets and agree Key Performance Indicators
- Operationalising performance management to monitor, build and maintain efficiency and effectiveness
- Establishing performance dialogues to reach concrete agreements on targets and monitor progress
- Focusing on employers to measure the efficiency of PES matching in the labour market
- Applying a 'one-face-to-the-customer' approach to provide more individualised services to employers
- Ensuring the quality of labour market services and measures to jobseekers based on their individual needs

PES with stronger management capability and customer orientation

Outcomes/ benefits

- New head office management structure since 1<sup>st</sup> September 2016
- Improved electronic document management and exchange system since 2<sup>nd</sup> January 2017
- New client services model since 1<sup>st</sup> April 2017 **as a result of successful pilots**
- New territorial offices management structure since 18<sup>th</sup> September 2017 **as a result of successful pilots**

- On-going process of introducing a quality management system (QMS) (due to be finalised in Q4 2017)
- Based on PES staff survey, satisfaction rate with new services model was **74%**

### Key results of pilots:

- The share of individuals employed out of the total registered with PES in pilot offices was **62.4%** compared to the country's average of **60%**
- The time taken to fill vacancies in pilot offices was shorter i.e. **7 days** compared to the country's average of **8 days**)

"As a result of the mutual learning experience, we are better able to handle change with our new performance management system and navigate the necessary transitions towards a well-functioning and performing PES."

**Jūratė Baublienė**  
Lithuanian Labour Exchange

For more information, contact:

**Isabelle Puchwein-Roberts** [isabelle.puchwein@icf.com](mailto:isabelle.puchwein@icf.com)

**Jūratė Baublienė** [jurate.baubliene@ldb.lt](mailto:jurate.baubliene@ldb.lt)



LIETUVOS DARBO BIRŽA



### About ICF

ICF is a global consulting services company with over 5,000 specialized experts, but we are not your typical consultants. At ICF, business analysts and policy specialists work together with digital strategists, data scientists and creatives. We combine unmatched industry expertise with cutting-edge engagement capabilities to help organizations solve their most complex challenges. Since 1969, public and private sector clients have worked with ICF to navigate change and shape the future. Learn more at [icf.com](http://icf.com).