Learning from Europe to transform public employment services in Lithuania

Participated in mutual learning activities organised by European PES Network
- Thematic Review Workshop on Performance Management in PES in Estonia in 2015
- 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
- Move to come ‘customer’ 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 ‘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 1st September 2016
- Improved electronic document management and exchange system since 2nd January 2017
- New client services model since 1st April 2017 as a result of successful pilots
- New territorial offices management structure since 18th 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

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Jūratė Baublienė
Lithuanian Labour Exchange

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

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