

OECD Technical Workshop

Profiling tools and their use in active labour market policies

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Profiling tools everywhere, all the time?
Key challenges for implementation!

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- I. Strategy and approach of PES Austria**
- II. Consequences for PES staff and PES services**
- III. Potential risks and minimizing risk**



I. Strategy and approach of PES Austria

- Development of a forecasting model for LM-integration chances of jobseekers at the beginning of their period of unemployment – Customer divided into groups corresponding to their LM chances.
- Strategic goal: Optimization of the use of resources – saving means in the group of customers with high chances and those with low chances , focusing on clients with middle chances with the greatest value (additively integration success)



Labour market opportunities model and -indicator on the basis of empirical results

- **Modeling primarily according to previous employment career, (start, duration, end), occupational category, earnings, age, nationality, migration, level of education, health restrictions, previous training offers, history of PES business cases**
- **Data basis: PES internal Data Ware House: Analyses of data warehouse information yields about 24.000 potential profile characteristics of the registered unemployed.**
- **Model consists on 3 segments of integration probabilities: high chances, middle chances ,low changes – derived from this: three types of customers: Service clients, (high) Counselling clients (middle) , support clients (low)**



- Annual update of this model on the basis of recent data
- All clients are assigned automatically by the IT-system via a specific descriptor, monthly new assignement
- Possibility to change and overrule this technical assignment by the PES adviser , downgrading only under subscription of external experts



II. Consequences for PES staff and PES services

- **Optimization of efficient personnel deployment**
- **Focussing of budgetary resources on those ,whose integration chances are likly (with the use of funding means)**
- **Decision support for PES staff – counsellors keep final responsibility**
- **New services for new types of customers (internal services, additional external services)**



III. Potential risks and minimizing risks

- **Assignment to customer groups can be understood as exclusion of those customers with low integration chances**
- **To move the focus from the group of jobseekers with low chances to an other group can possibly support that they get used to stay in the social system**

Risks can be reduced:

- PES-adviser can revise, external experts can assist in revision
- Involvement of policy makers and development of a communication strategy –there exist also offers for persons with low chances unemployed
- Taskforce for a regular „thinning“ of the registered unemployed

Thank you!

