



AMSEP WAPES AMSPE

WAPES Members' Survey

2006

Please return the form

until 13 October 2006 at the latest

to

**WAPES Secretariat
95 rue de la Loi
1040 Brussels
BELGIUM**

Fax +32-2-235 7259

E-mail wapes@wapes.org

**1. WAPES MEMBER IDENTIFICATION**

(1) Name (+ Acronym) of the organisation responsible for the delivery of Public Employment Services (PES)	The Ministry of Labor, Employment and Social Policy
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HEAD OF PES	
(2) Courtesy title - first name - surname	Radovan Ristanovic
(3) Function (Chairman, President, CEO, ...)	General Manager
(4) Building, floor, street n°	Kralja Milutina 8
(5) Post code, city	11000 Belgrade
(6) Country	Serbia
(7) Phone (country code + area code + number)	+381113307903
(8) Fax	+381113640195
(9) E-mail	kabinet@nsz.sr.gov.yu
(10) Preferred contact language	<input checked="" type="checkbox"/> English <input checked="" type="checkbox"/> French <input type="checkbox"/> Spanish

WAPES CORRESPONDENT	
(11) Courtesy title - first name - surname	Slobodan Stojanovic
(12) Function	Deputy General Manager
(13) Phone (country code + area code + number)	+381112040870; +381648107009
(14) Fax	+381112040888
(15) E-mail	slobodanstojanovic@nsz.sr.gov.yu

2nd CONTACT (personal assistant, secretary...)	
(16) Courtesy title - first name - surname	Milena Milic
(17) Function	Officer
(18) Phone (country code + area code + number)	+381112040892
(19) Fax	+381112040888
(20) E-mail	milic_milena@yahoo.com

**2. GENERAL INFORMATION ON THE PES**

(21) Is the PES part of a ministry/department?	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No
(22) If yes, of which ?	
(23) Is it a separate organisation?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(24) Please attach your organisation chart	
(25) If your organisation is present on the internet, please let us know your web address (URL)	www.nsz.sr.gov.yu

Number of PES offices and employees at all levels (national, regional, local):			
	National	Regional	Local
(26) PES offices	1	2	30
PES staff	248	23	1536
(27) - administrative	193	17	446
(28) - in contact with jobseekers and employers	55	6	1090

Annual budget of PES (without unemployment or social insurance benefit payments):		
(29) Administrative and management budget	18,162,982.46	<input checked="" type="checkbox"/> EUR <input type="checkbox"/> US-\$
(30) Placement and active labour market policies budget	8,771,929.82	<input checked="" type="checkbox"/> EUR <input type="checkbox"/> US-\$



3. MAIN BUSINESS AREAS AND SERVICES PROVIDED BY THE PES

Job brokering of jobseekers on the labour market:

Do you have

(31) - A standardised profiling assessment system to evaluate jobseekers needs ?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(32) - A matching system between job offer and job demand ?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(33) - A computerised vacancy bank ?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(34) Can the vacancy bank freely be consulted on the Internet?	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No

Do you provide services for jobseekers, such as:

(35) - Self-service information (flyers, free access to computers, interactive terminals, ...)	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(36) - Personalised job search assistance (career guidance, counselling...)	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No

Do you provide services for employers:

(37) - Résume or CV data bank on the Internet	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No
(38) - Information (legal, incentives, ...)	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(39) - Human resources consulting	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(40) - Others (<i>if yes, please list</i>) Wider consultations and entrepreneurship councils	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No

Active Labour Market Policies:

Do you implement employment programmes that cover and/or specifically target :

(41) - Young jobseekers	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(42) - Older jobseekers	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(43) - Women	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No
(44) - Disabled	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(45) - Immigrants/migrants	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes / <input type="checkbox"/> No
(46) - Long-term unemployed	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(47) - Higher educated persons (*)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(48) - Self employed	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(49) - Others (<i>if yes, please list</i>) The Roma population, Displaced people from the former S.F.R. Yugoslavia	<input type="checkbox"/> Yes / <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No



Do you implement employment programmes for subsidized jobs	
(50) - in the public sector	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(51) - in the private sector	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(52) Do you have programmes to promote mobility of workers	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(53) Are you a vocational education operator (*)	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(54) Are you a vocational training operator (*)	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(55) Other active labour market programmes ? <i>(if yes, please list)</i> <i>Job Clubs</i> <i>Job Fairs</i> <i>Motivation-Activation Training</i> <i>Redundancy Prevention Programmes – Transition Centres</i> <i>Regional Employment Support Programmes</i> <i>Virtual Enterprises</i> <i>Contact Centres</i> <i>SMS Placement System</i>	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(*) definition see guidelines	

Passive Labour Market Policies:	
(56) Do you administer unemployment benefits?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(57) Do you administer other social insurance benefits? <i>(if yes, please list)</i>	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No

Other Activities of PES	
(58) - Does your PES issue work permits?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(59) - Does your PES issue license for private employment agencies?	<input type="checkbox"/> Yes / <input checked="" type="checkbox"/> No
(60) - Others <i>(if yes, please list)</i> <i>Foreigners receive approval for employment, i.e. working permit, according to the provisions of Article 2 of the Law on Employment and Unemployment Insurance ("The Official Gazette of the Republic of Serbia", No 71/03 and 84/04)</i>	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No

(61) What jobseeker groups face the greatest barriers to employment:				
1 <input checked="" type="checkbox"/> Young	4 <input checked="" type="checkbox"/> Elderly	3 <input checked="" type="checkbox"/> Women	5 <input checked="" type="checkbox"/> Disabled	2 <input checked="" type="checkbox"/> Immigrants
<input type="checkbox"/> Others (please specify):				
Long-term unemployed persons				
Unqualified workers				
Persons with under-demanded occupations				
Redundancies				
Roma				

4. CUSTOMER ORIENTATION AND RELATIONS WITH OTHER ORGANISATIONS

(62) Is the PES a one-stop agency for delivering job brokerage, active and passive labour market policies?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(63) If no, are you a partner organisation in such a one-stop agency?	<input type="checkbox"/> Yes / <input type="checkbox"/> No

Apart from the above-mentioned one-stop policy: Do you build partnerships with	
(64) - local authorities	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(65) - social service organisations	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(66) - training providers (either private or public)	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(67) - private employment services	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(68) - others (if yes, please list) Employers and trade unions	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No
(69) Do you have any role as regards to regulation of private employment services?	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No

5. STRENGTHS AND WEAKNESSES (please see section 5 of the guidelines)

(70) What are the <u>strengths</u> of your PES (please answer briefly) Tradition in providing employment services. Trained polyvalent support teams. Scope of services for job seekers, employers and other actors in the Labour Market, with establishing individualized flow of services and development of new services on the principles of vocational guidance and counselling. Meeting employers' needs within 48 hours.
(71) What are the <u>weaknesses</u> of your PES (please answer briefly) Preceding – hereditary – stagnation in development of relations. Insufficiently developed information system, inadequate level of technical support and labour market information system as the basis for sound planning, monitoring and evaluation of measures. Insufficient number of staff and the lack of physical space in comparison with EU standards.



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6. STRATEGIC ORIENTATIONS

(72) What are your organisation's strategic orientations for 2006-2008? (please answer briefly)

Modernization – reform of the organization and adaptation towards users. Further increase of participation in the Labour Market and improved relations with employers and other actors in the labour market.

Development of the Self-service System and virtual labour market.

Implementation of the Quality System and further development of the flow of services on the principles of career guidance and counselling.



If you provide and/or receive several Technical Assistance projects, please fill just one project per category and page. If necessary we suggest you to copy this page accordingly

7. TECHNICAL ASSISTANCE *Recent and continuing projects (from 2004 onwards)*

<i>(73)</i> We <u>provide</u> Technical Assistance to	
Country	
Start year / end year	
Main Objectives and activities	
Targeted beneficiaries	
Alone or in partnership with	
Source of funding	
Own investment	<input type="checkbox"/> EUR <input type="checkbox"/> US-\$
Investment from receiving PES	<input type="checkbox"/> EUR <input type="checkbox"/> US-\$
Investment from external organisation(s)	<input type="checkbox"/> EUR <input type="checkbox"/> US-\$



(74) We <u>receive</u> Technical Assistance from "Labour Market Institutional Capacity Building in the Republic of Serbia" SIDA	
Country	Sweden
Start year / end year	2004 2007
Main objectives and activities	<p>Main objectives: Improved and more efficient services delivered to the users in the Serbian Labour Market by the Serbian National Employment Service.</p> <p>Activities: Organizational adaptation according to the NES Change Strategy; Improvement of Social Dialogue and development of Local Employment Councils; Introduction of the system for Management by Objectives; Facilitation of Decentralization Process; Customer oriented services; Improvement of external communication; Gender equality mainstreaming within the NES.</p>
Targeted beneficiaries	The National Employment Service Head Office and pilot branch offices Belgrade, Novi Sad and Sabac.
Alone or in partnership with	The Swedish National Labour Market Board (AMS)
Source of funding	Swedish International Development Agency - SIDA
Own investment	<input type="checkbox"/> EUR <input type="checkbox"/> US-\$
Investment from providing PES	<input type="checkbox"/> EUR <input type="checkbox"/> US-\$
Investment from external organisation(s)	SIDA 1.700.000,00 <input checked="" type="checkbox"/> EUR <input type="checkbox"/> US-\$



(74) We <u>receive</u> Technical Assistance from “EMPLOYMENT SUPPORT PROGRAMME” CARDS	
Country	EU
Start year / end year	2004 2007
Main objectives and activities	<p>Objective: Decrease of unemployment and support for achieving social cohesion in Serbia through increased effectiveness of labour market policies and instruments targeting activation and increased employability of unemployed and redundant workers. The objective is also capacity strengthening of all relevant national and local actors responsible for devising and implementing good and efficient labour market policies, as well as capacity building of the National Employment Service and its branch offices and services that provide quality services to unemployed and redundant workers, including the development of active labour market measures and employment programmes.</p> <p>Activities: Capacity building and reforming of the labour market; Drafting of the National Employment Action Plan; Modernization of the National Employment Service; Funding of Active Labour Market Measures; Procurement of equipment and material; Follow-up and monitoring; <u>Visibility of presence in the public/communication.</u></p>
Targeted beneficiaries	The Ministry of Labour, Employment and Social Policy, The National Employment Service Head Office and pilot branch offices Belgrade, Bor and Pirot.
Alone or in partnership with	EAR
Source of funding	EU through European Agency for Reconstruction (EAR) and the Government of the Republic of Serbia
Own investment	Government of Serbia 1.000.000,00 <input checked="" type="checkbox"/> EUR <input type="checkbox"/> US-\$ i.e. 10% of the full value of the project
Investment from providing PES	<input type="checkbox"/> EUR <input type="checkbox"/> US-\$
Investment from external organisation(s)	EU 9.000.000,00 <input checked="" type="checkbox"/> EUR <input type="checkbox"/> US-\$