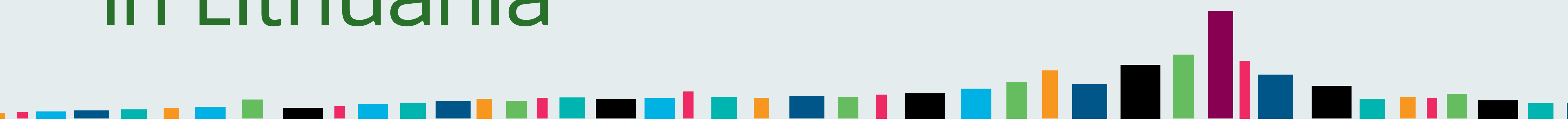
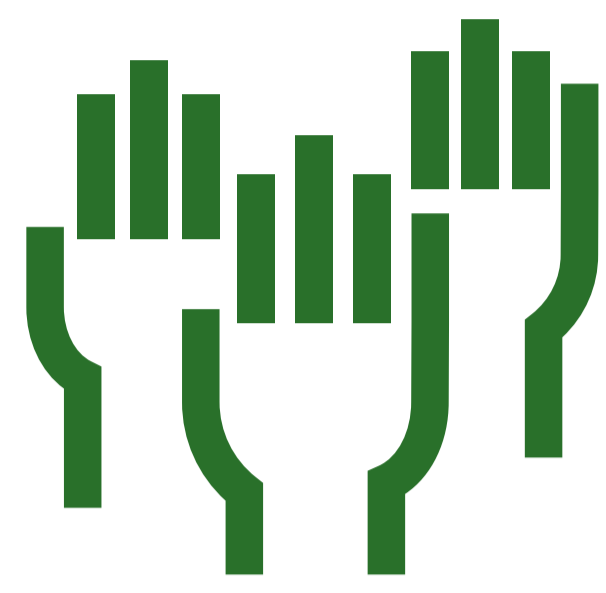


# Learning from Europe to transform public employment services in Lithuania



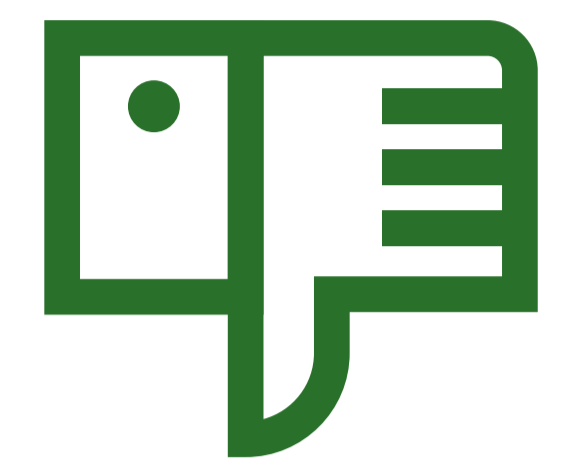
Lithuanian PES faced key challenges in enhancing customer focus and organisational capacity



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."

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