

The employment service's activities to boost employment

Public performance

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FULL REPORT (LT)



SUMMARY (EN)



What we assessed and why

Employment is one of the Lithuanian government's main targets of social policy. While the employment rate is falling in the general population according to *Statistics Lithuania*, there were 126 000 unemployed people aged between 15 and 74 in 2020, an increase of 34 000 (37 %) over the previous year. Of those, 29 % were long-term unemployed. The pandemic affected registered unemployment, which peaked at 337 280 (16.4 %) in early 2021. We assessed whether the State Employment Service (SES):

- had created conditions appropriate to employment growth in Lithuania;
- had met its objectives by organising performance-oriented activities and promoting the inclusion of individuals in the labour market;
- had targeted its COVID-19 job retention measures well.

What we found

We found that the SES had not delivered on its mandate to increase employment and had often concentrated on registering unemployed people for benefits rather than on helping them find a job. It had fallen short of many performance indicators: 48 % of the indicators had been met in 2019 but only 29 % in 2020. No measures had been planned to improve the quality of labour market services and employment support measures, and there had been little coherence in operational planning, whether top-down from the Ministry responsible or across the SES's departments and divisions.

In the first half of 2021, 6.9 % of the candidates the SES had proposed for jobs had been taken on, filling 9.2 % of vacancies. Over 60 % of unemployed individuals without professional qualifications or unwilling to work had not received any help that would increase their employability. More than half of the advisors reported that they had been unable to offer active support measures to these people, yet many of them had still been sent to fill vacant posts.

The SES's assessment of the effectiveness of its active labour-market policy measures was not comprehensive. It did not assess how the funds were used or whether the funded measures had improved the employability of programme participants and/or built on their existing qualifications.



Professional training was not sufficiently geared to the needs of the labour market. More than a third of registered unemployed people had no qualifications at all, but the proportion of those offered professional counselling and career advice, already very low, fell fourfold during the pandemic. In the first half of 2021, 12.3 % of jobseekers had been enrolled in training for occupations where there was little demand. At the same time, there had been no enrolments for training in sectors with many vacancies.

Half of the employers had been dissatisfied with the level of motivation of the candidates proposed for jobs. In addition, in the first half of 2021 around 44 % of the registered unemployed had also been long-term unemployed. The SES had not offered appropriate advice to help individuals find work by themselves, and when advisors had been available, 39.6 % of them had not spent as much time as needed helping unemployed people during the pandemic. The SES had not evaluated the job-searching activities of 59.3 % of the unemployed.

During the pandemic, the SES had been entrusted with implementing emergency job retention measures. When granting the subsidies, the SES had not established the obligation to the employers to assess whether they are prohibited from providing services, what their income, profit, losses are, how many jobs they have retained.

The SES had upgraded its working methods in 2021 to include a statistical profiling model and mapping of social assistance measures. However, not all advisors had used these innovations systematically.

What we concluded

State support aimed at maintaining employment could have been better targeted by restricting it to the employers most affected by the pandemic.

To improve the results of its services to both jobseekers and employers, the SES should:

- double down on its efforts to integrate people into the labour market;
- systematically plan and update its activities in line with client needs;
- apply assessment indicators to record its contributions to employment growth;
- focus its advisory activities more closely on outcomes; and
- improve communication with employers.

Results would improve if advisors were given more appropriate training and methodological support in applying the 2021 statistical profiling model and mapping social assistance measures.