



2023

Annual report

Public Employment Service Austria



SC Mag. Roland Sauer
Chairman of the Administrative Board



Dr. Johannes Kopf, LL.M.
Chairman of the Board

Mag.ª Petra Draxl
Managing Director

FOREWORDS

The year 2023 was primarily characterized by an economic downturn.

The WIFO calculated a decline in GDP of 0.8 percent. In spite of this, the increase in unemployment, including persons in training, remained relatively modest at 2.6 percent, which is, in part, a result of the intensive efforts and measures taken by the AMS.

In the past year, Federal Minister Dr. Kocher devised new objectives for the AMS. Other important innovations included the nursing scholarship, which supports people training in the nursing sector, as well as changes in short-time work, which was no longer as necessary as during the “Corona years”. In addition, a new AMS Austria Managing Board was appointed.

I would like to express my special thanks to the around 6,500 employees of the AMS, who have once again performed outstandingly with their commitment and in line with our motto “We connect people and work”.

SC Mag. Roland Sauer
Chairman of the Administrative Board

In a challenging year with rising unemployment, the AMS managed to set important priorities.

For example, unemployment among long-term unemployed dropped by 26.7 percent despite the economic headwind. Other core elements of our programs included both a promotion to support the qualification of skilled workers and a special focus on young people.

With its skills matching tool “Kompetenzmatching”, the AMS is now breaking new ground by making matches not only by profession but also by skills. Internally, the AMS optimized the operational and organizational structure in its regional branches in 2023 to speed up client counseling, so that job-seekers can be brought back to work more rapidly.

The rating we received from our clients was outstanding: 81 percent of jobseekers and 79.5 percent of businesses rated our work as “very good” or “good”. This is an all-time high.

For this good rating, we are especially grateful to our 6,500 colleagues for their tireless commitment. It is wonderful to see the level of professionalism and passion they exhibit in their day-to-day work for our clients.

Dr. Johannes Kopf, LL.M.
Chairman of the Board

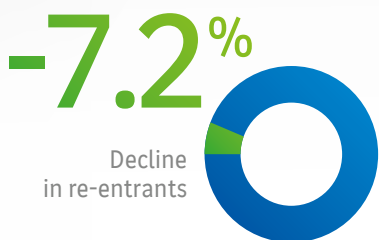
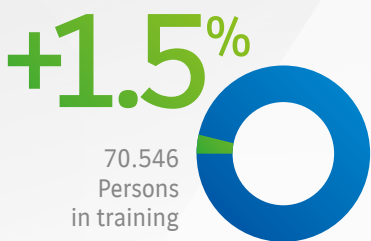
Mag.ª Petra Draxl
Managing Director

ACHIEVEMENTS ON THE LABOR MARKET IN 2023

6.4% UNEMPLOYMENT RATE



-26.7% DECLINE IN LONG-TERM UNEMPLOYMENT



+11.0%
Persons up to 24 years

+11.7%
Persons with foreign citizenship



DEFYING THE CRISIS

Following a clear upward trend on the labor market and the associated massive decline in unemployment in 2022, unemployment in 2023 was in comparison slightly higher.

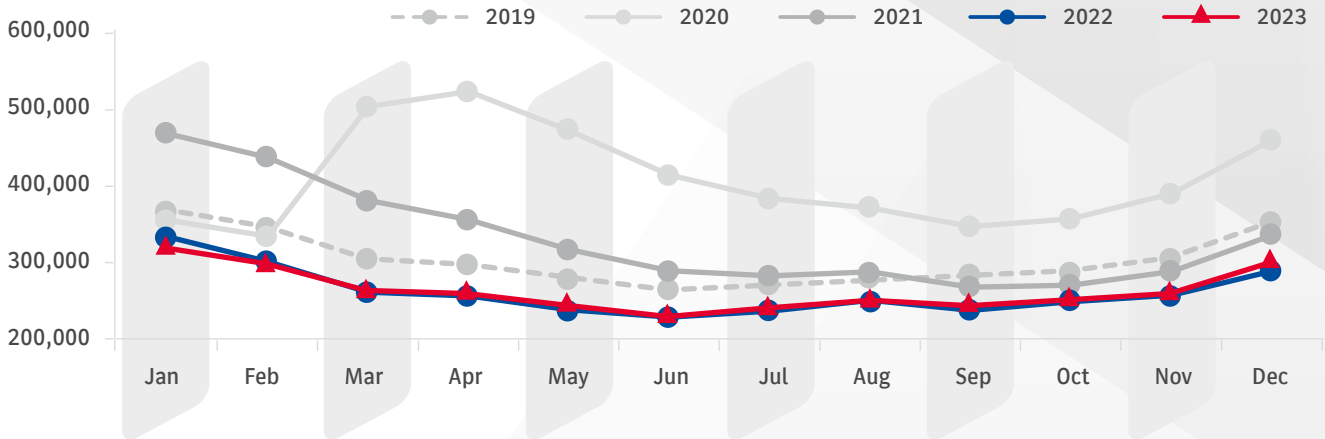
In the year 2023, the average number of registered unemployed persons was 270,773, which is 2.9 percent higher than in 2022. 70,546 people attended training measures (+1.5 percent compared to 2022). The unemployment rate stood at 6.4 percent (+0.1 percentage point).

In 2023, the increase in unemployment was clearly above average in particular groups of people. Unemployment among persons up to the age of 24 years rose by 11.0 percent, among foreign nationals by 11.7 percent and among men by 4.7 percent.

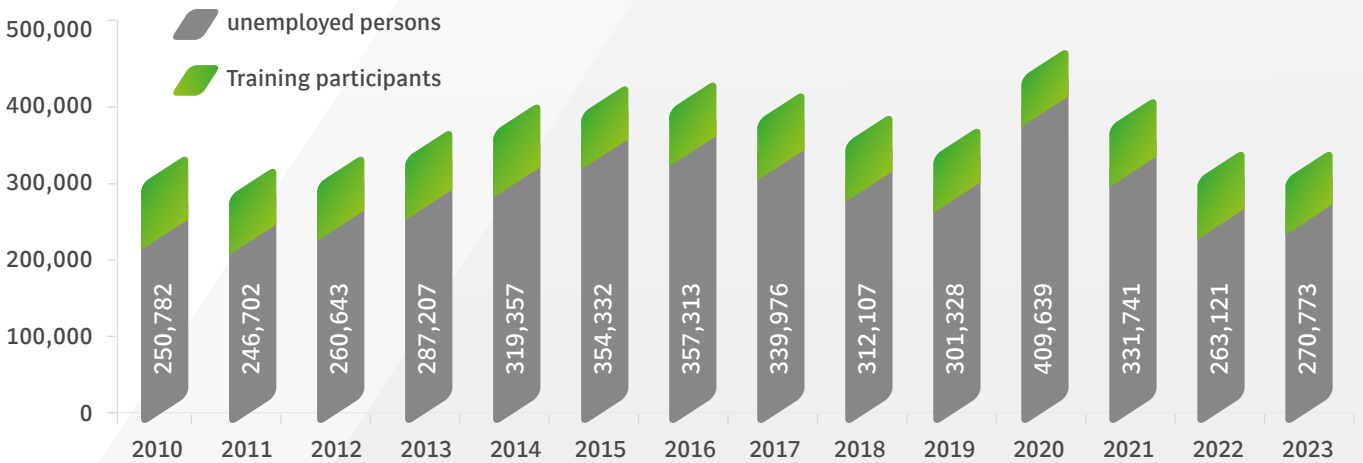
In 2023, the pronounced decline in long-term unemployment (registered for over a year) continued at -26.7 percent compared to 2022, among long-term unemployed persons the rate was -16.2 percent.

The number of persons affected by unemployment rose by 2.1 percent to 879,267 persons (43.3 percent women, 56.7 percent men). For some groups of people, however, a sharp decline was recorded – particularly for re-entrants (-7.2 percent) and for people with health-related employment limitations (-3.5 percent).

UNEMPLOYMENT IN THE COURSE OF THE YEAR



UNEMPLOYED PERSONS AND PERSONS IN TRAINING



on an annual average

108,401

job vacancies

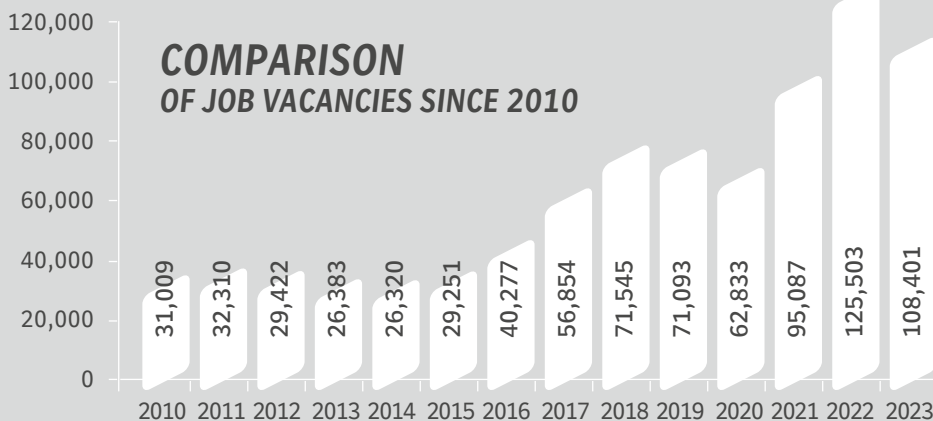
28,900
Economic services

19,300
Trade

11,900
Manufacturing

CONTINUED HIGH NUMBER OF VACANCIES

After the absolute record number of job vacancies in 2022, 108,401 (-17,102 or 13.6 percent) vacancies were registered with the AMS on an annual average in 2023.



The industry with the most vacancies was the sector "Provision of other business services", which includes mainly temporary employment agencies, with around 28,900 (-18.6 percent compared to 2022). That was followed by the sectors "Trade" with around 19,300 (-11.6 percent), "Manufacturing" with around 11,900 (-17.6 percent), and "Hotels and restaurants" with around 11,400 (-22.9 percent) job vacancies.

ACHIEVEMENTS FOR THE LABOR MARKET IN 2023

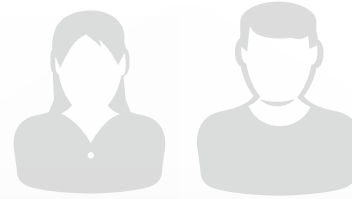
JOB-SEEKER SERVICE

The first central task of the AMS is to match unemployed people with job openings. In the year 2023, AMS clients received more than 4 million placement proposals from the AMS staff. More than 238,400 placement proposals went to apprenticeship seekers.

With the support of the AMS, 575,468 persons, who had previously been registered as unemployed, were able to find employment or a position as an apprentice. About 75 percent of the unemployed persons found a new job within a period of three months. The job take-ups fell by 12,866 persons, i.e. -2.2 percent, compared to 2022, which is attributable to the somewhat tenuous employment situation compared to the previous year.

The second central task of the AMS is securing the livelihood of unemployed people. In 2023, the AMS provided financial support to an average of 341,519 persons by means of unemployment insurance (122,972 unemployment benefits and 114,656 social welfare benefits). In total, the AMS staff processed 1,097,087 income support applications; unemployment insurance benefits amounting to a sum of around 4.30 billion euros were paid out.

As part of unemployment insurance regulations monitoring, the AMS had to impose 154,945 sanctions (including bans due to employment self-termination) in 2023, i.e. 7,051 more than in 2022. Most of the sanctions (72,175) were imposed due to the rejection of placement and training proposals in accordance with § 10 Unemployment Insurance Act, ALVG.



575,468

JOB TAKE-UPS



around

75 %

vacancies filled within 3 months

341,519

persons covered by UI on an annual average



more than

74,000

companies supported

541,158

vacancies filled in companies

around

38,000

companies given advice in person, by phone or online



SERVICE FOR BUSINESSES

AMS services also include consulting and support services for businesses. The AMS offered advice to more than 74,000 companies across Austria, either by referring new employees to them (newly registered job vacancies: 555,257, i.e. -6.8 percent compared to the previous year), by helping them to seek, find and retain employees, or in subsidy matters.

Throughout the year, AMS employees offered advice to around 38,000 companies, either in person, by phone or online. In addition to filling job vacancies, the topics addressed ranged from job advertisement writing over employer attractiveness up to tips on onboarding new employees. During the AMS Business Tour 2023 as a campaign to provide even better services to enterprises, more than 9,600 businesses were contacted. This resulted in more than 20,700 new job vacancies. In 2023, a total of 541,158 job vacancies, which companies registered at the AMS (including apprenticeship positions), were filled with the assistance of the AMS.

PROVIDING LABOR MARKET AND CAREER INFORMATION

The 73 AMS Career Information Centers (BIZ) are central contact points for all people seeking information about careers, training and the labor market. In 2023, 39,670 career and education counseling sessions were held, around 17,800 of which (55 percent) were aimed at adults. Once again, priority was given to career guidance for pupils; in this context, the AMS provided its services to 5,090 school classes.

Apart from

person-to-person services, the AMS offers a broad range of digital information and services related to the choice of career:



- Information and orientation on the labor market and professions via the portal www.ams.at/karrierekompass
- A vocational orientation test for persons over 14 years of age www.ams.at/berufskompass
- A brand new service developed in 2023 is the “AMS-Berufsinformat”: www.ams.at/berufsinformat. Using progressive AI technology, this tool gives answers to questions relating to careers, education and further training. Questions and answers are possible in all common languages. The sources used for its knowledge are the essential job-related AMS tools, such as the Career Information system (BIS), the Career Lexicon and the Education Compass, which are continually updated.

OTHER DIGITAL INFORMATION SYSTEMS:

- Career Lexicon - www.ams.at/beruflexikon
- Career Information System - www.ams.at/bis
- Further Education Database - www.ams.at/weiterbildungsdatenbank
- Education Compass - www.ams.at/ausbildungskompass
- Job Application Portal - www.ams.at/bewerbungsportal
- A page specifically aimed at younger people is - www.ams.at/jugendseite

PAGES INTENDED FOR PEOPLE INTERESTED IN RESEARCH AND LABOR MARKET DATA ARE:

- AMS-JobBarometer - www.ams.at/jobbarometer
- Research Network - www.ams.at/forschungsnetzwerk
- Labor Market Data Portal - www.ams.at/arbeitsmarktdaten-online



NEW PERSONS RECEIVING SUPPORT

343,873

LABOR MARKET PROMOTION

Besides its job placement services, the AMS uses its support programs to provide substantial stimuli to help the unemployed find work and develop further the qualifications of people both seeking employment and already employed. 343,873 new people were able to be assisted with aids and subsidies from the AMS in 2023. Around 37.4 percent of people affected by unemployment were included in support programs. The expenses for these active labor market policy support measures, including short-time work, represented a total spending of 1.33 billion euros.

Around half of the total aids and subsidies for labor market promotion (637 million euros) went to just under 172,000 women. As a result, the 2023 gender-responsive budgeting target was once again achieved. 1,407 women started a non-traditional training program with at least one apprenticeship certificate in the context of the FIT scheme (“Frauen in Handwerk und Technik”). 14,313 women visited an AMS Women’s Career Center. Around 32,800 of the more than 35,400 re-entrants included in subsidy programs were women.

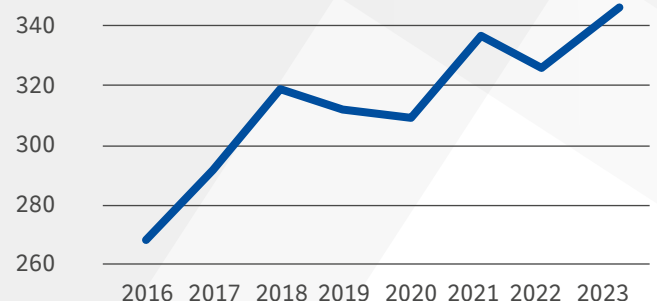
Particularly intensive efforts were made to support young people: 47.9 percent of all registered unemployed and apprenticeship seekers up to the age of 24 (i.e. 84,032 people) participated in support measures. To support young people, the AMS spent a total of around 411.74 million euros. This is more than 31.0 percent of the entire 2023 subsidies budget.

For 2023, the AMS was requested to implement a stability package worth an additional 120 million euros to be used for active labor market policy measures. Particularly low-skilled workers and future-oriented areas such as the IT or the nursing sector benefited from this package. A total of 66,752 persons, 13,927 of which were young people, participated in the special measure “Skilled-worker development including nursing and skilled-worker scholarship”. 20,717 persons were able to benefit from employment subsidies in the context of the special focus “Combating long-term unemployment”.

The skilled-labor shortage is a major challenge in the nursing sector, in particular. On top of that, the demographic change will further exacerbate this trend in the years to come if no countermeasures are taken. By introducing a nursing scholarship, a further education opportunity was created for people to obtain qualifications in a nursing or social care profession. Proportionally 18.50 million euros from active labor market promotion funds alone were already spent on such training programs for 7,040 people in 2023. 65.7 percent of those people began a training program with a focus on nursing; the other 34.3 percent started training in social care. 77.4 percent of the recipients of a nursing scholarship were women.

EXPENSES FOR SKILLED-WORKER TRAINING

IN MILLION €





SERVICE FOR THE EMPLOYMENT OF FOREIGNERS

The tasks of the AMS also include the issuance not only of work permits for third-country nationals but also of expert reports for the Red-White-Red Card and the EU Blue Card as well as for EU posting confirmations.

In 2023, a total of 122,425 cases were processed by the AMS. The majority of cases (i.e. 58,857) involved work permits, while EU posting confirmations accounted for 39,889 cases. Also, a total of 7,852 positive expert reports were issued for Red-White-Red Cards and EU Blue Cards (initial and re-applications). The three professional categories with the highest number of positive expert reports were IT and other engineers (1,939), managers (818) and cooks (735). As many as 169 vacancies were filled via the European employment services cooperation network EURES in 2023.

In 2023, on an annual average, 39,137 (+4,418, i.e. +12.7 percent compared to 2022) recognized refugees or persons eligible for subsidiary protection were either registered at the AMS as unemployed or attending an AMS training course. This was 11.5 percent of all persons registered as unemployed and attending training courses.

At the end of 2023, 3,849 refugees from Ukraine were registered at the AMS as unemployed or participating in training courses. On an annual average, 16,194 persons from Ukraine were fully insured in gainful employment, while 3,208 were in minimal employment.



122,425

applications processed for foreign employees



39,137

refugees or persons eligible for subsidiary protection assisted



16,194

Ukrainians with full insurance

WHAT ELSE THE AMS STANDS FOR

CUSTOMER ORIENTATION

The satisfaction of both job-seekers and assisted businesses is central to our efforts and remains at a constant high level.

Accordingly, more than four fifths (81.0 percent) of job-seekers were either very satisfied or satisfied with AMS services in 2023. Businesses rated the AMS very positively too: Close to four fifths (79.5 percent) of the surveyed companies were either very satisfied or satisfied with the AMS in 2023. An even higher level of satisfaction was registered with career and education counseling services provided by the AMS Career

Information Centers (BIZ). In 2023, 95.3 percent of the surveyed counseling clients responded to the question "If you think about the counseling interview with your BIZ counselor, how satisfied were you on the whole?" with a value of "1" or "2" (on a six-point scale).

Despite intense efforts to meet the needs of our clients, it may still happen that some matters are not settled satisfactorily. To be able to enter into a dialog, particularly in difficult situations, the AMS ombudsmen have proved valuable – and successfully so: In 2023, around 64 percent of complaints were able to be fully or partially settled according to the clients' wishes.

Satisfaction of jobseekers

81.0 %



Satisfaction of companies

79.5 %



Satisfaction of BIZ counseling clients

95.3 %





123 mio.

accesses to the AMS job search engine "alle jobs"



163,200

companies had an eAMS account at the end of 2023

DIGITALIZATION INITIATIVE

The AMS has a whole range of digital tools and services aiming at both job-seekers and businesses. The AMS job search engine "alle jobs" recorded more than 123 million accesses and almost 11 million visitors in 2023 – and those are only the ones that allowed cookies.

"alle jobs" lists job offers from the entire internet, vacancies registered at the AMS and public administration job openings. In 2023, around 214,500 job ads were placed in the e-Job-Room.

By the end of 2023, over 163,200 companies had an eAMS account, i.e. around 9,200 more than in the previous year. More than 1.7 million eAMS accounts held by persons were active, with more than 240,000 new ones being added in 2023.

In 2023, the wide range of services provided with an eAMS account was used close to 26 million times. One key innovation was the trial implementation of the skills matching tool that allows AMS personnel to make matches not only by profession but also by required skills. In the year 2023, the AMS provided close to 380,000 placement proposals (people and jobs) based on the skills matching tool.

As part of the IT Roadmap to modernize the AMS IT, projects were launched focusing on themes such as profile matching, eCampus, Intranet New and MyAMS. The modernization of the Data Warehouse, to some extent the statistical backbone of the AMS, was developed further.

THE AMS AS STAFF-ORIENTED EMPLOYER

As of Dec. 31, 2023, 6,523 persons were employed at the AMS (on an annual average excluding apprentices 5,827, full-time equivalent). The female proportion was 66.3 percent. At this point in time there were 73 apprentices, 46 of which were female. The part-time rate was 35 percent, with 85.3 percent of part-time employees being women. With currently 362 eligible employees with disabilities, the AMS has exceeded the recruitment rate pursuant to the Disability Employment Act for many years.

A particular focus is placed on the promotion of women within the AMS: As an enterprise, the AMS pursues a consistent equal opportunities strategy. In 2023, the internal equality policy showed success: With a proportion of 55.5 percent, the target of 50 percent women in executive positions was exceeded significantly. The long-



55.5%

of management positions are held by women

term target is to have as many women in executive positions as reflects their proportion in the overall number of employees. Targets agreed every two years by the AMS Management Board as well as a consistent career promotion program for women concretize this long-term objective. The AMS has also done well in terms of income equality: The difference between women's and men's income is only 3.1 percent. In addition, due to its very good offers to combine career and family, the AMS was once again awarded the audit certificate "berufundfamilie" in 2023.



Note

For further information, the notes to the 2023 annual report are available for download at www.ams.at/organisation/geschaeftsberichte/geschaeftsberichte-oesterreich

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