

**PROGRESSIVE.  
FORWARD-LOOKING.  
FOR PEOPLE.**

2013 Annual Report



” 2013 was characterised by lower economic dynamics, growing employment and a slight increase in unemployment. However, even with low growth, there were opportunities in the labour market with businesses finding skilled workers among the so-called ‘hidden labour force’ or from among well qualified immigrants. The unemployed were benefitting less from demand among employers.

The Federal Employment Agency (Bundesagentur für Arbeit - BA) confronted these developments and responded to them with forward-looking programmes. To name but a few, these include qualification-oriented training programmes and measures for those returning to the labour market, initial training programmes for young adults without a professional qualification and special measures for people with a disability. The success of such programmes will to an extent become evident in the coming years. However, we are confident that we are investing in people and their future prospects in a sensible and lasting way. “

**Raimund Becker**  
Member of the  
Managing Board,  
responsible for unem-  
ployment insurance

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**Heinrich Alt**  
Member of the  
Managing Board,  
responsible for basic  
income support

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**Frank-J. Weise**  
Chairman of the  
Managing Board

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## DUTIES OF THE FEDERAL EMPLOYMENT AGENCY

The BA has the statutory responsibility to prevent the emergence of unemployment and to limit as much as possible the duration of unemployment as well as to support balance in the labour market. By providing targeted information and individual counselling to its clients, the BA creates transparency in labour market trends and contributes to balance in the labour market by providing placement services. Through targeted vocational preparation and promoting its training and further education programmes, the BA makes a significant contribution to the securing of skilled workers in Germany.

The BA develops solutions to achieve a stronger integration into the labour market of women, young people, older people, people with severe disabilities, people in employment rehabilitation programmes and migrants. The BA is committed to equality of opportunity and places value on diversity.

On a European level the BA is deeply involved in labour market and education and training policy initiatives and as part of increasingly international markets it networks closely with other European public employment services.

In a rapidly evolving information and knowledge society, the BA through its professional e-services is supporting the initiative and problem-solving skills of its clients. By doing so, this means more time can be given to advising and supporting people who require more intensive assistance.

## GOVERNING BOARD

The Governing Board advises and oversees the Managing Board of the BA. It consists of 21 members and 15 deputy members from trade unions, employer associations and public bodies at federal, state and local level.

In 2013 the work of the Governing Board focussed on:

- 'AusBILDUNG wird was – Spätstarter gesucht' - this initiative for the initial training of young adults is intended to mobilise the employment potential of those aged between 25 and 35 who lack vocational qualifications,
- various large projects designed to increase the use of and improve the range of services available to job-seekers and employers,



**Peter Clever**  
Deputy Chairman of  
the Governing Board

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**Annelie Buntenschach**  
Chairwoman of the  
Governing Board

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- qualitative further development of the BA's targets and control systems,
- safeguarding the interests of those paying contributions into the unemployment insurance system through the configuration of services, e.g. enhanced careers information,
- and promoting mobility as well as youth employment in Europe.

## FURTHER DEVELOPMENT OF THE FEDERAL EMPLOYMENT AGENCY



*With its 'BA 2020' strategy programme, the BA has outlined a vision for the future orientation of its range of services. In the future it also wishes to assume responsibility for the labour market and offer appropriate solutions for issues affecting its clients.*

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*In May 2013 the BA's 40 Operational Services in which the processing of all services is bundled together entered into operation. This required the blanket introduction of an electronic filing system (eAkte) with which services can be provided without using paper and irrespective of location.*

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*Following reorganisation in May 2013, 102 local Family Benefits Offices were merged into 14 offices with up to 10 local branch offices forming part of them. By doing so, the BA has laid down the marker for optimising how its work is carried out and therefore improving the customer service offered by the Family Benefits Office.*

## LABOUR AND VOCATIONAL TRAINING MARKET IN DETAIL

		2013	Change compared to previous year
No. of unemployed persons	Stock	2.95 m	+1.8%
	Entrance	7.78 m	+0.1%
	Exit	7.74 m	+0.4%
Unemployment rate		6.9%	+0.1 pp
No. of underemployed persons (excluding short-time work)		3.90 m	-0.6%
No. of persons in gainful employment		41.84 m	+0.6%
No. of persons in employment subject to social insurance contributions <sup>1</sup>		29.27 m	+1.2%
No. of 'marginal' part-time paid workers <sup>1</sup>		7.45 m	+0.5%
No. of registered vacancies	Stock	434,000	-9.0%
	Entrance	1.82 m	-10.2%
	Exit	1.82 m	-11.9%
No. of recipients of unemployment benefit <sup>2</sup>		915,000	+7.9%
No. of persons able to work who are eligible for benefits <sup>2</sup>		4.43 m	-0.4%
No. of persons unable to work who are eligible for benefits <sup>2</sup>		1.70 m	+0.2%
No. participants in labour market policy measures <sup>3</sup>	Stock	859,000	-10.4%
	Entrance	2.29 m	-0.0%
no. of whom in measures not run by authorised municipal institutions	Stock	733,000	-11.4%
	Entrance	1.90 m	+0.8%
No. of registered apprenticeships <sup>4</sup>		505,000	-2.4%
	unfilled by 30 September 2013	34,000	+0.8%
No. of registered applicants <sup>4</sup>		561,000	-0.1%
	not placed by 30 September 2013	21,000	+34.5%

<sup>1</sup> June 2013

<sup>2</sup> Extrapolated figures

<sup>3</sup> Excluding one-off payments

<sup>4</sup> Vocational training year from 1 October 2012 to 30 September 2013

Annual average used for numbers of persons, annual total for movement data

## LABOUR MARKET

After a period of weakness in the winter half-year of 2012/13, the German economy reverted to a course for growth during 2013.

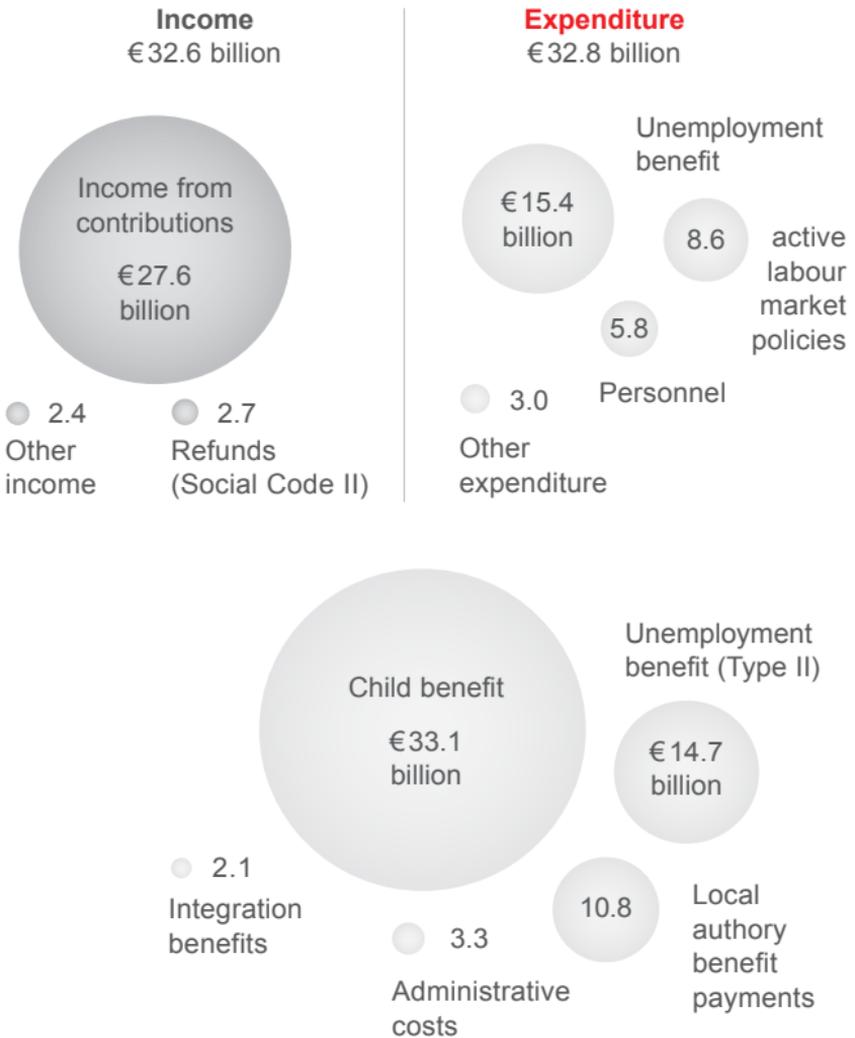
In broad terms the labour market remained unaffected by weak economic growth. In 2013 gainful employment and employment subject to social insurance contributions continued to rise albeit at a somewhat weaker rate compared to the previous year. However, unemployed persons are only partly benefiting from the increase in employment as their profiles often do not sufficiently match the demand for manpower. The number of unemployed has increased somewhat on an average annual basis which is also because relief by provided labour market policy measures has decreased. In contrast, underemployment which takes into consideration such changes fell slightly.

## VOCATIONAL TRAINING MARKET

The challenges facing the vocational training market continue to grow. Bringing about a successful balance in the market, i.e. bringing together young people and businesses in terms of regional needs, professions and qualifications, has become more difficult. Therefore, in 2013 the situation in the vocational training market has not developed as favourably compared to the two previous years. While the number of applicants has remained constant due to some double cohorts of school-leavers with upper secondary school qualifications, the number of apprenticeships has fallen. In total, there are more applicants than apprenticeships, a discrepancy that was somewhat bigger compared to the previous year.

# FINANCES OF THE FEDERAL EMPLOYMENT AGENCY

The emerging recovery in the German economy that occurred in the second quarter of the year was also reflected in the BA's financial results. The funding deficit of €186m was offset by the BA's reserves which meant that no federal loans needed to be availed of. However, the overall positive economic growth could not be used for an additional build-up of reserves for the future.



## HUMAN RESOURCES

In addition to an engagement index, the promotion of diversity as well as the physical and emotional well-being of our employees are further focal points of our human resources policy. Furthermore, skills development and ongoing learning are supported by means of further development in the area of training programmes.

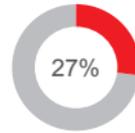
No. of severely disabled persons



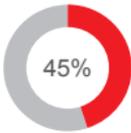
Share of women



Rate of part-time staff



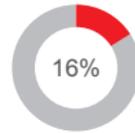
Share of women in leading positions



No. of employees over 50



No. of employees from migrant backgrounds<sup>1</sup>



<sup>1</sup> Data is based on voluntary disclosure as part of an internal employee survey

Source: Federal Employment Agency, ERP-Personal

## INFORMATION TECHNOLOGY

The BA operates one of the biggest IT landscapes in Germany. A particular challenge is represented by the size and complexity of different tasks meaning that the further development and improvement in IT processes are constantly being moved forward.

No. of items sent by post per month	8m
No. of emails per month	34m
No. of money transfers per month	17m
Central data centres	3
Decentralised connected data centres	11
Maintained IT processes	120
Self-service PCs	12,000
Connected PC workstations	160,000
Servers	10,000

## TARGETS

In 2013 the further development of the targets and control systems of the unemployment insurance scheme was adopted. In this way, employment agencies were provided with incentives to improve the quality of their integration work and to better support job seekers in need of special assistance as well as small and medium enterprises.

The overarching business policy targets in the BA's unemployment insurance scheme were updated in 2013 in the same way as in previous years as part of which targets relating to integration and guidance in the unemployment insurance scheme represented the biggest challenge.

Job centres were measured on the following targets in 2013: 'Reducing the need for assistance', 'Improving integration into gainful employment' and 'Avoiding long-term drawdown of benefits'. With changes in the labour market, integrating clients is a growing challenge. The operating results reflect this trend.

## QUALITY

The BA aspires to constantly improve its products, processes and services. As a learning organisation it adapts its main work to changing client requirements.

In 2013 a high level of satisfaction with the work of the BA was once again recorded. Employees gave employment agencies an average mark of 2.2 (equivalent to a school grade where 1 is the highest and 6 is the lowest). On average employers gave the BA a mark of 2.0. Young people were the most satisfied group with an average mark of 1.8.

## IMPORTANT EVENTS 2013

### 15 JANUARY

The BA's JOBBÖRSE is awarded a seal of approval with the grade 'good' in the results of the sectoral evaluation of online job exchanges

### 28-29 JANUARY

Under the patronage of the Federal Minister of Labour the BA hosts the European Youth Conference 'Ausbildung sichert Zukunft: Beschäftigungschancen der Jugend in Europa erhöhen.'

### 8 FEBRUARY

BA's Governing Board adopts the initiative 'AusBILDUNG wird was – Spätstarter gesucht'

### 25 FEBRUARY

The chairs of the Governing Board and Managing Board consult with the President of the European Parliament on labour market trends in Europe and mobility within Europe

### 7 MARCH

The BA's campaign 'Ich bin gut 2012' is awarded the 2013 German Media Award in the category 'Best Media Strategy'

### 18 MARCH

JOBBÖRSE app is launched

### 16 APRIL

The BA's Leadership Academy is awarded the Seal of Excellence at the 2013 German Education Awards

### 25 APRIL

- BA's Parliamentary Evening
- Girls' Day and Boys' Day

### 1 MAY

BA's Operational Services are launched

### 28 MAY

'Beschäftigungschancen für Alleinerziehende erschließen' competition (Opening up employment opportunities for single parents) awards for most successful ideas presented by State Secretary Gerd Hoofe and Managing Board Member responsible for basic income support, Heinrich Alt

### 1 JUNE

Introduction of toll-free customer service numbers

### 6 JUNE

Governing Board meets with representatives of the European Commission and European Parliament to discuss youth employment and the role of European public employment services.

### 13 JUNE

Conference in Berlin on 'Perspektiven für junge Erwachsene ohne Berufsabschluss' (Prospects for young people without vocational qualification) set up by and with the collaboration of the Governing Board

### 20 JUNE

BA is awarded the Comenius award in the category 'Didactic Multimedia Projects' for [www.planet-beruf.de](http://www.planet-beruf.de)

### 27 JUNE

United Nations Public Service Award for the initiative 'Perspektive Wiedereinstieg'

### 3 JULY

BA makes presentation on tackling youth unemployment at EU summit talks in Berlin

### 27 SEPTEMBER

European Commission's Director General for Employment makes presentation to Governing Board on the concept of 'Förderung der Jugendbeschäftigung in Europa' (Promoting youth employment in Europe)

### 1 OCTOBER

BA becomes member of the European Social Network, a Europe-wide network of public social services

### 9 OCTOBER

[www.planet-beruf.de](http://www.planet-beruf.de) receives the GIGA-Maus 2013 award for best reference and look-up program in the 'Children under 10 years' category

### 12 NOVEMBER

BA makes presentation on tackling youth unemployment at second EU youth summit in Paris

## INFORMATION



The mobile statistics app offers up-to-date labour market data on the move. It is available at:

**[statistik.arbeitsagentur.de](http://statistik.arbeitsagentur.de)**

- Statistische Analysen
- Interaktive Visualisierung
- Statistik-App



Information on the BA's budget is available at **[www.haushalt.arbeitsagentur.de](http://www.haushalt.arbeitsagentur.de)**

## CONTACT

### Employees:

0800 4 5555 00 (toll-free)

### Employers:

0800 4 5555 20 (toll-free)

### Family Benefits Office:

0800 4 5555 30 (toll-free)

### From abroad:

0049 911 1203 10 10

### Statistics data centre:

0911 179 3632

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The German annual report and flyer are available online at **[www.arbeitsagentur.de](http://www.arbeitsagentur.de)**

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This flyer and the English report are available online at **[www.arbeitsagentur.de](http://www.arbeitsagentur.de)**

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