



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

## ANNEXES

### Annex 1 - Outline profile of the labour market, employment sectors and related socio-economic factors

While the economic conditions were favourable for the labour market up to 2009, the values of the main employment indicators are currently far below the target values anticipated in the National Employment Strategy (values registered in 2009 compared to target values for 2010) and the current social-economic developments are not favourable for addressing this deficit.

**Table A1.1: Comparison between the actual values and the target values of the employment indicators in the National Employment Strategy 2004-2008.**

	Value registered in 2009 (EUROSTAT) %	Target value for 2010 stipulated in the National Employment Strategy 2004- 2008 %
Employment rate	58.6	70
Employment rate for women	52.0	60
Employment rate for people between 55-64 years of age.	42.6	50

In 2009 GDP declined because of the economic-financial crisis and there are no signs of a rapid recovery. The decline in GDP was quickly reflected in the labour market, with a switch from labour shortages to oversupply and increased unemployment, with direct impact on PES activities. With the same human resources, or even less, PES staff must deal with an increased number of job seekers with both active and passive measures, while employers demand a higher quality of services.

Key features of the Romanian labour market can be summarised as follows:



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU

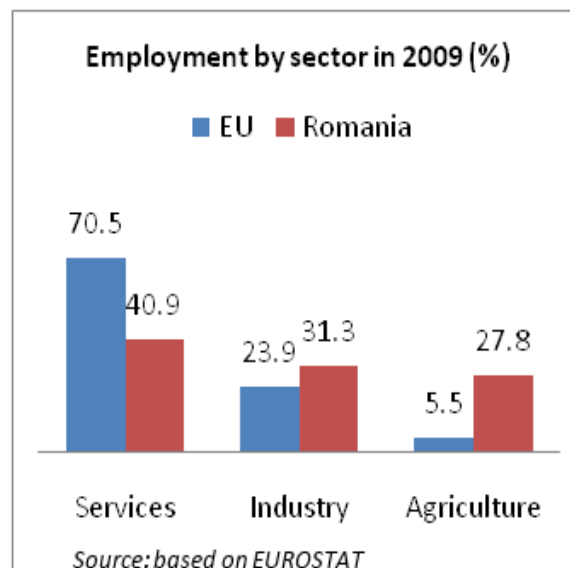


Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

- **Low activity and employment rates** (among the lowest in EU-27 countries). This reflects low absorption of the labour force following transition and its associated economic restructuring process, but also high inactivity rates (partly related to relatively low incentives for active job-search). The DG ECFIN AMECO database<sup>37</sup> shows a decline in overall employment in Romania for 2009 and 2010 and a slow recovery in 2011 and 2012.
- **The distribution of employment by economic sector is quite unusual** by comparison with the EU: especially the very high employment in agriculture in Romania. Although agriculture's share of total employment has decreased in favour of the services sector, it is five times that of the EU-27. Employment in the services sector in Romania is about 60% of the European level.



In 2009 less than 6% of those working in agriculture were employees, 53% were self-employed and almost 41% were unpaid workers (contributing family workers)<sup>38</sup>.

While no official forecast is provided for employment by sector, the economic crisis is likely to induce important structural changes in the Romanian economy that may have implications for reallocation of the labour force.

- **Increasing unemployment rate** – The unemployment rate in Romania has increased between 2008 and 2009 regardless of which methodology is used – PES (registered



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU

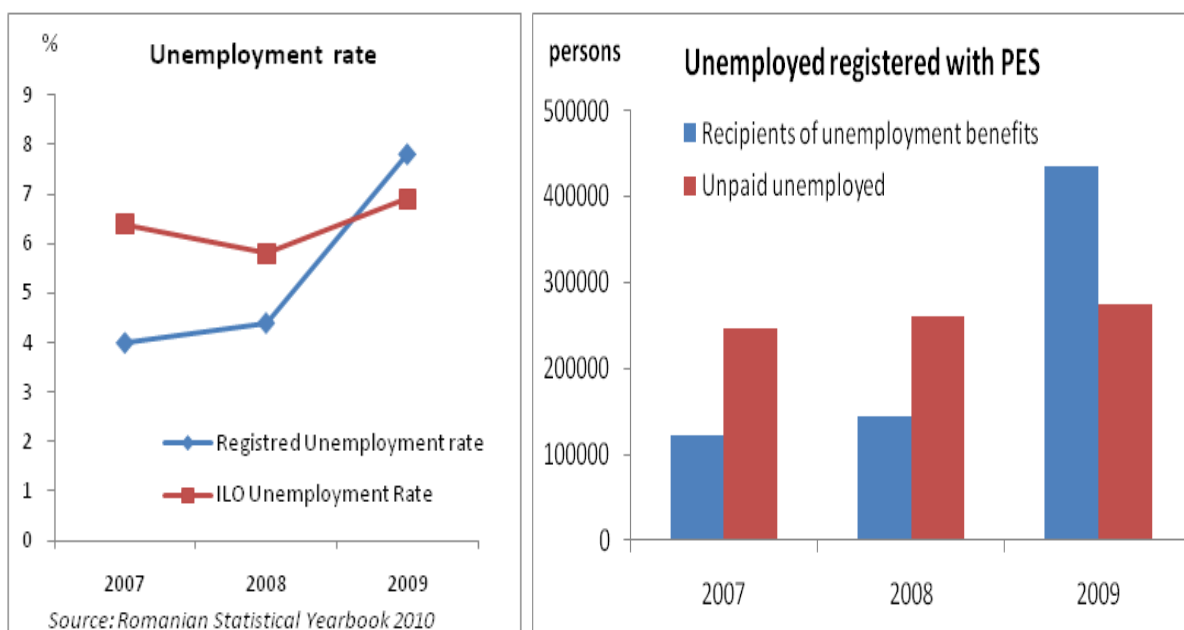


Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

unemployment) or ILO (Labor Force Survey). But, for the first time, in 2009 the ILO unemployment rate was below the PES unemployment rate: 6.9%, revised downwards from 8.4%. However, it is widely recognised that the number of registered unemployed, does not reflect reality. The low registered unemployment rate indicates the high incidence of undeclared labour, influenced by the ineligibility for unemployment benefits because of previous work in the informal economy or a very long period of unemployment.



- **The number of registered unemployed increased by 75%** between 2008 and 2009, and the **number of recipients of unemployment's benefits** by much more (about **3 times**), increasing demand on the financial and personnel resources of the PES.
- **Differential rates of unemployment**, with higher unemployment rates for unskilled workers, and younger and older workers. By the end of 2009 unemployment was concentrated amongst individuals with the following occupational profile<sup>39</sup>: unskilled workers in manufacturing, building and metal construction workers, salesmen in shops and markets, machine workers, unskilled workers in house construction, wood-workers, unskilled workers in transportation and distribution.
- **A decreasing long-term unemployment rate** (up to 2.1% in 2009), **with higher values for urban areas**; two years is below the EU-27 average.



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



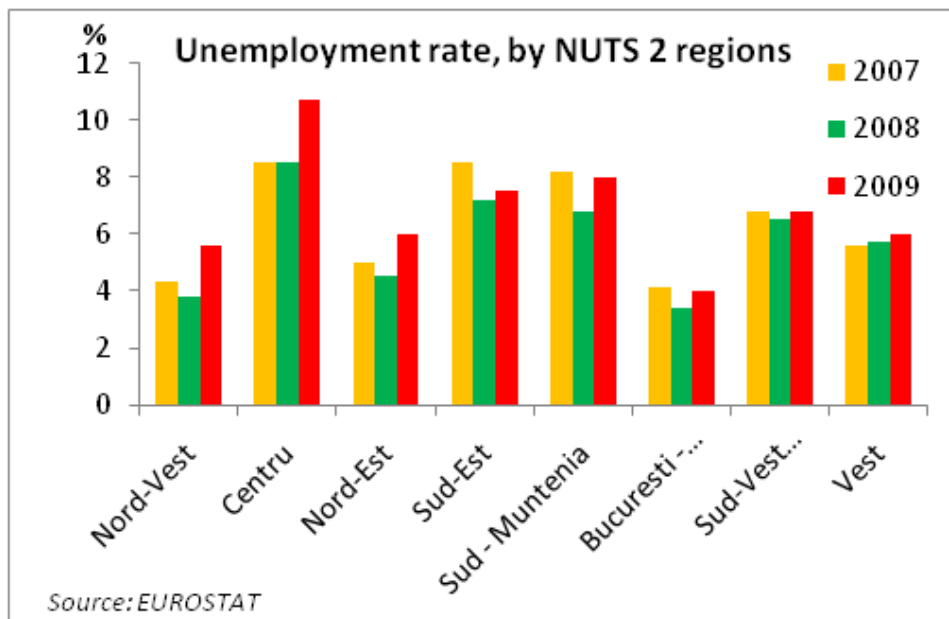
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

- **Increasing unemployment rates for all NUTS 2 regions**, with a relatively **low dispersion of regional unemployment at NUTS2 level** (much lower than the EU-27 average) and similar to the European average (around 50%) at county level (NUTS 3).

The outliers in unemployment rate are Bucuresti-Ilfov (the lowest) and Centru (the highest).



- **A reduction in job vacancies by 50%**, but with differences among economic sectors

**Table A1.2. : Rate of vacancies, by selected activities of national economy (%)**

Activity (NACE Rev.2 sections)	2008	2009
<b>Total</b>	<b>1.94</b>	<b>0.88</b>
Agriculture, forestry and fishing	1.78	1.42
Industry – total	1.57	0.64
Manufacturing	1.78	0.72
Construction	1.45	0.60
Wholesales and retail; repair of motor vehicles and motorcycles	0.60	0.22
Transport and storage	0.64	0.43
Hotels and restaurants	0.71	0.40

Source: Job vacancy survey, Romanian Statistical Yearbook 2010

- **A lack of flexibility of the labour market, stimulating undeclared work and discouraging the use of temporary contracts.** Labour legislation is flexible in respect of



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

regular, full time employment contracts and rigid in respect of collective dismissals and non-standard types of employment. The rigid regulation of non-standard contracts reduces compliance and stimulates undeclared work. But one can not blame legislation, the undeclared work<sup>40</sup> being determined by a mix of institutional and policy factors, such as: high tax burden on labour; time consuming administrative procedures for tax payment and weak requirements for job-search for people benefiting from social assistance. The use of Short-term contracts are not stimulated by the Labour Code, because they are treated as a special exemption, and Romania does not have a culture of short term contracts. This explains the very low share of temporary contracts (about 1% compared with almost 14% European average), however very recently there has been an increase in the demand for short-term employment contracts. Because of uncertainties about the economic context, more employers prefer hiring on a limited/defined period of time, rather than the 'traditional' contract, of a permanent job. This trend is likely to increase the probability that people become serial jobseekers and return to employment agencies after relatively short periods of time.

- **Restrictive factors related with demography.** Analysis of demographic changes from the perspective of impact on the future labour market highlights decreasing birth rate and deteriorating population age structure, with an increasing ageing population, and a decline in the proportion of young people. These will call for increasing pressure in the future on the Social Insurance Budget.
- **Low internal mobility and high external migration.** Internal mobility is very low in Romania and has been decreasing over the last couple of years. Internal migration is especially low from rural to urban areas, where there are more job opportunities. Emigration levels are high, stimulated by higher wages in places with similar costs of living, lower than those to be found in Bucharest or other large Romanian cities. This pattern could induce imbalances on the labor market in particular skills related or more generally.
- **Increasing poverty rate.** The poverty rate, which had declined significantly up to 2008, has begun to increase again; as shown in World Bank report *Country Strategy Partnership with Romania for 2009-2013*<sup>41</sup>, in 2009 the poverty rate increased from 5.7% in 2008 to



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

7.4% and the rate of children at risk of extreme poverty increased from 7.8% in 2008 to 10.7% in 2009. *The most vulnerable groups* continue to be poor people, children, youth, Roma population, self-employed from the urban areas, rural poor, and the unemployed. The World Bank Report estimates that the current anti-poverty social care schemes are not providing the expected results. The expenditures for social protection in Romania are the lowest in the European Union and in the current context of national fiscal limitations the financial support schemes offered by the government to the unemployed and people at risk of poverty will continue to be a serious challenge.



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

## **Annex 2 - Methodology**

### **2.1 Introduction**

A summary of the activities and associated data collection techniques and information sources used in the evaluation process is presented in the Table A2.1 below. Details of the fieldwork methods, target groups and numbers of respondents/participants are provided in Table A2.2. This is followed by a technical note on the two surveys undertaken as part of the evaluation process.

### **2.2 Key Evaluation activities**

#### **Table A2.1: Component IIIa – Ad hoc evaluation of PES**



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

<b>Key evaluation activities and associated data collection methods</b> (n=major source; and - = minor source).						
	<b>Official Docs. &amp; Sources</b>	<b>Other literature</b>	<b>Data – project, financial etc.</b>	<b>Key stakeholder Inter- views</b>	<b>Group Meetings</b>	<b>Survey</b>
<b>Relevance</b>						
Activity IIIa.2 Analysis of FDI SOPHRD activities compared with target group needs	n	n	n	n	n	
Activity IIIa.3 Analysis of the relevance of services provided by the NAE	n	n	n	n	n	
Activity IIIa.5 Analysis of PES services matched with employment demands	-	n	n	n	n	n
Activity IIIa.6 Analysis of PES staff competencies and training needs	-	n	n	n	n	
<b>Efficiency</b>						
Activity IIIa.3 Analysis of the efficiency of services provided by the PES	n	n	n	n	-	
Activity IIIa.4 Analysis of PES services compared with similar services of private providers <sup>42</sup>	n	n	n	n	n	
<b>Effectiveness</b>						
Activity IIIa.1 Analysis of contribution of PA4 financed projects to PA4 objectives/indicators	n	-	n	n	n	n

## 2.3 Fieldwork methods, target groups and numbers of respondents





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Table A2.2 Fieldwork methods, target groups and respondents/participants in PA4 Ad hoc evaluation of the PES**

Fieldwork methods & target groups	No. of respondents	Target group categories/respondents
<b>Interviews (face to face)</b>		
National Agency for Employment (NAE)	10	Chief Executive, and directors of: Finance; Management Information; Professional Training; Active Labour Market Measures; Labour Market Analysis; Eures; Mediation for Romanian Workers Abroad; HRD, and the IB SOPHRD.
NAE – Regional Adult Training Centres	6	Directors of Training Centres in Brasov, Calarasi, Dolj, Iasi, Mehidinti, and Mures
PES District Offices	3	Directors of PES offices within Bucharest/Ilfov, and North-East Region
External stakeholder agencies and organisations	11	National training and education organisations; Employer Bodies, Trade Unions, and agencies representing other PES client groups (Roma, People with Disability) & NGOs.
Private providers of training & employment services	6	Private company representatives from Bucharest, Centre, and North-East regions.
Ministry of Labour, Family and Social Protection	2	Employment Directorate; Social Affairs and Equal Opportunities Directorate
MA SOPHRD	4	Evaluation, contracting, financial, information/help-desk Departments.
<b>Group Meetings</b>		
County Agencies for Employment (CAEs)	20	Two discussion group meetings (Sibiu & Drobeta) with Director/Coordinators and other staff of County Employment Offices from three regions (Central, West and South-West).
Private providers of Employment and training services	4	Discussion meeting with representatives of private training/recruitment companies in West Region (Drobeta).
<b>Surveys</b>		
Contracted PA4 SOPHRD	19	8 strategic and 11 grant projects; (12 in KAI 4.1 and 7 in



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Fieldwork methods & target groups	No. of respondents	Target group categories/respondents
projects (up to end 2009)		KAI 4.2)
Trainees/jobseekers	159	Trainees on courses in seven NAE adult training centres in four Regions; (68% female and 32% male).

## 2.4 Technical note on surveys

Two surveys were undertaken as part of the evaluation process; a survey of contracted PA4 SOPHRD Projects, and a survey of trainees/job-seekers.

### *Survey of PA4 SOPHRD Projects*

An electronic questionnaire was distributed to each of the 19 projects in Priority Axis 4 that was contracted up to December 2009. Information was sought in the questionnaire on issues related to the relevance, efficiency, and effectiveness of the projects; this included questions to beneficiaries on needs identification, on project implementation, and on horizontal issues and on their expectations of the projects impact and sustainability. Completed questionnaires were received from all 19 projects. The projects' questionnaire is included in Annex 10 of this report.

### *Survey of Trainees*

While the resources for this ad hoc evaluation did not allow for a large scale or representative survey of unemployed persons and job-seekers, the evaluators and the MA SOPHRD were in agreement that the evaluation would benefit from the collection and inclusion of primary data on the views and experiences of unemployed persons. The evaluators decided that a survey of a cross-section of unemployed trainees attending at Regional Adult Training Centres was the best way to collect such information within the limited time-scale and resources available. A self-completion questionnaire was designed that focused on the trainees' attitudes to and experience of the PES (particularly the experience of use of the County Employment Agency and experience in undertaking vocational training).



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

The survey was carried out in training centres in the Regions where group discussion meetings were also held for the Ad hoc evaluation of the PES (Central, West and South West), and also in one training centre in the North East Region (as part of the fieldwork for Component I of the SOPHRD Interim Evaluation) during June and Mid-July 2010. The questionnaire was distributed to trainees from a range of different types of training programmes that were taking place in the Regional Training Centres at the time of the fieldwork.

Altogether 159 trainees from 7 training centres in 3 regions participated in the survey. The distribution of respondents according to the training courses being attended is shown in the following table.

**Table A2.3: Distribution of respondent trainees by course being attended**

Type of training courses	No of respondent trainees
Accountancy	41
Hairdressing	30
Mechanics	11
Plumbers	17
Sales	21
IT	30
Cosmetics	9
Total	159

Self-completion questionnaires were used to gather the data. The survey population is not a representative sample of trainees or job-seekers, but is a pragmatic sample of trainees attending at Regional Adult Training Centres at a point in time. The survey results were analysed using Excel, and charts and diagrams of the main survey findings are included in Annex 11 – Results of Survey; the trainees’ questionnaire is presented in Annex 12 – Trainees’ Questionnaire.



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

## **Annex 3 - Research on PES in EU**

### **Introduction**

A review was undertaken of a range of European studies on aspects of PES. Key factors and lessons from these studies are outlined in this note, categorised broadly under effectiveness, efficiency and relevance.

### **Effective PES**

A review of PES services in Ireland<sup>43</sup> identified key necessary elements to provide an effective, high quality, user-focused, and value-for-money National Employment Service (2003) as follows:

- a single agreed national policy and a single brand for the National Employment Services as a whole;
- a common ‘gateway’ entry approach for all clients/service users;
- consistent standard provision of initial information, needs assessment and referral service offered to all users irrespective of location;
- HRD services to client groups, e.g. training, education and employment programmes, to be seen as distinct from the ‘gateway’ service;
- clearly defined and quantifiable performance indicators and effective MIS;
- progression plans tailored to individual clients need; and monitoring and support of the implementation of progression plans to impact on HRD programme design and delivery;
- Re-invigorated links with employers at national and at regional/local level;
- Advisory structures at both national and regional/local level.

### **Efficiency in PES**

Features of high performing labour agencies were identified, following review of practice in PES in France, Germany, the Netherlands and UK (2006)<sup>44</sup>. High performing Public Employment Services agencies were found to have six key capabilities, as follows:

- Speedy and efficient job-placement; with time to fill vacancies reduced by use of on-line portals, web-sites and personal case managers;



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

- Ability to increase labour market participation among priority publics; personalisation and targeting of services and actions to meet the needs of groups such as lone-parents, people with disabilities; women, older unemployed;
- Provision of incentives for self-employed/entrepreneurs
- Accessible tailored training and education programmes; with particular focus on new technologies
- Good access to the agency services; through increased use of ICT; and provision of a range of segmented services to meet customer needs and optimise service delivery
- Holistic approach that ensures integration between social support mechanisms and labour market measures; particularly efficient payment of benefits.

Recent evaluation of the PES Modernisation Programme in Hungary (2010) has found that the PES achieved increased labour market accession and greater efficiency as a result of its modernisation programme<sup>45</sup>. The modernisation programme has three core elements: improvement of the IT system; quality improvement programme in local offices; and an improved service model for clients.

### ***Performance measurement***

A UK study explored how the PES across Europe used performance measurement in achieving their organisational objectives, based primarily on data from the PES Monitor and Benchmarking Project(2009)<sup>46</sup>.

Six key PES goal indicators have been identified from review of practice in European member-states. These are as follows:

- Aiming at a successful transition from unemployment to employment
  - Focusing on transitions from ALMP-training measures to employment
  - Ensuring that registered vacancies are filled
  - Achieving satisfaction among customers (unemployed jobseekers and employers respectively)
  - Opening access to a large share of vacancies through the PES information systems
  - Taking a special interest in the swift transition to employment

The UK review identified some common problems relating to the use of performance indicators in the PES: these included cost-effectiveness issues; the creation of ‘perverse



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

incentives’ e.g. encouraging ‘creaming and parking’ behaviour, where easy to place clients are prioritised over those requiring more help and who are arguably the more appropriate focus of PES; and thirdly that performance management indicators can incentivise PES and their contractors to promote short-term rather than long-term outcomes. The study noted that the European project to develop common indicators for PES and enable benchmarking by individual countries initially identified 11 indicators for PES, but that this was subsequently reduced to seven. (e.g . European PES Monitor and PES Benchmarking Project). The UK study developed a typology of PES performance measures, based on input, output, process quality, intermediate and final outcome measures. The typology is presented in the Table below.

**Table A3.1 Typology of PES Performance Measures**

Input measures	Output measures	Process quality measures	Intermediate outcome measures	Final outcome measures
<ul style="list-style-type: none"> <li>• Staff hours in different roles</li> <li>• Spending on staff</li> <li>• Spending on programmes</li> <li>• Office numbers</li> <li>• Spending on compliance and processing</li> </ul>	<ul style="list-style-type: none"> <li>• Vacancy registration</li> <li>• Interviews completed</li> <li>• Referrals to training or other support</li> <li>• Penetration measures</li> <li>• Individual plan completion</li> <li>• Placement into work trials</li> <li>• Sanctions</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment of interviews or plans</li> <li>• Customer satisfaction surveys</li> <li>• Employer satisfaction surveys</li> </ul>	<ul style="list-style-type: none"> <li>General off-flow measures</li> <li>• Specific off-flow measures</li> <li>• Penetration measures</li> <li>• Benefit duration measures</li> <li>• Vacancy outcome measures</li> <li>• Hybrid measures</li> </ul>	<ul style="list-style-type: none"> <li>• Employment rate</li> <li>• Unemployment rate</li> <li>• Inactivity</li> <li>• Productivity</li> <li>• Long-term wages/employment history of beneficiaries</li> </ul>

***Contracting out delivery***



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

The increased trend for contracting-out of the delivery of public employment services, and for public employment systems that integrate some form of contractual employment services, has also been the subject of review in recent years<sup>47</sup>. Australia, the Netherlands, Denmark, the UK and more recently Germany were to the fore moving towards a quasi-market approach for delivery of parts of the public employment services (e.g. employment counselling, job-search assistance, and training). Policy on increased contracting-out has developed in context of a need to cut public service costs and staff numbers, and a belief that better and cheaper PES services can be delivered through the use of other external actors. These external actors can include private providers of employment and training services, semi-public educational institutions, and not-for-profit organisations.

Perceived advantages of contracting out of PES are greater efficiency and flexibility in delivery, improved responsiveness and greater choice for the client groups, and the potential to achieve better employment outcomes. While disadvantages of a market-oriented PES system based on use of other external actors have been identified as ‘short-termism’, an emphasis on quick and quantitative results based on a ‘work-first’ approach and a move away from longer-term activation measures. Difficulties in ensuring quality, standards and equality of access have also been highlighted as constraints to the contracting-out approach.

## **Relevant PES roles and services**

### ***Activation role for PES***

A 2010 review of labour market programmes in Ireland<sup>48</sup>, highlights the need for strong connection between receipt of social welfare benefits and mutual obligations and responsibilities for job-search and development. In light of increased unemployment it identifies a need to intensify PES activation measures for the unemployed; including ‘profiling’ of newly registered clients, provision of comprehensive careers and progression opportunity information needs; and more frequent face-to-face contact interviews between those on unemployment payments with employment counsellors.





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

### *Vocational guidance*

The type of guidance services offered by PES in Europe has been addressed by an EU Report in 2005<sup>49</sup>. The report distinguished between three main categories of activities: ‘personalised employment services’; specialised career guidance services and other career guidance provision. One of the key trends that have an impact on the way personalised employment and career guidance services are delivered is responsibility-sharing. The study considered three key aspects in relation to this organisational trend. The first is the sharing of responsibility with regional and local employment offices through decentralisation.

The second is the sharing of responsibility with partners through joint service delivery, or through outsourcing and contracting-out. This change in the organisational context, as well as the shift towards a ‘personal service model’, has given rise to a number of trends in the delivery of career guidance and career-guidance-related services within Europe’s PES. One of the more important is the increase in the range and depth of services that contain career guidance elements. This increase in both supply and demand for services can lead to tensions resulting from the attempt to develop personalised approaches while at the same time catering for increasingly large numbers of unemployed in a differentiated manner. Ways in which these tensions are being resolved include: a resort to partnership and to outsourcing; a shift to self-service modes of delivery; and the introduction of tiering, to provide career guidance in self-access modes and in groups to the majority of clients, reserving to the rest more intensive individual career guidance interviews if and when needed. The study identifies four key challenges related to personalized employment and career guidance services for Europe’s PES. These are as follows:

- the need for PES career guidance and career guidance-related services to be more systematic in the evaluation of their effectiveness;
- The challenge to get the right balance between integrating career guidance elements in the services and activities provided by the PES, while at the same time maintaining specialist services for deeper engagement with clients when this is required;





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

- the necessity to open up guidance services within the PES to embrace a more long-term, life-long perspective: one that is more in tune with the needs of citizens in the emergent knowledge economy;
- addressing key gaps in service delivery, and to focus on those areas that require further attention and investment in order to facilitate the provision of quality services for all.

### ***Job-matching***

The importance of good PES contacts with employers for high-quality job-matching was identified in a recent study in Sweden<sup>50</sup> (NAO 2010). The study focused on efforts made by the PES to be more specific in respect of contacts with employers, with a Service Concept project that requires that all employment officers have contacts with both job seekers and employers. The study indicated that more detailed internal controls were necessary, with clarification of procedures and documentation for contacts with employers, and relevant staff training. The report proposed a need for PES to have ‘transparent reporting to Government on its employer contacts’ to maximise the effectiveness of this aspect of its work.

### ***PES and flexicurity***

The role of the PES related to flexicurity was also examined in a recent EU study<sup>51</sup>. The overall conclusion of the study is that European PES has largely adopted proactive and preventive approaches to the delivery of employment services, and that these practices are conducive for flexicurity. This, taken together with PES' position as a mediator and hub of information, places PES in a historically unique position when national policies are to be tuned to a flexicurity approach.

The study demonstrates that European PES are undergoing or planning changes in their operational setup, in order to manage new approaches like case management and subcontracting of services. However, challenges remain. On the demand side, there is an increasing need for PES to improve their partnership with employers in the anticipation of future skill needs, while on the supply side PES staff face an increasingly diverse clientele, including clientele from other countries. Consequently, the European PES need to be able to



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

develop and recruit more qualified staff, if they are to assume their potential role as promoters and evaluators of flexicurity. Key priorities identified for the modernization of PES to support flexicurity are focused on:

- A more proactive PES role
- Timely and advanced labour market information
- The PES to work with relevant social benefits agencies to improve incentives to move from unemployment benefit into work
- Strengthen implementation of active labour market measures
- Strike a balance between the need to secure rapid transition and financial considerations.



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

#### Annex 4 – List of stakeholders consulted

**Table A4.1 List of Stakeholders Agencies Consulted for Ad hoc Evaluation of PA4 Modernisation of PES<sup>52</sup>**

Agency	Directorates/Regions/Counties
Ministry of Labour, Family and Social Protection	MA SOPHRD
Ministry of Labour, Family and Social Protection	Interim Evaluation Steering Committee
Ministry of Labour, Family and Social Protection	Employment Directorate
Ministry of Labour, Family and Social Protection	Social Affairs and Equal Opportunities Directorate
National Agency for Employment (NAE)	President
NAE - Directors	Economic; HRD; Labour Market Forecasting; Vocational Training; Active Labour Market Measures; Mediation workers abroad; Management Information Systems Eures; Staff Training Centre (Rasnov)
IB NAE	Head of IB Head of Contracting & Evaluation POSDRU
NAE	Managers – POSDRU PA4 Projects (19)
NAE	Other specialist senior staff – central level
County Agency for Employment (CAEP) from Central, South-West, West, North-East, and Bucharest-Ilfov regions	Directors/Heads of CAEP in:
	Alba
	Bacau
	Brasov
	Bucharest (Districts 3 & 4)
	Caras Severin
	Covasna
	Gorj
	Hargita
	Huendoara
	Iasi
Ilfov	



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Agency	Directorates/Regions/Counties	
		Mehidinti
		Neamt
		Valcea
		Vrancea
		Sibiu
		Timis
NAE – Regional Training Centre for Adults	Brasov, Calarasi, Dolj, Iasi, Mehidinti, Mures,	
National Centre for the Development of Technical & Vocational Education and Training		
National Adult Training Board		
PIMM - South East Region branch of CNIPMMR (National Council of Private SME's in Romania)		
FEPA AGRIRO & Machinery Construction Sectoral Committee		
Patronatul Romconserv		
Regional Patronate 'Banatul' (West Region)		
Democratic Trade Union Confederation of Romania		
Public Administration Trade Union (PULISIND)		
ROMALIMENTA		
National Roma Agency		
Romanian National Organisation for Disabled Persons		
Private Providers of Training and Recruitment Services		<b>West Region</b>
		ARCS
		Vigilent Security
		SC Promexfor
		SC START Educational 2000 SRL
		<b>Centre Region</b>
		Fidelitas Association
		SC LOTUS B&B SRL
		Asociatia Filantropia Ortodoxa Alba Iulia
		<b>N-E Region</b>
		Terramold
		DAL consulting
		<b>Bucharest</b>
		Ejobs.ro



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

## Annex 5 – PA4 Contracted Projects and budgets

**Table A5.1: Assessment of the relevance of FDI KAI 4.1 eligible activities**

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
Development of methods/instruments/services/programmes of implementation of the active employment measures, including guidance and counselling, services specifically addressing the integration of vulnerable groups etc.;	+++	Increased unemployed client group and their need for active labour market measures				8	9	
Implementing activities aiming at strengthening the PES capacity to provide employment services;	+++	Increased registered unemployment			1	11	12	
Development and implementation of methods/instruments for monitoring and evaluation of current employment active measures and the impact on the labour	++	The decreasing budget for active measures necessitates improvement in the effectiveness and the impact						



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
market at local, regional, and national level, such as:		of services provided by the PES						
- developing and integrating innovative tools and techniques in view to monitor the impact of active employment measures on target groups;					3	3	6	
- developing and implementing adequate monitoring and reporting systems to European Eurostat AEMs database;					4	5	2	
Development and implementation of systems and instruments for strengthening the forecasting/planning capacity in employment;	++	Changing socio-economic context.				2	11	
Development and implementation of new organisational solutions to increase the quality and efficiency of employment	+++	Increased need for quality services in the context of budgetary constraints				6	8	



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
services provided;								
Elaboration/implementation/monitoring of individual action plans;	++	PES budgetary constraints and staff shortage; together with more diverse profile of registered unemployed.			3	3	4	
Elaboration and implementation of specific/innovative methods for labour force recruitment according to the needs of employers;	++	Increased expectations of employers for higher quality of job matching services				5	7	
Development and implementation of specific tools and techniques for increasing quality of work mediation services, including organization of job fairs at local, regional, national and trans-national level;	+	Job fairs of less relevance given the decline in employment opportunities and vacancies.		1	2	1	3	





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
Identification, elaboration, knowledge transfer and implementation of techniques, methods, methodologies and instruments for providing SPO services;	+++	PES budgetary constraints; together with increased number of clients.		1		8	9	
Elaboration and implementation of innovative techniques and tools for providing personalized counselling services;	++	Increased need of PES clients (unemployed & jobseekers)				4	8	
Development and implementation of “self-service” in the area of PES clients’ reception;	+++	Increased client numbers and decreased staff numbers.				4 )	10	1
Development of innovative techniques and tools for improving PES capacity to assess the professional potential of the unemployed;	++	Demand for higher quality of PES services from employers				8	4	
Improving services addressed to SMEs, including micro-enterprises, viewing to prevent unemployment;	-	Despite the necessity of increasing labour market flexibility, there is less demand for such services from	1	1	2	2	5	



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
		enterprises						
Identification and implementing of international standards and procedures in the provision of PES services;	++	The need for increasing the quality of PES services'.	1			8	4	
Exchange of data between PES structures, setting up software networks, the exchange and implementation of best practices and of modalities of carrying out functions and providing services;	++	The need to improve efficiency in the context of a declining PES budget.		1	3	5	6	
Identification, implementation and exchange of good practice and expertise with PES from EU;	+++				2	6	13	
Extending and modernizing national and local PES IT system network;	++	Need for increased ability to measure PES performance in context of PES budget constraints.		1	1	6	6	



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
Extending and modernizing national and local PES databases, including by developing innovative systems to communicate with other relevant institutions (i.e. Employment Territorial Inspectorate; National Authority for Disabled People; Ministry of Interior and Administration Reform, for personal data; National Agency for Fiscal Administration; EURES – European mobility portal for employment, etc);	++	The need to improve efficiency and effectiveness in constrained budget context.			2	6	3	
Developing, running and updating job demand/offer data bases in view to match job profiles as well as for providing integrated information;	++	Increased number of clients and demand for higher quality of services			2	5	6	
Implementing and certifying quality management system;	++	Budgetary constraints to afford such expenditures				2	7	2



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
Cooperation and networking with public/private providers of services of counselling and vocational guidance;	++	Need to improve capacity for job placement in a more difficult labour market		1	1	3	2	3
Cooperation and networking with public/private relevant actors on labour market, e.g. employment services and CVET providers, viewing to develop and assure quality to the employment services provided, including promoting social dialogue, exchange of experience and best practices;	++	as above		1		5	3	2
Identification and dissemination of expertise and good practices by means of information actions, meetings and staff information;	++	Increasing need for sharing experience. As a suggestion, this objective could be complemented through putting in practice the lessons learnt through the implementation of good practice.		1	3	5	6	1



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
Information and publicity campaigns to promote employment services provided, including success stories and achievements, at local, regional, national and trans-national levels, other informative materials;	+	Overlapping with the next one		1	3	8	2	2
Development and implementation of information and publicity activities addressed to potential clients in view to promote PES services (including by establishing dedicated desks, information campaigns, and any other publicity and information initiatives);	+	Increasing number of 'newly' unemployed and of unemployed and inactive persons in rural areas		1	1	6	4	1
Development and implementation of specific methods and interventions to tackle unregistered unemployment especially in rural area and for vulnerable groups;	++	A high level of unregistered unemployment for these categories			1	4	3	2



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
Analyses, research and expertise on the PES functioning on the labour market;	++	Need for PES to develop a more strategic approach				2	7	2
Analyses, research and expertise on the applied instruments and programmes, especially in the field of:	++	Constraints of PES budget and increased number of clients						
- employment services' specific standards;						5	4	4
- vocational information and guidance;						2	7	2
- vocational training;						2	8	4
- job placement;					1	2	5	2
- vocational mobilization of the unemployed;					1	2	6	1
Creating, running and updating the registers of institutions delivering vocational training programmes for unemployed and jobseekers;	+	Trend for increased outsourcing of training services	2		1	6	1	



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
Research, analyses and expertise aimed at diagnosing vocational training needs of unemployed and persons threatened by unemployment, at diagnosing qualification requirements, as well as studying barriers in participating in vocational training and methods for eliminating them;	++	The internationally recognised value of high quality specific skills training as an effective active labour market intervention, as well as the identified priority need for jobseekers			2	4	6	
Improving the capacity of own vocational training centres to provide quality vocational training services addressing the unemployed (i.e. training for the personnel, developing the programmes provided) including developing and extending the validation/certification mechanisms for prior learning;	++	The need to increase quality of training programmes in order to better adapt to labor market changes				6	4	1



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Eligible activities (FDI) 4.1	Assessment of the change in relevance <sup>53</sup>	The change in socio-economic context affecting the relevance	Change in relevance (PES staff and Project managers view - Number of persons who answered the questionnaire) <sup>54</sup>					
			Not relevant	Less relevant	Unchanged	More relevant	Much more relevant	Don't know/
Strengthening the PES capacity to analyze the relevant legislative framework and to develop proposals for legislative amendments in employment field;	++	PES to build on it experience & knowledge of labour market issues on the ground, to improve legislation.				4	5	2
Identification and implementation of new organizational structures and management of PES;	++	A need for legislative amendments in respect of the PES is recognised to be required to improve relevance of services. Capacity building therefore appears appropriate.				6	5	1
Innovative, inter-regional and trans-national activities, aiming at diversification and improvement of PES employment services	++	The need to develop a strategic approach		1	3	11	3	1





UNIUNEA EUROPEANĂ

GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRUFondul Social European  
POSDRU 2007-2013Instrumente Structurale  
2007-2013

## Annex 6 - PES Services and the National Agency for Employment (NAE)

### 6.1 Introduction

In this Annex the main PES services 2007-2009 are presented in Table A6.1; data on numbers in receipt of PES services and expenditures from the unemployment fund (2009) is provided in Table A6.2<sup>55</sup>. A background note on the National Agency for Employment (NAE) and the role of the NAE as an IB for SOPHRD follows.

**Table A6.1: Key-services provided by PES and their outcomes, 2007-2009**

No	Type of service provided	2007	2008	2009	% Change 2007/2009
<b>I.</b>	<b>Measures for stimulating employment</b>				
<b>1</b>	<b>Information and guidance, of which:</b>	<b>610527</b>	<b>610597</b>	<b>762164</b>	<b>24.8</b>
	new entrants	470296	479807	599174	27.4
	already registered	148231	130790	162990	10.0
	people with special needs	48201	40891	49598	2.9
	people with disabilities	938	974	1468	56.5
	no. of people included in training progr. following this service	41410	38150	30581	-26.2
	no.of people benefiting from free counseling to start a business	3703	2108	4306	16.3
	no.of people hired following counseling	96450	66260	55683	-42.3
	no. of people with disabilities hired following counselling	365	406	398	9.0
<b>2</b>	<b>Training</b>				
	no of persons who benefited from free training, of which:	<b>46999</b>	<b>43915</b>	<b>33,184</b>	<b>-29.4</b>
	Unemployed	42234	39448	32,329	-23.5
	Other	4765	4467	855	-82.1
	no.of vocational training programmes	<b>2486</b>	<b>2400</b>	<b>2215</b>	(planned)
	people in rural areas	21147	18760	11,940	-44.0
	people with disabilities	106	94	79	-25.0
<b>3</b>	<b>Incentives for hiring graduates of educational institutions</b>				
	no of graduates hired by employers receiving subsidies	<b>26645</b>	<b>23115</b>	<b>10662</b>	<b>-60.0</b>
<b>4</b>	<b>Providing loans in favourable conditions</b>				
	no.of people hired	<b>879</b>	<b>447</b>	<b>10</b>	<b>-98.9</b>



UNIUNEA EUROPEANĂ

GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRUFondul Social European  
POSDRU 2007-2013Instrumente Structurale  
2007-2013

No	Type of service provided	2007	2008	2009	% Change 2007/2009
<b>5</b>	<b>Employing of unemployed during the unemployment insurance period</b>				
	no.of unemployed benefiting of subsidies	24665	18782	21036	-14.7
<b>6</b>	<b>Employing of people over 45 years old or of unemployed single parent supporters, of which</b>	101053	90639	62925	-37.7
	no.of people hired by employers receiving subsidies, of which	21862	18356	4740	-78.3
	people over 45 yrs.old	21046	17844	4591	-78.2
	single parents supporters	816	512	149	-81.7
<b>7</b>	<b>Employing through labour force mobility incentives</b>				
	no.of people receiving mobility incentives	3098	2636	2233	-28.0
<b>8</b>	<b>Employing of people with disabilities</b>				
	No.of people hired	1072	1061	402	-62.5
	no.of people hired by employers receiving subsidies	286	285	94	-67.1
<b>9</b>	<b>Counselling and assistance to start an activity as self-employed or to start-up a business</b>	13144	11684	14340	9.1
<b>10</b>	<b>Local Community Development Scheme</b>				
	No.of people occupied for a limited period of time, of which:	53007	35321	21982	-58.5
	for a period of minimum 6 months	17080	8707	5568	-67.4
<b>11</b>	<b>Labour mediation, of which:</b>	391882	320544	239958	-38.8
	no.of people hired with permanent work contract	294786	244995	169712	-42.4
	no.of people hired with limited duration of the work contract	97096	75549	70246	-27.7
<b>II</b>	<b>Personalised social programs for youngsters at social risk</b>				
	no of persons who received mediation and guidance services			906	
	no of persons hired	1976	1229	710	-64.1
<b>III</b>	<b>Measures for preventing unemployment</b>				
	No of people benefiting from pre-firing services, like:				
	information session regarding the unemployment legal framework and the PES services	24618	22957	43646	77.3
	assistance services for job placement	23852	20171	41681	74.7
	training on how to find a job	19796	16079	31856	60.9



UNIUNEA EUROPEANĂ

GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRUFondul Social European  
POSDRU 2007-2013Instrumente Structurale  
2007-2013

No	Type of service provided	2007	2008	2009	% Change 2007/2009
	professional reconversion	1062	10	1511	42.3
<b>IV</b>	<b>Support for working abroad (financed mainly by EU funds)</b>				
	vacancies abroad, promoted		1566	2122	
	vacancies occupied following mediation provided by EURES advisers	63	226	951	140.9
	no. of people advised by EURES advisers	9177	9825	10008	9.1

Table A6.2 No. of persons in receipt of PES services and expenditures (2009)

No	Type of service provided	Persons/services	Expenditures (31 Dec 2009) LEI
<b>I.</b>	<b>Employment incentives financed from the unemployment insurance budget</b>		
<b>1</b>	<b>Information and guidance</b> (through territorial agencies and private providers), of which:	<b>762164</b>	<b>1,4127,95</b> (estimated costs)
	new entrants	599174	
<b>2</b>	<b>Training</b>	<b>33184</b>	<b>20,460,545</b>
<b>3</b>	<b>Incentives for hiring graduates of educational institutions</b>	<b>10662</b>	<b>51,179,163</b>
<b>4</b>	<b>Advantageous loans for creating new jobs</b>	<b>10</b>	<b>-</b>
	no. of people hired	10	
<b>5</b>	<b>Occupation of unemployed people during the unemployment insurance payment period</b>	<b>21036</b>	<b>N/A</b>
<b>6</b>	<b>Occupation of people over 45 years old or of unemployed single parent supporters, of which</b>	<b>62925</b>	<b>N/A</b>
<b>7</b>	<b>Occupation of people through labour force mobility incentives</b>	<b>2233</b>	<b>N/A</b>
	no. of people receiving mobility incentives		
<b>8</b>	<b>Occupation of people with disabilities</b>	<b>496</b>	



UNIUNEA EUROPEANĂ

GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRUFondul Social European  
POSDRU 2007-2013Instrumente Structurale  
2007-2013

No	Type of service provided	Persons/services	Expenditures	
			(31 Dec 2009)	LEI
	No. of people hired	402		
	no. of people hired by employers receiving subsidies	94		
<b>9</b>	<b>Grant support and consulting services for starting an independent activity or starting a business</b>	<b>14340</b>		
<b>10</b>	<b>Local Community Development Scheme</b>	<b>21982</b>		
<b>11</b>	<b>Labour mediation, of which:</b>	<b>239958</b>		
	no. of people hired with un-limited duration of the work contract	169712		
	no. of people hired with limited duration of the work contract	70246	32,233,079	
<b>II</b>	<b>Personalised social programs for youngsters at social risk</b>	<b>710</b>		N/A
	no of persons hired	710		
<b>III</b>	<b>Measures for unemployment prevention</b>	<b>150550</b>		767,919
	pre-firing services, like:			
	information session regarding the unemployment legal framework and the type of services	43646		
	assistance services for job placement	41681		
	training on how to find a job	31856		
	professional reconversion	1511		
<b>IV</b>	<b>Support for working abroad</b>	<b>13081</b>		N/A
	vacancies abroad, promoted	2122		
	vacancies occupied following mediation provided by EURES advisers	951		
	no. of people advised by EURES advisers	10008		

## 6.2: The National Agency for Employment

### Operational Structure



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

The National Agency for Employment (NAE) is organised and operates in accordance with the provisions of the **Governmental Decision nr. 1610/08.11.2006** regarding the approval of the National Agency for Employment Statute. It is an institution that operates under the authority of the Ministry of Labour, Family and Social Protection (MLFSP) and was established in 1999 as a public institution with tripartite management, in order to implement the national policies and strategies for employment and vocational training. The management of the Agency is represented by the President of NAE and the President of the Board of Administration of NAE.

### **Main objectives and functions**

The main objectives of the National Agency for Employment are:

- The institutionalisation of social dialogue in the field of employment and training;
- Implementation of strategies in employment and training;
- Implementation of social protection measures for unemployed.
- To achieve its objectives, the National Agency for Employment has the following main functions:
  - organise, provides and finance, professional training services for the unemployed, according to the law;
- provide guidance and counselling to the jobseekers and mediates between them and the employers, in order to ensure balance between supply and demand on the domestic labour market;
- make proposals and submits them to the Ministry of Labour, Family and Social Protection (MLFSP) on developing the draft unemployment insurance budget;
- act as Intermediate Body for the implementation of Human Resources Development Programmes financed from European Social Fund;
- administer the unemployment insurance fund and provides quarterly and annual reports on budget execution to the MLFSP;
- make proposals to the MLFSP on draft legal acts regarding employment and vocational training and social protection of unemployed;
- organise the services, the payments and accounting of unemployment benefits, allocations and allowances financed from the unemployment insurance budget;



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

- based on the social indicators established by the MLFSP, elaborate annual work programs and submits them to the Minister of Labour, Family and Social Protection for approval.

## Organisation structure

According to the provisions of the relevant legislation and in order to be able to implement the national employment policies at local level, NAE has developed its territorial agencies network and organized its services (local agencies or working points) closer to its clients. The PES has 83 local agencies and 160 working offices. The NAE is responsible for six Regional Adult Training Centres, and also has a National Centre for its own staff training.

2810 staff is employed by the NAE in 2010 (however with the planned cuts in public service staff numbers, this may be reduced to 2162 staff).

## Role of NAE as Intermediate Body (IB) for the SOP HRD

The National Agency for Employment serves as Intermediate Body for the Sectoral Operational Program Human Resources Development in accordance with the provisions of Art. 59 paragraph 2 of the Council Regulation (CE) nr.1083/2006 and of the Government Decision no. 497 of April 1, 2004, establishing the institutional framework for coordination, implementation and management of structural instruments, abrogated through Governmental Decision nr. 457/2008 establishing the institutional framework for coordination, implementation and management of structural instruments and according to the Governmental Decision nr.11/2009 regarding organisation and functioning of the MMFSP.

The responsibilities as Intermediate Body for the implementation of *Priority Axis 4 "Modernisation of the Public Employment Service" respectively of the Major Intervention Domain (MID) 4.1. "Strengthening the capacity of NAE to provide employment services"* and MID 4.2. "Staff training of NAE personnel", are described in the Agreement Act for Delegation of Functions/Duties approved through the Ministerial Order nr. 600/2008 of the Minister of Labour, Family and Social Protection. This Act was signed between NAE and the



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Management Authority. The IB has a number of 23 staff. The director is responsible for the coordination of the following structures:

- Project Selection and Contracting Office
- Financial Management Office
- Juridical and Secondary Public Procurement Compartment
- Irregularities and Anti-fraud Compartment
- Technical Verification Compartment (ex-ante)
- Information Management Compartment

As concerns the ESF specific internal audit attributions, these are under the responsibility of the ESF Internal Audit Compartment, within the Internal Audit Directorate, sub-ordinated to the President of NAE, directly.



UNIUNEA EUROPEANĂ

GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRUFondul Social European  
POSDRU 2007-2013Instrumente Structurale  
2007-2013**Annex 7: PA4 Contracted Projects and budgets****Table A7: Details of PA4 SOPHRD Contracted Projects (31 December 2009)**

	Beneficiary	Project Title	KAI	Committed amount (contracted)/ lei					Paid amount	
				EU contribution (ESF)	Own contribution (public sources)*	Non-eligible project value	National Public contribution	Total Project Value	EU contribution (ESF)	National Public contribution
1	4	5	6	7	8	9	10	11	12	13
Strategic Projects	NAE	SCOP - Specialization of the Vocational Guidance Advisers	4.2	13,770,606.00	34,817,352.00	139,192.00		18,500,000.00	0	0
	NAE	COMPROF	4.2	13,653,449.00	4,551,150.00	295,401.00	0.00	18,500,000.00	0	0
	NAE	SAPERE - Studies, analyses and forecasts on the labor market to strengthen the capacity of PES	4.1	13,535,041.00	4,511,680.00	453,279.00	0.00	18,500,000.00	0	0





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

1	Beneficiary	Project Title	KAI	Committed amount (contracted)/ lei					Paid amount	
				EU contribution (ESF)	Own contribution (public sources)*	Non-eligible project value	National Public contribution	Total Project Value	EU contribution (ESF)	National Public contribution
4	5	6	7	8	9	10	11	12	13	
		in Romania, at both national and local level.								
NAE	PROSELF – PROMoting SELF-service services	4.1	13,123,530.00	4,374,511.00	1,001,959.00	0.00	18,500,000.00	0	0	
NAE	RATIO L3: analysis, development, conjecture, testing, evaluation and shaping of an innovative Strategy on Continuous training for staff of the NAE	4.2	12,798,750.00	4,266,250.00	1,300,000.00	0.00	18,365,000.00	0	0	



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

1	Beneficiary	Project Title	KAI	Committed amount (contracted)/ lei					Paid amount	
				EU contribution (ESF)	Own contribution (public sources)*	Non-eligible project value	National Public contribution	Total Project Value	EU contribution (ESF)	National Public contribution
4	5	6	7	8	9	10	11	12	13	
NAE	MEDFORM	4.2	7,943,511.00	2,647,839.00	508,630.00	0.00	11,099,980.00	0	0	
NAE	Transnational Cooperation model for the Romanian returned workers (MEDIT)	4.1	7,374,007.00	2,458,003.00	684,259.00	0.00	10,516,269.00	0	0	
NAE	Communication campaign on the PSE services offered to the youngsters and employers	4.1	6,898,500.00	2,299,500.00	818,900.00	0.00	10,016,900.00	0	0	
NAE	Anticipating change in the labor market (ASC)	4.1	5,335,830.00	1,778,611.00	417,472.00	0.00	7,531,913.00	0	0	



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

1	Beneficiary	Project Title	KAI	Committed amount (contracted)/ lei					Paid amount	
				EU contribution (ESF)	Own contribution (public sources)*	Non-eligible project value	National Public contribution	Total Project Value	EU contribution (ESF)	National Public contribution
4	5	6	7	8	9	10	11	12	13	
NAE	Analysis of skilled labor shortages in construction	4.1	2,387,932.00	795,978.00	27,692.00	0.00	3,211,600.00	0	0	
NAE	Call Center SPO	4.1	7,630,880.00	2,543,628.00	0.00	0.00	10,174,508.00	0	0	
<b>TOTAL I</b>			<b>104,452,036.00</b>	<b>34,817,352.00</b>	<b>5,646,784.00</b>	<b>0.00</b>	<b>144,916,170.00</b>			



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

1	Beneficiary	Project Title	KAI	Committed amount (contracted)/ lei					Paid amount	
				EU contribution (ESF)	Own contribution (public sources)*	Non-eligible project value	National Public contribution	Total Project Value	EU contribution (ESF)	National Public contribution
4	5	6	7	8	9	10	11	12	13	

Grants	CV CAE	PISA - Data processing of the employers' grants	4.1	1,342,766.00	447,589.00	0.00	0.00	1,790,355.00	0	0
	MH CAE	Strengthening the capacity of the Public Employment Service (PES) of the region to plan projects and deliver customer oriented services.	4.2	1,251,867.00	417,289.00	179,314.00	0.00	1,848,470.00	0	0



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

1	Beneficiary	Project Title	KAI	Committed amount (contracted)/ lei					Paid amount	
				EU contribution (ESF)	Own contribution (public sources)*	Non-eligible project value	National Public contribution	Total Project Value	EU contribution (ESF)	National Public contribution
4	5	6	7	8	9	10	11	12	13	
SB CAE	Modernization of Public Employment Service - PES Staff training – „Excellence Employment"	4.2	835,710.00	278,570.00	44,060.00	0.00	1,158,340.00	0	0	
HD CAE	Electronic Display system of the Labour market information	4.1	701,221.00	233,740.00	27,109.00	0.00	962,070.00	0	0	
BH CAE	Ensuring quality management of the public employment service on European standards - CALISPO	4.1	592,239.00	197,413.00	57,164.00	0.00	846,816.00	0	0	



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

1	Beneficiary	Project Title	KAI	Committed amount (contracted)/ lei					Paid amount	
				EU contribution (ESF)	Own contribution (public sources)*	Non-eligible project value	National Public contribution	Total Project Value	EU contribution (ESF)	National Public contribution
4	5	6	7	8	9	10	11	12	13	
MH CAE	Necessity, adequacy, efficiency and effectiveness in the PES	4.1	470,987.00	156,996.00	77,000.00	0.00	704,983.00	0	0	
CL CAE	Public Employment Service in your support	4.1	438,600.00	146,200.00	0.00	0.00	584,800.00	0	0	
VN CAE	Quality, Efficiency and transparency in Public employment services	4.2	424,086.00	141,363.00	75,000.00	0.00	640,449.00	0	0	
<b>TOTAL II</b>			<b>6,057,476.00</b>	<b>2,019,160.00</b>	<b>459,647.00</b>	<b>0.00</b>	<b>8,536,283.00</b>	<b>0</b>	<b>0</b>	



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

1	Beneficiary	Project Title	KAI	Committed amount (contracted)/ lei					Paid amount	
				EU contribution (ESF)	Own contribution (public sources)*	Non-eligible project value	National Public contribution	Total Project Value	EU contribution (ESF)	National Public contribution
4	5	6	7	8	9	10	11	12	13	

**KAI 4.1 - Total value contracted: 83,340,214.00 lei**

**KAI 4.2 - Total value contracted: 70,112,239.00 lei**



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

## Annex 8 Main Operational Objectives of PA4 contracted projects

**Table A8.1. PA 4 Main Operational Objective (as indicated in application forms), of individual contracted PA4 Projects: (31<sup>st</sup> December 2009)**

KAI	FDI Main operational objective	STRATEGIC PROJECTS	Coverage	
4.1	1.Improving and increasing the range of employment services provided for PES clients;	PROSELF (Promoting self-service services) - <i>creating 47 self-service kiosks in CAE office reception areas.</i>	National	
		MEDIT (transnational cooperation model for returned workers).	National	
		Communication campaign on the PES services offered to the young people and employers, <i>including for the 47 self-services offices that are to be created through PROSELF.</i>	National	
		PES Call Centre.	National	
	2.Improving the monitoring and evaluation process of the real impact of the active employment measures;	SAPERE (labour market studies, analyses and forecasts to strengthen the capacity of PES in Romania, at both national and local level) - <i>3 reports on the impact of active measures on labour market.</i>	National	
		3. Improving the PES forecasting capacity on labour market trends.	SAPERE (Studies, analyses and forecasts on the labor market to strengthen the capacity of PES in Romania, at both national and local level) - <i>2 analyses &amp; forecasts (36 FDI target).</i>	National
			ASC Anticipating change in the labour market - <i>18 studies &amp; analyses on labour market.</i>	National
4.2	4. Increasing the level of vocational competences of the PES staff.	SCOP (Specialization of the vocational Guidance Advisers).	National	
		RATIO L3 (Strategy on Continuous training for staff of the Public Service Employment Office).	National	





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

KAI	FDI Main operational objective	STRATEGIC PROJECTS	Coverage
		COMPROF (strategy for staff development/training).	National
		MEDFORM (mediators).	National

KAI	FDI Main operational objective	GRANT PROJECTS	Coverage
4.1.	1. Improving and increasing the range of employment services provided for PES clients;	CALISPO – Bihor, Giurgiu, Harghita. Ensuring quality management of the public employment service on European standards – certification of county agencies ISO 2001 (2008).	Multiregional : N-V (BH), Sud-Muntenia (GR), Centru (HR)
		PISA - Data processing of employers' grants.	Regional (Centru: CV+HR)
		Necessity, adequacy, efficiency and effectiveness in the PES.	Regional (S-V Oltenia: MH+GJ+DJ)
		Labour market information Electronic Display system.	Local (Vest: HD)
	2.Improving the monitoring and evaluation process of the real impact of the active employment measures;	Public Employment Service in your support!	Local (Sud-Muntenia: CL)
	3. Improving the PES forecasting capacity on labour market trends.		
4.2.	4. Increasing the level of vocational competences of the PES staff.	Strengthening the capacity of the Public Employment Service (SPO) of the region to plan projects and deliver customer- centred services.	Local (S-V Muntenia: MH)
		Modernization of Public Service Employment-SPO Staff training – “Excellence Employment”.	Local (Sibiu)
		Quality, Efficiency and transparency in Public employment services.	Local (Sud-Est: Vrancea)



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

## Annex 9 – Analysis of PA4 SOPHRD projects performance against targets

Table A9.1 – Performance indicators

Indicator	Target <sup>56</sup> (2009)	Actual position <sup>57</sup> (cut-off-date 31 December 2009)	Evaluators' comment
<b>Output indicators</b>			
Number of supported employment agencies (no.)	70	3	Target not reached
Number of analysis and forecasts on labour market (no.)	17	1	Target not reached.
<b>Result indicators</b>			
Number of employment agencies providing “self-service” (no.)	10	0	Target not reached. One contracted project providing <i>self-service</i> – PROSELF, intends to create 47 self-services units.
Share of employment agencies certified in quality management (%)	91	0	Target not reached
Share of unemployed in training programmes in total unemployed benefiting from at least one AEM (%)	7.05	0	Target not reached



UNIUNEA EUROPEANĂ

GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRUFondul Social European  
POSDRU 2007-2013Instrumente Structurale  
2007-2013**Table A9.2: KAI 4.1 Additional indicators**

Indicator	Target <sup>58</sup> (2009)	Actual position <sup>59</sup> (cut-off-date 31 December 2009)	Evaluators' comment.
<b>Input indicators</b>			
Number of projects supporting the enhancement of the PES capacity.	30	10	Target not reached
<b>Output indicators</b>			
Number of communication and promotion events organized at national level – NAE	1	4	Target reached. The value of the target indicator is low compared with need.
Number of communication and promotion events organized at county level – NAE	42	1	Target not reached
Number of studies, analyses, reports, strategies – NAE	2	0	Target not reached
<b>Result indicators</b>			
Share of long term unemployed from the rural area in total unemployed benefiting from at least one active employment measure	47	0 (no contribution from the projects)	Target not reached.
Share of unemployed benefiting from “self-service” in total unemployed registered at one agency	10	0 (no contribution from the projects)	Target not reached. PRO-SELF project plans to create 47 self-services,
Satisfaction of PES clients (no) on a scale from 1 to 10	7,0	0 (no contribution from the projects)	Target not reached
Number of accredited employment agencies based on quality standards – PES	-	0	No target value was provided. One current grant project (CALISPO) aims at certification



UNIUNEA EUROPEANĂ

GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRUFondul Social European  
POSDRU 2007-2013Instrumente Structurale  
2007-2013

Indicator	Target <sup>58</sup> (2009)	Actual position <sup>59</sup> (cut-off-date 31 December 2009)	Evaluators' comment.
			of three county agencies ISO 2001 (2008).
Transnational partners involved in projects – PES	-	5	No target value was provided.

**Table A9.3: KAI 4.2 Programme indicators**

Indicator	Target <sup>60</sup> (2009)	Actual position <sup>61</sup> (cut-off-date 31 December 2009)	Evaluators' comment.
<b>Output indicators</b>			
Number of trained staff (no.)	1565	205	Target not reached.
<b>Result indicators</b>			
Share of trained staff achieving certificate (%)	73	15,5	Target not reached.

**Table A9.4 Additional indicators**

Indicator	Target <sup>62</sup> (2009)	Actual position <sup>63</sup> (cut-off-date 31 December 2009)	Evaluators' comment.
<b>Input indicators</b>			
Number of projects aiming to develop vocational competences of PES staff	30	7	Target not reached.
<b>Output indicators</b>			
No. of participants to study visits	0	90	Output indicator added to the ones existing in FDI (extracted



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Indicator	Target <sup>62</sup> (2009)	Actual position <sup>63</sup> (cut-off-date 31 December 2009)	Evaluators' comment.
			from database indicators for Annual Implementation Report 2009)
Number of studies, analyses, reports, strategies - PES	4	13	Indicator exceeded the target value.
<b>Result indicators</b>			
Number of certified training participants – PES	1.143	180	Target not reached
Number of transnational partners involved in projects - PES	0	11	



UNIUNEA EUROPEANĂ

GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRUFondul Social European  
POSDRU 2007-2013Instrumente Structurale  
2007-2013Annex 10 - Questionnaire for SOP HRD PA4 axis (projects contracted until 31<sup>st</sup> December 2009)

<b>Title of the Project</b>				
<b>Code of the project (ID)</b>				
<b>KAI (please tick)</b>				
	<b>4.1.</b>	<b>4.2.</b>		
<b>Type of project</b>	<b>Strategic</b>	<b>Grant</b>		
<b>Section I. RELEVANCE</b>				
	YES	NO		
<b>I.1. Has your project been developed following an assessment of needs for modernisation of PES?</b>				
If YES, please, answer the questions I.1.1.a, I.1.1.b and I.1.2				
I.1.1. When has this needs assessment for modernisation of the PES been undertaken for your Priority Axis?	2007	2008	2009	Other period (please specify)
I.1.2. How and at what level has the assessment been done?	Internally, with own staff	Using external evaluators	At national level	At agency level
				At Directory level
<b>I.2. Has an assessment of the needs of the target group been undertaken for the Project?</b>	YES	NO		
If YES, please, answer the question I.2.1				
I.2.1. When was the assessment of target groups last undertaken?	2007	2008	2009	Other period (please specify)
<b>I.3. Please, indicate which of the following specific modernisation activity/activities are being addressed in your Project</b>				
- training of the staff				
- improving existing services (please specify these services in the row below)				
- creating new services (please specify these services in the row below)				



UNIUNEA EUROPEANĂ

GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRUFondul Social European  
POSDRU 2007-2013Instrumente Structurale  
2007-2013

- monitoring and evaluation of the real impact of active measures	
- other (please specify)	

**I.4 Please tick in the list form the sheet 'Eligible activities' the eligible activities (from the FDI) included in your project**

see list of FDI eligible activities

I.4.1 How do you rate the relevance each of these eligible activities in the changed socio-economic context between 2007 and 2009? Please tick in list the activities the corresponding box

see list of FDI eligible activities

**I.5. How do you rate the overall relevance of your project in changed socio-economic context between 2007 and 2009?**

Not relevant	Less relevant	No change	More relevant	Significantly more relevant

\* please, also mention in the lines below the changes in socio-economic context that have affected the project

**I.6. ONLY for the grant projects: How do rate the relevance of your project for the local/regional conditions**

Not relevant	Less relevant	No change	More relevant	Significantly more relevant

**Section II. EFFICIENCY****II.1. To what extent will the project's expected results contribute to the increased efficiency of the PES services?**

No contribution	Marginal contribution	Moderate contribution	Significant contribution	Very significant contribution

**II.2. To what extent have the ratio cost/results of your project changed compared with the planned ratio, as a result of the socio-economic context (2007-2009)**

Lower	Unchanged	Higher	I don't know

If this ratio has changed, what would be the reasons for it?

--

**II.3. Are there delays in implementing the projects compared to the initial Plan of activities?**

YES	NO

If YES, please answer II.3.1 and II.3.2

II.3.1. If YES, please, mention briefly the reasons in the lines below

II.3.2. Please mention if any measure was taken to avoid future delays



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**II.4. What has been the time period between the SUBMISSION of the Project application and :**

- APPROVAL of the project
- signature of the CONTRACT
- START of the project

\* please check the box corresponding to the period of time between the submission of the project application and the milestones: approval, contracting, starting of the project

1-3 months	4 months	5 months	6 months	7-9 months	10-12 months	more than 1 year

**II.5. Did you ask for postponement of commencement of project implementation?**

If YES, please answer II.5.1 and II.5.2

II.5.1. How long was the postponement (no of months/weeks)?

III. 5.2 Please mention shortly the reasons

**Section III. EFECTIVENESS**

**III.1. To what extent will the project contribute to the achievement of the objectives established by PA4**

high	adequate	low	not at all

**III.2. To what extent will the project contribute to the achievement of the indicators established by PA4**

high	adequate	low	not at all

**III.3 Please indicate the main information sources used for the application design and for the its submission and the corresponding percentage of using these sources**

NAE website /intranet

(NAE) IB Helpdesk Help Desk

information sessions organised by NAE IB

other (please specify)

0%	25%	50%	75%	100%

**III.4. Which of the following best describes your interaction with the IB?**

we frequently use the IB services for advice/ consultancy in implementing the project

we contact IB only for specific questions when we meet some difficulties

we consult the IB only for the reimbursement claim

we never ask for the IB support/consultancy services

the IB has only a role in controlling and our contact with them is limited to their controlling visits


**III.5. Please appreciate each of the implementation phase of the project**

Very	Unsatisfactory	Normal	Satisfactory	Very
------	----------------	--------	--------------	------





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

- creating the management team
- finding the local technical experts for the project implementation
- stimulating the project staff
- the process of public procurement
- keeping to the deadlines
- partners involvement (clear allocation of responsibilities within the project)
- reimbursement of expenditures
- reporting

unsatisfactory				satisfactory

**III.6. Please mention the main difficulties you face in implementing the project**

**Section IV. IMPACT**

**IV.1. Please mention the expected impact of your project**

on short run (0-6 months)	on medium run (6-24 months)	on long run (over 2 years)
------------------------------	-----------------------------------	----------------------------------



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

## Annex 11 – Results of Survey of Trainees

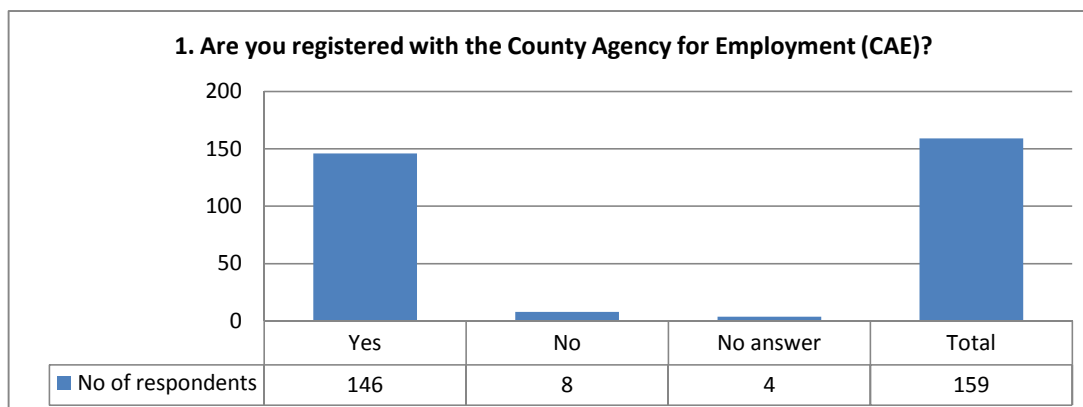
### 11.1 Introduction

A survey of trainees attending at PES Regional Adult Training Centres was undertaken as part of the fieldwork for this evaluation. The purpose of the survey was to gain insight on the views and experiences of unemployed persons and job-seekers, who were PES ‘clients’ on the quality and relevance of PES services. The questionnaire was completed by 159 trainees; these were spread across seven training centres, in three regions, and from seven types of training courses. Results from this survey have been incorporated in the main report as appropriate in the context of the evaluation analysis, particularly in Section 2 Relevance. In this Annex the responses to each of the survey questions are presented in diagrammatic formats and tables. The results are broadly self-explanatory and interpretation is not therefore provided. Details of the survey approach and respondents have been outlined in Annex 2 Methodology (Section 2.4 and Table A2.3). The full survey questionnaire follows in Annex 12.

### 11.2 Survey results

#### Q1: Are you registered with the County Agency for Employment (CAE)?

Chart 11.1 – No. of respondents registered with the CAE





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



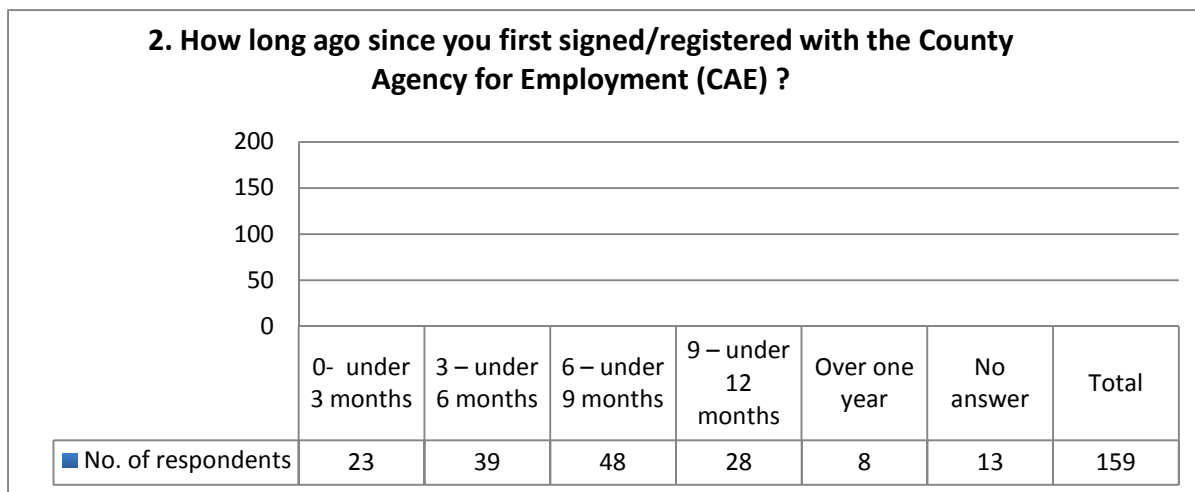
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

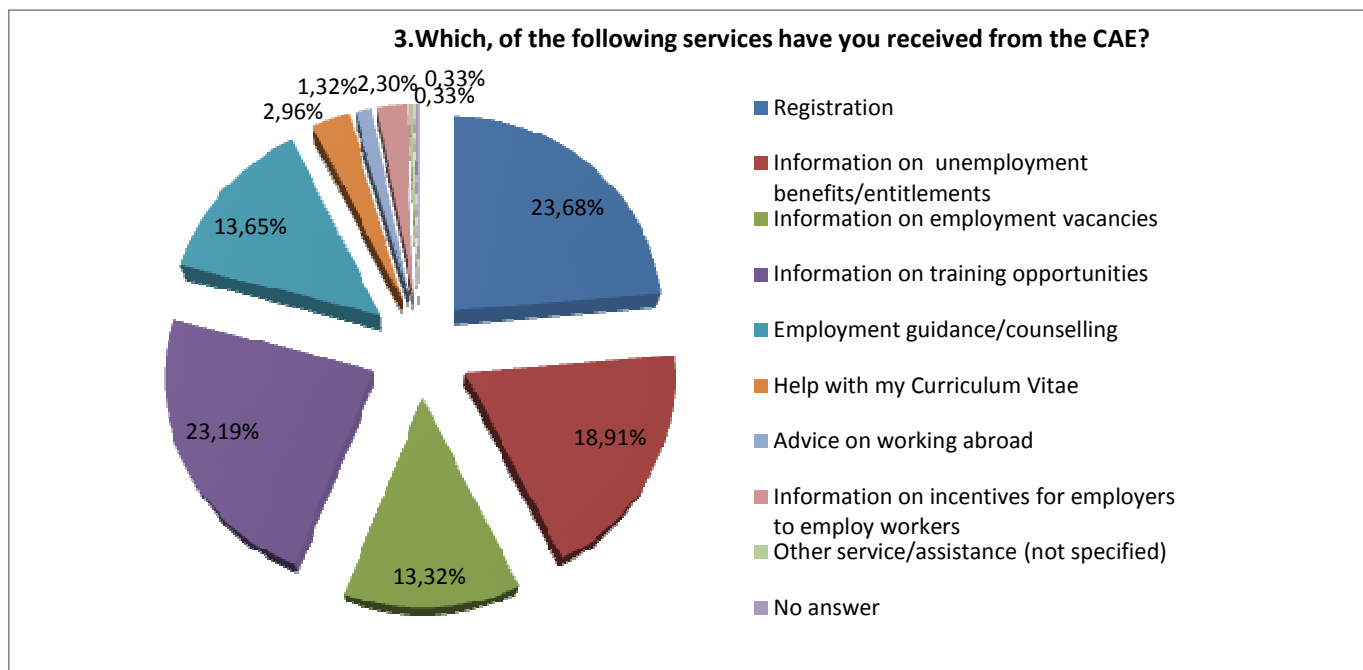
## Q2: When did you first sign/register with the County Agency for Employment (CAE)?

### Chart 11.2 - Period passed since first registration with CAE



## Q3: Which of the following services have you received from the CAE?

### Chart 11.3 – Services received from CAE





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



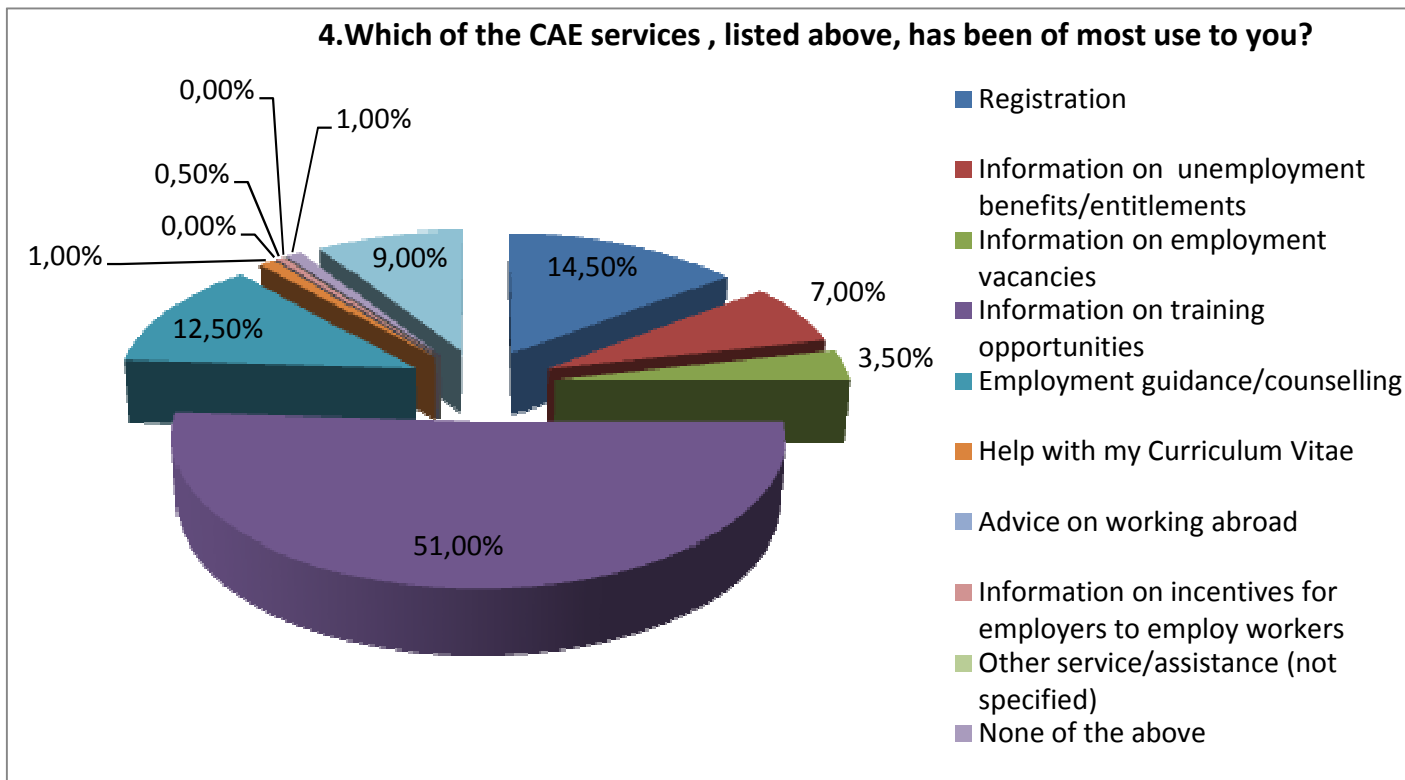
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q4: Indicate the CAE service, listed above, that has been of most use to you (tick one only)?**

**Chart 11.4 – The most useful CAE service**





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



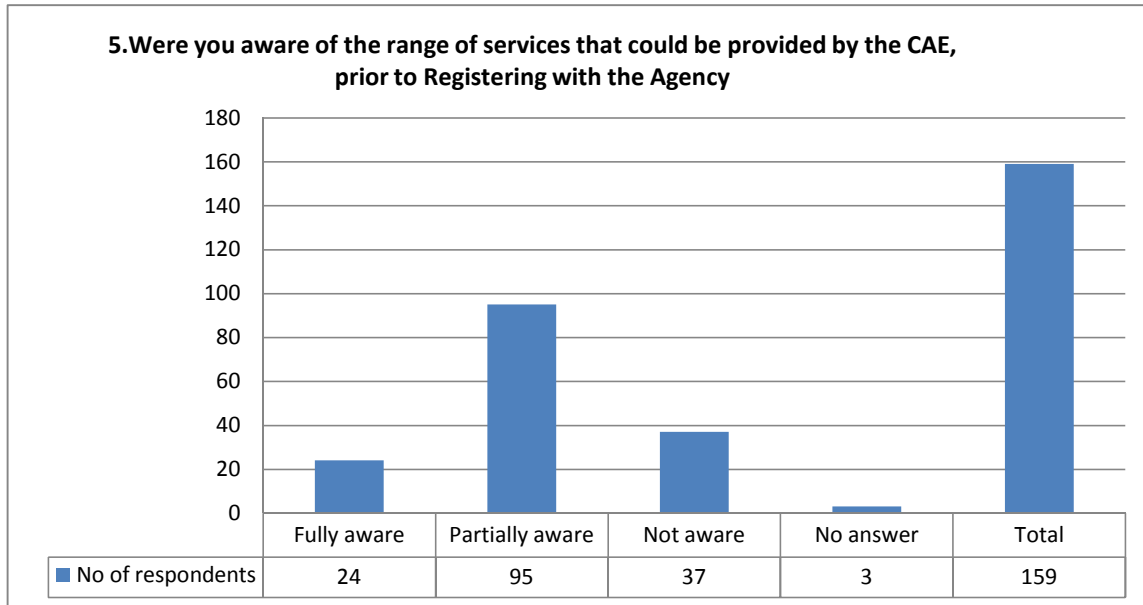
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q5: Were you aware of the range of services that was provided by the CAE, before you to Registered with the Agency**

**Chart 11.5- No. of respondents the range of services provided by CAE**





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



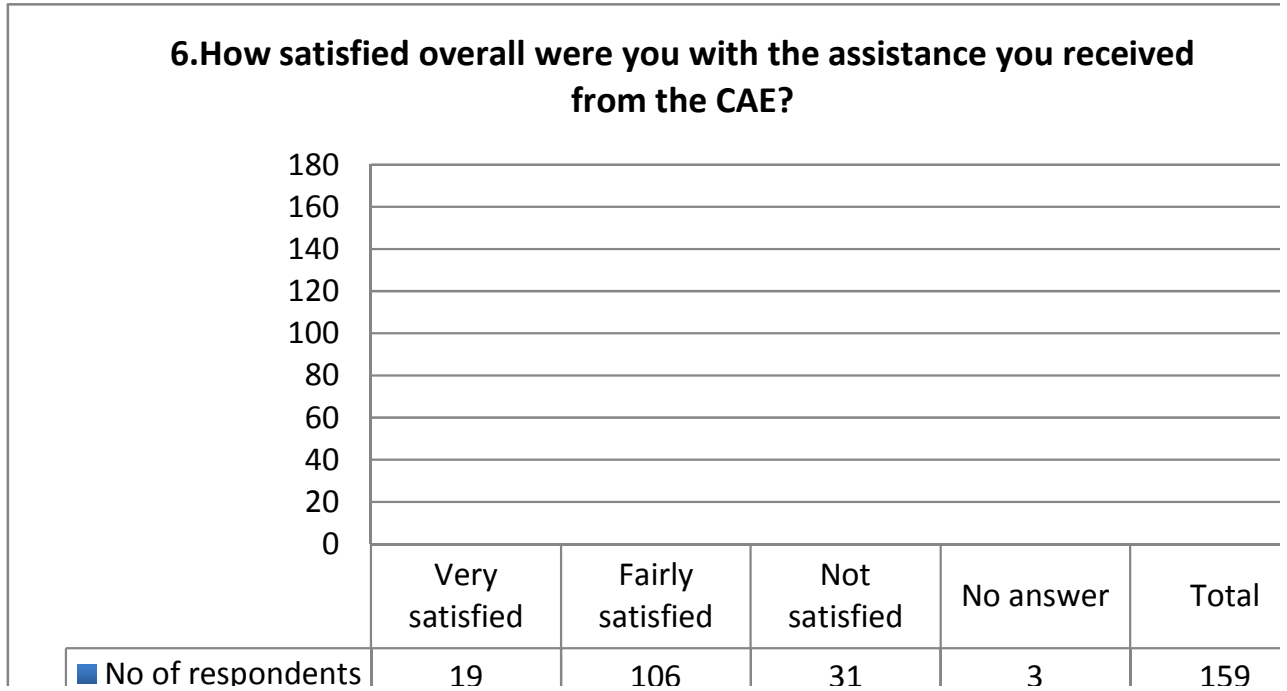
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q6:How satisfied overall were you with the assistance you received from the CAE?**

**Chart 11.6 – Respondents’ satisfaction with the assistance received from CAE**





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



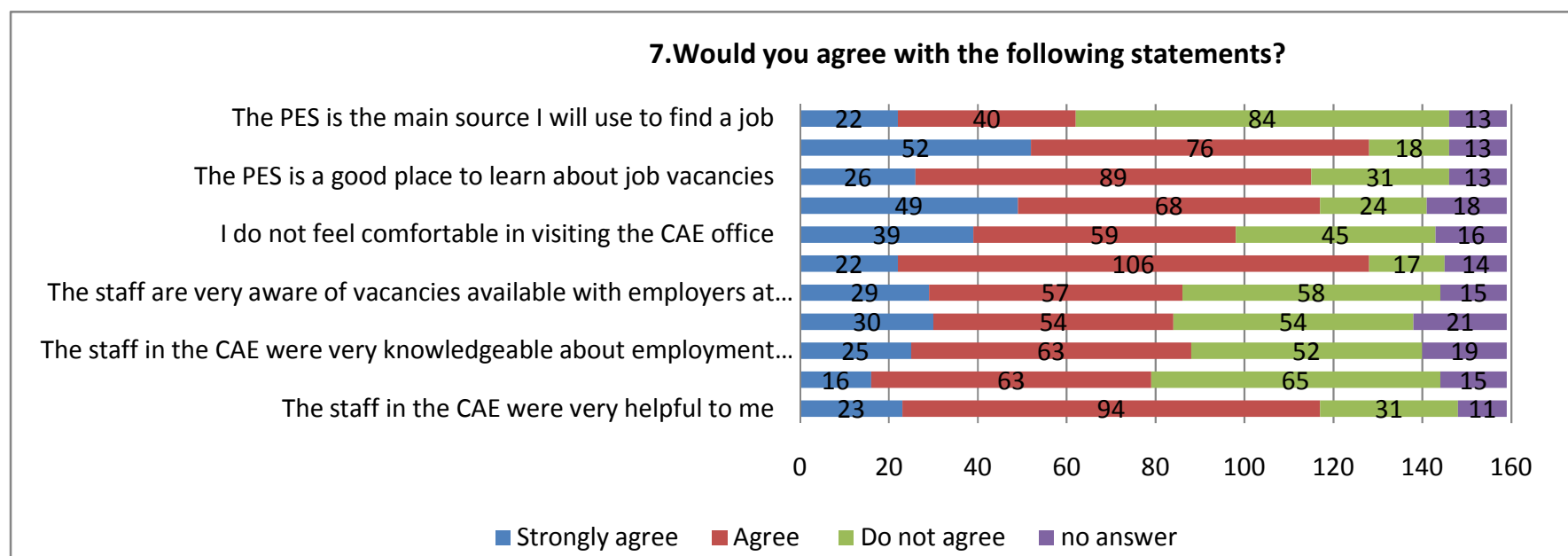
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q7:** To what extent do you agree with the following statements?

**Chart 11.7 – Extent of respondents’ agreements with the statements**





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



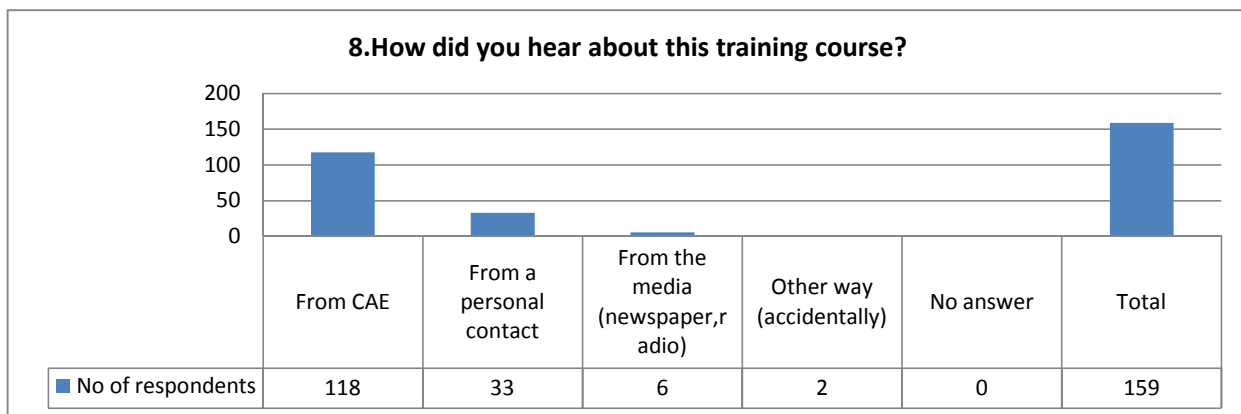
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

### Q8: How did you hear about this training course?

Chart 11.8 – Ways of finding out about the training course







UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



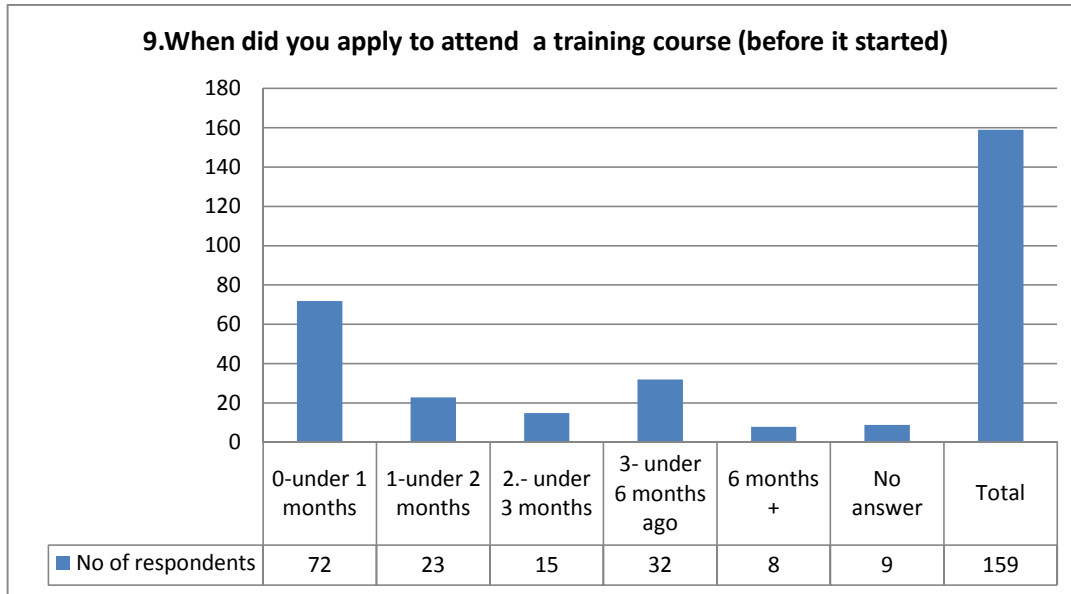
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

### Q9: When did you apply to attend a training course?

Chart 11.9 – Period of applying to attend a training course



### Q10: When did you start this training course?

Respondents answered that they started the training course in June 2010 (when the survey was carried out), or in a period between 1 and 3 months before this survey.



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU

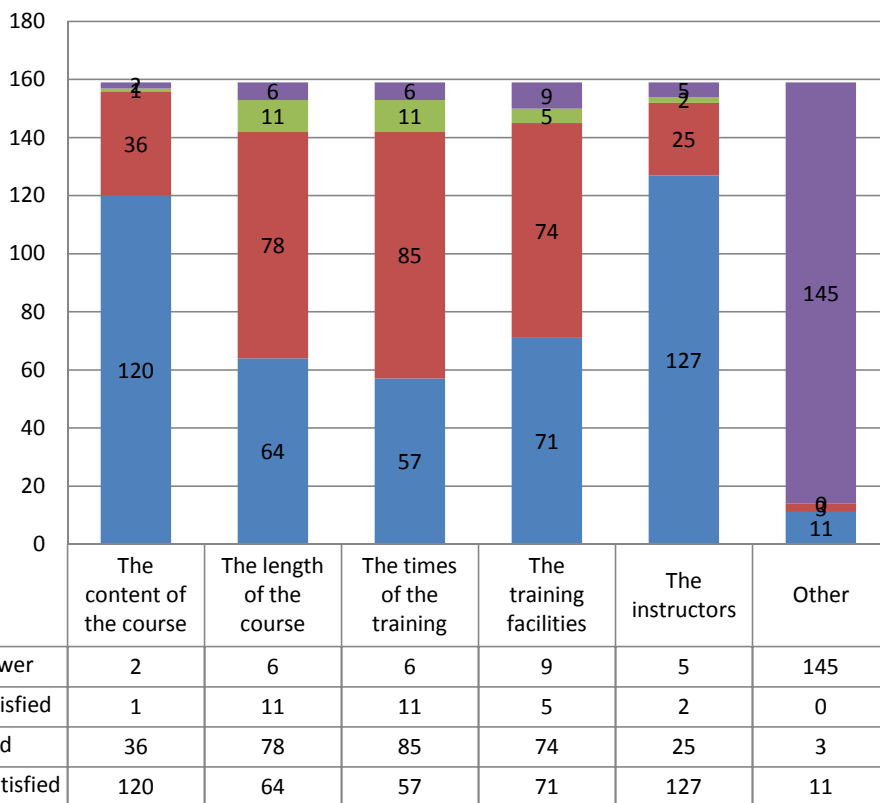


Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**10. How satisfied are you with the following aspects of your training course?**





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



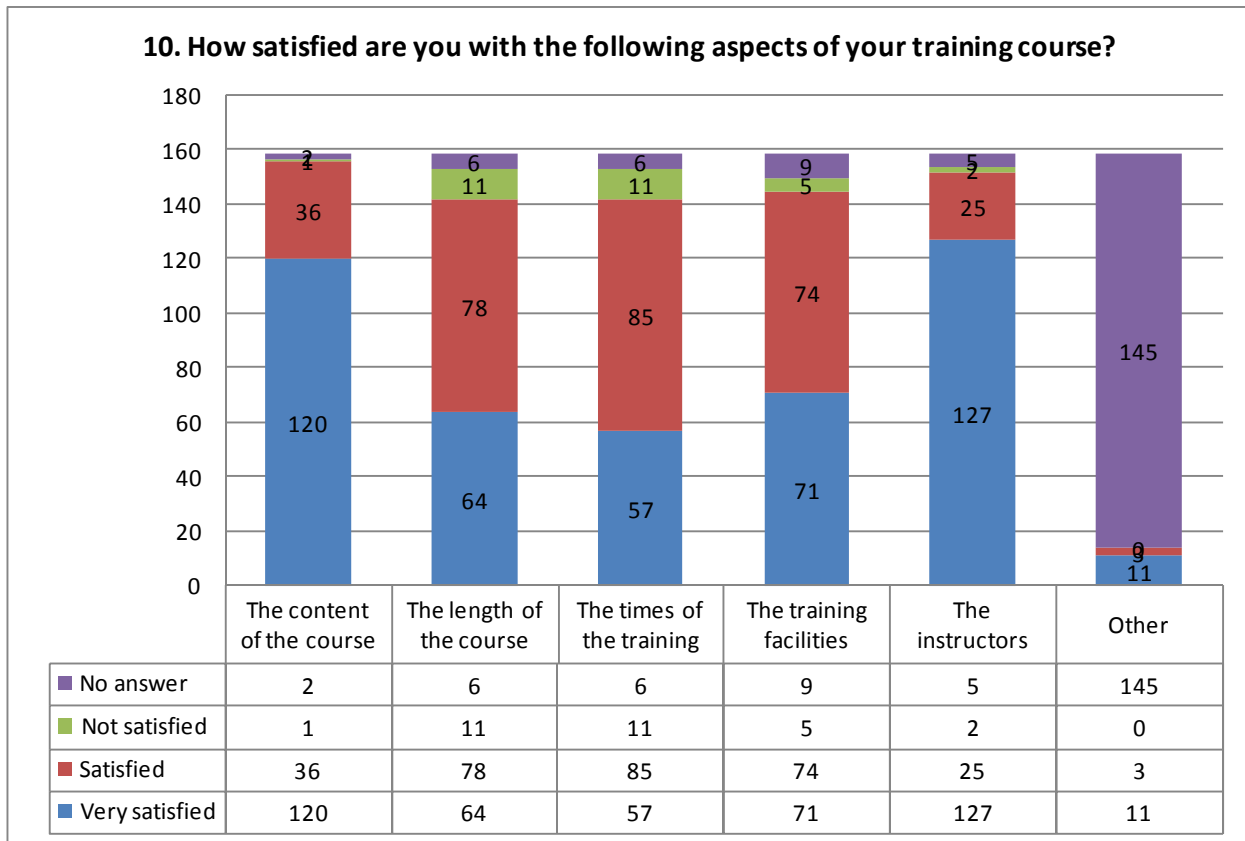
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q11: How satisfied are you with the following aspects of your training course?**

**Chart 11.10 – Respondents’ satisfaction regarding the training course**





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q12: What specific type of job/occupation would you wish to get employment in after the training course?**

**Table 11.1 Types of desired employment by type of course**

*Accounting course*

Job	No of respondents
Economist	2
Assistant accountant	3
Decent work place	3
Something in the field	1
Accountant	19
Assistant accountant	1
Secretary	1
Any job	4
Seller	1
Office work	1
Administrator	1
Manager	1
Referent	1
Horeca	1
No answer	1
<b>Total</b>	<b>41</b>

*Mechanics course*

Job	No of respondents
Mechanics	11
<b>Total</b>	<b>11</b>

*Hairdressing course*

Job	No of respondents
Hairdresser	29



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

No answer	1
<b>Total</b>	<b>30</b>

### *Plumbers course*

<b>Job</b>	<b>No of respondents</b>
Plumber	14
According to my education	1
Plumber or other	1
No answer	1
<b>Total</b>	<b>17</b>

### *Sales course*

<b>Job</b>	<b>No of respondents</b>
Any job	1
Seller	18
Laboratory assistant	1
No answer	1
<b>Total</b>	<b>21</b>

### *IT course*

<b>Job</b>	<b>No of respondents</b>
Public relations	1
Human resources	1
IT area	13
Data entry operator	8
Decent work place	1
No answer	6
<b>Total</b>	<b>30</b>

### *Cosmetics course*

<b>Job</b>	<b>No of respondents</b>
------------	--------------------------



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Decent work place	1
In the field of cosmetics	4
Beautician	1
No answer	3
<b>Total</b>	<b>9</b>



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



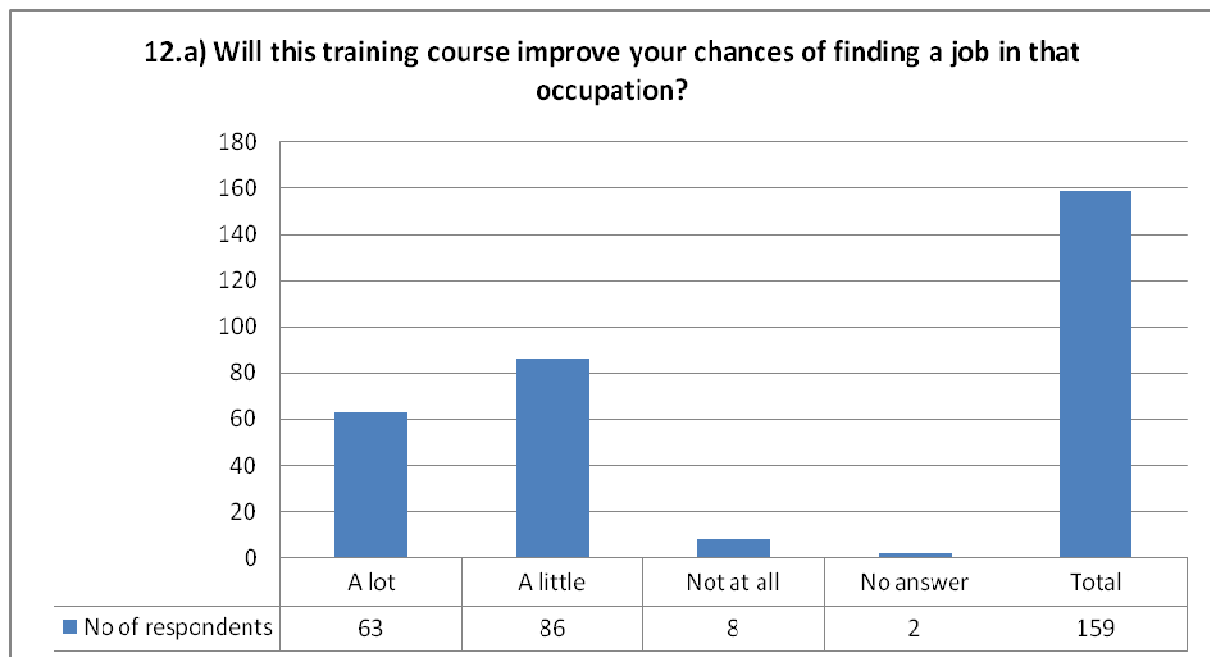
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q13.a): Will this training course improve your chances of finding a job in that occupation?**

**Chart 11.11– Extent to which the training course will improved respondents’ chances of finding a job in the desired occupation.**



**Q13 (b): Why do you think this is so?**

**Table 11.2**

Reasons - course will improve job chances a lot	No of respondents	Reasons - course will improve job chances a little	No of respondents
Will help me find a job	17	Lack previous work experience	20
Diploma will improve chances	23	Employers reluctant to hire beginners	3
Due to the course	1	There are not enough work-places	29
Concrete learning	1	Few employers take into consideration such a training course	3
For the future	1	Age	2
New opportunities	1	Economic situation	4



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

I already found a job	1	I have a diploma	5
Internships	1	Only people with relations are hired	1
Experience	3	Employer ask for qualification	1
		Labour market falls down	3
I worked in the field but without diploma	2		
No answer	37		
<b>Total no. of respondents</b>	<b>159</b>		

#### Q14a: List any other help/service that would assist you in finding employment?

Table 11.3 Types of services assisting in finding an employment\*

Other help/service	No of respondents
Media	11
Companies	1
Driving licence	12
Enough work-places	4
More information	2
Experience	1
Newspaper	6
Consultancy companies	1
Internet	1
Friends	1
Private	2
Personal contacts	12
Recommendations	1
CAE	4
Additional education	33
No answer	71
<b>Total</b>	<b>163</b>

\*Note: As this was an open question, respondents could provide more than one answer.





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q14b: In your view should this help be provided by the CAE, or another agency?**

**Table 9.4**

<b>Provider of othe help</b>	<b>No of respondents</b>
CAEYes	77
Other Agency	12
No answer	70
<b>Total</b>	<b>159</b>



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



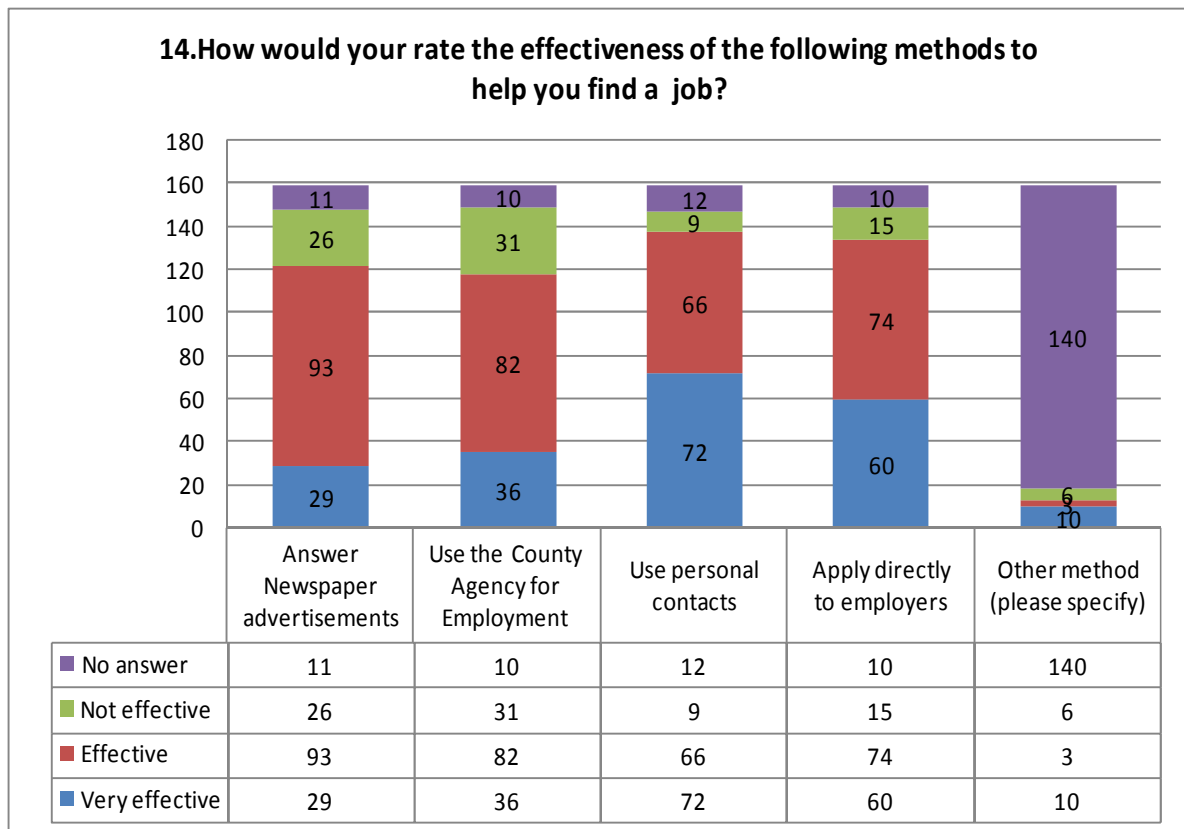
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q15: How would you rate the effectiveness of the following methods to help you find a job?**

**Chart 11.12 – The effectiveness of methods in finding a job**





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



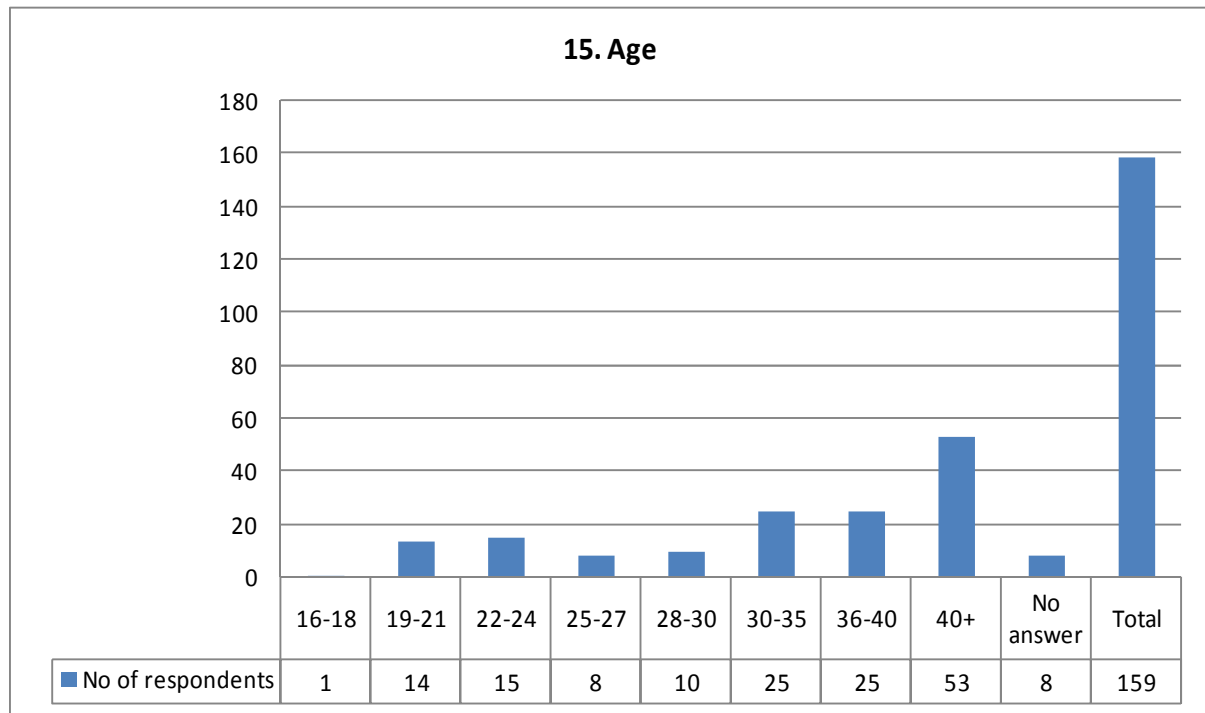
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

### Q16: In which of the following age categories are you?

Chart 11.13 – Respondents’ age category





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



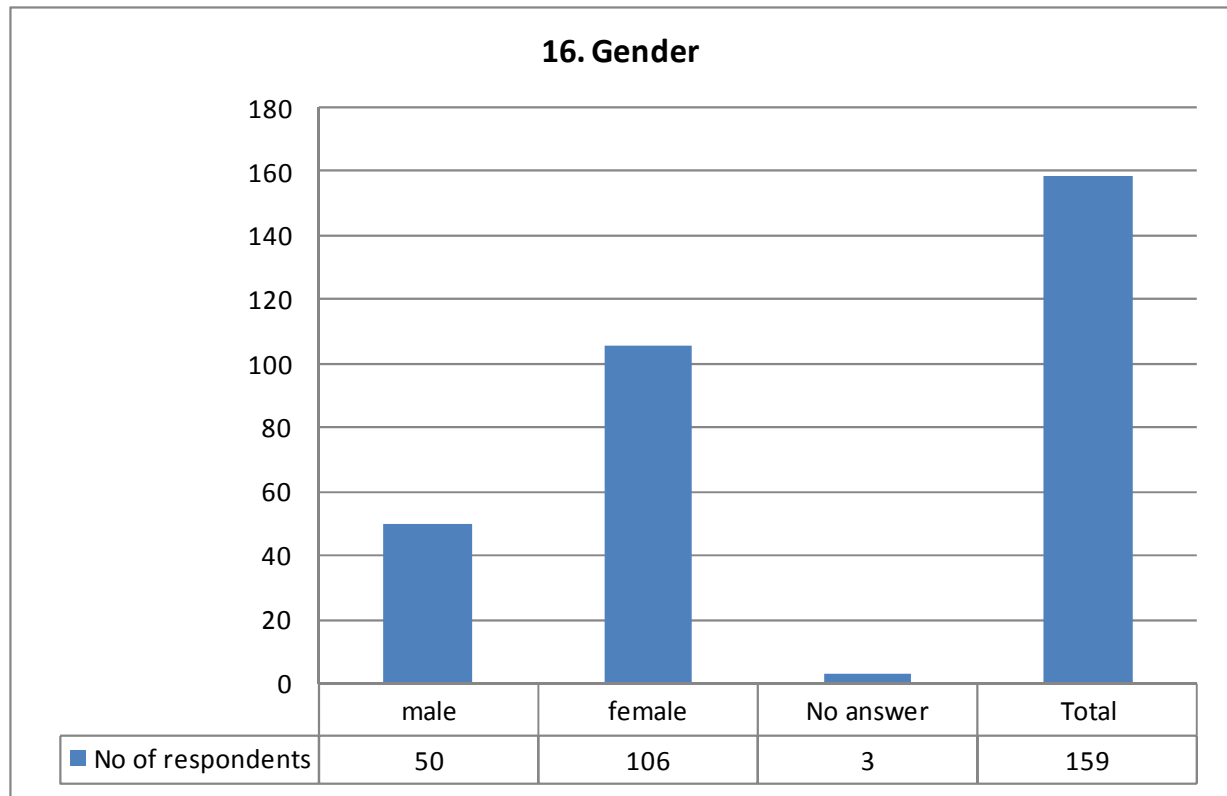
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

## Q17: Gender

Chart 9.14 – Respondents’ gender





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



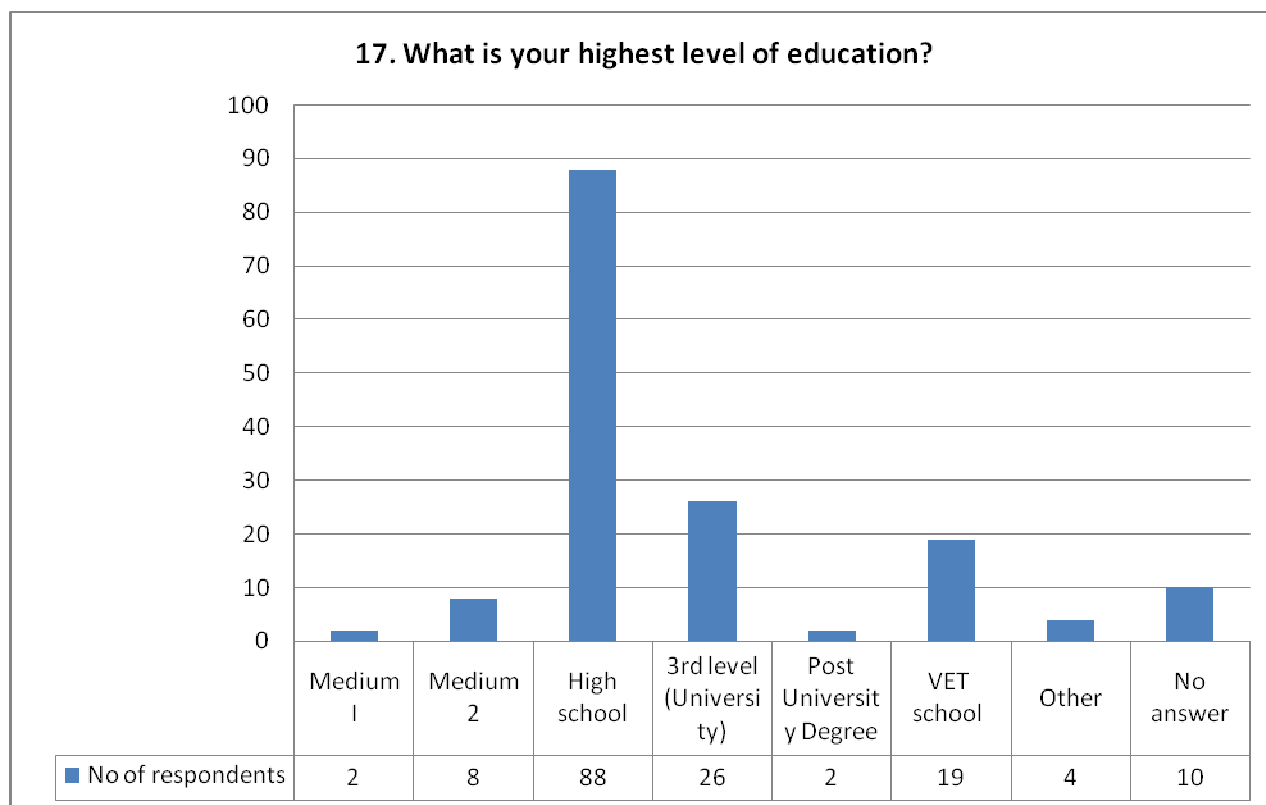
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

### Q18: What is your highest level of education?

Chart 11.15 – Level of education





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



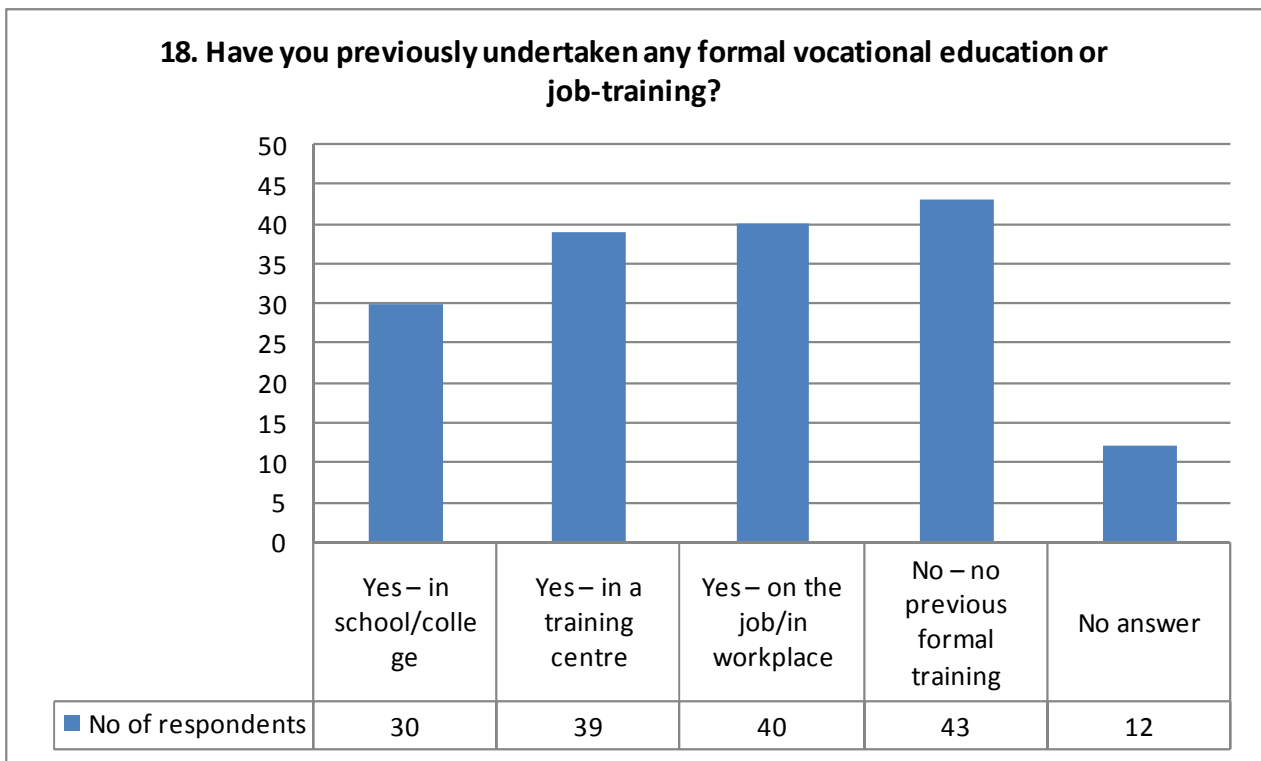
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q19: Have you previously undertaken any formal vocational education or job-training?**  
(more than one box can be ticked)

**Chart 11.16 – Whether any formal vocational education or job-training has been undertaken**





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q20: In what type of job that did you last work (if this applies)?**

**Table 11.5 – Last types of job**

Last job	No of respondents
Trade	6
Selling/sales assistant	9
Education	1
Cashier	1
Clothing industry	1
Media	2
Economist	1
Archive	1
Statistic	1
Operator	3
Welder	1
Batch man	1
Tinsmith	1
Accounting	4
Secretary	1
Horeca	2
Tourism	2
Computer operator	1
IT	1
Construction	4
Landscape	1
Sewing/tailor	2
Printer	1
Call centre	1
General worker (non-qualified)	5
Car washer	1
Plumber	1
Guardian	5
Service heating	1



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Last job	No of respondents
Builder	1
Miller	1
Forger	1
Turner	1
Forklift	1
Electric wire	1
Carpenter	1
Illustrator	1
Textile	5
Pastry	1
Chemistry operator	1
Baker	3
Casino worker	1
Assistant bank manager	1
Romanian railway worker	4
Importers and distributors of pharmaceutical products	4
Construction electrician	2
veterinary pharmacy	2
Other	6
Not applicable – did not previously have a job	14
No answer	45
<b>Total</b>	<b>159</b>

**Q20: How long since you worked in that job?**

**Chart 11.17 – Period passed from the previous job**





UNIUNEA EUROPEANĂ



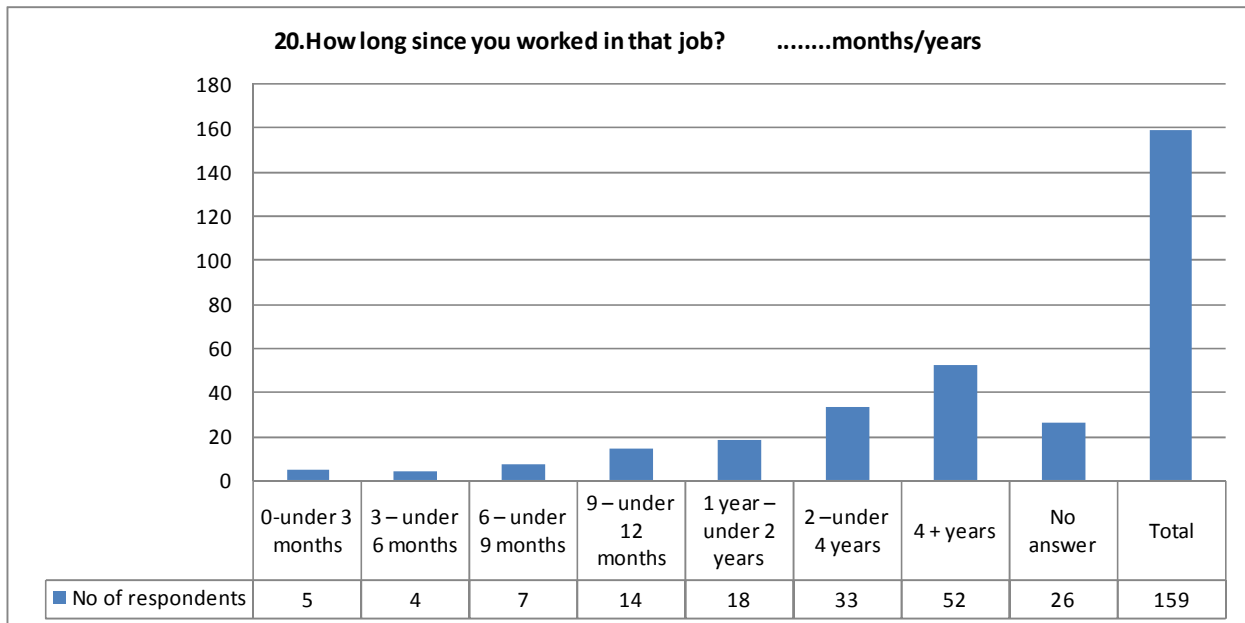
GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013

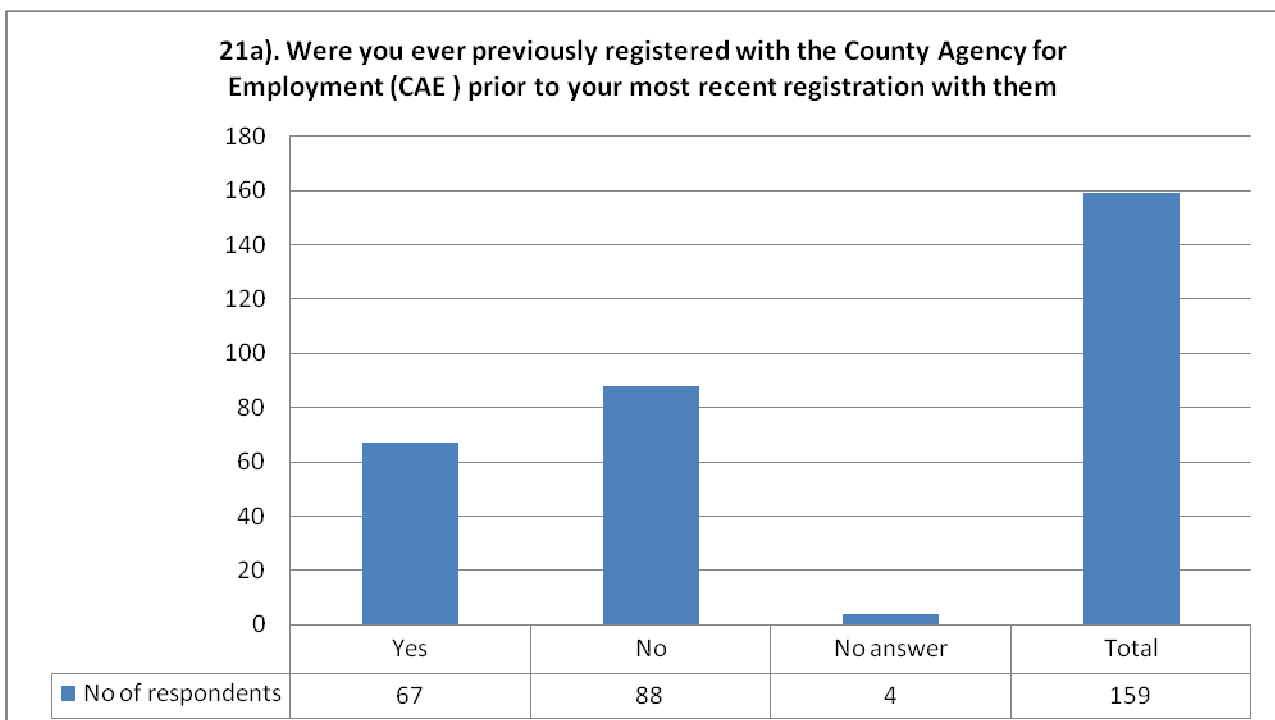


Instrumente Structurale  
2007-2013



**Q21a): Were you ever previously registered with the County Agency for Employment (CAE) prior to your most recent registration with them**

**Chart 11.18.a – Previous registration with CAE**





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



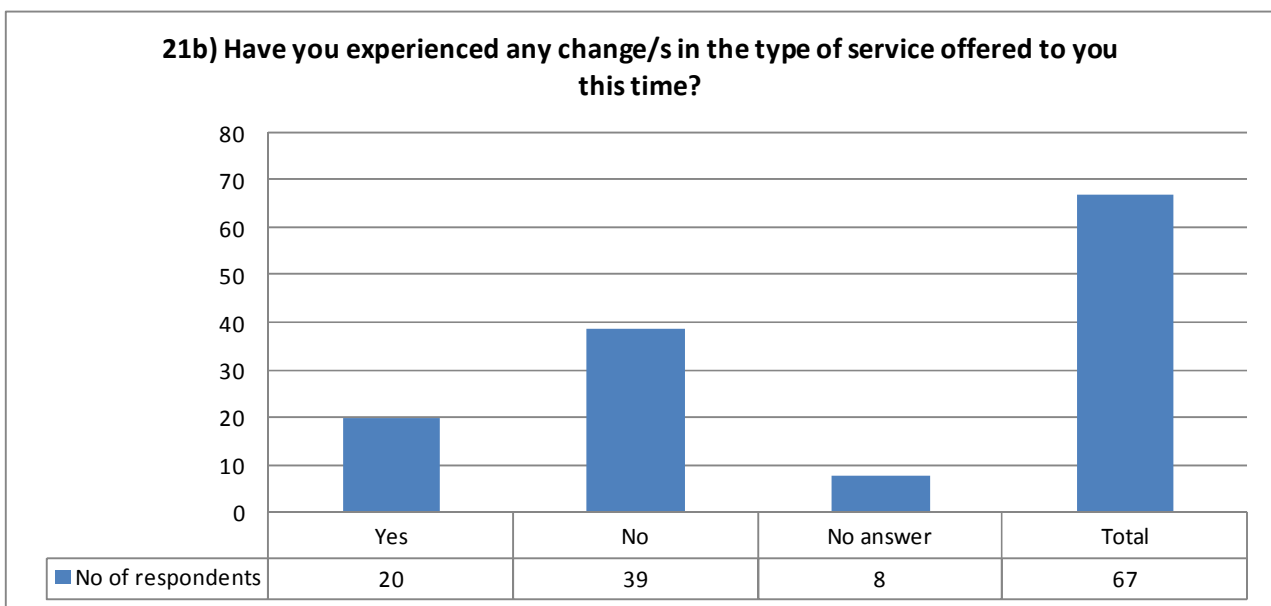
Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**Q21b): Have you experienced any change/s in the type of service offered to you this time?**

**Chart 9.18.b –Whether experienced any change/s in type of service offered**





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

## Annex 12 – Trainees’ Questionnaire

### Ad hoc evaluation of the Public Employment Services - PA4 POSDRU

#### Questionnaire for Job-seekers

##### Introduction

This research is being carried out as part of an ad hoc evaluation of the Public Employment Services in Romania. The Overall project is being carried out on behalf of the Ministry of Labour, Family and Social Protection. The aim of this survey is to gather views on the services of the County Employment Agency. We would very much appreciate your cooperation, by filling-out this questionnaire. The research is confidential to the research team, no person will be identified, and all answers will be grouped together.

##### Section A: Your contact with the County Agency for Employment (CAE)?

1. Are you registered with the County Agency for Employment (CAE)?

Yes \_\_\_\_\_ No \_\_\_\_\_

2. When did you first sign/register with the County Agency for Employment (CAE)?

Month \_\_\_\_\_ Year \_\_\_\_\_

3. Which of the following services have you received from the CAE? (Tick all you received)

CAE Service	Received
Registration	
Information on unemployment benefits/entitlements	
Information on employment vacancies	
Information on training opportunities	
Employment guidance/counselling	



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

CAE Service	Received
Help with developing/writing my Curriculum Vitae	
Advice on working abroad	
Information on incentives for employers to employ workers	
Other service/assistance (please specify)	
None of the above	

### Section B: Your views on the services of the County Employment Agency (CAE)

4. Tick the CAE service (one only), listed below, that has been of most use to you?

CAE Service	Of most use
Registration	
Information on unemployment benefits/entitlements	
Information on employment vacancies	
Information on training opportunities	
Employment guidance/counselling	
Help with developing/writing my Curriculum Vitae	
Advice on working abroad	
Information on incentives for employers to employ workers	
Other service/assistance (please specify)	
None of the above	

5. Were you aware of the range of services that was provided by the CAE, before you registered with it? (Tick one box only)

Yes, fully aware	Yes, Partially Aware	No, Not aware
------------------	----------------------	---------------

6. (a) How satisfied overall were you with the assistance you received from the CAE?  
(Tick one box only)



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Very satisfied	Fairly satisfied	Not satisfied
----------------	------------------	---------------

6 (b) If you were not satisfied, please give your reason for this:

7. To what extent do you agree with the following statements? (Tick one box for each statement)

Statements	Strongly agree	Agree	Do not agree
The staff in the CAE were very helpful to me			
The staff were not able to give me a personalised service			
The staff in the CAE were very knowledgeable about employment options available to me			
The staff did not have time to give enough attention to me			
The staff are very aware of vacancies available with employers at present			
The CAE office facilities are good			
I do not feel comfortable in visiting the CAE office			
Notices about job vacancies are widely			



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Statements	Strongly agree	Agree	Do not agree
available in the Agency			
The PES is a good place to learn about job vacancies			
Information about training courses is easy to find in the CAE office			
The PES is the main source I will use to find a job			

### Section C: Your participation in training

8. How did you hear about this training course (tick which sources apply)?

Sources	Sources used
From CAE	
From a personal contact	
From the media (newspaper, radio TV, etc.)	
Other way, Please specify	

9. When did you apply to attend a training course

Month \_\_\_\_\_ Year \_\_\_\_\_

10. When did you start on this training course

Month \_\_\_\_\_ Year \_\_\_\_\_

11. How satisfied are you with the following aspects of your training course?

Aspect of the training course	Very satisfied	Satisfied	Not satisfied
The content of the course			



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

The length of the course			
The times of the training			
The training facilities			
The instructors			
Other (Specify)			

12. What specific type of job/occupation would you wish to get employment in after the training course?

13. (a) Will this training course improve your chances of finding a job in that occupation?  
(Tick one category only)

<b>A lot</b>	<b>A little</b>	<b>Not at all</b>
--------------	-----------------	-------------------

13(b) Why do you think this?

**Section D: Job seeking**

14. (a) Describe/list any other help/service that would assist you in finding employment?

**14(B) IN YOUR VIEW SHOULD THIS HELP BE PROVIDED BY THE CAE, OR ANOTHER AGENCY? (IF YOU WISH TO NAME AN AGENCY OTHER THAN THE CAE DO SO)**



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

--

15. How would you rate the effectiveness of the following methods to help you to find a job?

Method	Very effective	Effective	Not effective
Answer Newspaper advertisement			
Use the County Agency for Employment			
Use personal contacts			
Apply directly to employers			
Other method (please specify)			

**Section E: Personal (optional)**

16. In which of the following age categories are you?

16-18	19-21	22-24	25-27	28-30	31-35	36-39	40+

17. Are you male or female? Male \_\_\_\_\_ Female \_\_\_\_\_

18. What is your highest level of education?

Highest level of education	Tick the level that applies
Medium school	
High school	
VET school	
Third level	





UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

Other (Specify)

**19. Have you previously undertaken any formal vocational education or job-training?**

Vocational education or job-training	Tick all the categories that apply
Yes – in school/college	
Yes – in a training centre	
Yes – on the job/in workplace	
No – no previous formal training	

20. In what type of job did you last work in (if this applies)?

\_\_\_\_\_

21. When did that job end?      **Month**\_\_\_\_\_      **Year**\_\_\_\_\_

22. (a) Were you ever previously registered with the County Agency for Employment (CAE ) prior to your most recent registration with them?      **YES**\_\_\_\_\_      **NO**\_\_\_\_\_

**If yes: (22b) Have you experienced any change/s in the type of service offered to you this time?**

**YES**\_\_\_\_\_      **NO**\_\_\_\_\_



UNIUNEA EUROPEANĂ



GUVERNUL ROMÂNIEI  
MINISTERUL MUNCII, FAMILIEI  
ȘI PROTECȚIEI SOCIALE  
AMPOSDRU



Fondul Social European  
POSDRU 2007-2013



Instrumente Structurale  
2007-2013

**If yes to 22(b): (22c) please describe:**

23. Enter any other comment you would like to make in the box below:

**Thank you for your help with this research**