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# LITHUANIAN LABOUR EXCHANGE ANNUAL REPORT 2002



## FOREWORD



2002 was a turning point in the Lithuanian labour market. It was the first year since 1997 to witness the reduction in the average annual unemployment rate. Improvement of the economic situation and increasing financial stability of enterprises gave positive impulses to the labour market – more permanent jobs were created and job-search periods shortened.

Nevertheless, local unemployment differences remain, with some municipal territories and wards having unemployment rate of more than 20 per cent. Labour supply is dominated by the people with the lowest chances of integrating into the labour market: 80 per cent of the jobless are unprepared for the labour market, more than 33 per cent have no vocational training.

These reasons made us concentrate on active support of the unemployed. We have employed and involved into active labour market policy programmes nearly 300 thousand job-seekers. These measures made it possible to reduce the expected annual average unemployment rate by 1.6 per cent points and that of the youth – by 3.3 per cent points. We have achieved most in reducing long-term unemployment and the number of unskilled workforce as well as increasing employment of the jobless additionally supported on the labour market.

We made our best to react flexibly and adequately to the set goals and client expectations. When a job-seeker contacts us, at first we discuss consecutive steps and explain the importance of gaining qualifications. Together with employers we try to identify what services, specialists and qualifications are needed in order to meet the demand. “Mini” labour exchanges are set up at the enterprises that plan to carry out mass layoffs.

For the second year we have been enhancing labour supply and job search system “Labour Exchange on the Internet” using modern IT solutions. It is accessible to both a job-seeker and an employer. An individual “Talent Bank” database enables the employers to select qualified specialists and creates better employment conditions for students and highly-skilled people.

Development of the management information system will facilitate the implementation of the new model of client services, enhance the quality of mediation and counselling and increase activation level.

Preparatory work for setting up EURES offices in Lithuanian counties is already in progress. In these offices people will have a possibility to receive information on work abroad. Company owners who look for employees with proper qualifications will also be able to make use of the services provided by EURES offices.

It is the first year that the Strategic and Business Plan of Lithuanian Labour Exchange for 2003-2005 was created. I believe that the Plan, developed in the context of the Millennium Development Goals, will promote the implementation of the tasks provided for in the Programme of the Republic of Lithuania for Increasing Employment for 2001-2004, Programme of Poverty Reduction for 2002-2004 and other strategic programmes.

Although unemployment still remains an issue of a high importance, the above-mentioned efforts of labour exchanges should improve the situation of job-seekers.

A handwritten signature in black ink, appearing to read 'V. Šlekaitis', written in a cursive style.

Vidas ŠLEKAITIS,  
Director General

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# THE YEAR IN BRIEF

## 2002 – A TURNING-POINT IN THE LABOUR MARKET

The year 2002 was favourable to Lithuanian labour market. It witnessed GDP growth, increased sales volumes, expanding consumption and FDI. The level of employment has also started to rise.

### POSITIVE CHANGES ON THE LABOUR MARKET

- ✓ The labour supply fell as a consequence of the reduced number of the jobless who lost their jobs during last 12 months.
- ✓ The number of the unemployed decreased by 33 thousand since the beginning of January 2002.
- ✓ The number of notices on mass layoffs contracted more than twofold.
- ✓ The number of the long-term unemployed fell by 16 thousand from January to the end of the year.
- ✓ The demand for labour remains high, and the number of offers for permanent jobs increases.
- ✓ The number of registered job vacancies had grown threefold since 2000.
- ✓ A significant increase in job offers received from construction companies can be observed.
- ✓ The demand for unqualified labour force is contracting, while vocational and professional requirements for vacancy filling are increasing.

### Labour market indicators

Beginning of a year	2002		2003	
	Number	Share (%)	Number	Share (%)
Job-seekers	245,600		227,200	
Unemployed	224,000	100.0	191,100	100.0
Women	106,300	47.5	96,100	50.3
Men	117,700	52.5	9,500	49.7
Youth	28,700	12.8	21,700	11.4
Long-term unemployed	74,600	33.3	58,300	30.5
Unemployment rate		12.9		10.9
Youth unemployment rate		18.7		13.4

### During a year

	2001		2002	
	Number	Share (%)	Number	Share (%)
Job-seekers	260,300		261,700	
Unemployed	249,700	100.0	243,700	100.0
Women	111,800	44.8	112,000	46.0
Men	137,900	55.2	131,700	54.0
Youth	58,800	23.6	54,900	22.5
Jobless in rural areas	89,100	35.7	88,300	36.2
Registered labour demand	134,600	100.0	135,400	100.0
For permanent jobs	87,000	64.6	93,400	69.0
For temporary jobs	47,600	35.4	42,000	31.0
Average annual unemployment rate		12.5		11.3

## LABOUR FORCE SURVEYS

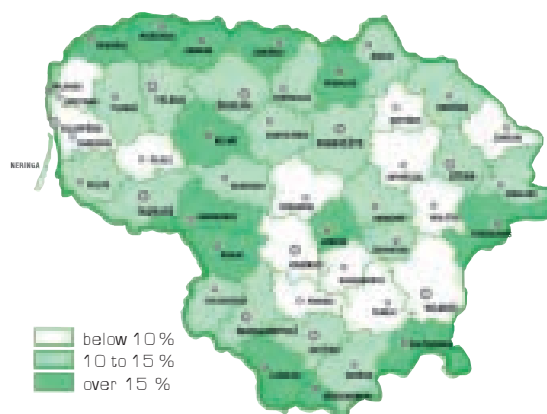
The Labour Force Survey data of the 1<sup>st</sup> and 3<sup>rd</sup> quarter of 2002 indicates that:

- ✓ The number of the unemployed decreased from 279.9 to 194.5 thousand.
- ✓ Unemployment rate dropped from 17.0 to 11.9 per cent.

## UNEMPLOYMENT PROBLEMS

- ✓ The number of unskilled workless people remains high, with every third of the number having no vocational training.
- ✓ The share of the old-aged unemployed among job-seekers is growing.
- ✓ Youth unemployment is higher than national unemployment, which is induced by low education and vocational preparation level.
- ✓ Unemployment in rural areas had grown twofold since 1999, while urban areas saw only a one-tenth increase.
- ✓ High territorial unemployment differences remain.
- ✓ Although the share of the long-term unemployed was declining during the last two years, it had never fallen below the level of 30 per cent.
- ✓ The price of labour remained relatively low, while the employers' requirements for its qualifications grew.

### Unemployment rates at the end of 2002



## 2002 – THE YEAR OF JOBS AND QUALITY SERVICES

In 2002 Lithuanian Labour Exchange implemented labour market policy goals and objectives set by the Ministry of Social Security and Labour.

### GOALS AND OBJECTIVES

*Reduction of long-term unemployment*

*Enhancement of the effectiveness of labour market policy measures*

*Improvement of the quality of services provided to the jobless and employers*

### PRIORITY MEASURES

- Prevention of long-term unemployment
- Enhancement of employability of the long-term unemployed
- Update of professional qualifications and practical skills
- Improvement of monitoring system for the service assessment
- Assurance of quality services
- Evaluation of feedback in order to assess the effectiveness of the applied measures
- Enhancement of organisation of work
- Development of interaction with employers
- Creation of a new model of services by enhancing counselling and mediation services

### IMPACT

- ✓ Enhancement of the monitoring system allows to evaluate labour market situation and influence the efficiency of the applied measures.
- ✓ The number of additionally supported unemployed was reduced by employing 19,200 people in this category.
- ✓ The number of unskilled labour was reduced by 7,200 as they had been provided with the relevant professional qualifications.
- ✓ The expected average annual unemployment rate declined by 1.6 per cent.
- ✓ The expected average annual youth unemployment rate was reduced by 3.3 per cent.
- ✓ The average annual number of the long-term unemployed fell by 12.4 per cent.
- ✓ According to monthly survey data, the following efficiency level indicators were attained in service provision:
  - around 80 per cent of the unemployed evaluated the services of the Labour Exchange positively;
  - around 90 per cent of the employers were satisfied with the services.

### ACTIVITY RESULTS

Active support	2001	2002
Directed to the active labour market policy programmes	106,600	127,400
Vocational training	19,600	23,400
Unemployment prevention	2,600	3,200
Increasing employability in line with the demands of the labour market	13,000	16,400
Development of entrepreneurship	4,000	3,700
Job clubs	46,900	46,900
Employment support	40,100	55,500
Subsidised works	1,650	2,600
Public works	34,600	48,100
Supported works	3,800	4,800
Setting up own business	14,100	15,700
Long-term unemployed involved into refresher programmes		1,500
Jobs created within the framework of the projects of local employment initiatives	150	380

Employment mediation	2001	2002
Job placement	134,100	133,700
Permanent employment	86,500	92,700
Temporary employment	47,600	41,000
Lithuanian citizens placed into apprenticeships and jobs abroad	900	740
Temporary employment of foreigners in Lithuania	600	480

Passive support	2001	2002
Unemployment benefits allocated to the jobless	63,500	50,500
Pre-pensionary benefits allocated to the jobless		14,400

Efficiency of the activity, according to established goals (%)	2001	2002
Employed after vocational training		
after training	68	–
within 90 days	–	70
within 180 days	75	–
Employed after supported works	71	69
Filled vacancies during the time agreed with an employer	–	85

## SITUATION ON THE LABOUR MARKET

### In 2002 the labour market was influenced by positive economic trends

According to the data of the Department of Statistics, the first 9 months of 2002 saw GDP growth of 6.1 per cent, and during the fourth quarter – as much as 6.8 per cent as compared to the respective periods of 2001. This was an outcome of growth of all economic sectors, with the exception of fishery, extraction industry and health care. Furthermore, sales of goods, domestic consumption and FDI flows grew.

Labour Force Survey data shows that the number of the employed grew from 1,355.7 thousand in the 1<sup>st</sup> quarter to 1,443.3 thousand in the 3<sup>rd</sup>, and the activation level increased from 69.4 to 69.7 per cent respectively. Employment grew in all the main sectors of economy.

### MAIN CHANGES ON THE LABOUR MARKET

#### Main changes in labour demand

✓ Demand for labour remained high

Similarly to the previous year, around 135 thousand vacancies were registered, which equals to around 11.1 thousand vacancies per month. The largest share – 66 per cent of all job offers – was registered in urban areas.

✓ More offers for permanent work

In comparison to 2001, 2002 saw an increase in demand for permanent jobs. It grew by 7.4 per cent or 4 thousand and totalled 93.4 thousand. Supply of temporary jobs fell by more than 14 per cent.

✓ Construction witnessed the biggest increase in labour supply

In comparison to 2001, 2002 witnessed the biggest increase in labour demand in construction (growth rate of 11 per cent, i.e., 1.8 thousand up to 18.6 thousand). Demand in industry grew by 5 per cent, in agriculture it increased by 4 per cent. Demand remains the highest in services sector and amounts to 66 thousand, comprising 47 per cent.

#### Labour demand in economic sectors

	2001		2002	
	Number	Share %	Number	Share %
Agriculture	7,000	5.2	7,300	5.4
Industry	44,400	33.0	43,100	33.1
Construction	16,800	12.5	18,600	14.1
Services	66,500	49.3	66,400	47.4

✓ New demands in the 21<sup>st</sup> century

*5 most easily marketable professional qualifications*

#### For white-collar workers

	2001	2002	
	Number	Number	Change
Management information systems	1,800	2,600	↑
Informatics and computer technologies	1,300	2,400	↑
Mechanics and mechanical technology engineering	1,700	2,300	↑
Accounting, audit	2,100	2,100	↔
Real estate management	1,100	1,400	↑

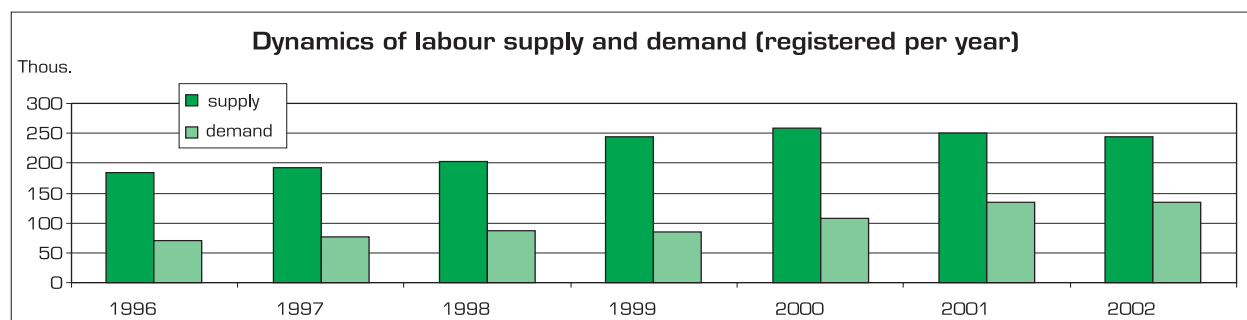
#### For specialists with vocational qualifications

	2001	2002	
	Number	Number	Change
Sewing operators	7,700	7,800	↑
Salespersons, experts of goods	10,200	10,900	↑
Construction workers	5,300	6,100	↑
Woodworkers	6,100	5,800	↓
Metal cutters, welders	2,200	2,900	↑

#### Changes in labour supply

✓ Labour supply decreased

During 2002, the number of the registered unemployed decreased by 2.4 per cent or 6 thousand and reached 243.7 thousand. On the average, 20.3 thousand unemployed were registered monthly, which is less than in 1999, 2000 or 2001. The number of job-seekers decreased both in urban and rural areas.



- ✓ The number of the registered unemployed dismissed during last 12 months declined

The number of the registered unemployed who recently lost their jobs dropped by 12.5 per cent or 16.6 thousand to 116.1 thousand. Their share among the people registered with labour exchanges decreased from 53.2 per cent in 2001 to 47.6 per cent in 2002.

Employment status	2001		2002	
	Number	Share (%)	Number	Share (%)
First-time job-seekers	31,800	12.7	32,900	13.5
Searching for a job after the period of one year	85,200	34.1	94,800	38.9
Lost their jobs during last 12 months	132,600	53.2	116,100	47.6

The biggest decrease in the number of the unemployed contacting labour exchanges was observed in services (12.7 thousand) and industrial sector (5.4 thousand). This trend further persists with 56.1 per cent of clients being former staff of the services sector.

- ✓ The number of the unemployed without vocational training soared

The number of the unemployed having no vocational training grew by one-third or 30.5 thousand, reaching 96.9 thousand. In cities their number increased by one-fifth, and it nearly doubled in towns.

- ✓ The share of unemployed youth (under 25) contracted

The number of registered young unemployed fell by 6.6 per cent or 3.9 thousand and amounted to 54.9 thousand. Every second young unemployed (26.3 thousand) had no professional qualifications, every tenth (6.4 thousand) had no basic education.

In 2002 over 12 thousand graduates were registered with the Labour Exchange, which comprises 28 per cent of the total number of graduates.

- ✓ The most popular job-seeking technique – contacting Public Employment Services

According to the Labour Force Survey data every year around 65 to 70 per cent of the jobless use public employment services for finding a job. In 1997 every second job-seeker used services of the Labour Exchange, while in 2001 – already two out of three.

- ✓ The number of notices on mass layoffs decreased twofold

Local labour exchanges received 85 notices from employers on planned group dismissals. The main reasons of layoffs remain bankruptcies or company liquidations.

### Changes in the structure of labour supply

- ✓ The number of the unemployed searching for a job decreased

On 1 January 2003 the number of registered unemployed stood at 191.1 thousand. It is nearly 33 thousand less than at the beginning of 2002. As compared to 2001, the average annual number of the unemployed fell from 223.5 thousand to 198.4 thousand, i.e., 11 per cent.

- ✓ Reduction in long-term unemployment

Until the end of 2002 the number of the long-term unemployed moved down by 21.8 per cent (16.3 thousand) to 58.3 thousand. The share of this group of the jobless among the unemployed fell from 33.3 per cent to 30.5 per cent. The biggest share of the long-term unemployed are women (53.2 per cent), people without vocational training (45 per cent) and people unemployed for more than 2 years (40 per cent). There is an on-going trend of decline in long-term unemployment since February 2002.

- ✓ The number of elderly unemployed grew

The share of people older than 40 among the unemployed has grown from 52 per cent in the beginning of 2002 to 55 per cent at the end of the year, and the share of those over 50 year of age – from 23.5 to 25.2 per cent. At the same time the number of young unemployed (under 30) fell from 22.3 to 20.2 per cent.

### Unemployment trends

- ✓ Unemployment rate decreased

During 2002 unemployment rate moved down by 2 per cent points from 12.9 per cent at the beginning of the year to 10.9 per cent at the end of the year, and the average annual unemployment rate fell from 12.5 to 11.3 per cent, as it was forecasted. The highest national unemployment rate was registered on 1 February and comprised 13.1 per cent, and the lowest was on 1 November – the same as 30 months ago – 10.4 per cent. During the year unemployment fell in all counties. At the beginning of 2003 the highest unemployment rate was in Druskininkai municipal territory (27.5 per cent), the lowest – in Vilnius (5.6 per cent).

The highest registered unemployment rate of 30.4 per cent was on 1 January in the territory serviced by Druskininkai Labour Exchange and the lowest on 1 August in the territory of Kretinga (4.3 per cent).

Unemployment rate	Average annual			
	01/01/2002	01/01/2003	2001	2002
Total	12.9	10.9	12.5	11.3
Male	13.5	10.8	13.2	11.4
Female	12.2	11.0	11.9	11.3
Youth	18.7	13.4	15.3	14.9

✓ The biggest decrease – in youth unemployment  
The biggest changes were witnessed in youth unemployment, which dropped from 18.7 to 13.4 per cent in the period of one year. Nevertheless, the average annual youth unemployment rate amounting to 14.9 per cent remains higher than national unemployment rate.

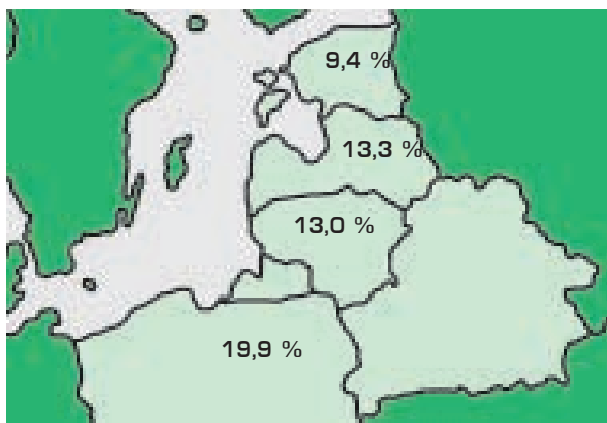
✓ Unemployment of men exceeded that of women  
During the year male unemployment dropped by 2.7 per cent points to 10.8 per cent. During the same period female unemployment shrank only by 1.2 per cent points to 11.0 per cent.

✓ The number of municipal territories with unemployment rate exceeding 20 per cent decreased  
The average annual unemployment rate exceeding 20 per cent was registered in seven out of 60 municipal territories in 2002, while in 2001 – in thirteen.

✓ Seasonal unemployment fluctuations declined  
In the summer of 2002 unemployment rate remained stable at 10.7 per cent, while in 2000 it grew from 11.1 to 11.7 per cent.

✓ Territorial unemployment differences grew  
At the beginning of 2002, the ratio of the highest and the lowest unemployment rates in municipal territories was 4.1, while at the end of the year it amounted to 5.0.

### Unemployment in Lithuania, neighbouring countries and the EU



In the process of integration into the European Union, Lithuanian labour market as well as the area of single labour market is influenced by the process of market globalisation and free movement of persons. In Lithuania unemployment remains a bigger problem than it is in the EU countries.

According to Labour Force Survey data, the fourth quarter witnessed the highest unemployment rate in Poland (19.9 per cent). In Latvia it was 13.3 per cent, in Lithuania – 13.0 per cent and in Estonia – 9.4 per cent. According to the Eurostat data, there were 13.4 million unemployed in the EU and unemployment rate comprised 7.6 per cent in September 2002.

	2000		2001	
	EU	Lithuania	EU	Lithuania
Unemployment rate	8.0	15.0	7.3	17.0
Men	7.0	14.0	6.4	19.7
Women	9.0	13.0	8.7	14.2
Youth	16.0	29.0	14.0	30.2

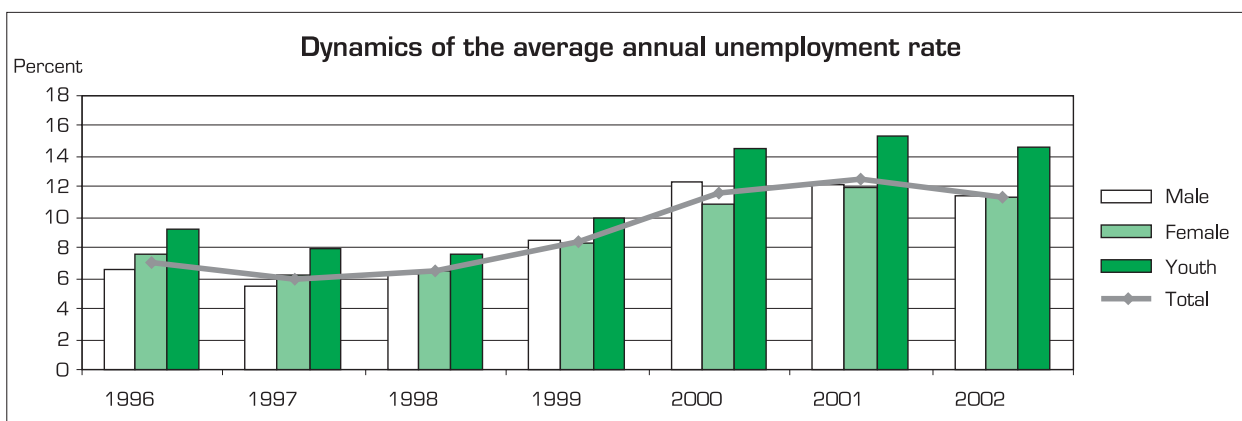
### Unemployment will remain an important problem in 2003

*The demand for qualified labour force will increase.* Specialists with higher and college-level education will receive 23 per cent of all job offers – twice as much as in 2002, but people without professional qualifications will witness a reduction of demand from 24 to 16 per cent.

*Job creation will intensify.* Employers plan to establish almost 45 thousand and liquidate around 15 thousand jobs. Job creation level of 2001 should be exceeded by 20 thousand vacancies.

*Labour supply will decrease.* It is expected that labour supply will decrease by nearly 40 thousand and there will be 150 to 160 thousand additional unemployed at the end of the year.

*Unemployment rate will move down.* Forecasts show that the average annual unemployment will be 10.5 per cent, i.e., 0.8 per cent point less than in 2002. During the summer season unemployment can fall to 9-10 per cent.



## IMPLEMENTATION OF LABOUR MARKET MEASURES

In order to implement strategic targets of the employment policy, Lithuanian Labour Exchange oriented its activities towards employment support and its development as well as capacity building to increase adaptation, strengthen equal opportunities on the labour market and foster entrepreneurship.

During 2002, 276.8 thousand job-seekers used the employment programmes offered by Lithuanian Labour Exchange, which is 22 thousand more than in 2001. Local labour exchanges financed or mediated creation of 71.7 thousand temporary jobs, which comprises a 17.3 thousand increase as compared to 2001.

### JOB PLACEMENT

*Every second job-seeker was placed into a job*

133.7 thousand persons – or every second client – was placed into a job in 2002. Such results were attained for the second year in a row. Both in 2002 and 2001 more people were placed into jobs than during the period of 1996 to 1997.

92.7 thousand jobless were placed into permanent jobs, which accounts to 6.3 thousand increase as compared to 2001. The volume of temporary jobs contracted by approximately the same figure.

*Being active and educated is a key to success*

Among those placed into jobs jobless registered as unemployed for less than 12 months comprise 80 per cent, while long-term unemployed make up only 20 per cent. In their turn, people with tertiary and college level education comprise 17 per cent, those with basic or secondary education and vocational training – 60 per cent, those without professional training – 23 per cent.

*Employers of the service sector were provided with the biggest number of employees*

65.4 thousand people were placed into the companies of the service sector, most of them – to wholesale and retail trade, road transport as well as education. Industrial sector received 42.4 thousand people, with the biggest number in clothing industry, food and wood industry companies. 18.6 thousand were employed in construction and 7.3 thousand – in agriculture.

*Possibilities of working abroad*

Lithuanian Labour Exchange mediated in

placing over 700 people to work abroad. The Labour Exchange carried out selection procedures for apprenticeships in Federal Republic of Germany and Kingdom of Sweden and provided mediation services for students for summer work and Au Pair. The first construction workers started working in the Kingdom of Norway and the first group of girls started participating in cultural Au Pair programme in Austria. Specialists of hotel and restaurant business, catering, agricultural and construction workers as well as nurses were employed or placed into traineeships in foreign countries.

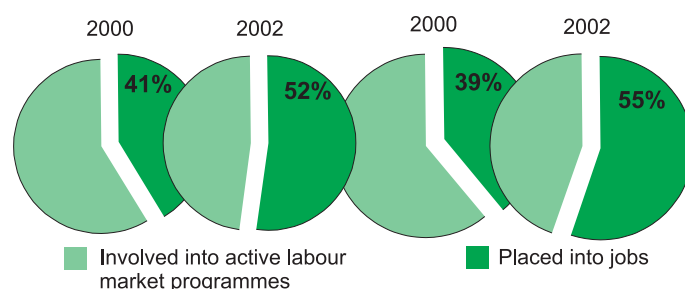
*Temporary job placement of foreigners in Lithuania*

Last year the process of employment of foreigners was further continued in order to meet employer demands for skilled labour, assimilate work experience of foreign countries and induce investment. 477 work permits were issued, most of them for oil refiners, aviation and telecommunication engineers, cooks, bakers and teachers. Demand for pipeline designers, ship painters and conservers had emerged. Specialists from 38 countries were employed in Lithuania, most of them from China, Russia and the USA.

### LABOUR MARKET POLICY PROGRAMMES

*Record volumes in active labour market policy programmes*

The major change in 2002 was a shift in Lithuanian Labour Exchange's activities from passive to active support of the unemployed. 2002 was the first year when more than 125 thousand job-seekers participated in these programmes. In comparison to 2001, this number had grown by one-fourth. The biggest growth was observed in the volumes of involvement into the programmes for persons unprepared for the labour market (26.7 thousand), additionally supported on the labour market (25.9 thousand) and long-term unemployed (11 thousand). Active labour market policy measures were enhanced in all local labour exchanges.



## Vocational training

23.4 thousand persons were involved into vocational training programmes, which meant a one-fifth increase since 2001 and exceeded the numbers of any other year. The programme was targeted to 3 directions: unemployment prevention, employability enhancement meeting the needs of labour market and entrepreneurship development.

### *Unemployment prevention*

3.2 thousand workers warned on future dismissal were involved into training programmes. Most of them changed their qualifications (1.6 thousand) or improved them (1.1 thousand). Having acquired new or better professional qualifications, they remained in their positions or were placed into newly established or restructured jobs. 239 specific training projects were carried out in co-operation with employers.

### *Employability enhancement meeting the needs of labour market*

16.4 thousand unemployed participated in vocational training programme in order to acquire qualifications. 338 joint training projects were implemented with the purpose of meeting employers' demand for skilled labour. 3.9 thousand employees were trained for trade chains, 3.4 thousand for apparel and textile firms. Further efforts were put to organise on-the-job training.

### *Increasing abilities of unskilled labour to compete on the labour market*

7.2 thousand unemployed without vocational training were trained and acquired vocational skills. 60 per cent of these people were young unemployed. The number of the programmes aimed at the acquisition of the first profession grew by more than a quarter.

### *Increasing employability of the jobless in the rural areas*

0.7 thousand unemployed living in the countryside were trained and provided with professional competencies to develop unconventional types of business.

#### Training in the top five professional fields with the biggest demand

	2001	2002
Production and manufacturing	2,700	3,500
Services	3,100	3,500
Business and administration	3,000	3,400
Architecture and construction	1,300	1,800
Engineering	1,400	1,700

### *Increasing entrepreneurial capacities*

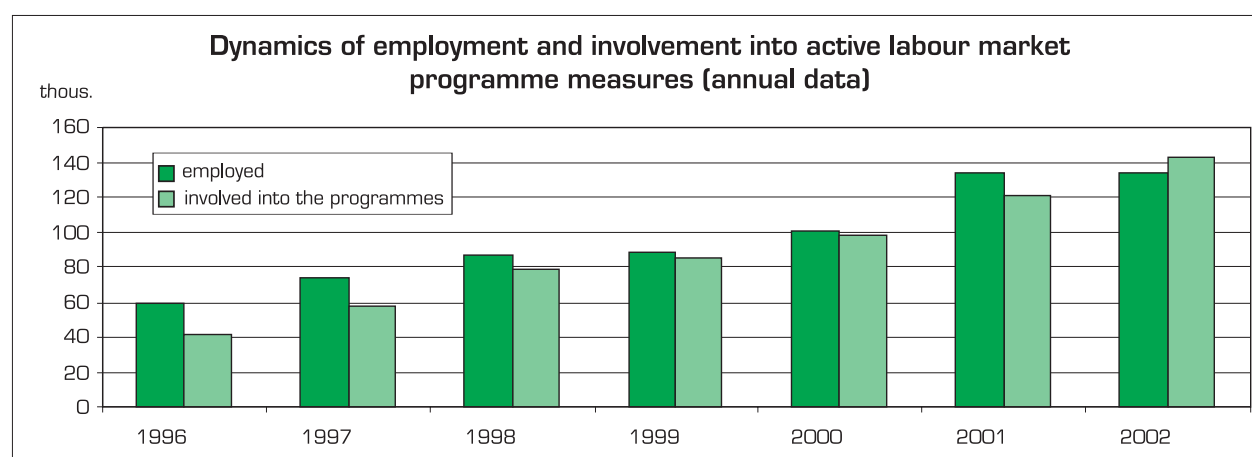
Specialists of the Labour Exchange provided information to around 3.7 thousand people on starting business, analysing business environment, preparing business plans and doing accounting.

### *Using public tenders to develop public training services*

It was the first time when local labour exchanges organised public procurement through an open procedure. 187 educational institutions took part in tendering procedures and offered 869 training programmes. As a consequence, accessibility of the vocational training for the unemployed had grown.

## Activities of job clubs

46.9 thousand job-seekers or every sixth registered unemployed participated in Job Club Programme in 2002. This programme is the most efficient tool for increasing occupational motivation of the job-seekers, providing them with information and developing their job-seeking skills.



The programme was oriented towards:

- ✓ increasing occupational decision-making of the clients;
- ✓ training to use up-to-date IT;
- ✓ training on writing a CV.

80 per cent of the participants of Job Club Programme acquired job-seeking and communication skills, half of them received psychological assistance, which helped to change a negative attitude towards employment possibilities.

## Employment support

### Public works

48.1 thousand people were involved into public works in 2002, which comprises a one-third increase since 2001. Priority for public works was given for long-term unemployed, workless people living in rural areas and socially vulnerable people.

Among the people who were placed into jobs, every second was a long-term or countryside unemployed, every third – a person supported on the labour market. On the average, every jobless was employed in public works for 2.3 months.

### Subsidised jobs

2.6 thousand subsidised jobs were created for the unemployed additionally supported on the labour market. 197 of these jobs were taken by the disabled of the 1<sup>st</sup> and 2<sup>nd</sup> category. This programme led to the expansion of job creation and job adaptation by more than 1.5 times as compared to 2001.

### Works supported from the Employment Fund

4.8 thousand jobless participated in the Supported Works Programme. The number of its participants increased by 25 per cent since 2001. Graduates and

persons who had finished primary vocational training were the target groups of this programme.

It is the third year in a row that around 70 per cent of the unemployed remain in their positions for permanent work, which shows high efficiency of the programme.

### Self-employment

15.7 thousand jobless or 1.6 thousand more than in 2001 started their private business after receiving interest-free credits from the Employment Fund and buying preferential licences.

Self-employment programme was aimed at re-searching business environment and improving it.

Starting from 1999, only 50 jobless were given interest-free credits, while the number of self-employed people working under licences has grown by 75 per cent.

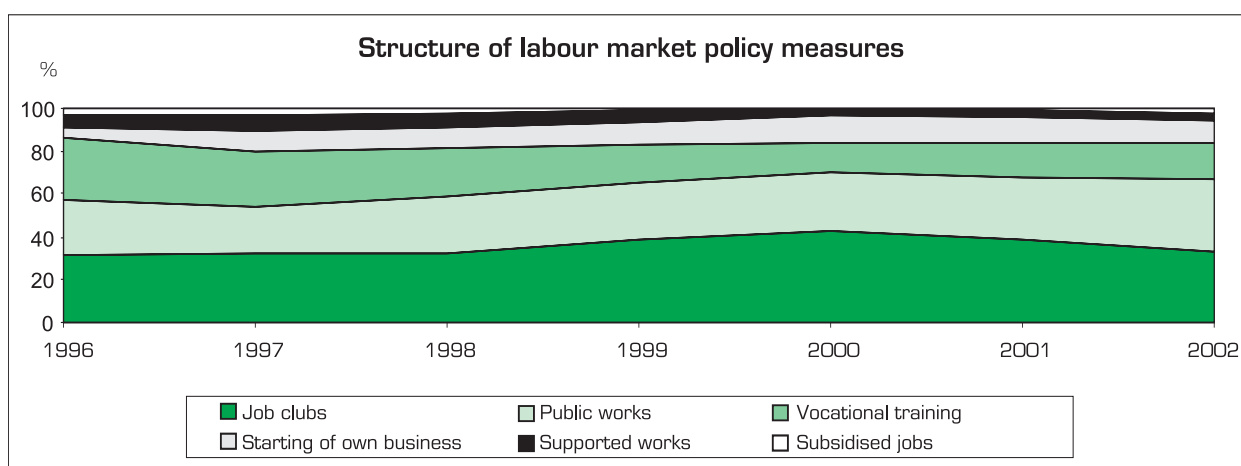
## SPECIAL PROGRAMMES FOR ADAPTABILITY AND EMPLOYABILITY

### Mitigation of the consequences of unemployment

Approximately every quarter local labour exchanges monitored 3.5 thousand employers that have employees without full employment, and are undergoing bankruptcy procedures. In addition Labour exchanges conducted monitoring of mass and single layoffs.

In order to mitigate the consequences of mass layoffs, 54 unemployment mitigation programmes were prepared. As a result, 3.5 thousand persons who had received layoff notices were involved into active labour market policy programmes and over 1.5 thousand persons were placed into jobs.

To prepare people who received dismissal notices for changing their field of work and prevent their unemployment, the staff of local labour exchanges



organised consultation meetings and temporary labour exchange offices in the companies.

Such offices – “mini” labour exchanges – operated in 19 companies and provided services to 1.5 thousand persons with dismissal notices.

#### Increasing youth employment

In 2002, local labour exchanges provided their services to 83.7 thousand unemployed under 25.

60 thousand young people were involved in employment measures, 26.3 thousand of them were employed, and 31.6 thousand were referred to active labour market programmes.

Youth job centres were established at Klaipėda and Šiauliai labour exchanges in order to provide information and employment services. Independence of the participating youth, collegiality, mutual trust, informal communication and co-operation became the guiding principles of the work of these centres.

Implemented measures helped to reduce youth unemployment rate from 18.7 to 13.4 per cent.

#### Increasing employability of first time job-seekers

During 2002, services were provided to 50.7 thousand first time job-seekers. Young people comprise 77 per cent of this group of the jobless.

To increase employability the “First Step on the Labour Market” programme was implemented. Its priorities included counselling services for persons without professional qualifications and mediation for graduates and people with marketable skills. 29.6 thousand first time job-seeking workless people were involved in employment measures and 11.0 thousand of them were consequently employed. 11.1 thousand unemployed attended motivation and psychological activation classes.

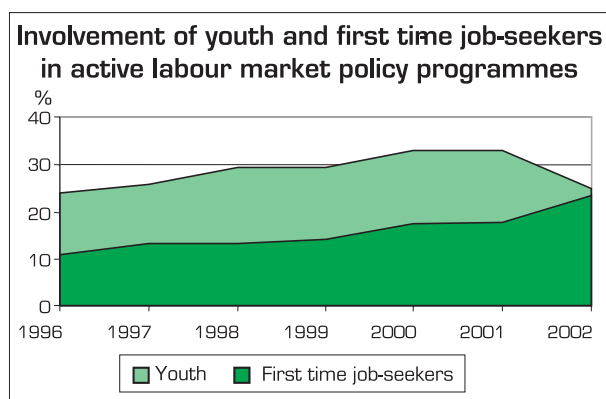
The above mentioned measures helped to re-

duce the number of the unemployed first time job-seekers from 16.9 to 16.1 thousand.

#### Active integration of graduates

During 2002, labour exchanges provided services to 18.2 thousand graduates of higher schools, colleges and vocational schools.

All the graduates were referred to the Graduate Programme, which enabled them to develop independent job searching skills and get acquainted with career possibilities. As a consequence, 6.6 thousand graduates were employed. As a result of activation measures aimed at the unemployed graduates their number fell from 6.1 to 4.2 thousand.

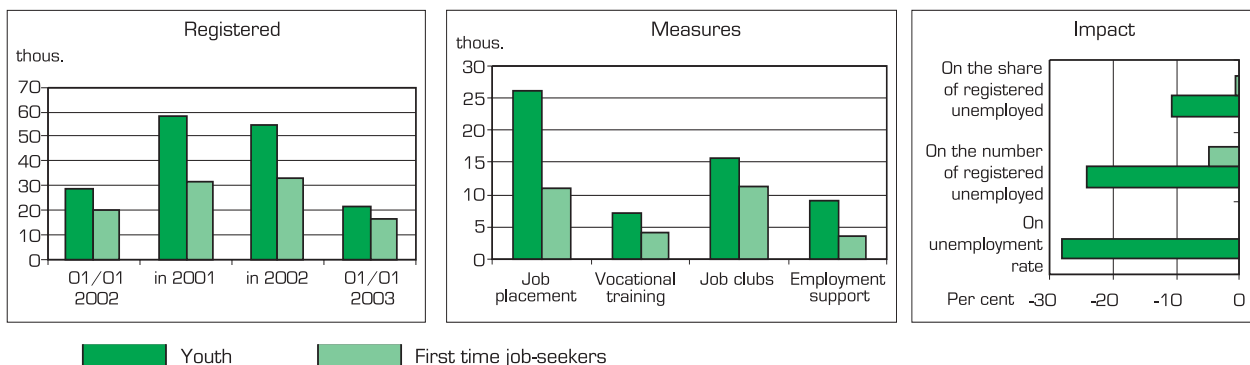


#### Increasing competitiveness of the jobless with the lowest possibilities of integrating into the labour market

#### Employment assistance to the unemployed additionally supported on the labour market

In 2002, local labour exchanges provided their services to 161.6 thousand people belonging to this group. This comprises a 22.5 thousand increase as compared to 2001. These tendencies were reinforced by the increased number of people additionally supported on the labour market.

### Youth and first time job-seekers: integration into the labour market



Registered		
2002		
	Number	Share, %
Unemployed, additionally supported on the labour market	96,200	100.0
Disabled	5,900	6.1
Persons of 16 to 25, starting their career	21,000	21.8
Graduates starting their career in their speciality field	12,600	13.1
Long-term unemployed, workless for more than 2 years after registering	20,200	21.0
Mother or father, raising child under 8	26,900	28.0
Persons with less than 5 years until qualifying for an old-age pension	14,400	15.0
Former prisoners, with imprisonment period of less than 6 months	4,800	5.0

54.2 thousand supported unemployed were referred to employment measures, 39.4 thousand of the number were subsequently employed. 23.2 thousand unemployed attended Job Clubs, 8.1 thousand acquired or upgraded their skills. 21.4 thousand jobless (more than every third registered supported unemployed) took part in Employment Support Programmes. 3.7 thousand of these jobless started their business under preferential licences.

The measures that had been applied allowed to reduce the share of the unemployed additionally supported on the labour market from 39.5 to 35.5 per cent of the total number of the unemployed.

#### Enhancing professional competencies of former prisoners

In 2002 services were provided to 9.6 thousand former prisoners. Among the registered unemployed of this group only one out of ten had professional qualifications, every second had no previous working experience.

The programme for enhancing professional com-

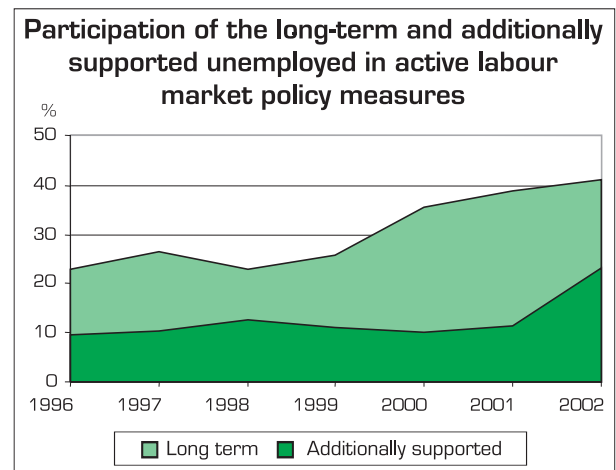
petencies, which was financed from the state budget, was implemented in 11 labour exchanges.

159 jobless were referred to the training: 130 of them acquired professional qualifications and 52 found jobs right after completion of the training programme. In total, the unemployed were offered 35 training programmes.

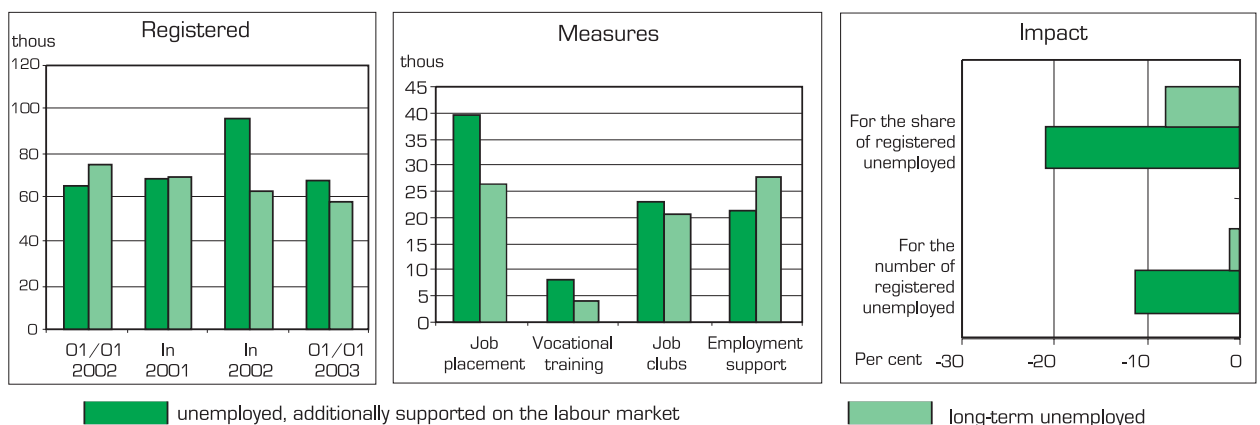
#### Improving integration of the long-term unemployed into the labour market

On the average, 63 thousand long-term unemployed used our services in 2002. 81.8 thousand long-term unemployed participated in employment measures that year, which shows a 11.6 thousand increase as compared to 2001. The biggest growth of 11.0 thousand was observed in the field of active labour market policy programmes. Application of these programmes helped to place into jobs 26.6 thousand long-term unemployed.

Employment measures allowed to reduce the share of the long-term unemployed from 33.6 to 30.5 per cent and the period of unemployment— from 7.4 to 7.1 months.



### Unemployed additionally supported on the labour market and long-term unemployed: integration into the labour market



## NEW DEAL PROGRAMMES

### *New Deal for Long-Term Unemployed*

For the first time skill upgrading measures were introduced with a view to increasing activation of the long-term unemployed. 1.5 thousand unemployed who participated in these measures were offered 13 induction programmes and 14 refresher courses.

### *New Deal for Local Employment Initiatives*

The number of the projects and created jobs in the areas with the highest unemployment rates increased twofold in 2002. This significantly contributed to reducing regional unemployment differences. As a result of 36 projects, 377 new vacancies had been created and were occupied by the jobless registered with the Labour Exchange.

### *New Deal for Skilled Job-Seekers*

In order to secure the career of the highly qualified workless people, individual career management programme was launched. 1.1 thousand people with job experience, marketable professional skills as well as higher school graduates participated in this programme. The participants of the programme were acquainted with self-knowledge and career planning methods.

## NEW TECHNOLOGIES

### *Application of modern IT*

More advanced terminal server technologies were installed in 2002 with the purpose of transition to a single database of job-seekers and vacancies. This technological solution increases operational speed and the lifetime of desktop computers.

The functionality, speed and informativeness of information system DBIRŽA-I was enhanced after the application was modified and new applications and services were introduced and developed.

With the help of modern IT, "Management Information System" is being developed.

Within the framework of PHARE Twinning project Lithuanian Labour Exchange was provided with the necessary hardware and software. Local specialists together with the experts of Swedish National Labour Market Board set up a system for activity assessment and performance indicator monitoring.

In 2002, 47 Independent Information Search (IIS) and Professional Information (PI) workspaces were created. The number of IIS and PI situated in local labour exchanges as well as their branches and job centres totals 126. Every local labour exchange has computers, which can be used by the clients to search for information on the internet.

Lithuanian Labour Exchange Information System Development Strategy for 2003-2005 outlines three main work directions:

- ✓ Modification and development of DBIRŽA-I system with the help of internet technologies;
- ✓ Enhancement of the web-site of Lithuanian Labour Exchange and open information network with a view to integrating into the EU information area;
- ✓ Further installation of Terminal Server technologies and upgrading of the existing hardware;

### *Enhancement of the "Talent Bank" with the help of IT solutions*

A modern labour supply and demand system based on internet technologies was created.

- ✓ Services for employers

Employers can advertise their job vacancies in the vacancy databank of „Labour Exchange on the Internet“ and quickly find proper staff.

- ✓ Services for job-seekers

Highly-skilled job-seekers can enter their data directly to the "Talent Bank" database.

1.9 thousand persons were participating in the "Talent Bank" programme at the end of 2002.

## NEW PARTNERSHIPS

### *New services for employers*

In order to facilitate provision of information on vacancies and ensure prompt vacancy filling, a single national telephone number 8-700-55155 was introduced. Employers can use this telephone line to provide information on job vacancies.

### *Initiation of new co-operation agreements*

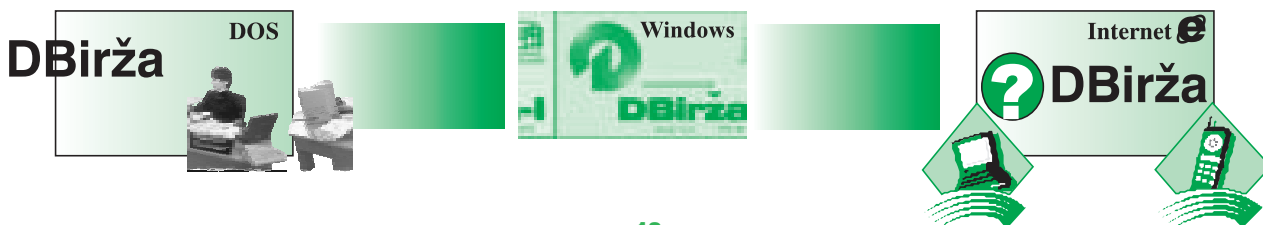
2.6 thousand co-operation agreements with employers were signed in 2002.

The first tripartite agreement among Lithuanian Labour Exchange, the management and employee organisations of SC "Lietuvos Geležinkeliai" was signed. This agreement approved the projects aimed at introducing preventive unemployment measures.

Priority was given to co-operation with organisations representing the groups vulnerable to social exclusion, such as former prisoners or the disabled.

### *Methodological Youth Council*

With a view to solving youth unemployment problems, Methodological Youth Council was created under Lithuanian Labour Exchange. It includes representatives of governmental and non-governmental youth organisations.



## DEVELOPMENT OF OPEN INFORMATION AND DIRECT SERVICES

Provision and improvement of open information and direct employment services was further enhanced. Currently the system of open information and direct employment services can be accessed throughout the country. Services are provided by 6 Job Centres, 48 Information and Counselling Centres, 3 Youth Centres as well as specialised Professional Information and Independent Job Search Centres.

The number and spectrum of the offered services and provision of information was significantly enhanced. According to their needs and interests, clients can choose from 10 thematic information meetings, labour fairs, days of the labour market; find necessary information in stands, folders, IIS and PI computer databases, on the internet, in various leaflets; receive information by phone; use the services of "Labour Exchange on the Internet" and "Talent Bank".

In 2002, the service of consultations by phone was enhanced. Over 2 million of clients used our information and counselling services.

## IMPROVEMENT OF QUALITY OF WORK

In 2002, the work of Lithuanian Labour Exchange was aimed at meeting the clients' expectations and increasing effectiveness of its work.

A new client service model for mediation and counselling services is being implemented. We strive to use unemployment period to the maximum, i.e., increase ability to compete on the labour market by applying the most effective labour market measures and deepening job-seeking skills.

The following positive results in relation to enhanced activities were attained:

- ✓ improvement of information and registration services;

- ✓ increased importance of counselling and mediation services, aimed at the ultimate goal, i.e., employment.

### *New initiatives to increase efficiency and quality of work*

Standing workgroups started their work in the field of increasing effectiveness of work, in order to ensure effective and high quality service.

The groups' activities were aimed at:

- ✓ Enhancing organisation of work of local labour exchanges;
- ✓ Developing Management by Objectives system;
- ✓ Evaluating and improving creation and implementation of Employment Plans;
- ✓ Disseminating the results of labour market monitoring;
- ✓ Implementing projects in the fields of vocational training and quality improvement;
- ✓ Developing the strategy and tactics for interaction with employers;
- ✓ Ensuring information management and financial systems administration.

### *Employment Plan – an individual tool for work with a client*

Employment Plan is an agreement between a labour exchange and an unemployed for common action with a view to addressing the issue of unemployment. It was introduced to purposively orient the jobless towards active job search as well as selection and application of the most effective employment measures.

Employment Plans covered 97 per cent of the newly registered unemployed in 2002. In more than 30 per cent of the cases final targets were reached, and in 60 per cent of the cases intermediate targets were attained. 20 per cent of the Employment Plans were retailed by readjusting employment measures.

## EVALUATION OF EFFECTIVENESS OF THE SERVICES

Local labour exchanges carry out surveys of employers and the unemployed in order to assess the measures implemented on the labour market. 13.8 thousand unemployed, 4.7 thousand of persons who completed vocational training courses and 6.4 thousand employers were surveyed in 2002.

### *Clients are satisfied with the quality of the Labour Exchange services*

In order to evaluate the quality of the Labour Exchange services, annual client surveys had been conducted since October 2002. In monthly surveys over 90 per cent of employers and over 80 per cent of the jobless gave positive feedback on our services.

### *The aim of the biggest part of the unemployed is finding a job*

The biggest share of the unemployed registers with the Labour Exchange with the purpose of finding a job. Nevertheless, 2002 witnessed decreased motivation to integrate into the labour market.

Similarly to 2001, young people had bigger motivation: three out of four were expecting to find a job. On the contrary, older people contacted labour exchanges in order to get unemployment benefits, obtain certificates on social allowances and receive health insurance benefits.

### *Most unemployed moved into jobs corresponding to acquired vocational skills*

After finalising their training, 47.1 per cent of the surveyed trainees moved into jobs within a 30 day period, and 66.8 per cent of them got a job in 90 days. 83.3 per cent of the participants received a job in the field of their qualifications.

The jobless and employers were increasingly satisfied with the quality of vocational training.

### *Lithuanian Labour Exchange – the main assistant in finding an employee*

70.7 per cent of the surveyed employers chose their employees via Labour Exchange mediation services; 25.6 per cent of the respondents used “Labour Exchange on the Internet” and “Talent Bank” database; the interest of employers in subsidised works and employment support grew.

### *New service for employers received positive evaluation*

To find out the efficiency of the new “Single Telephone Line” service for announcing vacancies a survey was carried out. According to its results, 20.6 per cent of employers had used this service.

Pilot surveys were carried out in local labour exchanges with the purpose of identifying shortcomings of work and improving the quality of our services.

<b>Employer surveys</b>		
	<b>2001</b>	<b>2002</b>
<b>Demand for services</b>		
Finding employees via Lithuanian Labour Exchange	68.8	70.7
Supported works	26.7	31.2
<b>Evaluation of services</b>		
Positive evaluation of practical preparation	66.7	69.6
Satisfied with services	75.8	77.1

<b>Surveys of the unemployed</b>		
	<b>2001</b>	<b>2002</b>
<b>Motivation</b>		
For finding a job	73.1	64.5
Employability would increase after acquiring a profession or re-skilling	29.4	33.6
<b>Evaluation of the effectiveness of training</b>		
<b>Found a job:</b>		
After training (in 30 days)	62.0	47.1
In 90 days	76.4	66.8
In 180 days	82.2	72.9
Within a year after completion of training	83.9	75.1
Found a job that matches the acquired skills	78.8	83.1
Satisfied with practical training	77.7	77.6

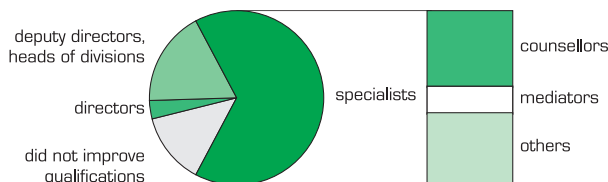
Note: revised data

## DEVELOPMENT AND TRAINING OF STAFF OF LITHUANIAN LABOUR EXCHANGE

The staff of Lithuanian Labour Exchange is developed according to Annual Staff Development and Training Programme. Its major goals are:

- ✓ Purposeful and expedient development of staff able to successfully solve problems and fulfil the tasks of the Labour Exchange.
- ✓ Development of qualifications and professional capacities of staff to advance mediation and counselling services.
- ✓ Successful adaptation of the new staff in the team of Lithuanian Labour Exchange.
- ✓ Professional education of trainers of Lithuanian Labour Exchange and enhancement of their work.
- ✓ Introduction of teletraining to enhance skills of the staff of local labour exchanges.

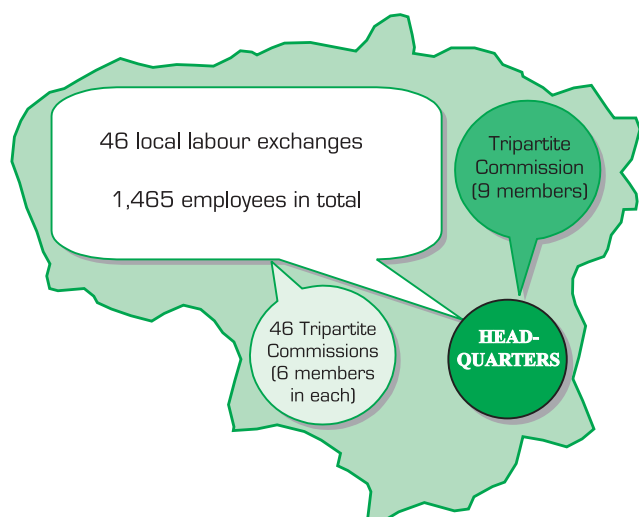
**Improving qualifications of the staff of Lithuanian Labour Exchange: measures to increase professional qualifications in 2002**



In total, 1160 employees (87.1 per cent) participated in training programmes, 874 (65.44 per cent) of them took part in the training sessions organised by Lithuanian Labour Exchange.

- ✓ 71.4 per cent or 110 newly recruited persons participated in introductory courses, while 97 of them concluded full course of initial training.
- ✓ 90.8 per cent of counsellors and mediators attended the programmes for improving their qualifications.

Forty trainers prepared under PHARE projects and programmes of Swedish and Danish experts trained the staff of local labour exchanges according to specialised training programmes.



A two-year modular training programme used in extramural teletraining and organisation of seminars on staff's adaptation and their professional preparedness was formulated and started to implement.

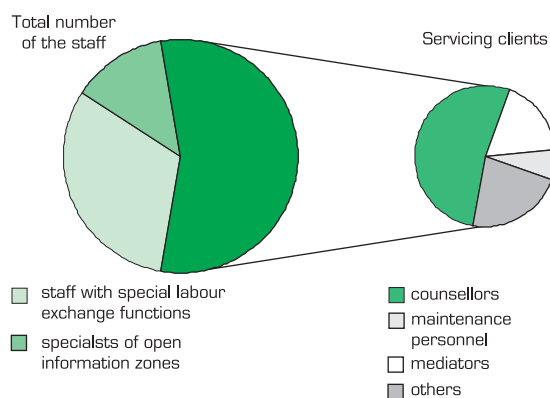
The system of Lithuanian Labour Exchange currently employs 1465 persons, among them:

- ✓ 322 grade A and B public servants;
- ✓ 1,143 employees working under employment contracts, among them:
  - ✓ 957 executing specific functions of the Labour Exchange, 814 of them providing direct services to the clients;
  - ✓ 186 performing maintenance functions.
- ✓ 78.7 per cent of public servants and staff executing specific functions of the Labour Exchange have university degree and 6.5 per cent study at the higher schools.

The growth of the number of personnel was induced by the situation on the labour market, extension of specific functions delegated to the Labour Exchange as well as implementation of the programmes of preparation for the EU membership. During the last five-year period the staffing grew by mere 24.4 per cent, while the average number of the registered unemployed increased by more than 74.5 per cent.

Continual long-term application of unified system of measures for personnel development reduced rotation of staff performing specific functions of the labour exchange. During the last five years it fell by 4.74 per cent points and remained stable during the last year.

**The share of the total number of personnel and staff providing services to the clients (2002)**



Management of human resources of Lithuanian Labour Exchange aims at increasing the share of staff of local labour exchanges working in direct contact with the clients. After increasing by 66 people during last year, currently this group comprises 64 per cent of all the employees.

## SOCIAL PARTNERSHIP

Striving for increased participation of social partners in the job market, Lithuanian Labour Exchange enhanced its interaction with labour market partners in 2002.

### *Enhancing interaction with employer and worker organisations*

Two seminars on developing unconventional activities in the rural areas were organised as a continuation of co-operation with Lithuanian Federation of Agricultural Workers Trade Union.

Meetings with Lithuanian Chamber of Agriculture, Lithuanian Apparel and Textile Industry Association, Vytautas Magnus University were organised. Contacts with newly founded Union of Rural Communities were established. Together with Vilnius County Administration two meetings on regional employment policy formation were organised.

Active co-operation with trade union federations - Lithuanian Federation of Forest and Wood Workers, Trade Union of Agricultural Workers "Solidarumas" - was further promoted.

A close co-operation with the bureaus of Lithuanian Citizens Advice Union was developed.

### *Enhancing interaction with employers*

The main tasks of interaction with employers are to assist in choosing and prepare personnel with adequate skills to fill the vacancies, simultaneously implementing measures for unemployment prevention.

Strategy and tactics of co-operation was differentiated according to strategic business plans of enterprises. Such planned strategic moves as job creation or liquidation, expansion of production and services, implementation of new technologies and equipment were taken into account.

During the year the number of partners among employers grew by one-tenth to 31.6 thousand. In total these companies employ around 41 per cent of the workforce.

10.6 thousand agreements were signed with national employers with the purpose of strengthening co-operation and implementing active labour market policy measures. Formalised relations and approved measures enabled to reach positive co-operation results.

With a view to detecting demands for services, specialists of labour exchanges had 31 thousand visits to companies; in every sixth case new em-

ployers were visited. Over 1 thousand meetings, seminars, consultation meetings and over 1.1 thousand labour fairs were organised.

A new company card was introduced in order to assess the quality of services provided to the employers and a database of 21 thousand companies was created.

Our activities were based on the assumption that a well-developed social partnership increases the effectiveness of labour market programmes.

## PUBLIC RELATIONS

With the purpose of informing the public on its functions and provided services as well as increasing transparency of the labour market, Lithuanian Labour Exchange systematically co-operates with the mass media.

- ✓ The latest information on situation on the labour market, forecasts and up-to-date policy directions are presented on the website of Lithuanian Labour Exchange.
- ✓ The management and specialists of Lithuanian Labour Exchange participate in various thematic television and radio broadcasts.
- ✓ Press agencies, such as ELTA, BNS, REUTERS, INTERFAKS and national and regional press are periodically provided with the information.
- ✓ Every week the main events and activities of Lithuanian Labour Exchange organised together with social partners and labour market partners are publicised. Interested parties have a possibility to receive comprehensive information and participate in the meetings.
- ✓ The monthly bulletin "Darbo Biržos Naujienos" (Labour Exchange News) presents developments and trends on the labour market, introduces labour market forecasts and the list of highly marketable professions, provides information on vacancies, replies to the queries and describes the situation on the labour markets of foreign countries.
- ✓ Articles on Lithuanian Labour Exchange, its history and modernisation of its activities were published in the magazine "Business and Exhibition" and the newspaper "Laisvas Laikraštis".

- ✓ On-site “Days of the Labour Market” are organised with the purpose of informing inhabitants of remote areas; pupils are acquainted with the most marketable professions.
- ✓ Thematic press conferences, Labour Fairs, Days of Employers, on-site meetings of Tripartite Council are organised.

## INTERNATIONAL CO-OPERATION

The aim of cooperation with foreign partners is analysis of foreign experience and its adaptation to local needs as well as preparation for the EU membership.

Co-operation with World Association of Public Employment Services (WAPES), International Association of Personnel in Employment Security (IAPES), employment services of Latvia, Estonia, Poland, Kaliningrad region and Belarus were further developed.

The first Memorandums of Co-operation for the period of 2002 to 2005 were signed with:

- ✓ State Employment Centre of the Ministry of Labour and Social Policy of Ukraine;
- ✓ State Employment Service of Republic of Latvia and Estonian Labour Market Board.

Special attention was paid to the co-operation of local labour exchanges with the employment services of Latvia, Estonia, Poland and Kaliningrad region.

Panevėžys Labour Exchange collaborated with Nokia and Hameenkyro employment services in Finland, Šakiai Labour Exchange – with Blekinge Väst (Solvesborg) employment service in the Kingdom of Sweden.

Joint project with Swedish National Labour Market Board was started to implement in order to facilitate development of labour market institutions in Armenia.

Leonardo da Vinci project “Meeting the Needs of Employment: European Curriculum Guidelines for Lifelong Vocational Counsellor in the Line with the Challenges of EU Enlargement” was started to implement.

Lithuanian Labour Exchange is participating in a new PHARE twinning project “Preparation for Participation in the European Employment Strategy”.

An investment project Integration of Lithuanian Labour Exchange into the EURES Network and action plan on integration into EURES were prepared.

Local labour exchanges participated in the projects of these institutions: PHARE 2000 Economic and Social Cohesion Programme of Human Resources Development Programmes Foundation; National Regional Development Agency; Lithuanian Development Agency for Small and Medium-Sized Enterprises and Leonardo da Vinci programme.

Lithuanian Labour Exchange participated in the project „Increasing Employment of the Disabled People in Poland and Lithuania” within Baltic Sea Region Sector Programme on Labour Market Policy. The Labour Exchange also took part in the activities of European Training Foundation.

Co-operation with foreign partners enabled us to enhance the methods of open information and improve provision of direct services; prepare the plan of integration into EURES and the investment project “Integration of Lithuanian Labour Exchange into the EURES Network” (Danish and Dutch experience); improve the methods of assessing the quality of services provided by Lithuanian Labour Exchange (Finnish experience); establish the criteria for evaluating quality of staff’s work (Finnish and Estonian experience); acquire experience in rehabilitation of the disabled, agrotourism and ecotourism and unconventional business; get acquainted with life-long learning strategy and ways of solving social problems in Sweden.

Employment services of Latvia and Kaliningrad region adopted the service provision methods and successfully introduced them in their work. Estonian employment services plan to use the experience of Lithuanian Labour Exchange in extending the areas of open information provision and direct services as well as designing employment plans for the jobless. Armenian employment services use the experience of Lithuanian Labour Exchange in organising public works and job clubs.

# A N N E X

## MAIN ACTIVITIES OF LITHUANIAN LABOUR EXCHANGE IN 2002

### JANUARY

The assessment of the directors of local labour exchanges by the management of Lithuanian Labour Exchange.

Signing of co-operation agreement with the Prisons Department.

### FEBRUARY

The final conference of the co-operation project between the Ministry of Social Security and Labour and Danish Ministry for Employment under a sectoral programme.

### MARCH

Opening of the Youth Job Centre of Šiauliai Labour Exchange.

Conference “Long-term Unemployment and Enhancement of Employability of the Long-Term Unemployed”.

Signing of the Co-operation Memorandum between Lithuanian Labour Exchange and the Ministry of Labour and Social Policy of Ukraine for the period of 2002 to 2005.

The first session of the Methodical Youth Council under Lithuanian Labour Exchange.

### APRIL

Signing of the first tripartite agreement between Lithuanian Labour Exchange, SC “Lietuvos Geležinkeliai” and the trade unions of the enterprise.

Conference “Co-operation Between Lithuanian Labour Exchange and Lithuanian Apparel and Textile Industry Association” and the renewal of the agreement.

Preparation of the action programme of labour market institutions for solving the employment problems of Ignalina NPP region.

Initiation of the international project “Increasing Employment of the Disabled People” under Sectoral Action Programme of the Baltic Sea Region.

### MAY

Conference “Monitoring Labour Supply and Demand and Enhancing Information and Counselling Services”.

Demonstration of the stand “Job Abroad – Choose a Legal One” at the presentation fair organised by the Migration Department under the Ministry of Interior.

### JUNE

Signing of the co-operation memorandum for the period 2002-2005 between Lithuanian Labour Exchange, State Employment Service of Republic of Latvia and Estonian Labour Market Board.

Opening of the Youth Job Centre of Klaipėda Labour Exchange.

Preparation and evaluation of job descriptions of the public servants.

### JULY

Preparation of the standards for consultation and mediation services.

Introduction of a new service for the employers – single telephone number (8 700 5515) for registration of vacancies.

Participation in the PHARE 2001 project “Fostering Youth Employability and Entrepreneurship in Tauragė and Utena Regions” in co-operation with the Lithuanian Development Agency.

Commencement of placement of construction workers in Norway under the mediation of Lithuanian Labour Exchange.

### SEPTEMBER

Establishment of Information and Counselling Centre at the Naujoji Vilnia branch of Vilnius Labour Exchange.

## OCTOBER

Commencement of measures for updating vocational qualifications and practical skills of the long-term unemployed.

## NOVEMBER

Implementation of the specialised customer service model at local labour exchanges.

Realisation of the Leonardo da Vinci project “Meeting the Needs of Employment: European Curriculum Guidelines for Lifelong Vocational Counsellor in the Line with the Challenges of EU Enlargement”.

## DECEMBER

Formulation of Strategic and Business Plan of Lithuanian Labour Exchange for 2003-2005.

Preparation of the investment project “Integration of Lithuanian Labour Exchange into EURES” and action plan for integration into EURES.

Training sessions for counsellors and mediators of local labour exchanges under a special training programme prepared by Vytautas Magnus University of Kaunas.



# LABOUR MARKET INDICATORS, 2002

County, local labour exchange	Supply						Demand Registered vacancies	Unemployment rate		
	Registered unemployed							01/01/2002	01/01/2003	Average annual
	During the year		01/01 2002	01/01/2003						
	Total	Youth		Total	Long-term unemployed	Without vocational training				
Number						%				
<b>TOTAL</b>	<b>243,796</b>	<b>54,949</b>	<b>224,040</b>	<b>191,150</b>	<b>58,353</b>	<b>78,948</b>	<b>135,444</b>	<b>12.9</b>	<b>10.9</b>	<b>11.3</b>
Alytus county	14,991	3,250	14,340	12,842	3,829	2,844	8,080	16.1	14.4	14.2
Alytus	7,589	1,796	6,513	5,519	1,411	1,041	5,355	12.8	10.8	10.9
Druskininkai	2,624	542	3,406	3,132	1,316	691	792	29.9	27.5	26.1
Lazdijai	2,524	460	2,754	2,512	768	623	494	23.3	20.9	21.5
Varėna	2,254	452	1,667	1,679	334	489	1,439	11.3	11.3	10.3
<b>Kaunas county</b>	<b>40,772</b>	<b>9,237</b>	<b>33,117</b>	<b>28,228</b>	<b>8,023</b>	<b>11,032</b>	<b>18,615</b>	<b>9.7</b>	<b>8.2</b>	<b>8.8</b>
Kaunas county	25,270	5,674	19,340	17,459	5,078	6,605	9,365	8.4	7.6	8.1
Jonava	4,092	1,102	4,854	4,021	1,798	1,876	3,108	22.9	19.0	19.7
Kaišiadorys	2,341	537	1,440	1,155	72	490	1,203	10.8	8.8	9.1
Kėdainiai	3,782	772	3,340	2,480	644	1,071	2,477	8.1	6.0	6.6
Prienai	1,735	350	1,531	1,163	265	260	1,082	9.0	6.9	7.1
Raseiniai	3,552	802	2,612	1,950	166	730	1,380	13.4	10.0	11.6
<b>Klaipėda county</b>	<b>26,505</b>	<b>5,643</b>	<b>22,025</b>	<b>19,949</b>	<b>5,211</b>	<b>8,645</b>	<b>13,565</b>	<b>11.0</b>	<b>9.9</b>	<b>10.0</b>
Klaipėda county	16,335	3,364	12,949	11,887	2,823	5,245	8,521	9.5	8.6	8.7
Palanga	1,389	254	1,457	1,326	430	538	831	15.8	14.6	13.8
Kretinga	2,416	481	1,341	1,226	110	365	1,214	7.6	7.0	6.1
Skuodas	1,912	366	2,539	2,053	921	983	880	20.5	16.6	18.4
Šilutė	4,453	1,178	3,739	3,457	927	1,514	2,119	15.0	14.2	14.5
<b>Marijampolė county</b>	<b>14,659</b>	<b>3,400</b>	<b>15,948</b>	<b>13,129</b>	<b>4,100</b>	<b>5,189</b>	<b>8,038</b>	<b>17.4</b>	<b>14.3</b>	<b>14.8</b>
Marijampolė	7,108	1,868	7,887	6,327	2,372	2,557	5,145	17.3	13.8	14.4
Šakiai	3,205	631	3,297	2,935	722	1,418	1,411	17.5	15.7	16.5
Vilkaviškis	4,346	901	4,764	3,867	1,006	1,214	1,482	17.3	14.1	14.2
<b>Panevėžys county</b>	<b>20,733</b>	<b>5,119</b>	<b>26,362</b>	<b>22,400</b>	<b>10,199</b>	<b>7,435</b>	<b>14,984</b>	<b>17.1</b>	<b>14.6</b>	<b>15.5</b>
Panevėžys county	11,106	2,953	14,691	12,399	5,910	3,482	8,820	17.0	14.4	15.4
Biržai	2,198	453	2,811	2,160	873	833	1,191	15.8	12.1	13.1
Kupiškis	1,293	292	1,284	857	266	222	1,028	12.3	8.3	9.3
Pasvalys	2,393	611	4,221	4,268	2,547	1,996	1,602	22.8	22.8	21.7
Rokiškis	3,743	810	3,355	2,716	603	902	2,343	16.1	13.4	15.4
<b>Šiauliai county</b>	<b>28,597</b>	<b>6,720</b>	<b>31,519</b>	<b>25,241</b>	<b>9,290</b>	<b>12,090</b>	<b>21,018</b>	<b>16.9</b>	<b>13.6</b>	<b>14.2</b>
Šiauliai county	14,399	3,418	14,083	10,764	3,311	5,715	14,010	14.8	11.4	12.3
Akmenė	2,404	642	4,271	3,716	2,059	794	1,415	23.7	20.6	20.3
Joniškis	2,262	516	3,247	2,752	1,363	1,416	1,494	20.7	17.6	18.0
Kelmė	3,254	694	3,979	3,369	1,330	1,872	1,461	19.4	16.4	18.1
Pakruojis	2,564	587	1,958	1,620	317	777	626	14.5	12.1	12.0
Radviliškis	3,714	863	3,981	3,020	910	1,516	2,012	16.5	12.6	13.0
<b>Tauragė county</b>	<b>11,125</b>	<b>2,475</b>	<b>10,958</b>	<b>9,848</b>	<b>2,742</b>	<b>3,592</b>	<b>5,102</b>	<b>16.0</b>	<b>14.3</b>	<b>14.6</b>
Jurbarkas	3,680	785	3,853	3,383	944	1,014	1,761	19.7	17.0	17.9
Šilalė	2,180	453	1,789	1,532	199	486	855	11.4	9.8	10.3
Tauragė	5,265	1,237	5,316	4,933	1,599	2,092	2,486	16.0	14.8	14.6
<b>Telšiai county</b>	<b>12,765</b>	<b>3,031</b>	<b>13,922</b>	<b>13,103</b>	<b>5,562</b>	<b>5,955</b>	<b>7,777</b>	<b>17.4</b>	<b>16.3</b>	<b>15.9</b>
Mažeikiai	4,375	1,228	8,267	7,785	4,792	4,158	2,717	25.4	23.7	23.7
Plungė	4,154	770	2,626	2,535	147	855	2,732	11.0	10.7	9.8
<b>Telšiai county</b>	<b>4,236</b>	<b>1,033</b>	<b>3,029</b>	<b>2,783</b>	<b>623</b>	<b>942</b>	<b>2,328</b>	<b>12.9</b>	<b>11.7</b>	<b>11.3</b>
<b>Utena county</b>	<b>12,552</b>	<b>2,849</b>	<b>11,395</b>	<b>9,840</b>	<b>3,157</b>	<b>2,774</b>	<b>7,475</b>	<b>12.4</b>	<b>10.7</b>	<b>11.0</b>
Anykščiai	1,877	341	1,189	1,037	47	405	889	7.3	6.3	6.7
Ignalina	3,741	1,014	4,411	3,951	1,902	1,285	2,205	16.6	14.8	14.7
Molėtai	1,673	317	963	846	14	233	879	8.0	7.0	7.3
Utena county	3,787	838	3,822	3,314	1,107	647	2,617	14.6	12.6	12.6
Zarasai	1,474	339	1,010	692	87	204	885	9.6	6.6	8.2
<b>Vilnius county</b>	<b>61,097</b>	<b>13,225</b>	<b>44,454</b>	<b>36,570</b>	<b>6,240</b>	<b>19,392</b>	<b>30,790</b>	<b>10.1</b>	<b>8.2</b>	<b>8.7</b>
Vilnius	44,103	9,781	31,150	24,916	3,714	15,418	22,825	8.7	6.9	7.5
Šalčininkai	4,421	871	3,629	3,247	558	1,340	917	22.4	19.9	21.1
Širvintos	1,847	396	1,212	1,030	102	355	861	13.6	11.4	11.1
Švenčionys	2,984	587	2,800	2,595	741	1,120	1,650	19.0	17.5	17.0
Trakai	3,499	772	1,841	1,354	134	450	2,441	8.5	6.2	6.6
Ukmergė	4,243	818	3,822	3,428	991	709	2,096	16.6	14.8	14.7

## EMPLOYMENT MEASURES IN 2002

County, local labour exchange	Active support										Passive support	
	Placed into jobs	Mediation for acquiring preferential licences	Involved into active labour market policy programmes								Unemployment benefits	Pre-pensionary benefits
			Total	Among them					Employment support programme			
				Vocational training	updating professional knowledge and practical skills of the long-term unemployed	job clubs	public works	supported works	subsidised jobs	setting up own business		
number												
<b>Total</b>	<b>133,667</b>	<b>15,686</b>	<b>12,7398</b>	<b>23,334</b>	<b>1,549</b>	<b>46,892</b>	<b>48,131</b>	<b>4,792</b>	<b>2,564</b>	<b>36</b>	<b>50,522</b>	<b>14,410</b>
Alytus county	8,730	877	8,337	1,370	215	2,934	3,213	427	171	3	2,988	810
Alytus	4,953	498	3,631	740	52	1,470	1,077	190	98	0	1,663	420
Druskininkai	1,765	228	1,833	268	104	494	831	102	34	0	535	137
Lazdijai	629	70	1,823	149	31	528	1,012	78	22	3	339	106
Varėnos	1,383	81	1,050	213	28	442	293	57	17	0	451	147
Kaunas county	19,546	2,552	17,268	3,464	447	6,698	5,637	631	369	11	8,072	1,905
Kaunas county	10,113	1,642	8,167	2,195	267	3,251	1,873	335	230	7	4,674	756
Jonava	3,416	342	2,746	283	34	1,350	955	89	35	0	910	169
Kaišiadoriai	1,125	19	1,339	176	10	400	671	61	21	0	445	175
Kėdainiai	2,410	285	2,147	388	100	718	845	57	34	3	996	329
Prienai	1,014	193	1,282	218	24	379	598	37	26	0	465	170
Raseiniai	1,468	71	1,587	204	12	600	695	52	23	1	582	306
Klaipėda county	16,572	1,931	13,816	3,024	237	5,106	4,655	580	211	1	6,011	1,327
Klaipėda county	10,524	912	7,334	1,973	98	2,836	1,931	399	96	1	3,829	617
Palanga	1,361	577	1,020	217	25	355	382	21	19	0	454	72
Kretinga	1,359	172	1,019	198	0	373	360	51	37	0	583	208
Skuodas	954	110	1,955	313	56	541	981	40	24	0	399	207
Šilutė	2,374	160	2,488	323	58	1,001	1,001	69	35	0	746	223
Marijampolė county	8,573	1,497	7,662	1,096	117	2,863	3,237	244	101	1	2,817	954
Marijampolė	5,298	826	3,514	481	35	1,383	1,442	103	68	1	1,626	444
Šakiai	1,635	71	1,892	329	0	600	871	76	16	0	384	170
Vilkaviškis	1,640	600	2,256	286	82	880	924	65	17	0	807	340
Panevėžys county	14,684	2,206	13,317	2,322	87	4,498	5,759	417	225	2	5,546	1,518
Panevėžys county	8,539	1,353	5,746	1,321	17	2,150	1,903	232	118	0	3,014	695
Biržai	1,274	178	1,774	203	41	638	825	40	27	0	576	239
Kupiškis	994	89	1,455	161	17	404	809	46	17	1	509	124
Pasvalys	1,534	221	2,046	254	12	581	1,152	27	19	1	621	222
Rokiškis	2,343	365	2,296	383	0	725	1,070	72	44	0	826	238
Šiauliai county	18,308	1,503	18,681	2,708	156	6,345	8,370	727	364	4	5,594	1,840
Šiauliai county	9,941	746	7,195	1,536	12	2,508	2,520	401	213	0	2,980	799
Akmenė	1,737	75	2,629	194	61	1,035	1,228	71	40	0	553	180
Joniškis	1,816	282	1,711	132	12	628	890	32	17	0	495	200
Kelmė	1,460	191	2,193	103	0	501	1,509	55	23	1	389	271
Pakruojis	1,128	56	2,242	367	30	735	948	115	43	3	444	138
Radviliškis	2,226	153	2,711	376	41	938	1,275	53	28	0	733	252
Tauragė county	5,542	658	6,379	877	74	2,496	2,464	327	136	3	2,119	815
Jurbarkas	1,947	312	2,382	300	0	944	958	114	65	1	666	284
Šilalė	856	88	1,155	207	30	397	447	58	16	0	406	155
Tauragė	2,739	258	2,842	370	44	1,155	1,059	155	55	2	1,047	376
Telšiai county	8,144	885	8,088	933	23	2,881	3,827	260	159	0	2,773	991
Mažeikiai	3,242	344	3,648	253	23	1,156	2,059	109	48	0	1,261	390
Plungė	2,712	320	2,361	346	0	1,040	819	76	75	0	902	284
Telšiai county	2,190	221	2,079	334	0	685	949	75	36	0	610	317
Utena county	8,207	1,315	7,907	1,394	147	2,790	3,154	292	126	0	2,986	1,036
Anykščiai	980	155	1,441	311	18	594	464	37	15	0	548	202
Ignalina	2,661	155	2,132	244	0	708	1,057	88	35	0	1,024	291
Molėtai	921	37	921	171	0	425	263	51	10	0	304	175
Utena county	2,678	835	2,190	402	106	670	906	68	37	0	793	255
Zarasai	967	133	1,223	266	23	393	464	48	29	0	317	113
Vilnius county	25,361	2,262	25,943	6,146	46	10,281	7,815	887	702	11	11,616	3,214
Vilnius	17,349	1,351	16,999	4,758	0	7,007	4,063	556	564	3	8,440	2,094
Šalčininkai	1,233	248	2,289	189	33	817	1,113	102	35	0	653	194
Širvintos	891	85	1,178	201	13	405	477	46	31	1	280	134
Švenčionys	1,606	72	1,524	254	0	510	681	53	22	4	531	215
Trakai	2,039	270	1,967	426	0	741	705	63	28	2	780	281
Ukmergė	2,243	236	1,986	318	0	801	776	67	22	1	932	296

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