LITHUANIAN LABOUR EXCHANGE
AT THE MINISTRY OF SOCIAL SECURITY AND LABOUR

Vilnius 2006
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Introduction

Mr. Vidas ŠLEKAITIS
Director General of the Lithuanian Labour Exchange
During the previous fifteen years of activities the Lithuanian Labour Exchange has turned into a modern and internationally recognised institution.

New modern technologies are currently used at the Lithuanian Labour Exchange in providing services, including computerisation of all work places for labour exchange specialists. Modern information system ‘Labour Exchange on the Internet’ provides the possibility for jobseekers and employers to access information round the clock and seven days per week. The implementation of the system for labour market monitoring and management helps to assess changes on the labour market with expedition, as well as to take decisions and increase the effectiveness of the activities.

Aiming to increase employment of the population, reduce poverty and social exclusion, qualified specialists of the labour exchange provided assistance to thousands of people to return to the labour market and acquire marketable professions.

New model of providing services to the clients was introduced through the implementation of the 2001 – 2004 National Employment Programme of the Republic of Lithuania, including the development of the Lithuanian EURES network leading to joining to the EU data base on vacancies, introduction of new electronic services, implementation of projects of local employment initiatives addressing the issues of reducing territorial disparities in unemployment, the development of programmes for enhancing occupational capacities of the unemployed, who are most difficult to be integrated into the labour market.

The implementation of newly started projects from the European Social Fund enabled to involve more unemployed people into active labour market programmes and help them acquire working experience and practical skills. Through the implementation of such projects about 11 thousand of unemployed persons will be additionally directed to active labour market programmes, 90% of which will increase their competitive capacities – acquire a profession or working experience.

New functions – implementation of the legislation on Social Enterprises and Social Integration of the Disabled – assisted in more intensive integration into the labour market of the additionally supported unemployed, who are recently given particular attention.

The Guidelines of the European Union Employment strategy determined new challenges for the activities of the Lithuanian Labour Exchange. Aiming at approximation of the quality of services provided by the Lithuanian Labour Exchange to the level of the EU Employment agencies, the development and modernization of services to the unemployed is anticipated alongside with active performance within the network of the EU employment agencies, strengthening of cooperation with employers and social partners, developing and expanding the regional labour market policy. Rapid economic development in the country requires to improve the management of labour market policy, increase motivation of jobseekers, and expand the scope of services in providing information, counselling and vocational guidance, and increase the accessibility of such services.

Following the strategic action plan developed by the Lithuanian Labour Exchange, the activities shall be directed to addressing the most relevant issues of the labour market – reduction of regional disparities in unemployment, employment support to the most socially vulnerable groups of unemployed, implementation of the policy of equal opportunities on the labour market, further modernisation of the activities of the Labour Exchange, enhancement of the quality and accessibility of services, and the improvement of services of the open information system. The expansion of the functions of the Lithuanian Labour Exchange by taking over some of social policy functions, the decreasing level of unemployment in the country, the developing internal and international market, the increasing labour specificity and requirements raised by employers for employees, require formulation of a new approach and implement unconventional decisions in seeking for the balanced labour market in Lithuania.
Mission

Increase the skills and capacities of jobseekers to be able to compete on the labour market, provide them necessary assistance in finding jobs and to assist employers in sourcing the required labour force, taking into account structural changes taking place in the national economy of the country.
After the restoration of the Lithuanian state following the end of the World War I, attention to social security was initiated. The first Government of the Republic of Lithuania was instituted in 1918, and the Ministry of Public Works and Supply established. It was responsible for organising public works for the unemployed, food supply to the poor, and for the development of the fundamentals for social security.

The Law on Labour Exchange was adopted on 22 May 1919 obligating the municipalities of counties and larger cities to establish labour exchange offices. The Central Labour Exchange was established at the Ministry of Labour and Social Security. The Law on Public Works Foundation, adopted in 1933, helped to address the issue of unemployment further. The means of this Foundation were accumulated from the contributions of employers, the state and municipalities.
Labour exchange offices registered the unemployed and directed them to fill in vacancies or to public works – to lay roads, to clean streets, drain fields, etc. The registered number of unemployed persons in the period between the wars was rather small: on 1 December 1935 there were 5158 unemployed persons in Lithuania and 3116 unemployed persons on 1 January 1939.

In 1940 the occupational authorities of the former Soviet Union cancelled the national social legislation and institutions of Lithuania. Instead the National Labour Commissariat was instituted, which started the management of labour exchange offices. In 1941, due to ‘the achievements of socialism eradicating the conditions for unemployment’, labour exchange offices were closed.

In 1990, following the restoration of the Lithuanian independence, the drafting of the Law on Population Employment was launched. The Law was adopted on 13 December 1990. The Draft Law was elaborated by a working group under the supervision of the then Minister Mr. Mindaugas Stankevičius. One of the most active group members in drafting the law was Mr. Leonas Perkumas, a longevoous Head of the Population Employment Division at the Ministry of Social Security and Labour.

On 1 February 1996 the Seimas of the Republic of Lithuania made certain changes in the Law, adding some supplements and modifying the title – now it is called the Law on Support to the Unemployed.

The Lithuanian Labour Exchange is an institution in charge for the implementation of the public population employment guarantees on the labour market, and started its activities on 1 March 1991.

On 1 January 2005 a new Law on Social Insurance of Unemployment was adopted. The Law stipulates for changing the order of payments of social insurance benefits to the unemployed, including the amounts, terms, etc.

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### Essential events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>1 March 1991</td>
<td>The Lithuanian Labour Exchange (LLE) started its activities.</td>
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<tr>
<td>1991</td>
<td>LLE became the Member of the WAPES (World Association of Public Employment Services).</td>
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<tr>
<td>1993 – 1995</td>
<td>Participation in the implementation of projects under the PHARE programme.</td>
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<td>1993</td>
<td>Programme principles for staff formation and training were developed to ensure the adequate qualification of employees.</td>
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<tr>
<td>1993</td>
<td>E-mail introduced for transferring information.</td>
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<td>1993 – 1995</td>
<td>Information system for providing services to jobseekers developed.</td>
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<td>1994</td>
<td>A new financial accounts management system implemented.</td>
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<tr>
<td>1995</td>
<td>Introduction of the system for planning and the assessment of labour exchange employees’ activities.</td>
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<td>1995</td>
<td>The concept of interaction between Local Labour Exchange Offices and Employers was elaborated.</td>
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<td>Year</td>
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<tr>
<td>1995</td>
<td>Introduction of management by objectives.</td>
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<td>1995</td>
<td>Organisers of small business development trained (with the help of the USA Peace Corpse volunteers), and the training programme in business basics started.</td>
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<tr>
<td>1995</td>
<td>Labour market forecasting methodology developed, on the basis of which the first labour market forecast was made (the experience of the Swedish National Labour Market Board).</td>
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<tr>
<td>1995-1999</td>
<td>Modernisation of the information system introducing modern operational and data base management systems.</td>
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<tr>
<td>1996</td>
<td>A new programme introduced – placement into supported jobs by the Employment Fund.</td>
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<tr>
<td>1996</td>
<td>First cooperation arrangements with social partners signed.</td>
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<tr>
<td>1997</td>
<td>Improvement of the system for open information of the clients at local labour exchange offices.</td>
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<td>1997</td>
<td>Self search information terminals (SIP) put in place at local labour exchange offices and public sites.</td>
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<td>1998</td>
<td>Quality survey of services provided to the clients started.</td>
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<td>1998-2000</td>
<td>The first Vocational Information Centre in Lithuania was opened in Vilnius with the help of the Federal Labour Agency from the Federal Republic of Germany.</td>
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<td>1998-2005</td>
<td>Participation in the implementation of projects within the framework of the EU Leonardo da Vinci programme.</td>
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<td>1999-2005</td>
<td>Giving the benefit of Lithuanian experience to the development of labour market institutions in Armenia and Georgia (joint Lithuanian – Swedish projects).</td>
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<tr>
<td>1999</td>
<td>First projects of local employment initiatives financed from the EU PHARE funds implemented in the country.</td>
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<tr>
<td>1999</td>
<td>The Youth Job Centre instituted in Vilnius (following the experience of Danish employment services) and an integrated self search information system introduced.</td>
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<tr>
<td>1999</td>
<td>Employees of the LLE became members of the International Association of Personnel in Employment Security (IAPES).</td>
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<tr>
<td>2000</td>
<td>A programme for young persons – the first steps on the labour market – has been developed and introduced.</td>
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<tr>
<td>2000</td>
<td>The system of labour market monitoring and analysis created.</td>
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<td>2001</td>
<td>The programme of high quality specialists ‘The Bank of Talents’ has been introduced.</td>
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<tr>
<td>2001</td>
<td>A new system ‘Labour Exchange on the Internet’ has been developed at the Lithuanian Labour Exchange for job search and supply.</td>
</tr>
</tbody>
</table>
### Essential events

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>2001</td>
<td>Information and Counselling Centres opened at Utena, Plungė and Ignalina local labour exchange offices.</td>
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<tr>
<td>2001</td>
<td>Implementation of the PHARE Twinning project Preparation for the EU Employment Strategy started.</td>
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<tr>
<td>2001</td>
<td>The first Strategic Action Plan of the Lithuanian Labour Exchange for the period of 2003 – 2005 has been worked out.</td>
</tr>
<tr>
<td>2002</td>
<td>Youth Job Centres opened in Šiauliai, Klaipėda and Kaunas.</td>
</tr>
<tr>
<td>2002</td>
<td>A new model for providing services to the clients introduced, followed by the elaborated standards on counseling and mediating, as well as specification of such services.</td>
</tr>
<tr>
<td>2003</td>
<td>EURES bureaus established at local labour exchange offices of Vilnius, Kaunas, Šiauliai, Klaipėda, Utena, Tauragė, Alytus and Panevėžys.</td>
</tr>
<tr>
<td>2003</td>
<td>Boards of Directors of local labour exchange offices on the regional (county) level approved.</td>
</tr>
<tr>
<td>2003</td>
<td>Implementation of the PHARE Twinning project Preparation for the EU Employment Strategy started.</td>
</tr>
<tr>
<td>2004</td>
<td>EURES bureaus established at local labour exchange offices of Vilnius, Kaunas, Šiauliai, Klaipėda, Utena, Tauragė, Alytus and Panevėžys.</td>
</tr>
<tr>
<td>2004</td>
<td>Employment Support Programme for senior persons over 55 has been developed and introduced for implementation.</td>
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<tr>
<td>2004</td>
<td>A Guide of Vocational Training Programmes has been developed.</td>
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<tr>
<td>2004</td>
<td>Internet website EURES-Lietuva was created providing information on free movement of workers, working and living conditions in the EU countries.</td>
</tr>
<tr>
<td>2004</td>
<td>New electronic services introduced – request of information on vacancies and jobseekers through internet messages and sending of SMS on vacancies to mobile phones.</td>
</tr>
<tr>
<td>2004</td>
<td>Management Days of the Lithuanian Labour Exchange organised at local labour exchange offices – a new form of communication with clients.</td>
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<tr>
<td>2004</td>
<td>A new function delegated to the Lithuanian Labour Exchange – administration of social enterprises.</td>
</tr>
<tr>
<td>2004</td>
<td>Intranet – an internal communication system introduced.</td>
</tr>
<tr>
<td>2005</td>
<td>Implementation of five projects financed from the European Social Fund started.</td>
</tr>
<tr>
<td>2005</td>
<td>Implementation of the Programme for occupational rehabilitation of the disabled is in the process of implementation.</td>
</tr>
<tr>
<td>2005</td>
<td>Lithuanian Labour Exchange has for the first time reported on its activities and experience to the Head Meeting of the EU Public Employment Services.</td>
</tr>
<tr>
<td>2005</td>
<td>The second Strategic Action Plan of the Lithuanian Labour Exchange for the period of 2006 – 2008 has been drafted.</td>
</tr>
<tr>
<td>2005</td>
<td>The first project 'The Development of Administrative Capacities of the Lithuanian Labour Exchange' funded by the European Social Fund has been implemented.</td>
</tr>
</tbody>
</table>
At the beginning of 2006 the Lithuanian Labour Exchange and its local offices had over 1,5 thousand employees, including:

- 83% of women;
- 26% of civil servants;
- 74% of contracted employees, including 11% of staff performing economic maintenance and technical functions;
- 58% of employees providing direct services to the clients in counselling, mediation, registration, etc. 81.2% (economy maintenance staff excluded) employees have high university level education. The average age of the staff is 44.5 years.
Main functions of the Lithuanian Labour Exchange at the Ministry of Social Security and Labour

The Lithuanian Labour Exchange and its local offices through the implementation of the set objectives and targets, shall:

- Organise and provide services and assistance to the unemployed and jobseekers, in the legally set order applying labour market policy measures, which support the implementation of their occupation and the right to employment, taking into account the principle of equal opportunities for men and women;
- Award and disburse in the legally set order pecuniary benefits to the unemployed and other individuals;
- Provide services and assistance to employers sourcing for employees of adequate qualification;
- Seek for matching of the supply and demand on the labour market of the country through the implementation of labour market policy measures;
- Observe the labour market on the national and local level, make forecasts for possible changes, participate in the development of programmes for increasing employment;
Assess economic and socio-demographic changes with regards to the unemployment level in the country and its territories, define measures for increasing employment of separate socio-demographic population groups and preventive measures for the restriction of unemployment;

Through the implementation of the Law of the Republic of Lithuania on Social Enterprises administer state budget funds allocated for the support of social enterprises; take decisions concerning the award and withdrawal of the status of a social enterprise; and provide state support to social enterprises;

Through the implementation of the Law of the Republic of Lithuania on Social Integration of the Disabled organise provision of occupational rehabilitation services, carry out supervision over the provision of occupational rehabilitation services and the participation of individuals in the programmes of occupational rehabilitation, and within its remit award and disburse occupational rehabilitation benefits;

Participate in the process of programming and planning of the EU Structural Support, draft in the set order projects for obtaining the EU assistance, followed by corresponding implementation;

Organise the implementation of additional employment and social guarantees for the dismissed employees and their family members from the state company Ignalina nuclear power plant as a result of termination of operation of the first and the second unit;

Issue in the set order work permits to the aliens and mediate in their employment in Lithuania, taking into account the needs of the internal labour market;

Organise the activities of the Tripartite Commission at the Lithuanian Labour Exchange;

Administration of the Lithuanian Labour Exchange

The activities of the Lithuanian Labour Exchange at the Ministry of Social Security and Labour are governed by Mr. Vidas Šlekaitis, Director of the Lithuanian Labour Exchange, appointed to this position by the Government of the Republic of Lithuania on 20 July 1992. By order of the Director the activities of divisions at the labour exchange are supervised by two Deputy Directors – Ms. Janina Gaižytė, who is working at the Lithuanian Labour Exchange since July 1991 and exercises this function of a Deputy Director since 1992, and Ms. Galina Savickienė, who is working at the Lithuanian Labour Exchange since the establishment of the institution and serves in this function of a Deputy Director since 2004.

Local Labour Exchange Offices are managed by Local Labour Exchange Directors, ten of whom had previously worked as specialists at the institution and had successfully made their career to become managers. Many LLE Directors are working within the system of the Lithuanian Labour Exchange from the very beginning of the establishment of the institution, namely, Ms. Genovaitė Kuprevičienė, Director of the Šiauliai LLE, Mr. Juozas Mėlynavičius, Director of the Panevėžys LLE, Mr. Regimantas Mačiulis, Director of the Anykščiai LLE, Ms. Genovaitė Kuprevičienė, Director of the Žemaitės LLE, Ms. Zoja Kudakavičiūtė, Director of the Kėdainiai LLE, Ms. Inga Širvintaitė, Director of the Kaišiadorys LLE, Mr. Jonas Nemickas, Director of the Rokiškis LLE, Ms. Jana Lesčiūtė, Director of the Švenčionys LLE, Ms. Danutė Šapoka, Director of the Utena LLE, Ms. Tėmaitė Šarkauskaitė, Director of the Varėna LLE.
Managers of the Local Labour Exchange Offices

Andrius ADOMAITIS
Klaipėda, 1991

Valdas GUOBYS
Zarasai, 2005

Alfonsas JUOŽENTIS
Plungė, 1991

Raminta KAUSKIENĖ
Ukmerge, 2005

Irena GRABUSKIENĖ
Marijampolė, 1991

Andrius ADOMAITIS
Klaipėda, 1991

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Ukmerge, 2005

Irena GRABUSKIENĖ
Marijampolė, 1991
Labour Force Supply

Economic and social changes, which happened during the period of 1991 – 2005 in Lithuania, conditioned the developments on the labour market. The number of unemployed persons increased from 6,8 thousand at the end of 1991 to 237,4 thousand on 1 April 2001. This was the highest number of unemployed persons ever reached during the period of the activities of the Lithuanian Labour Exchange. Subsequently this number had annually decreased and on 1 January 2006 there were 87,2 thousand of unemployed persons in Lithuania.
During the first years of activities 55,5 thousand of the unemployed addressed the labour exchange in search for a job. During the peak of unemployment in Lithuania, in the year of 2000, Local Labour Exchange Offices registered 258,0 thousand of unemployed persons.

Changes in the structure of the unemployed
Changes took place in the structure of jobseekers. Since 2003 the proportion of women within the structure of the unemployed started to increase. At the beginning of 2006 women accounted for 61%. Alongside with the increase of the com-
parative weight of senior individuals, the proportion of young unemployed persons decreased. If at the beginning of 1994 young unemployed persons under 25 accounted for 23% of all unemployed, at the beginning of 2006 – 7%. The proportion of persons in the age of 50 and over, within the structure of the unemployed, increased during certain periods from 12% to 37%.

The first long-term unemployed were recognised in 1993. As a result of the Russian crisis the proportion of long-term unemployed more than doubled during the period of 1999 – 2001 (from 15% to 33%). The number of long-term unemployed persons was reduced through energetic development since 2002 of active labour market policy measures aimed at prevention of long-term unemployment. The highest number of long-term unemployed persons was registered by the end of 2001, when they amounted to 33%. By the end of 2005 the number of long-term unemployed decreased to 27%.

**Labour Force Demand**

Labour force demand was continuously increasing, except for the year of 1999. The number of vacancies during the period of 1997 – 2005 increased by 1.6 times – from 76,0 thousand to 124,9 thousand. In 2005 the labour exchange was able to offer vacancies to 75.5% of the registered unemployed.

The proportion of vacancies for terminable jobs was continuously increasing up to 2001. In the period of the highest unemployment of 2000 – 2001, vacancies for terminable jobs accounted for 31% – 35% of the whole demand. In 2002 the number of vacancies for permanent employment started to increase and made 82% of all job offers.

The labour force demand decreased in companies involved in agricultural activities, and increased in other sectors of the economy. Marked labour force demand within the recent years was noted in construction.

**Matching of the Labour Force Supply and Demand**

Matching labour force supply and demand the Lithuanian Labour Exchange mediated in placement into jobs of 1,2 million jobseekers. If during the period of 1991 – 1996 about 40,4 thousand of jobseekers in the average per year were placed into jobs, this number increased to 122,4 thousand in the period of 2000 – 2005.

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<tr>
<th>Year</th>
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<td>1997</td>
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<td>2005</td>
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</table>

The Lithuanian Labour Exchange helped 1,2 million individuals to find employment.
With the reduction of the numbers of qualified unemployed persons, labour market in 2000 reveals the problem of matching labour force supply and demand. Important role in addressing this issue falls on vocational training programmes.

**Unemployment Changes**

The average unemployment rate in Lithuania increased from 1.2% in 1992 to 11.1% in 2001. During the period of 1998 – 2000 the unemployment rate doubled as a result of the Russian crisis (from 5.1% to 10.2%). From the year of 2002 the average unemployment rate was annually decreasing and in 2005 reached 4.8%.

**Territorial disparities of unemployment**

The highest percentage of the unemployed among the working age population in the country on 1 January 1992 was registered in Druskininkai (1.5%), Radviliskis (0.9%), Zarasai (0.8%), and the lowest of 0.1% – in Kaišiadorys, Prienai, Šakiai, Šilutė, and Šalčininkai. On 1 January 2006 the highest unemployment rate was registered in Akmenė (11.5%) and Druskininkai (10.0%), and the lowest – among the working age population of Elektrėnai (1.3%), Trakai (1.4%) and Kretinga (1.9%).

Territorial disparities in unemployment during the period of 1991 – 2001 were increasing. The difference between the territories of the highest and the lowest unemployment rate by the end of 1991 was 1.4 percent point, and in 2001 – 22.6 percent point. With the introduction of additional employment measures since 2002 the rate of unemployment on these territories started to decrease.

*Since 2002 the unemployment rate in the territories of the highest unemployment started to decrease more rapidly than the average in the country.*
Vocational Training

Aiming at increasing employment capacities of jobseekers leading to matching labour force supply and demand, the Lithuanian Labour Exchange assisted to acquire a new or improve the acquired occupational qualification to 206,2 thousand of the unemployed. More than half of specialists, who acquired various professions, were trained for the sector of services. In comparison to the first five years of activities the scope of vocational training increased by three times during the period of 2001 – 2005.

During the period of 15 years almost 230 thousand people participated in the programmes of vocational and preventive training.
The number of participants in the programme of job clubs increased more than 30 times from the introduction of this activity: from 1.6 thousand participants in 1994 to 51.1 thousand in 2005. This programme has become the essential measure aimed at increasing occupational motivation of jobseekers, information and improving skills in job search.

The priority in this programme was given to increasing occupational motivation of long-term unemployed, to encourage unskilled unemployed to acquire a profession and advise rural population to create self-employment.

In joint efforts with employers the Lithuanian Labour Exchange organised and implemented targeted arrangements intended for preventive training of employees notified on discharge. This programme involved 21.7 thousand individuals. As a result of such training they acquired a new or supplementary occupational qualification and could continue working at the same company or found jobs elsewhere.

During the period of 1991 – 2005 almost 230 thousand of people participated in the programmes of vocational and preventive training.

Job Club Programme

Since 2002 a special programme has been developed for long-term unemployed aimed at motivating them to acquire a marketable profession on the labour market, to refresh the acquired occupational capacities or working skills. 22.1 thousand of long-term unemployed persons participated in the programmes on improving occupational knowledge and practical skills during the period of 2002 – 2005.
About 70% of participants of this programme acquired communication and job search skills, every second received psychological assistance enhancing motivation encouraging to address employment problems independently.

Employment Support Measures

Employment support measures involved over 400 thousand jobseekers during the period of fifteen years. The implementation of this programme resulted in creation of 372 thousand of temporary jobs, and over 22 thousand permanent workplaces. Moreover, 4,8 thousand unemployed created jobs for themselves with the provided financial support.

The number of participants in the programmes on employment support increased from 32,5 thousand in the period of 1991 – 1995 to 248,6 thousand in 2001 – 2005.

Programme of Public Works

With the view to reduce social tension, in particular on the territories of the highest unemployment, the extent of programmes of public works has been annually increased. Starting with small scope works in cleaning and improving welfare of towns and settlements, the programme developed into a series of priceless projects of social value, addressing the issues of cherishing and preserving the environment, historical and cultural heritage.

Aiming at restoring the lost and maintaining the acquired occupational skills of jobseekers, over 329 temporary jobs were created through the implementation of programmes of public works during the period of 1991 – 2005.

Long-term unemployed, rural inhabitants and senior people over 55 years of age acquired new or refreshed their occupational skills through participation in this programme, strengthening motivation to look for a permanent employment. They performed socially useful activities: planted and cleaned forests, repaired objects of social purpose, etc. The proportion of participants in public works organised in 2005 from these target groups involved about 90% of all participants.
Programme of Supported Works from the Employment Fund

From 1996 Local Labour Exchange Offices started the implementation of the Programme of supported works from the Employment Fund. During the period of 1996 – 2005 the Programme helped over 42 thousand of unemployed persons to acquire or strengthen occupational skills on the jobs.

Priority under this Programme was given to individuals, who graduated vocational training, to acquire working experience. Such persons accounted for 45% of participants in the Programme of supported works from the Employment Fund, and had a good opportunity to establish themselves on the labour market. Subsequently 70% of them remained within enterprises for permanent jobs after the end of the programme.

Programme for Employment Promotion of the Unemployed Entitled to Additional Support in the Labour Market

Aiming at integration into the labour market of individuals, who find it difficult to compete on the labour market, over 20 thousand of new subsidised jobs were created during the period of 1991 – 2005, and every fifth person with disabilities was placed into these jobs.

The number of subsidised jobs for the disabled increased by five times since the beginning of the implementation of the programme: from 136 jobs in 1993 to 644 in 2005.

Employment Support to the Unemployed over 55 years of age

With the view to help senior unemployed persons to integrate into the labour market ‘Employment support programme for senior unemployed persons of 55+’ was launched in 2003.

Continuous implementation of this programme during the period of 2003 – 2005 involved 13 thousand or 75% of registered persons of this age. Refreshment of occupational skills and improved qualification helped to find employment to almost 40% of the unemployed from this age group during the reference period, and two thirds of them found permanent employment. Since 2003 the placement of senior persons to subsidised jobs increased by two and a half times, by 66% to the supported jobs, and by 25% to public works.
Programme for Promoting Entrepreneurship

By encouraging unemployed persons to create jobs for themselves Local Labour Exchange Offices during the period of 1995 – 2005 helped 109 thousand of the unemployed to get business licences on easy terms.

Aiming at the enhancement of occupational capacities of jobseekers, Local Labour Exchange Offices started organising training on the basics of business. 34 thousand of jobseekers graduated such training courses on Business organisation.

In joint efforts with social partners consultations and tailored training sessions were organised for rural unemployed persons with the view to stimulate them to start alternative agricultural businesses.

Open Information of Clients

Open Information System was introduced in 1997. Information services to the clients at the end of 2005 were provided by 60 specialized information centres, where clients were offered a possibility to make use of the most advanced technologies.

All centres and most frequented sites were equipped with self search information terminals.

In cooperation with the Ministry of Labour and Social Affairs of the German Federal Republic, a specialised system for occupational guidance (PIC) was created. The PIC terminals provide with 370 descriptions of professions and 116 video films on various professions in life. The system of vocational information is integrated with the PIC terminals.

Approximately one million of clients access Open information services annually. The Open information centres provide over 325 thousand of individual consultations and advice on the issues of vocational guidance, employment and other related issues, over 152 thousand of persons participate at information meetings, over 140 thousand are searching for jobs on the internet page of the Lithuanian Labour Exchange.

Seeking to bring the provision of services closer to people living in remote areas, the Lithuanian Labour Exchange introduced in 2000 a new information measure – Labour Market Days – where information is provided to the participants on various issues related to the labour market, including the demand and marketable professions, employment possibilities, etc.

Youth Job Centres

In 1999 the first Youth Job Centre was opened in Vilnius with the view to assist young people to know better the labour market and sooner find adequate jobs or vocational training establishments, improve social and working adaptation of young persons, provide open information services, mediation, counselling, vocational guidance, social-psychological rehabilitation and other self-service measures. Currently there are six Youth Job Centres opened in the largest cities of Lithuania: Klaipėda, Šiauliai, Kaunas, Panevėžys, and Alytus.

The activities of Youth Job Centres are based on the principles of publicity and voluntary choice. Youth Methodical Councils are established at the Youth Job Centres, with participation of representatives from governmental and public organisations, municipalities, and students’ organisations dealing with the issues of young persons. The Centres provide excellent conditions for independent job-search using modern information technologies and methodical material. Here independence of young persons is encouraged, as well as mutual trust and informal communication. Thus favourable conditions are created here to know better the labour market, to find easier jobs or vocational training establishments.

Individual Services to the Clients

Local Labour Exchange Offices are continuously improving the provision of individual services to jobseekers. A new model of services was introduced in 2002. At the registration office early identification of clients’ needs is carried out, encouraging motivation of inactive persons on the labour market and providing specialised mediation and counselling services. Taking into account wishes of the client and the demand on the labour
market, mediators help clients to choose and get the job corresponding to their occupational education. For those clients, who have no vocational education, advisers provide possibilities to acquire a marketable on the labour market profession leading to readiness for the labour market.

**Planning of Professional Career**

Seeking to assist the unemployed in purposeful planning of their professional career, local labour exchange offices started since 1996 drafting of individual employment plans. In 2002 such plans were improved and computerised. This allowed to start monitoring of the plans and more actively influence employment solutions of the clients.

The improvement of employment plans and continuous supervision of their implementation helped the larger part of the clients to plan purposefully their professional career and anticipate more effective measures leading to the achieving employment targets. About 80% of newly registered unemployed in 2005 made plans for their future professional career.

For increasing professional competences of labour exchange employees a methodical guide on Individual interview with the client on his readiness for the labour market was elaborated and trainings were organised.

Over 1.1 million of individual mediation and counselling services are annually provided by carrying out individual attendance of clients.

**Over one million of individual mediation and counselling services are provided annually**

**80% of newly registered unemployed made plans for their future professional career**
New measures for Promoting Occupation of the Unemployed

Programme of Local Employment Initiatives (LEI)

Aiming at the reduction of territorial disparities in unemployment, where the level of unemployment exceeds the national average by 1.5 times, 289 LEI projects were implemented during the period of 2001 – 2005, and 2,4 thousand jobs created. Most of the projects were implemented in the municipalities of Šalčininkai, Pasvalys, Akmenė, Jurbarkas, Mažeikiai and Druskininkai.

The development of territories for the implementation of LEI projects
The number of territories, where LEI projects are implemented, increased by 4 times since the introduction of this initiative, from 9 in 2001 to 32 in 2005.

Promotion of additionally supported unemployed persons increased from 50% in 2001 to 62% in 2005 due to the placement into jobs created by LEI projects.

Implementation of the LEI projects results in a positive multiplication effect: jobs created by means of such projects promotes the creation of additional jobs in other spheres of activities. The society estimates LEI projects as the most attractive and beneficial measure uniting the efforts of local authorities and businessmen in creating jobs for the population.

**Social Enterprise – a new employment possibility for the most vulnerable society members**

In 2004 the Lithuanian Labour Exchange was commissioned to perform a new function of administration of social enterprises. Since then the status of a social enterprise was awarded to 37 enterprises. Most of them were established in Vilnius, Kaunas, Panevėžys and Šiauliai.

State support to 1200 individuals from target groups and workers employed at social enterprises guaranteed reservation of jobs.

<table>
<thead>
<tr>
<th>State support to social enterprises (in percentage)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partial remuneration of wages and state social insurance contributions</td>
</tr>
<tr>
<td>Costs for the assistant</td>
</tr>
<tr>
<td>For adapting work places</td>
</tr>
<tr>
<td>For adapting the environment to the needs of the disabled</td>
</tr>
<tr>
<td>For creating new jobs</td>
</tr>
</tbody>
</table>

State support allows creating of new jobs for the disabled, adapting of the existing work places to the needs of the disabled, and the improvement of the environment of work and rest.

**Programme of Occupational Rehabilitation**

The Lithuanian Labour Exchange started the implementation of a new programme of occupational rehabilitation in 2005. The aim of the programme is to develop or restore working capacities of the disabled increasing their employability with the help of occupational rehabilitation services. Participants in the programme of occupational rehabilitation are individuals recognised in need of occupational rehabilitation services.
New possibilities in dealing with employment problems opened for Lithuania after joining the European Union as a full member state due to the support provided by the EU Structural Funds. Seeking to provide assistance to larger numbers of population, the Lithuanian Labour Exchange developed applications and received funding for the implementation of 5 projects under the European Social Fund. Projects, the implementation of which started at the beginning of 2005, opened possibilities for 10,7 thousand jobseekers to find a temporary or permanent employment, acquire a profession or occupational experience, improve qualification, gain knowledge and skills corresponding to the demand on the labour market.

One of the essential terms for the development of human resources is the establishment of adequate and modern facilities. The Lithuanian Labour Exchange is seeking for this target with the help of the EU Structural Funds and other corresponding programmes.

The initiated implementation of the EU PHARE project ‘The Improvement of Labour Exchange Services for Employers, Jobseekers and Individuals, seeking for occupational career’ will help to access the support from the EU Regional Development Fund for the renovation of facilities of local labour exchange offices.

Successful implementation of the project ‘Provision of electronic public services to employers and the population (e.DBirza)’ funded from the EU Regional Development Fund, will help the introduction of new electronic public services and provide possibilities to use services provided by the Lithuanian Labour Exchange to jobseekers and employers in a more efficient and speedy way, and for the Lithuanian Labour Exchange – to carry out the delegated functions quicker and with higher quality.

The Lithuanian Labour Exchange has successfully started the implementation of the first projects funded from the EU Social Fund, and is further developing this sphere of activities. Answering to the announcement of new invitations to tenders in 2005, the Lithuanian Labour Exchange developed 3 projects under the 2004 – 2006 National Single Programming Document of Lithuania, Measure 2.1 – ‘Development of employability skills’ and Measure 2.1 ‘Prevention of social exclusion and social integration’, and was granted the support. Key targets of these projects are to reduce social exclusion of ex-prisoners and persons with disabilities, help them to get successfully integrated into the labour market, improve skills and competences of specialists at the Lithuanian Labour Exchange and its local offices, and to carry out survey on the efficiency of services provided by the Lithuanian Labour Exchange. The implementation of these projects will start in April 2006.

Lithuanian Local Labour Exchange Offices actively reacted to the Invitation of 2005 to submit applications under the National 2004 – 2006 Single Programming Document Measure 2.3 ‘Prevention of social exclusion and social integration’, by drafting and submitting 14 applications for the funding of projects from the European Social Fund, 8 of which have already received the approval for funding. The projects are aimed at reducing social exclusion of ethnic minorities, encouragement of equal opportunities for men and women, and supporting of social enterprises.
Local Labour Exchange Offices also participate actively in the implementation of the European Community initiative EQUAL. The objective of the initiative EQUAL is to develop and pilot new approaches and methods in combating all forms of discrimination and inequality on the labour market faced as by employees as by jobseekers. 14 Local Labour Exchange offices participate as partners in 10 community development initiatives financed by the EQUAL programme.

**International Cooperation**

The Lithuanian Labour Exchange cooperates with Employment services from Sweden, France, FRG, USA, Hungary, Poland, Latvia, Estonia, the Ukraine, Kaliningrad region of the Russian Federation, and also participates in the activities of the World Association of Public Employment Services (WAPES) and International Association of Workforce Professionals (IAWP). International recognition of the Lithuanian Labour Exchange and its working experience is continuously increasing.

On the invitation of the Swedish International Development Agency (SIDA) the Lithuanian Labour Exchange is jointly with the Swedish National Labour Market Board providing methodical assistance to the Armenian employment services in developing and modernising labour market institutions.

The Lithuanian Labour Exchange and the Swedish National Labour Market Board have successfully implemented joint cooperation project ‘Active labour market policy in the region of Ignalina nuclear power plant (IAER)’.

Employment services of Latvia, Estonia, Poland and the Kaliningrad Region profited from the experience of the Lithuanian Labour Exchange in developing electronic services for the attendance of clients, in creating open information and direct services zones for clients.

**Free Movement of Workers and the Activities of EURES**

Aiming at timely readiness for joining the network of the European Employment Services – EURES, and to ensure versatile and comprehensive public information on free movement of workers, the Lithuanian Labour Exchange established EURES bureaus at the local labour exchange offices of Vilnius, Kaunas, Klaipėda, Šiauliai, Panevėžys, Alytus, Utena and Tauragė, which started their activities on 1 May 2004.

Following the integration into the network of European employment services the web site EURES Lietuva was created in 2004. The purpose of this web site is to assist jobseekers from the EU countries to get information on the labour market, living and working conditions in Lithuania, to inform and consult Lithuanian people on the issues of living and working conditions in the EU countries.

In 2004 this system was integrated into the space of the EU labour market institutions.

At present vacancies registered at the Lithuanian Labour Exchange are visible to all inhabitants of the European Union and the European Economic Area, and the possibility provided to the Lithuanian people willing to find employment abroad to notify their CVs on the data base of EURES.
The Development and Improvement of the web site

The Internet page of the Lithuanian Labour Exchange was created in 1997 (www.ldb.lt). It provides general information about the services provided by the labour exchange, advice to the unemployed and to employers, announcements on the situation on the labour market, employment possibilities, labour market tendencies and forecasts.

In 2001 ‘Darbo birža internete’ (DBI – Labour Exchange on the Internet) was created, which is based on two data banks – of jobseekers and vacancies. Jobseekers may enter their CVs on the DBI and search for job offers independently. Employers have the possibility to place their offers on vacancies and search for suitable candidates to the openings on the internet.

The system of DBIRŽA-I is the key instrument of the Lithuanian Labour Exchange in providing efficient services to jobseekers and employers

In this information system all functions of the labour exchange are computerised – starting from registration of the unemployed up to their employment. The system ensures registration of jobseekers and vacancies, information search on jobseekers and vacancies, formation and granting of unemployment insurance benefits, issuance of references on placement, accounting on the unemployed participating in active programmes, formation of various references and reports.

The joint data base on jobseekers and vacancies allows for analyzing the activities of local labour exchange offices, labour supply and demand with expediency. The system helps to provide information to other institutions as well.

Information System DBIRŽA-I

Aiming to ensure timely and quality services to the unemployed and employers modern information technologies were introduced at the Lithuanian Labour Exchange. During the period of 1991 – 1992 key functions of services to the clients were computerised: registration of jobseekers, calculation of benefits and statistic reports. These were just separate computerised programmes, therefore during the period of 1993 – 1995 information system DBIRŽA was created. This system is constantly improved increasing the flexibility, information capacities and speed of the system. Since 1999 a new information system DBIRŽA-I was introduced, which is oriented towards the global network covering all local labour exchange offices.

The web site of the Lithuanian Labour Exchange is popular among internet users. In the average approximately 80 thousand visitors search the site per month

Improvement of the Activities through the Implementation of Modern Information Technologies

In this information system all functions of the labour exchange are computerised – starting from registration of the unemployed up to their employment. The system ensures registration of jobseekers and vacancies, information search on jobseekers and vacancies, formation and granting of unemployment insurance benefits, issuance of references on placement, accounting on the unemployed participating in active programmes, formation of various references and reports.

The joint data base on jobseekers and vacancies allows for analyzing the activities of local labour exchange offices, labour supply and demand with expediency. The system helps to provide information to other institutions as well.
In 2003 the internet page of the Lithuanian Labour Exchange has won the competition of The New Book-Spreader for the implementation of useful solutions for the population on the internet.

**New Electronic Services for the Clients**

The year of 2004 marked the new stage of introduction of modern information technologies at the Lithuanian Labour Exchange. Electronic services to the clients became available in the interactive regime. Electronic services were specified for separate groups of users: jobseekers, employers and other web site visitors.

**For Jobseekers:**
- Provision of information on newly registered vacancies in the form of SMS messages directly to mobile phones of the clients;
- Request of information on newly registered job offers on the internet followed by the reply in the form of e-mail;
- Preliminary registration with the labour exchange by internet filling in the form of a jobseeker;
- Direct registration of students, graduates and other high quality specialists on the internet page of the Talent Bank.

**For Employers:**
- Direct registration of vacancies by internet filling in the form for a job offer on the web site of the Lithuanian Labour Exchange;
- Computerised search for employees supplying CVs of appropriate candidates to the employers by e-mail.

**For All Other Visitors of the web site:**
- Interactive communication, when clients submit questions and receive competent responses from labour exchange specialists on internet;
- Subscription to internet news – a possibility to receive the latest announced information by e-mail;
- Placement of the outcomes of visitors surveys on the internet summarising the received responses to the raised question of the month;
- The possibility of self search for information using the terminals equipped at information centres of the labour exchange.

**The System of the Labour Market Monitoring and Management**

Information system of labour market monitoring and management ‘Vadovo langas’ (The Manager’s Window) was introduced in 2005 at the Lithuanian Labour Exchange and its all local offices following the principle of management by objectives.

Managers of local labour exchange offices have the possibility to observe and assess the changes taking place on the labour market with expedition, in particular the filling in of vacancies, the level of placement into jobs of the unemployed, who finished programmes of vocational training and supported works, the level of participation of individuals in active labour market policy measures, and other indicators of the labour exchange activities.
The Development of Social Partnership

Cooperation with Social Partners

Lithuanian Labour Exchange widens the relations with social partners, who might influence the employment situation among individuals in social exclusion and improve the environment of business.

Lithuanian Labour Exchange cooperates with governmental institutions, self-government authorities, organisations representing business, trade unions, employers’ unions, public organisations conditioning the development of information society. It also develops joint plans of measures, organises discussions and staff trainings. Such measures add to the improvement of making and implementing regional and local labour market policy, increasing possibilities in employment of socially vulnerable groups and dissemination of information. The first cooperation
Social partners and employers are active participants in developing and implementing active labour market policy programmes. Since 2001 projects of local employment initiatives are being selected and implemented in joint efforts with social partners, and since 2004 they take an active role in the process of establishing social enterprises and social enterprises of the disabled. It helps labour exchange to ensure transparent administration of measures for increasing employment.

During the fifteen years of activities the number of attended employers increased to 39 thousand.
addresses of the lithuanian labour exchange and its local offices

lithuanian labour exchange at the
ministry of social security and labour
geležinio vilko str. 3a, lt-03131 vilnius
company code: 190766619
city phone line code: (8-5)
single telephone no for information: 8-700 55 166
single telephone no for employers: 8-700 55 155
fax: 236 07 88
email: p.info@ldb.lt
internet page: www.ldb.lt

vilnius labour exchange office
j. kubiliaus str.2/8, Žukausko str. 22 and
s. Žukausko str. 15, LT-08232 vilnius
company code: 191434915
city phone line code: (8-5)
information by phone: 272 50 75
fax: 272 59 11
e-mail: vdb@ldb.lt

publishing group ‘labour market news’
j. kubiliaus str.2/8, Žukausko str. 22,
LT-08232 vilnius
city phone line code: (8-5)
tel./fax: 272 57 09
e-mail: danute.salkauskiene@ldb.lt

kaunas labour exchange office
e. ožkienės str. 37, LT-44254 kaunas
company code: 291435060
city phone line code: (8-37)
information by phone: 22 56 54
fax: 22 56 05
e-mail: kaunorasastine@ldb.lt

klaipėda (city, district)
labour exchange office
naikupės str. 27a, LT-93202 klaipėda
company code: 188719249
city phone line code: (8-46)
information by phone: 40 43 03
fax: 34 24 98
e-mail: info.klaipedas@ldb.lt

šiauliai labour exchange office
tūžė str. 152, LT-76551 šiauliai
company code: 1914355440
city phone line code: (8-41)
information by phone: 52 50 53
fax: 52 50 53
e-mail: info.siauliai@ldb.lt

panevėžys labour exchange office
savasavų a. 18, LT-35201 panevėžys
company code: 1914355953
city phone line code: (8-45)
information by phone: 46 02 37
fax: 46 22 25
e-mail: infodb.panevaizys@ldb.lt

alytus labour exchange office
vilnios str. 21, LT-62112 alytus
company code: 191435636
city phone line code: (8-35)
information by phone: 55 555
fax: 56 654
e-mail: Alytus@ldb.lt

marijampolė labour exchange office
valaus str. 2, LT-68176 marijampolė
company code: 191208282
city phone line code: (8-343)
information by phone: 92 261
fax: 91 015
e-mail: info.marijampole@ldb.lt

druskininkai labour exchange office
valiuosios g. 30, LT-66119 druskininkai
company code: 191435789
city phone line code: (8-315)
information by phone: 55 766
fax: 55 766
e-mail: administrator@druskininkai.ldb.lt

palanga labour exchange office
vytauto str. 63, LT-00134 palanga
company code: 191435821
city phone line code: (8-460)
information by phone: 49 066
fax: 49 057
e-mail: info.palanga@ldb.lt

akmenė labour exchange office
takos str. 1, LT-85112 akmenė
company code: 191435974
city phone line code: (8-425)
information by phone: 56 906
fax: 56 906
e-mail: info@akmenė.ldb.lt

anykščiai labour exchange office
dariaus ir girėno str. 2, LT-29116 anykščiai
company code: 191436019
city phone line code: (8-381)
information by phone: 51 690
fax: 52 634
e-mail: anyksciurastine@ldb.lt

biržai labour exchange office
ratų str. 25, LT-41138 biržai
company code: 191436161
city phone line code: (8-450)
information by phone: 43 063
fax: 43 058
e-mail: info.birzai@ldb.lt

ignalina labour exchange office
argimino str.24, LT-30113 ignalina
company code: 190867073
city phone line code: (8-386)
information by phone: 52 763
fax: 52 765
e-mail: info.ignalina@ldb.lt
JONAVA LABOUR EXCHANGE OFFICE
Chemikų str. 138a, LT-55218 Jonava
Company code: 191436357
City phone line code: (8-349)
Information by phone: 31 126
Fax: 31 001
E-mail: info.jonava@ldb.lt

JONIŠKIS LABOUR EXCHANGE OFFICE
Livonijos str. 4, LT-84124 Joniškis
Company code: 191078091
City phone line code: (8-426)
Information by phone: 61 097
Fax: 61 103
E-mail: info.joniskis@ldb.lt

JURBAKAS LABOUR EXCHANGE OFFICE
Daržaus ir Girėno str. 81a, LT-74185 Jurbarkas
Company code: 191436542
City phone line code: (8-447)
Information by phone: 55 008
Fax: 52 066
E-mail: info.jurbaskas@ldb.lt

KAJSIADORYS LABOUR EXCHANGE OFFICE
Kečiuos ir Vienybės str. 3, LT-56121 Kaisiadorys
Company code: 191436738
City phone line code: (8-346)
Information by phone: 53 779
Fax: 53 779
E-mail: info.kaisiadorys@ldb.lt

KELMĖ LABOUR EXCHANGE OFFICE
Vytauto Didžiojo str. 58, LT-86143 Kelmė
Company code: 191436695
City phone line code: (8-427)
Information by phone: 54 491
Fax: 61 098
E-mail: info.kelmė@ldb.lt

KĖDAINIAI LABOUR EXCHANGE OFFICE
J. Basanavičiaus str. 18, LT-57180 Kėdainiai
Company code: 191436880
City phone line code: (8-347)
Information by phone: 67 257
Fax: 67 258
E-mail: info.kedainiai@ldb.lt

KRETINGA LABOUR EXCHANGE OFFICE
V. Nagevičiaus str. 8, LT-97109 Kretinga
Company code: 191160784
City phone line code: (8-445)
Information by phone: 51 018
Fax: 51 017
E-mail: info.kretinga@ldb.lt

KUPIŠKIS LABOUR EXCHANGE OFFICE
Vytauto Didžiojo str. 94, LT-83162 Pakruojis
Company code: 19143764
City phone line code: (8-421)
Information by phone: 51 730
Fax: 51 730
E-mail: info@pakruojis.ldb.lt

LAZDIJAI LABOUR EXCHANGE OFFICE
Vilniaus str. 1, LT-67106 Lazdijai
Company code: 191457110
City phone line code: (8-318)
Information by phone: 53 535
Fax: 53 535
E-mail: LazdujuRastine@ldb.lt

MAŽEIKA LABOUR EXCHANGE OFFICE
Ventos str. 27, LT-89112 Mažeikiai
Company code: 191457263
City phone line code: (8-443)
Information by phone: 66 945
Fax: 66 093
E-mail: maizekiurastine@ldb.lt

MOLĖTAI LABOUR EXCHANGE OFFICE
Daržaus ir Girėno str. 4, LT-33102 Molėtai
Company code: 191437459
City phone line code: (8-383)
Information by phone: 5 29 54
Fax: 5 29 54
E-mail: MoletuRastine@ldb.lt

PASKALYS LABOUR EXCHANGE OFFICE
Tar/to, str. 1, LT-29183 Pasvalys
Company code: 191436078
City phone line code: (8-451)
Information by phone: 54 431
Fax: 53 790
E-mail: administrator.pasvalys@ldb.lt

PLUNGĖ LABOUR EXCHANGE OFFICE
Vytuoto str. 9, LT-90123 Plungė
Company code: 291437830
City phone line code: (8-448)
Information by phone: 71 018
Fax: 73 181
E-mail: info.plungė@ldb.lt

PRIENAI LABOUR EXCHANGE OFFICE
Karvio str. 1a, LT-59147 Prienai
Company code: 191437982
City phone line code: (8-319)
Information by phone: 60 166
Fax: 60 165
E-mail: prienai administrator@ldb.lt
LITHUANIAN LABOUR EXCHANGE

RADVILIŠKIS LABOUR EXCHANGE OFFICE
A. Povyliaus str. 2, LT-82160 Radviliškis
Company code: 191438027
City phone line code: (8-422)
Information by phone: 61 509
Fax: 54 477
E-mail: info.radviliskis@ldb.lt

ROKEŠIS LABOUR EXCHANGE OFFICE
Republikos str. 113, LT-42150 Rokiškis
Company code: 191083462
City phone line code: (8-458)
Information by phone: 33 618
Fax: 51 001
E-mail: info.rokesis@ldb.lt

SKUODAS LABOUR EXCHANGE OFFICE
Geidimino str. 2, LT-98116 Skuodas
Company code: 191083462
City phone line code: (8-440)
Information by phone: 73 438
Fax: 73 414
E-mail: info.skuodas@ldb.lt

ŠAKIAI LABOUR EXCHANGE OFFICE
Gimnazijos str. 7, LT-71115 Šakiai
Company code: 191223238
City phone line code: (8-345)
Information by phone: 53 068
Fax: 53 992
E-mail: info.sakiai@ldb.lt

ŠALČININKAI LABOUR EXCHANGE OFFICE
Vilniaus str. 49, LT-17116 Šalčininkai
Company code: 191438365
City phone line code: (8-380)
Information by phone: 53 925
Fax: 51 863, 51 142
E-mail: info.salcininkai@ldb.lt

ŠILALĖ LABOUR EXCHANGE OFFICE
S. Dariaus ir Girėno str. 6, LT-75135 Šilalė
Company code: 290895390
City phone line code: (8-449)
Information by phone: 74 125
Fax: 51 039
E-mail: info.silale.ldb.lt

ŠILUTĖ LABOUR EXCHANGE OFFICE
Dariaus ir Girėno str. 10, LT-99132 Šilutė
Company code: 191438550
City phone line code: (8-441)
Information by phone: 76 506
Fax: 76 506
E-mail: info.silute@ldb.lt

ŠIVENČIONYS LABOUR EXCHANGE OFFICE
Vilniaus str. 19, LT-18116 Šivenčionys
Company code: 191438899
City phone line code: (8-387)
Information by phone: 52 797
Fax: 52 797
E-mail: info.svencionys@ldb.lt

TAURAGĖ LABOUR EXCHANGE OFFICE
Sosties str. 9, LT-72253 Tauragė
Company code: 191438931
City phone line code: (8-446)
Information by phone: 61 710
Fax: 61 668
E-mail: administrator.taurage@ldb.lt

TELSIAI LABOUR EXCHANGE OFFICE
5. Daukanto str. 64, LT-87104 Telšiai
Company code: 191439086
City phone line code: (8-444)
Information by phone: 60 683
Fax: 60 682
E-mail: info.telstiai@ldb.lt

TRAKAI LABOUR EXCHANGE OFFICE
V.Kudirkos str. 12a, LT-24105 Trakai
Company code: 191439129
City phone line code: (8-528)
Information by phone: 55 740
Fax: 55 479
E-mail: info.trakai@ldb.lt

UKMERGĖ LABOUR EXCHANGE OFFICE
Vystuvo str. 758, LT-20112 Ukmerge
Company code: 191439271
City phone line code: (8-340)
Information by phone: 61 088
Fax: 63 999
E-mail: administratot.ukmerge@ldb.lt

UTENA LABOUR EXCHANGE OFFICE
Lauko str. 194, LT-28203 Utena
Company code: 191439314
City phone line code: (8-389)
Information by phone: 63 990
Fax: 63 999
E-mail: utenoldb.rastine@ldb.lt

VARĖNA LABOUR EXCHANGE OFFICE
Sartrūnų str. 34, LT-65192 Varėna
Company code: 191439467
City phone line code: (8-310)
Information by phone: 31 621
Fax: 31 621
E-mail: info.varena@ldb.lt

VIKAVIŠKIS LABOUR EXCHANGE OFFICE
Vilniaus g. 4, LT-70144 Vilkaviškis
Company code: 191439652
City phone line code: (8-342)
Information by phone: 52 260
Fax: 54 534
E-mail: info.vikaviskis@ldb.lt

ZARASAI LABOUR EXCHANGE OFFICE
Vilniaus str. 5, LT-32109 Zarasai
Company code: 191071150
City phone line code: (8-385)
Information by phone: 38 003
Fax no: 30 531
E-mail: info.zarasai@ldb.lt
The booklet has been prepared by the following divisions at the Lithuanian Labour Exchange:

- Labour market policy implementation,
- Labour supply and demand,
- Organisation of the information system,
- Personnel and economic maintenance,
- Employment Fund accounting,
- Foreign relations.

Elaborated for printing by
The publishing group of the ‘Labour Exchange News’

Design and lay-out made by
The public company ‘Vizualinių komunikacijų studija’

2006 04 07
Order No . 767

Printed by
Private company ‘Baltijos kopija’