



# 2022

## Annual Report

Public Employment Service Austria



# Foreword from the Chairman of the Administrative Board

**SC Mag. Roland Sauer**  
Chairman of the Administrative Board

## 2022 – a robust labour market

In many respects 2022 was a record-breaking year: With a GDP growth of 5%, a record high in job vacancies, the highest-ever number of registered employed persons and a sharp reduction in unemployment across all affected groups, the labour market in 2022 defied both inflation and recession fears. This is all the more remarkable, given that plenty of other economic areas distinctly felt the effects of price increases and economic crises resulting from the war on Ukraine already in 2022.

In the past year, the AMS was confronted with numerous challenges, the most important of which were probably the skilled-labour shortage and the support provided to persons fleeing Ukraine. The AMS assisted around 80,000 businesses by offering counselling services, referring new staff to them and through subsidy programmes. In its efforts to support people fleeing Ukraine, the AMS provided a variety of support options and also engaged actively in the public debate.

2022 was also a year that, in the aftermath of the COVID-19 years, saw a drastic reduction in short-time work. While this labour market instrument protected hundreds of thousands of people from unemployment during the health crisis, it faded into the background in 2022 before regaining the marginal significance it had before COVID-19 in 2023.

As Chairman of the Administrative Board I would like to express my gratitude to the social partners as well as to the political decision-makers for the good collaboration. True social partnership has a long tradition in Austria and is a proven and successful way of building consensus that genuinely works for everyone involved.

My special thanks go to the around 6,500 employees of the AMS. In their work they are confronted with a host of new challenges every day, but whether they concern the reduced working hours scheme, the skilled labour shortage or the task of finding work for job-seekers, the employees have so far mastered all of them, and I am confident they will continue to do so in the future. Thank you for your commitment!

SC Mag. Roland Sauer  
Chairman of the Administrative Board



## Foreword from the Board

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

### Good news amid the gloom

It is not easy to feel overjoyed about the positive development in the labour market in 2022, there being all too many shadows hanging over us this year. In 2022, after the lifting of the COVID-19 restrictions, we experienced an unparalleled economic upswing of close to 5%. Catch-up effects additionally contributed to the boom in job vacancies registered with the AMS; in June 2022, we reached approx. 125,500, which is the highest level ever to be recorded. The strong decline in unemployment fortunately concerned all groups of persons, and long-term unemployment fell by a mind-boggling 44.7% compared to 2021. Even when inflation driven by the war in Ukraine gained momentum and the economic forecasts became increasingly gloomy, the labour market proved surprisingly resilient and robust. As a result, the AMS was still able to report good news from the labour market until the end of 2022. It was not until spring 2023 that the noticeable economic slowdown started to have an effect on the labour market.

Overall, this is a pleasing analysis. Nevertheless, 2022 will remain in our memory most of all as the year in which once again a war was started in our immediate European neighbourhood. In our role as public employment service we were directly involved in one of the most tragic consequences of the attack on Ukraine: the flow of refugees. We made every effort to support the people fleeing to us from Ukraine, and to show them how to navigate the Austrian labour market. Despite our current concerns that there are still too many who fail to register with the AMS, we are nevertheless relieved that the bureaucratic obstacle of employment permits no longer poses a problem, and that refugees from Ukraine now have unrestricted access to the labour market.

Although unemployment is significantly lower, we still face some major challenges: The shortage of skilled workers triggered by the demographic development presents a serious problem to Austria's economy. Only a bundle of measures will be able to alleviate this complex and urgent phenomenon. Concerted efforts in the labour market are also needed to push for a green transformation towards more sustainability and conservation of resources. However, as big as these challenges may be, we as AMS are prepared to provide assistance to businesses and job-seekers in the best possible manner and to make our contribution.

In the end, I would like to thank our more than 6,500 employees across Austria for their dedicated service. As challenging as their work may occasionally be, I am certain that we can always count on their commitment. Without their valuable work, we would never have been able to inform you of such satisfactory developments in this annual report.

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

# LABOUR MARKET ACHIEVEMENTS IN 2022

**-20.7%**

registered unemployed

**-44.7%**

long-term unemployed (over a year)

## SHARP DROP IN UNEMPLOYMENT

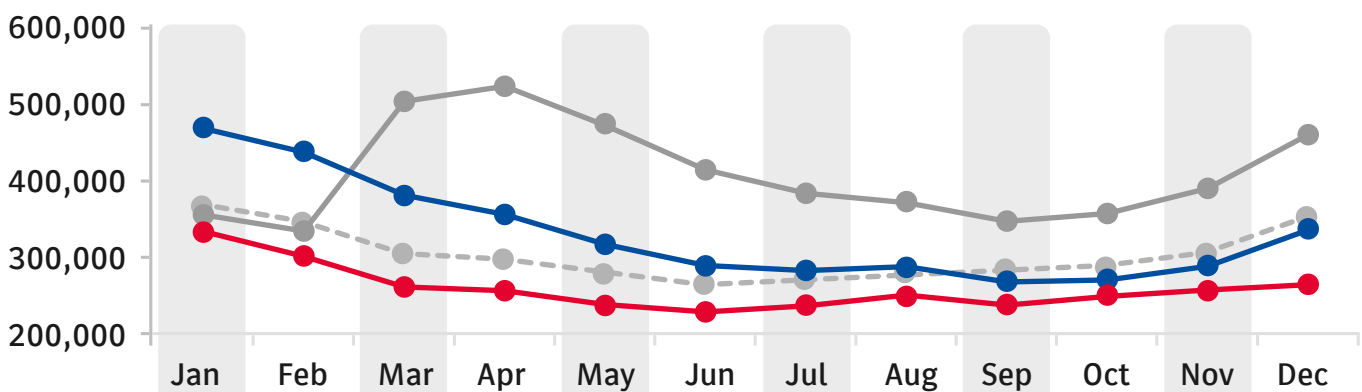
In 2022, the labour market recovered remarkably swiftly after two years of pandemic and the associated restrictions. The reduction in unemployment was both massive and unexpected. On average, 263,121 people were registered as unemployed in 2022, which is 20.7% fewer than in 2021. 69,524 people attended training measures (-1.2% compared to 2021). The registered unemployment rate stood at 6.3% (-1.7%P).

All groups of persons were able to benefit from the extraordinary upswing in 2022: Unemployment among persons up to the age of 24 years fell by an average of 15.6%, among foreign nationals by 18.5% and among persons older than 45 years by 21.7%. Unemployment among women dropped by as much as 23%.

A particularly pleasing development was the strong decline in long-term unemployment (registered for over a year), which was down -44.7% compared to 2021; even the change in long-term unemployed persons (-32.1%) was still substantial. This huge reduction in long-term unemployment was due to the unusually good economic situation, as well as the „Sprungbrett (Springboard)“ scheme for the long-term unemployed launched by the Federal Government in July 2021.

Also the number of persons affected by unemployment fell by 5.4% to 861,042 persons (43.8% women, 56.2% men). The strongest decline was recorded for re-entrants to the labour market (-8.7%), persons older than 50 (-7.1%) and women (in total -6%) compared to 2021.

## UNEMPLOYMENT IN THE COURSE OF THE YEAR



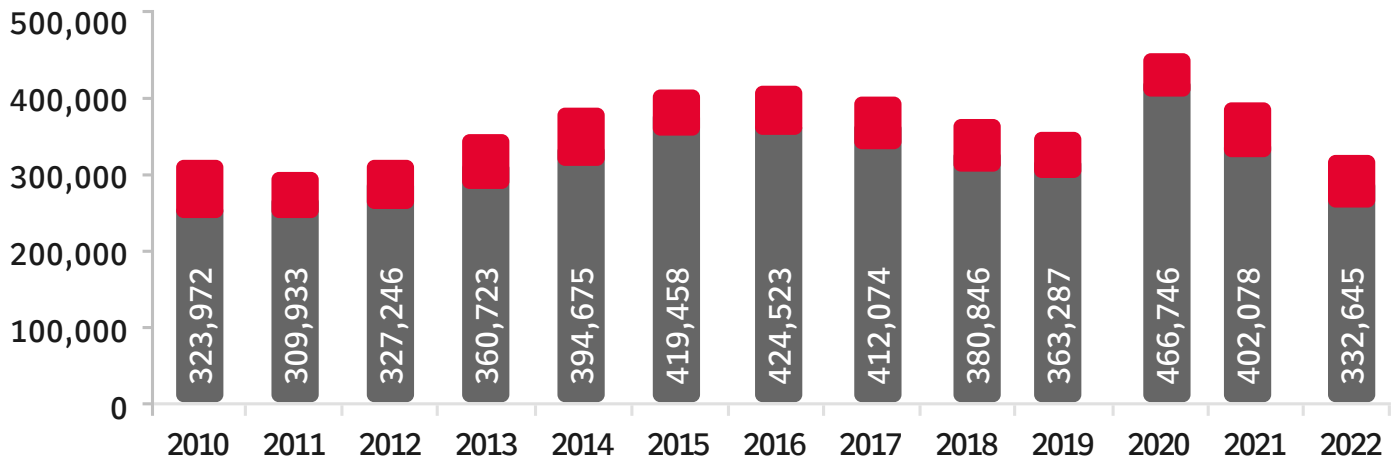
---●--- 2019

—●— 2020

—●— 2021

—●— 2022

## UNEMPLOYED PERSONS AND PERSONS IN TRAINING



■ Unemployed

■ Persons in training

## RECORD NUMBER OF VACANCIES

The economic upswing led to a record number of job vacancies in 2022: On an annual average, 125,503 vacancies were registered with the AMS. In fact, the highest number of job vacancies ever to be recorded (141,139) was registered in June 2022.

The industry with the most vacancies was the sector „Provision of other business services“, which includes, for the most part, temporary employment agencies. That was followed by the sectors „Trade“ with around 21,900 (+39.8% compared to 2021), „Hotels and restaurants“ with around 14,800 (+48.3%) and „Manufacturing“ with around 14,500 (+35%) job vacancies.

approx.  
**125,000**  
job vacancies

**+48.3%**

Hotels and  
restaurants

**+39.8%**

Trade

**+35%**

Manufacturing

# AMS ACHIEVEMENTS IN 2022

**588,334**

job take-ups by  
unemployed/  
apprenticeship seekers

approx. **75%**

of vacancies filled  
within 3 months

unemployment  
insurance secured  
the livelihood of

approx.

**335,000**

persons on an  
annual average

approx.

**80,000**

businesses received  
support

approx.

**540,750**

vacancies were filled

## JOB-SEEKER SERVICE

The central task of the AMS is to match unemployed people with job openings. In 2022, AMS clients received more than 4 million placement proposals from the AMS staff. More than 252,500 placement proposals went to apprenticeship seekers. With the support of the AMS, 588,334 persons were able to find employment or a position as an apprentice. As many as 75% of unemployed persons found a new job within a period of three months. The job take-ups fell by 24,676 persons, i.e. -4% compared to 2021; this is attributable to the low number of unemployed persons compared to the year 2021, which was heavily characterised by lockdowns and employment fluctuations.

Of equal significance to the AMS is securing the livelihood of unemployed people. In 2022, the AMS provided financial support to an average of 334,979 persons by means of unemployment insurance (108,935 unemployment benefits and 124,292 social welfare benefits). In total, the AMS staff processed 1,053,924 income support applications; a sum of € 4.23 billion was paid to the receivers of unemployment insurance benefits.

As part of unemployment insurance regulations monitoring, the AMS had to impose 147,894 sanctions (including bans due to employment termination by the employee), i.e. 25,589 more than in 2021. The majority of sanctions (70,809) were imposed due to rejections of placement and training proposals (§ 10 Unemployment Insurance Act, ALVG).

## BUSINESS SERVICE

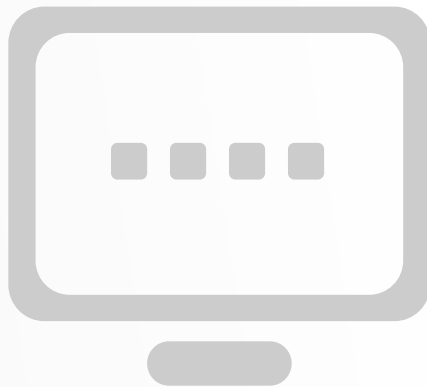
Almost 80,000 companies were assisted by the AMS Business Service, either by referring new employees to them (increase in job vacancies: 595,972, + 7.6% compared to the previous year), by seeking, finding and retaining employees or in subsidy matters.

The AMS Business Service offered advice to more than 36,000 companies, either in person, by phone or online. The range of topics addressed included job advertisement writing, employer attractiveness and even tips on how to get new employees on board. In the course of the AMS Business Tour 2022, a campaign to provide even better service to enterprises, more than 8,600 businesses were contacted. It resulted in more than 20,000 new job vacancies. In 2022, a total of 540,752 jobs including apprenticeship positions were filled with the assistance of the AMS.









## PROVISION OF LABOUR MARKET AND CAREER INFORMATION

The 73 AMS Career Information Centres (BIZ) are central contact points for all people seeking information about careers and qualifications. In 2022, more than 28,000 career and education counselling sessions were held, 12,510 (45%) of which were aimed at adults. Around 4,300 school classes received counselling from the AMS.

more than  
**28,000**  
career and education  
counselling sessions



### Apart from the BIZ services, the AMS offers a broad range of digital information and services related to choice of career:

-  via the portal [www.ams.at/karrierekompass](http://www.ams.at/karrierekompass) information and orientation on the labour market and professions
-  via [www.ams.at/berufskompass](http://www.ams.at/berufskompass) a vocational orientation test for persons over 14 years of age
-  and a large number of other digital information systems:
  - the Career Lexicon ([www.ams.at/beruflexikon](http://www.ams.at/beruflexikon)),
  - the Career Information System ([www.ams.at/bis](http://www.ams.at/bis)),
  - the Further-Education Database ([www.ams.at/weiterbildungsdatenbank](http://www.ams.at/weiterbildungsdatenbank)),
  - Education Compass ([www.ams.at/ausbildungskompass](http://www.ams.at/ausbildungskompass)) and
  - the Job Application Portal ([www.ams.at/bewerbungsportal](http://www.ams.at/bewerbungsportal)).
-  a page specifically aimed at younger people: ([www.ams.at/jugendseite](http://www.ams.at/jugendseite))
-  pages intended for people interested in research and labour market data:
  -  AMS Qualification Barometer ([www.ams.at/qualifikationsbarometer](http://www.ams.at/qualifikationsbarometer)),
  -  Research Network ([www.ams.at/forschungsnetzwerk](http://www.ams.at/forschungsnetzwerk)) and
  -  the Labour Market Data Portal ([www.ams.at/arbeitsmarktdaten-online](http://www.ams.at/arbeitsmarktdaten-online)).

## LABOUR MARKET PROMOTION

approx.  
**429,000**

new persons  
receiving support

billion  
**€ 1.13**

to open up the labour  
market for women

approx. **52%**

of all job and apprenticeship  
seekers under  
age 24 received AMS  
subsidies

approx.  
**57,500**

persons  
acquired higher

approx.  
**174,000**

employees in  
short-time work

The AMS not only helps people find work. With its support programmes, it provides important stimuli to help the unemployed find work and to develop further the qualifications of people seeking employment and also of persons already employed. Close to 429,000 new people were able to be assisted with aids and subsidies from the AMS in 2022. Around 49.8% of people affected by unemployment were included in support programmes. These active labour market policy support measures, including the reduced working hours scheme, represented a total spending of € 2.26 billion.

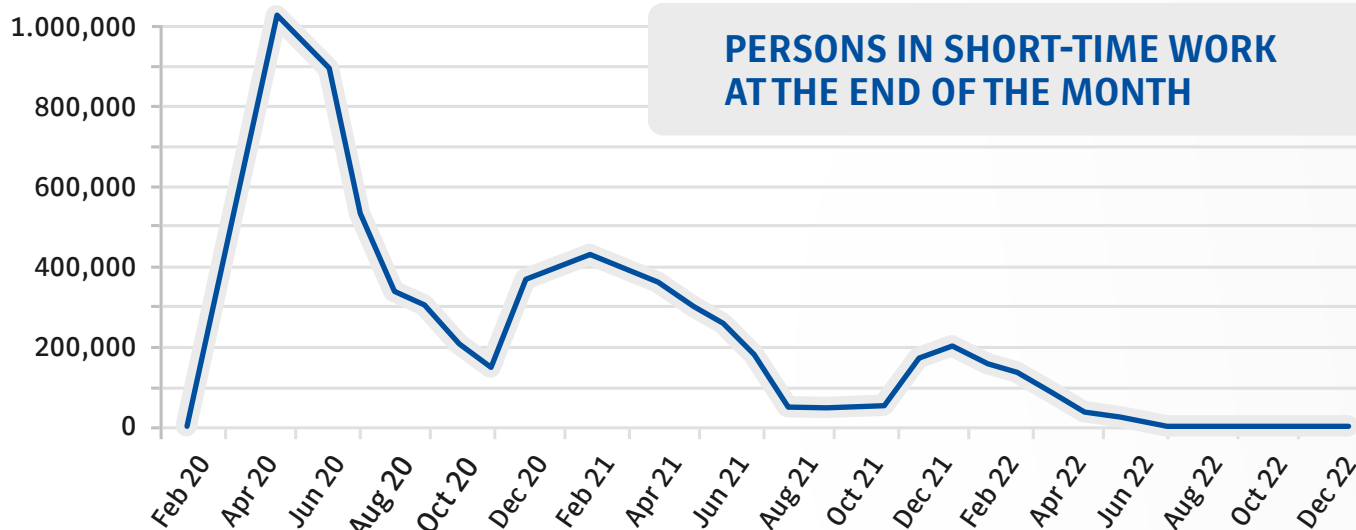
For labour market policy subsidies for around 214,000 unemployed and employed women, € 1.13 billion was spent, i.e. approx. half of the total aids and subsidies budget. As a result, the 2022 gender-responsive budgeting target was once again achieved. 1,363 women started a non-traditional training programme with at least one completed apprenticeship in the context of the FiT scheme („Frauen in Handwerk und Technik“). 13,494 women visited an AMS Women’s Career Centre. More than 41,200 re-entrants (38,000 of which were women) were included in subsidy programmes.

Particularly intensive efforts were made to support young people: 87,819 (52.1% of all registered unemployed and apprenticeship seekers up to the age of 24 years) participated in support measures (without the reduced working hours scheme). To finance measures intended to support young people, the AMS spent almost € 450.33 million, which is more than a quarter of the entire 2022 subsidies budget.

To push towards meeting the skilled labour needs in 2022, 57,507 people attended higher-qualification programmes that lead to a qualification certificate upon successful completion. € 315.33 million was spent on such measures. The AMS supports the greening of the labour market with a number of projects (e.g. the Environmental Foundation or the establishment of a climate protection training centre in Sigmundsberg).

Due to the economic recovery and the tightening of the reduced working hours regulations, short-time work decreased significantly: In the course of 2022, around 174,000 employees were registered for short-time work, i.e. approx. 69% fewer than in 2021. Around € 625.7 million was spent on short-time work.

### PERSONS IN SHORT-TIME WORK AT THE END OF THE MONTH





With the help of the EU Recovery and Resilience Funds established in the Member States to address the impact of the pandemic, measures were also supported in the active labour market policy in 2021 and 2022, using an overall budget of around € 277 million. Approx. 80% of these funds are allocated to the AMS qualification focus areas developed as part of the „Corona-Joboffensive“ (Corona job initiative) in the future-oriented sectors of digitisation, healthcare and environment, as well as in the widely expanded range of basic qualification measures. In addition, employment support in social enterprise organisations as well as the youth coaching handled by the Social Ministry Service are also part of this extensive EU programme.

## SERVICE FOR THE EMPLOYMENT OF FOREIGNERS

Central tasks of the AMS include the issuance of work permits for third-country nationals and of expert opinions for the Red-White-Red Card and the EU Blue Card, as well as EU posting confirmations. In 2022, a total of 118,701 cases (all types of applications) were processed by staff responsible for the employment of foreigners. The majority of cases (i.e. 66,706) involved work permits, while EU posting confirmations accounted for 31,031 cases. Also, a total of 5,972 positive expert opinions were issued for Red-White-Red Cards and EU Blue Cards (initial and re-applications). The three professional categories with the highest number of positive expert opinions were IT and other engineers (2,172), managers (751) and healthcare sector specialists (470). As many as 207 vacancies were filled via the European employment services cooperation network EURES in 2022.

In 2022, on an annual average, 34,720 (+593, i.e. +1.7% compared to 2021) recognised refugees and persons eligible for subsidiary protection were either registered as unemployed with the AMS or attended a training course at the AMS. This was 10.4% of all persons registered as unemployed and persons participating in training courses.

From the very start of Russia's war of aggression on Ukraine, the AMS was included in the counselling, integration and training of persons fleeing Ukraine. The issuance of work permits provided for employed persons was the responsibility of the AMS. From March to December 2022, a total of 18,317 work permits were issued for displaced persons from Ukraine. At the end of December 2022, 11,776 work permits were valid, 8,126 of which were with employment. At the same time, 7,499 displaced persons from Ukraine were registered with the AMS. In 2022, a total of 9,509 displaced persons from Ukraine participated in support programmes, 80% of which were women. The expenditure for this amounted to € 9.90 million. The AMS supported displaced persons from Ukraine with skills surveys, labour market information and with arranging places for them in German language courses. A special website with information in Ukrainian, Russian, English and German was installed, offering information relevant to the labour market. In addition, an extensive guide on living and working in Austria was published in four languages.

million  
approx. € **277**

from the EU Recovery and Resilience Fund for active labour market policy

approx.  
**118,700**

applications for the employment of foreigners processed

**34,720**

refugees and persons eligible for subsidiary protection assisted

approx.  
**18,300**

work permits issued for Ukrainian nationals

# WHAT ELSE THE AMS STANDS FOR

**79.2%**

job-seeker  
satisfaction

**76.1%**

business  
satisfaction

**98.2%**

BIZ counselling  
customer  
satisfaction

million

**107**

accesses to AMS  
job search machine  
„alle jobs“

**154,000**

businesses held an e  
AMS account at the  
end of 2022

## FOCUS ON CLIENTS

The satisfaction of both job-seekers and assisted businesses is central to our efforts and remains at a constant high level. Accordingly, close to four fifths (79.2%) of job-seekers were either very satisfied or satisfied with AMS services in 2022.

Businesses rated the AMS very positively too: More than three quarters (76.1%) of the surveyed companies were either very satisfied or satisfied with the AMS in 2022. A very high level of satisfaction was also registered with career and education counselling services provided by the AMS Career Information Centres (BIZ).

In 2022, 98.2% of the surveyed counselling clients responded to the question „If you think about the counselling interview with your BIZ counsellor, how satisfied were you on the whole?“ with a value of „1“ or „2“ (on a six-point scale).

Despite intense efforts to meet the needs of our clients, it may still happen that some matters are not settled satisfactorily. To be able to enter into a dialog in difficult situations, the AMS ombudspersons have proved valuable and successful. In 2022, for example, around 65% of complaints were able to be fully or partially settled according to the clients' wishes.

## DIGITALISATION INITIATIVE

The AMS has a whole range of digital tools and services that are aimed at both job-seekers and businesses. The AMS job search engine „alle jobs“ recorded more than 107 million accesses and 9 million visitors in 2022, and those are only the ones that allowed cookies. „alle jobs“ lists job offers from the entire internet, the vacancies registered with the AMS and public administration job openings. In 2022, around 229,800 job ads were placed in the e-Job-Room.

By the end of 2022, over 154,000 companies had an e AMS account, i.e. around 8,500 more than in the previous year. More than 1.6 million e AMS accounts held by persons were active, with more than 218,000 new ones being added in 2022. In 2022, the wide range of services provided with an e AMS account were used around 16.7 million times.

A key innovation in 2022 was the trial implementation of the skills matching tool that allows AMS personnel to make matches not only by profession but also by required skills.

As part of the IT Roadmap to modernise the AMS IT, projects were launched focusing on profile matching, identity management, login servers and much more. The modernisation of the data warehouse, to some extent the statistical backbone of the AMS, was developed further.

## THE AMS AS STAFF-ORIENTED EMPLOYER

As of 31 Dec. 2022, 6,630 persons were employed at the AMS (on an annual average 5,867, full-time equivalent). The female proportion was 66.1%. At this point in time there were 75 apprentices, 49 of which were female. The part-time rate was 33,9%, with 85.5% of part-time employees being women. With 366 eligible employees with disabilities, the AMS has exceeded the recruitment rate pursuant to the Disability Employment Act for many years.

A particular focus is placed on the promotion of women within the AMS: As an enterprise, the AMS pursues a consistent equal opportunities strategy. In 2022, the internal equality policy showed success: With a proportion of 55.3%, the target of 50% women in executive positions was exceeded significantly. The long-term target is to have as many women in executive positions as their proportion in the overall number of employees. Targets agreed every two years by the AMS Management Board and a consistent career promotion programme for women additionally help to reach this objective.

**6,630**

employees

**55.3%**

executive positions  
filled by women



### Note:

For further information, the appendix to the Annual Report 2022 is available for download at [www.ams.at/organisation/geschaeftsberichte/geschaeftsberichte-oesterreich](http://www.ams.at/organisation/geschaeftsberichte/geschaeftsberichte-oesterreich).

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