

# EMPLOYMENT AND REFORM DIVISION OF THE NATIONAL JOB CENTRE: ASSESSMENT AND RECOMMENDATIONS

Often envisaged but long delayed, the creation of the Pôle emploi (job centre) by the law of 13 February 2008 on reforms to the organisation of the public job centre is a major change for both users and staff of the new public operator.

In fact, a new national public institution, grouping together the responsibilities and resources of the ANPE (Agence nationale pour l'emploi – National Employment Agency) and the unemployment insurance network, was created to deal with both the placement and compensation of job seekers.

Just over three years after the 2008 law, the Economic, Social and Environmental Council wanted to make a first assessment of the implementation of this reform, the launch of which took place against an unfavourable economic backdrop.

Improving the service provided to users, both job seekers and businesses, is the main objective sought by this reform. Having regard to the initial objective, it appears from the work carried out by the Council that this major change to public job services (which has undoubtedly not been accompanied by adequate resources) has not yet resulted in the significant improvement of the services provided to users. In particular, monitoring and support of job seekers remains insufficient, whereas services provided to businesses, despite real progress, show room for improvement.

While the support of job seekers until they find a position should be an essential task of the job centre, the results achieved are disappointing. There is room for improvement in terms of the personalisation of the service provided to job seekers, the mobilisation of aid encouraging their return to work, vocational training and the stabilisation of schemes. Also, the effectiveness of the public job centre, measured in terms of the unemployed returning to work, remains limited.

In a dispersed and pigeon-holed institutional environment, the job centre is now called upon to play a pivotal role to encourage coordination between the numerous parties involved in public employment services. Cooperation with local offices, the Cap emploi network and regional authorities remains insufficient.

## JOB CENTRE

**50 000** officials  
**907** sites

**6 million**  
registrations/year

**3,3 million**  
job offers/year



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# THE PROPOSALS OF THE ESEC

The Council, after carrying out an analysis of this reform, has drafted several recommendations pertaining to measures to be implemented in order to improve the quality and effectiveness of the service provided to users. As well as greater personalisation of the service and the necessary strengthening of support for job seekers, several proposals also seek to strengthen the governance and management of the job centre so that this reform has all the expected effects.

## RECOMMENDATIONS FOR THE JOB CENTRE

- Ensuring the harmonious development of different access channels
  - Guaranteeing real personalisation of the service provided
  - Strengthening the differentiation of support paths
  - Developing job seeking activities and the monitoring of job offers
  - Expanding recruitment help, in particular for the management of SME/ VSB's
  - Improving the compensation procedure and service
  - Better responding to the concerns of users
  - Developing the range of training services
  - Facilitating the mobilisation of individual rights
  - Better mobilising the use of assisted and work-study contracts
  - Continuing the structuring of the network on the basis of the target-scheme
  - Strengthening cooperation with other parties involved in the public employment service
  - Better taking the psycho-social risks of officials into account
- Discussing the evolution of professions

## RECOMMENDATIONS FOR THE PUBLIC AUTHORITIES

- Intensifying the training effort
- Ring fencing intervention credits in favour of job seekers
- Developing an information portal on available training
- Better management of short hours, partial unemployment and training
- Increasing the resources of the Job Centre
- Renewing the governance of the Job Centre
- Rethinking regional governance
- Reviewing the performance indicators of the tripartite agreement

*Job Centre employees assigned to support job seekers*

71 FTE  
for 10,000 unemployed in France

113  
in the United Kingdom

150  
in Germany

Source: IGF

1 job seeker  
in 2  
receives compensation

1 job seeker  
in 3  
works short  
hours

1 job seeker  
in 40  
benefits from training  
financed by the  
Job Centre