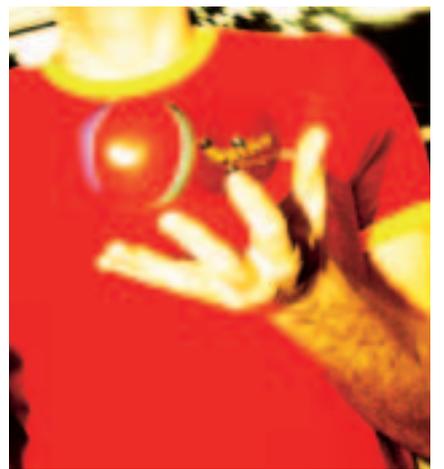
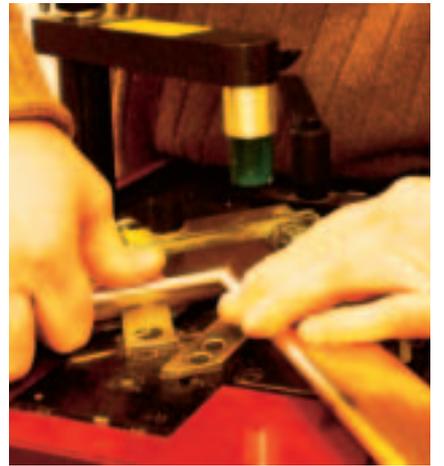


# MORE PEOPLE IN WORK, FEWER ON WELFARE

2004 Annual Report – Aetat





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For more information about Aetat and what we do please visit [www.aetat.no](http://www.aetat.no), where you will also find additional key figures for 2004.

# About Aetat

## Aetat's main tasks and goals

Aetat is the Norwegian Public Employment Service. Its main tasks are to monitor developments in the labour market and implement the labour market policy set out by the political authorities.

Aetat's goal is to ensure a well functioning and inclusive labour market. We want to achieve this by making the most of job seekers' qualifications and facilitating active job hunting in order to fill vacancies quickly.

We also focus a great deal on individually adapted assistance, including placement assistance, skills development, and vocational training for both ordinary and occupationally handicapped job seekers who are unable to find work on their own.

Aetat's focus areas:

- Improving services for job seekers, with a focus on faster access to work.
- Intensifying our efforts for groups with special problems in the labour market.
- Helping employers meet their recruitment needs.
- Ensuring satisfaction amongst our users, with respect to both how they are treated and the quality of Aetat's services.
- Improving Aetat's reputation.
- Ensuring good service provision for all users by adapting the organisation with the aim of utilising resources more efficiently.
- Reducing sick leave through goal oriented and systematic improvements to the working environment.

## Key figures for 2004

Aetat spent around NOK 29 billion in 2004:

- approximately NOK 5.1 billion on labour market measures, NOK 2.2 billion of which on regular labour market measures and NOK 2.8 billion on labour market measures for the occupationally handicapped
- approximately NOK 10.8 billion on rehabilitation benefits
- approximately NOK 11 billion on unemployment benefits
- approximately NOK 2.2 billion on Aetat's administration.

Aetat had 3,494 person-years at its disposal in 2004.



## Aetat's organisation

### Aetat Directorate of Labour

Is responsible for managing Aetat's activities, monitoring developments in the labour market, and providing information and advice to the Ministry of Labour and Social Affairs.

Special units under Aetat Directorate of Labour

- Aetat Helpline Centre in Mo i Rana provides a telephone service (800 33 166) for job seekers and employers, processes employment status forms from benefit recipients and registers vacancies on [www.aetat.no](http://www.aetat.no). The centre also provides user support for [www.aetat.no](http://www.aetat.no).
- Aetat Centre for Vocational Rehabilitation provides a service to job seekers with reduced working capacity, for example difficulties in concentrating, or visual or hearing problems.

### Aetat's main offices

are responsible for administration at county level, and monitor developments in the labour market in their region.

Special units under Aetat's main offices

- Aetat Employment Counselling is represented in every county and provides Aetat's local employment offices with specialist expertise in helping job seekers who experience particular obstacles and restrictions in relation to work and training.
- Aetat Intro provides additional assistance for job seekers from immigrant backgrounds and has offices in Oslo, Bergen, Trondheim and Kristiansand.

### Local employment offices

Local employment offices provide a service for job seekers by, among other things, providing information about vacancies, guidance on issues relating to occupations and training, offering and implementing individually adapted measures and administering the unemployment benefit scheme.

# Cooperation is the key to good results



This new administration's most important goals would be to help get more people into work and reduce the number of people receiving passive benefits.

A well functioning and inclusive labour market requires close cooperation on many fronts. We were more convinced of this in 2004 than at any other time.

The new tasks we took over in the area of occupational rehabilitation from the National Insurance Service on 1st July require continued close cooperation in order to achieve our goal of more people in work.

While the number of people receiving rehabilitation benefits from the National Insurance Service has fallen by around 20 per cent, the number of people in vocational rehabilitation has increased. In 2004 an average of 86,400 people were registered as occupationally handicapped job seekers with Aetat. This is 11 per cent more than in 2003. The close correlation between sickness, rehabilitation, and work is one of the most important reasons for closer integration and coordination of the services.

I have seen many good examples of coordination between the National Insurance Service, social services and Aetat over the last year. Verdal, Kristiansand, Saupstad, Løten and Narvik are some of the pioneering offices. Users with complex needs are very satisfied with the fact that we have started to work more closely. We must admit there have been challenges along the way, but no one wants to return to where we were before we started.

The action plan for combating poverty demands close cooperation with local authorities' social services. Long-term recipients of social assistance and substance abusers undergoing treatment are examples of groups who receive individually adapted help.

In Bergen I met 23 year-old Atle who came to the youth team at Årstad employment and welfare centre for housing support, but left as a job club member. Today he has a practice position and has a chance of an apprenticeship.

If we are to succeed in getting more people into work, Aetat is wholly dependent on good information about and close cooperation with the labour market. The employers we work with rely on us to deliver good, appropriate services. These good relationships are vital in achieving good measures chains, especially for job seekers who need adapted working environments.

I strongly dislike the term 'occupationally handicapped'. In some context or another most of us are occupationally handicapped. An occupational handicap primarily limits us with respect to an occupation we have had. For most people an occupational handicap means a change of career – and for Aetat it means facilitating and supporting someone in a new job. A hairdresser who gets eczema or a machine operator who injures his or her hand can become skilled engineers.

Many immigrants may perhaps only need to show an employer what they can do. This is confirmed by Trelleborg-Viking. About 25 per cent of their employees come from 23 different countries. They also said the first time they hired an immigrant was the hardest.

However, most important of all – our work with 338,000 job seekers in 2004. Most quickly find new work, either through contact with our employees or by utilising the self-service solution on [www.aetat.no](http://www.aetat.no).

New employment and welfare administration – what next?

On 11th March 2005 the government presented a white paper containing a proposal for the reorganisation of employment and welfare administration in Norway. In short they are proposing the collation of Aetat's and the National Insurance Service's tasks in a new state organisation. They are also proposing that this new organisation work far more closely with local authorities' social services than today. This new administration's most important goals would be to help get more people into work and reduce the number of people receiving passive benefits.

As the director general I regard my most important task in 2005 as being to ensure the development and improvement of Aetat's services for job seekers and employers. This will be Aetat's most important contribution to achieving successful reform.

A heartfelt thanks to all of our partners in 2004.

Inger-Johanne Stokke  
Director General



# Testing of a new labour and welfare administration

White Paper No. 46 concerning the new employment and welfare administration was presented to the Storting (the Norwegian parliament) on 11th March 2005. The main goals of the reorganisation in this area are to strengthen the focus on jobs in welfare policy, improve the quality of the service by increasing individual follow-up and achieve more efficient administration and casework.

Trial projects have been taking place around the country since 2002 in order to gain experience in relation to a future coordination of Aetat, National Insurance Service and local authorities' social services.

A total of 17 projects<sup>1</sup> have received resources for trials from the Directorate for Health and Social Affairs since 2002. More information about these trials can be found in the report "Evaluation of the coordination trials between Aetat, the social services and the National Insurance Service – status and preliminary comments" ("*Evaluering av samordnings-for-*

*søkene mellom Aetat, sosialtjenesten og Trygdeetaten – status og foreløpige betraktninger*") which can be found on the Directorate for Health and Social Affairs' website at [www.shdir.no](http://www.shdir.no).

In addition to the central coordination trials a number of other trials have been started around the country based on local initiatives between local authorities' social services, Aetat's local employment offices and national insurance offices. In 2004, Aetat was involved in these types of trials in the following counties:

## **Hedmark**

Some of Aetat's activities in Hamar were collocated with the Municipality of Hamar's employment team and refugee service. Hedmark County Council's follow-up service was also located in the same building. Hamar's national insurance office will also move in as soon as there is a resolution concerning the establishment of a new employment and welfare administration.

## **Sogn og Fjordane**

In Høyanger Aetat moved into shared premises with the national insurance office and the

social services office and established an employment and welfare centre in which all three players are represented. All enquiries from the three services' users go via the employment and welfare centre.

## **Hordaland**

In Fyllingsdalen a shared office was established. This is a pure collocation of the national insurance office, social services and Aetat. The Osterøy public services office was opened in December 2004 and resulted in the collocation of the municipality's Aetat, the national insurance office and social services. Aetat has thus returned to Osterøy after a few years of absence.

## **Møre og Romsdal**

In Åndalsnes Aetat now shares premises with the social welfare office. The national insurance office is in the same building. The same has happened in Vestnes and Eide.

## **Østfold**

A common front line consisting of Aetat, the national insurance office and social services was opened in Eidsberg in October 2004. The trail was supported by resources from the Ministry of Local Government and Regional Development.

<sup>1</sup> Arendal, Rissa, Lødingen, Moss, the borough of Årstad in Bergen, Låten, Dønna, Nittedal, Verdal, the borough of Saupstad in Trondheim, Skien, the borough of Frøgnier in Oslo, Kristiansand, the Orkdal region, Askøy, Narvik and Tromsø.





## Right man in the right place

**For physically handicapped Johan Petter Hesselberg the road to a 50 per cent job with Sør-Trøndelag County Council has been long.**

When he was 20 he was seriously injured in an accidental fall. On 20th July 2004 the seriously physically handicapped 58-year old started an 18-month engagement with the aid of a wage subsidy from Aetat.

First Aetat got him a six-month work placement with the county council as a secretary in the county committee for the handicapped. In addition to this he worked in the government project Universal Design: "Accessibility for everyone is no obstacle". The project is intended to contribute to public spaces being more accessible to people with all types of handicaps, especially at the upper secondary schools in Sør-Trøndelag.

The right man in the right place is the refrain among his colleagues in his workplace. Who is better suited to work on this issue than someone who has experienced such problems personally. As far as his work in the project is concerned, his physical handicap is a first class qualification.

For an employee like him, dependent on a wheelchair, organising the working day makes significant demands. Sør-Trøndelag County Council has made a significant contribution with respect to this and Hesselberg has six assistants who work in shifts providing him with help.

# The occupationally handicapped are a valuable labour force

**At the end of 2004, 94,596 people were undergoing vocational rehabilitation. This was 17 per cent more than the previous year. Getting occupationally handicapped job seekers back to work is an important task for those who are occupationally handicapped themselves, for society and, not least, for employers.**

In October 2004, an important labour market political watershed occurred when the number of occupationally handicapped people surpassed the number of ordinary unemployed people. This will be the normal situation for a long time to come according to Aetat's prognoses. These prognoses also indicate that this trend will continue in 2005; while unemployment will fall slightly and on average total around 85,000 people next year, the number of occupationally handicapped job seekers will continue to rise to an average of 95,000 people.

The number has been rising for a long time and from 1999 to 2003 it increased by around 23,000 people. This corresponds to an increase of 42 per cent for the entire period, or an average annual increase of more than 9 per cent. There are several reasons behind this increase, including the fact that the criteria for receiving a disability pension have been tightened during the period, and the fact that vocational rehabilitation must now be considered earlier for people who are receiving sickness benefit or rehabilitation benefit.

In the last year the authorities have introduced several measures to strengthen the work being done for people who, for a variety of reasons, are in danger of falling out of the labour market. At the end of the year a statutory duty was introduced to consider vocational rehabilitation as early as possible in a sickness benefit period, as was a corresponding duty during the medical rehabilitation period. From 1st July the authority to take a decision regarding vocational rehabilitation was given to Aetat.

### **Aetat's responsibility for vocational rehabilitation**

In the summer of 2004, Aetat took over responsibility for the medical assessments associated with applications for vocational rehabilitation, as laid down in Section 11.5 of the National Insurance Act, from the National Insurance Service. This stipulates that Aetat has the authority to reach decisions in rehabilitation cases.

Prior to 1st July this responsibility was shared by the National Insurance Service and Aetat. The National Insurance Service's role was to provide an assessment of whether or not the applicant fulfilled the medical criteria for vocational rehabilitation. Thereafter Aetat took a decision regarding which measures were necessary and appropriate to ensure the applicant would be able to gain employment.

The intentions behind transferring responsibility to Aetat were that:

- work related assessments should be part of the rehabilitation process right from the start

# y handicapped our resource

- assessments regarding the extent to which vocational rehabilitation is relevant should be made as quickly as possible
- the waiting periods in all links in the process chain should be cut so that job seekers could return to work more quickly

## Strengthening efforts

If the goal of a more inclusive labour market is to be achieved, it is necessary to raise the level of ambition regarding vocational rehabilitation. Aetat has challenged itself as part of this work. We are systemising and implementing measures, both nationally and locally, that are intended to ensure an even stronger focus on labour market measures contributing to increasing integration in the ordinary labour market, and that the goal of rehabilitation is a job.

This does not mean that everyone can achieve this goal. The principle that the threshold for being allowed to try rehabilitation should be low remains. We must therefore accept that not everyone will succeed.

A stronger work orientation in welfare policy means that more people than before should return to work instead of being on benefits. This is the only way we can slow the growth in the number of people on disability pensions and those who are outside the labour market, and ensure that Norway has access to the manpower it needs in years to come, high employment rates and good wealth creation.

In 2003 and 2004, an average of 41 per cent of the occupationally handicapped were in work. However, this percentage increased slightly at the end of 2004 compared with the same period the year before.

Efforts are being made in many areas at the same time: the focus is on work-related measures and work placements early on in the rehabilitation process, simpler and more effective casework, and employers and



## Back to work

**"I wanted a career and hoped to get a management position, but my illness ruined that for me," says Ann-Mari Lofthus (35). She is now gaining a new foothold in working life through the Work with Assistance labour market measure..**

Ann-Mari Lofthus has been diagnosed with bipolar disorder 2, which means she is slightly manic depressive. She calls herself hypomanic. During hypomanic episodes she is in high spirits and maintains a level of activity that would take most people's breath away, she is exaggeratedly talkative and sociable, but is also easily irritated.

"I think many people had problems relating to me in during the episodes when I was poorly, and that was probably an obstacle to advancement," says Lofthus who has a master's degree in history.

After she was diagnosed in the spring of 2002, she joined Fountain House in Oslo. The Fountain House movement involves 400 clubhouses around the world, which all work according to the same guidelines: rehabilitating mentally sick people through work. Fountain House in Oslo has hired two facilitators in Work with Assistance who are paid by Aetat. Lofthus became an AB employee just before Christmas 2003. She is employed as a project manager in a 50 per cent paid position at the Norwegian Council for Mental Health and the facilitators' task is to slow her down if she appears to be starting to take on too much. She has clearly stated that no one should take it badly if she refuses to take on some tasks. Ann-Mari can stay in Work with Assistance for up to three years, and she regards this as a training period.

"It is by no means certain that I will ever return to a 100 per cent job. I will have to build myself up step by step, so we will see how far I come," she says.



job seekers receiving systematic follow-up by Aetat. Assessments should be made quickly and be of good quality. Waiting periods should be made as short as possible, vocational training and skills development measures should take place in ordinary working life through integrating measures, and the assistance from Aetat should be adapted to the individual's needs.

### Big differences

Who are they then, the job seekers that in the statistics end up in the relatively unnuanced group called the "occupationally handicapped"? The occupationally handicapped, in the same way as the rest of the workforce, constitute a very mixed group. The common denominator shared by occupationally handicapped job seekers is that at some time they have suffered an illness, injury or disability that has limited their ability to choose their occupation or remain in an occupation.

It is important to be aware that once a person has undergone a vocational rehabilitation pro-

cess the person concerned is ready to take on a job he or she is qualified for in at least as good a manner as other job seekers. Moreover, many occupationally handicapped job seekers do not need to participate in vocational rehabilitation but are placed straight into another job where their occupational handicap does not represent a limitation.

The fact that one at some time or other during one's life sustains an injury that has resulted in vocational rehabilitation does not in other words mean that this injury needs to be a limitation with respect to the person working in the future. In some contexts it can on the contrary be an advantage.

Employers are only too aware that the pace of restructuring in the labour market is constantly increasing. Hiring an employee who from his or her own experience knows that restructuring can be absolutely necessary can be a plus. Everyone who has been through vocational rehabilitation knows this.

### Cooperation with employers

Aetat helps to improve the chances of occupationally handicapped job seekers participating in the labour market through various skills development and vocational training programmes. Aetat wants to develop these services further, with a view to being able to tailor the services as much as possible based on what the individual needs.

Aetat is also interested in listening to employers' experiences. Several companies who have taken on occupationally handicapped job seekers have expressed a desire for closer follow-up from Aetat. It is important for us to have an open dialogue with employers in which we can find good solutions together.

In order to succeed in bringing occupationally handicapped people back into working life Aetat is dependent on employers doing their bit. Many employers are inclusive employment companies and have, through goal 2 in the inclusive employment agreement a shared responsibility for helping more people with reduced functional abilities to gain employment. Job seekers who have undergone vocational rehabilitation represent a valuable work resource. Expanding the recruitment base – and thus ensuring increased diversity in the workplace – can prove to be a good investment.

### Cooperation with the National Insurance Service

One overarching goal of the cooperation between the National Insurance Service and Aetat is that people with illnesses, injuries or disabilities should be able to return to work as quickly as possible. The services have a shared responsibility for meeting the users' needs for coordinated services and helping them return to work quickly.

The National Insurance Service is responsible for following up people on sick leave in and out of the employment. In cooperation with the employer the National Insurance Service is responsible for ensuring that internal company means are tried or considered before the person on sick leave is possibly referred to Aetat.

# Measures for employers who recruit the occupationally handicapped

Aetat can offer a broad range of measures to employers who hire or provide work placements for occupationally handicapped job seekers. Aetat can also assist with technical and ergonomic modifications in the workplace.

## **Work placements**

This measure is intended to facilitate vocational training with follow-up. The placement should help the individual test his or her opportunities in the labour market and strengthen their chance of gaining employment or training.

## **Wage subsidies**

Employers who hire the occupationally handicapped can be granted time-limited wage sub-

sidies. The people have to be hired on regular pay and working conditions with a view to a permanent job.

## **Wage subsidies in the reactivation of people on disability pensions**

Employers can be provided with compensation when they hire people on disability pensions who want to return to work. The subsidy is provided for a time-limited period with the goal of a permanent job on regular pay and working conditions.

## **Temporary employment measures**

Temporary employment measures are intended to provide the occupationally handicapped

who have problems entering the labour market with work experience. The employer is responsible for facilitating training according to a plan that has to be approved by Aetat.

## **Work with Assistance**

Work with Assistance can be offered to occupationally handicapped people who have extensive occupational handicaps, with a view to integrating them into regular working life. The assistance can be provided in the form of facilitation and training in the workplace. The employer is also provided with advice and guidance.

For more information contact your local Aetat office or visit [www.aetat.no](http://www.aetat.no).



# Combating poverty

In autumn 2002, the government presented White Paper No. 6 (2002-2003) "Action Plan for Combating Poverty". The main strategy for combating poverty involves getting more people into work. Aetat is helping to achieve this goal by focusing on goal-oriented labour market measures.

## Goals

The goal of the labour market effort is to help people in the target groups become better equipped to provide for themselves through their own work. The effort is also intended to help stop the recruitment of new recipients of social assistance, with a particular emphasis on young people. Aetat's entire range of means and measures are being used in this effort. The effort is being carried out in close cooperation with local authorities' social services.

## Scope in 2004

In 2004, 1,680 placements were earmarked in the labour market effort in the "Action Plan for Combating Poverty". The effort involves working together with 45 local authorities.

During the course of 2004, 8,997 people participated in the labour market effort. Of these 6,896 people (77 per cent) participated in labour market measures. Those who no longer participate in the effort and are not receiving any other services from Aetat are sent a final employment status form. 2,628 people were sent a final employment status form during 2004. Half of these (50 per cent) replied to the final employment status forms and stated which activity they were involved in. Of those who answered, 46 per cent stated they were in work at the time they responded, and 11 per cent stated that they have commenced self-financed education.

Aetat is responsible for finding appropriate measures that can help individual users to enter the regular labour market. In the effort, as in Aetat's services for all job seekers, weight is given to finding the right measures together with the participant, based on the individual's needs. Various forms of skills development, vocational training, wage subsidies and assistance vis-à-vis job hunting are important means on the road to work.

Closely following up users has also proved to be a key element.

Labour market training and work placements were the most frequently used measures in 2004.

## Increased effort for users

The work on the effort has resulted in improved cooperation between Aetat and the social services. This is a major benefit<sup>1</sup>. The development of the cooperation and an increased focus on the target groups have contributed to:

- More people in the target groups receiving an offer from Aetat than before
- Greater parallelity in the assistance provided by the two services
- Better coordination and prioritisation of the services provided by the two services
- Gaining an overall picture and being better able to provide an assessment offer
- A long-term perspective in the work with the target groups

Our experience so far has been that, through the effort, Aetat is providing more assistance to groups who are further removed from the regular labour market than before. This, combined with the fact that Aetat has been allocated more resources, has led to more people in the target groups gaining access to Aetat's services. The ongoing evaluation of the effort also shows that the social services can to a greater extent, through the close cooperation, utilise Aetat's services and means for their users. The so-called "shuttlecock problem" has been reduced through the improved cooperation routines between the services.

## The cooperation between Aetat and the local authorities

The work on the effort builds on close cooperation between Aetat and the social services in the local authorities. It is primarily the social services who select candidates who could benefit from participating in the effort. In the further analysis three-way interviews are often employed involving the participants, Aetat and the social services. The follow-up of participants is based on each individual participant's needs.

In most locations, written cooperation agreements between the services have been signed. Some are utilising existing agreements. In other places agreements have been specially drawn up according to the specific work being done.

## Target groups

- Long-term recipients of social assistance, people who receive social assistance for more than six months or have been recipients for periods during each of the last three years
- Young people between the ages of 20-24 for whom social assistance is their main source of income
- Single parents for whom social assistance is their main source of income
- Immigrants who are not required to be receiving social assistance, but who are judged as needing assistance to find a job
- People undergoing medicine-assisted rehabilitation

One important criterion for successful cooperation is that there are designated contact persons in both services, available for each other and the user.

A clear division of work between the services and a uniform attitude towards the users are also important. In the effort Aetat bears primary responsibility for finding appropriate labour market measures, implementing the measures and contact with employers. Aetat's labour market knowledge is an important prerequisite for this work. The social services bear primary responsibility for housing issues, financial advice, and coordination with respect to the rest of the social services system.

Our experience from the labour market effort under the "Action Plan for Combating Poverty" is an important contribution to the work of organising a new employment and welfare administration.

The labour market efforts are being evaluated by the Work Research Institute. So far two interim reports regarding the evaluation have been published. The final report will be published in the autumn of 2006.

<sup>1</sup> «Evaluation of the labour market effort for recipients of social assistance: Interim Report 2», Work Research Institute 2004.



# Moderate fall in unemployment

**The trend in unemployment in 2004 was characterised by a moderate fall in unemployment. The average for the year was 91,000, a fall of 1,100 or 1 per cent fewer than in 2003. The number of registered unemployed job seekers amounted to 3.9 per cent of the workforce in 2004.**

The cyclical upturn in the Norwegian economy has lasted since spring 2003 and in 2004 led to a moderate fall in unemployment. Within the private sector the fall has been greatest within industry, building and construction, ICT and occupations that require higher technical qualifications. Unemployment rose for occupa-

tions in the public sector, especially within health, nursing and care.

On average, 52,200 wholly unemployed men and 39,400 wholly unemployed women were registered with Aetat. Unemployment among men and women amounted to 4.1 and 3.5 per cent of the workforce respectively. Measured in relation to 2003, unemployment has fallen by 3 per cent for men, while it has increased by 2 per cent for women. This corresponds with the fact that unemployment fell in male-dominated occupations within industry and building and construction, while it increased in typical female occupations such as health, nursing and care work.

## **Trends in the Norwegian economy and labour market**

After being characterised by a weak economic situation, activity in the world economy rose

during the spring of 2003. China and the USA were together responsible for the international economic upturn. Internationally the demand for oil has increased due to stronger growth in the world economy. The average price of oil rose by no less than 25 per cent from 2003 to 2004 measured in NOK.

Activity in the Norwegian economy has risen since the 2nd quarter of 2003 due to the international cyclical upturn, high level of oil investments and low interest rates. Despite the increased level of activity there was only a moderate fall in unemployment in 2004. The fall in unemployment in 2004 involved occupations that are exposed to the economic situation such as industry and building and construction. ICT related occupations and occupations that require higher technical qualifications also saw a fall in unemployment. The cyclical upturn in industry was due to international factors, plus an improved competitive situation due to the weakening of the NOK and a moderate pay settlement. The increased investment in oil also contributed to the fall in unemployment in both industry and in building and construction. Within building and construction, lower interest rates helped, which in turn stimulated increased investment in housing and led to a fall in unemployment.

The public sector has not participated in the growth in the same way as in earlier cyclical upturns. Unemployment within the production of services that have traditionally been performed by the public sector has seen a clearly weaker development than normal. Poor local authority finances have led to many local authorities having to increase the efficiency of their operations, which has resulted in higher unemployment and fewer vacancies within, for example, health, nursing and care.

## **Unemployment fell most in the second half of 2004**

Unemployment topped 100,000 job seekers in January 2004, which also was the highest level of unemployment in 2004. On average there were 1,000 more unemployed people in the first half of 2004 in relation to the same period in 2003. In the second half of the year there was a fall of 3,200 people.



### **338,000 experienced complete unemployment in 2004**

The total number of people who experienced unemployment during the course of 2004 was far higher than the average figure of 91,000 indicates. In total 338,000 people were registered as wholly unemployed job seekers during the course of 2004. This shows that there is a great deal of turnover among the unemployed.

By way of comparison, in 2003 there were on average 92,6000 wholly unemployed job seekers and a total of 335,000 individuals were registered as wholly unemployed job seekers during the year. This means that there is a large through flow among the unemployed and that many unemployed people quickly find new jobs.

### **Fewer long-term unemployed**

There was a fall in the number of long-term unemployed (i.e. people who have been unemployed for 26 weeks or more) of 1,300 people, or 5 per cent from 2003 to 25,000 people in 2004.

26 per cent of unemployed women were classed as long-term unemployed, while the equivalent figure for men was 28 per cent in 2004.

### **Fall in unemployment in many counties**

Measured as a percentage of the workforce, Oppland and Akershus experienced the lowest rate of unemployment, while Finnmark and Oslo experienced the highest rate of unemployment in 2004.

During 2004, unemployment fell the greatest in Vest-Agder (by 11 per cent) and in Aust-Agder (by 9 per cent). The fall in unemployment in these counties can be ascribed to the improved situation in industry. Unemployment increased the most in Sogn og Fjordane, by 10 per cent. This increase must be seen in the context of the fact that Sogn og Fjordane had the lowest average level of measures among all the counties in 2004. Towards the end of 2004, unemployment began to fall in Sogn og Fjordane as well.

### **Unemployment falling most for people who have completed compulsory schooling**

In 2004, unemployment among people who have completed compulsory schooling fell by 9



per cent and by 6 per cent for people with an upper secondary education, basic course and advanced upper secondary course I (VK I). People whose highest level of education is completed compulsory schooling account for 18 per cent of the wholly unemployed, while those with an upper secondary education up to and including VK I account for 31 per cent.

In the case of people with higher education, unemployment increased by an average of 10 per cent during 2004. This applied both to people with higher education of up to four years and for those with more than four years.

Even though unemployment has increased most among people with higher education, only 23 per cent of the total number of unemployed people have higher education.

### **Falling unemployment for under 29s**

From 2003 to 2004, registered unemployment among people up to 19 years old fell by 7 per cent. For people in the 20-29 age group unemployment fell by 4 per cent, while it increased by 3 per cent for people over 60.

People up to 19 years old accounted for 3 per cent of wholly unemployed job seekers, while



20-29 year-olds accounted for 31 per cent. 20-29 year-olds also constituted the largest group of unemployed people in 2004, followed by 30-39 year-olds who accounted for 30 per cent of the unemployed. This age group experienced no change in its unemployment rate from 2003 to 2004. Measured as a per cent of the workforce, the 20-24 age group experienced the highest unemployment rate with 6.7 per cent, while the 50-59 age group experienced the lowest unemployment rate at 2.3 per cent.

#### **Most unemployed people with immigrant backgrounds in Oslo**

In 2004, there were on average 17,900 wholly unemployed job seekers with immigrant backgrounds registered with Aetat. Immigrants accounted for 40 per cent of all wholly unemployed job seekers in Oslo in 2004. On a nationwide basis the percentage of wholly unemployed immigrants amounted to 20 per cent. The counties with the largest percentage of wholly unemployed job seekers with immigrant backgrounds after Oslo were Akershus and Buskerud, both with 22 per cent. Nord-Trøndelag and Nordland had the lowest percentages of wholly unemployed job seekers with immigrant backgrounds, with 7 and 9 per cent respectively.

#### **More people participating in regular labour market measures**

In 2004, there was an increase in labour market measures compared with the preceding year. On average there were 17,000 participants in labour market measures in 2004. This is 2,600 more, or 19 per cent more, than in 2003. The largest individual measure was labour market training (AMO courses) with an average of 6,700 participants in 2004.

#### **More vacancies**

Aetat registered 202,500 vacancies in 2004. This was 2,700 or 1 per cent more than the year before. On average, the highest number of advertised vacancies was within commerce with 30,400 vacancies. Transport was among the occupations with the fewest number of advertised vacancies. Here, an average of 4,700 vacancies were advertised in 2004.

#### **Continued growth in the number of occupationally handicapped job seekers**

The growth in the number of occupationally handicapped job seekers continued in 2004 due to a tightening of the rules for receiving rehabilitation benefit and because of changes in the division of responsibility between the National Insurance Service and Aetat from 1st

July 2004. In 2004, on average 86,400 people were registered as occupationally handicapped with Aetat. This is 8,800 (11 per cent) more than in 2003. The number of occupationally handicapped exceeded the number of wholly unemployed job seekers in October 2004. This trend continued for the rest of the year.

#### **Effects of EU enlargement on the labour market**

From and including 1st May 2004 the EU expanded by ten new countries; the Czech Republic, Estonia, Latvia, Lithuania, Poland, Slovakia, Slovenia, Hungary, Cyprus and Malta. At the same time these countries became part of the EEA. Norway has decided to adopt transitional schemes for employees who want to work in this country from the first eight of the ten new member states listed. These provide increased opportunities to regulate the flow of manpower in line with developments in the Norwegian labour market.

Between the enlargement date and the end of 2004, 982 new job seekers were registered<sup>1</sup> from these EU countries. Job seekers from Poland dominate this figure<sup>2</sup>. Many people will probably appear in the statistics more than once, given the fact that many people will have short-term engagements, which means they will register with Aetat multiple times.

Many of the wholly unemployed job seekers from the new EU countries have higher education and 42 per cent are registered with higher education. The majority of the job seekers are women and a preponderance of the job seekers' occupational preferences are within health, nursing and care, and mercantile occupations.

The number of job seekers from new EU countries was modest in 2004 and so far has not caused problems in the Norwegian labour market.

<sup>1</sup> Job seekers is the term used for wholly unemployed regular measures participants, part-time employed, other ordinary job seekers and the occupationally handicapped.

<sup>2</sup> These are citizens from the new EU counties who registered at Aetat's local offices after 1st May 2004. Some of these have lived in Norway longer than from 1st May.

# Improved labour market in the future

## **Unemployment will continue to fall according to Aetat's prognoses.**

From 2003 to 2004, unemployment fell by an average of 1,100 people. Unemployment was relatively stable during the first half of 2004, while in the second half it fell by 3,200 people. Aetat expects the labour market to improve further in 2005 and it is estimated that employment will increase by around 25,000 people. Aetat expects registered unemployment to fall from 91,600 in 2004 to 85,000 during 2005. The number of participants in regular labour market measures is expected to fall from 17,000 in 2004 to 11,000 in 2005.

## **Continued fall in unemployment in industry and building and construction**

The international cyclical upturn, high level of oil investments and lower interest rates helped to increase activity in the Norwegian economy in 2004. The international cyclical upturn together with improved competitiveness also increased the level of activity within sectors of Norwegian industry that are exposed to competition. Since the summer of 2003 the trend has been in the direction of a fall in unemployment within the private sector, and most clearly within industry, building and construction

occupations, ICT related occupations and occupations that require higher technical qualifications. Aetat expects production within industry and building and construction to continue to increase in 2005, which will result in a fall in unemployment in these occupational groups.

## **Better development in the public sector?**

Employment within the production of services that have traditionally been performed in the public sector has displayed a clearly weaker trend in 2004 than normal. Tight local authorities' finances are leading to many local authorities having to increase the efficiency of their operations, which is resulting in increased unemployment and fewer vacancies within, for example, health, nursing and care. Health, nursing and care, as well as education and nursery school operation are the biggest items of expenditure in local authorities' budgets and changes in local authorities' finances therefore have a major impact on employment and unemployment within these occupational groups in the short-term.

It appears that local authorities will experience a growth in income in 2005. Together with continued low interest rates this will probably contribute to an increase in the demand for

manpower in the local authority sector. Thus the growth in unemployment within nursing and care occupations may be reduced in 2005.

## **Increased activity in service occupations**

Since March 2004, Norges Bank has kept the key interest rate at 1.75 per cent due, among other things, to the low inflation rate. Lower interest rates and low price inflation has improved the finances of many households and, more people have seen their purchasing power as consumers increase. This is helping to increase demand for manpower within commerce and other service occupations in private enterprises and employment is expected to increase within service occupations in 2005.

## **More occupationally handicapped people**

In 2004, an average of 86,400 people were registered with Aetat as occupationally handicapped, an increase of 11 per cent since 2003. The number of occupationally handicapped job seekers is expected to continue to increase in 2005. The increase in the number of occupationally handicapped people is expected to continue due, among other things, to the tightening of the rehabilitation benefit rules and due to changes in the division of responsibilities between the National Insurance Service and Aetat from July 2004.



# Self-registration a success

**Aetat's website, [www.aetat.no](http://www.aetat.no), has been a success. At the end of 2004, around 42,000 people had registered themselves as job seekers on the [www.aetat.no](http://www.aetat.no) website.**

The self-registration services for job seekers and employers were launched on [www.aetat.no](http://www.aetat.no) on 3rd May 2004. The services on [www.aetat.no](http://www.aetat.no) are linked to the service's case-work management system, Arena. Aetat was the first public service to offer users the ability to register and change information in a public register that contains personal information.

The new services make it easier to hunt for work in a more structured manner. The job seeker can save information about vacancies he or she is interested in. It is also possible to create search profiles that perform automatic searches in Aetat's vacancies database and one can add more job parameters. And, not least, job seekers can be contacted by employers who are hunting for relevant candidates.

The solution is designed to allow job seekers to stay well oriented and thus find a job as quickly as possible. The ability to receive emails at home containing tips about vacant positions according to one's qualifications appears to inspire the job hunting process.

## **Many people utilising the service**

At some of the offices as many as 7 out of 10 take advantage of the opportunity to register themselves as job seekers. On average around half of all job seekers use the new service.

In several counties Aetat has marketed the service in cooperation with the National Insurance Service. The National Insurance Service has set up public PCs in their premises and remind people that it is possible to use Aetat services from there.

## **More time for follow-up**

Job seekers who can look after themselves have now got the tool they need. For its part, Aetat can now spend more time helping those who have greater problems in the labour market so that they can find work more quickly.

Caseworkers at Aetat now retrieve the information the job seeker has registered on [www.aetat.no](http://www.aetat.no) in advance. Based on this information, interviews at Aetat can be spent providing guidance about the job seeker's prospects in the labour market and good advice about job hunting. Aetat now spends more time checking whether or not the competence overview they have set out has the right direction, rather than just collecting pure facts.

## **Better CVs**

Aetat has noticed during the last year that the quality of CVs improves when job seekers set out these themselves and feel a sense of ownership with respect to them.

When job seekers register their own competence themselves, they are better able to influence how they are presented to employers. They can also choose to anonymise their personal information with respect to employers. All the competence that is registered with Aetat is nonetheless visible to employers.

## **Employers**

For their part, employers can register vacancies and search for candidates themselves.

Previously the CV database on [www.aetat.no](http://www.aetat.no) only contained people who had themselves chosen to publish their CVs in it. The database now contains all active job seekers who are registered with Aetat. This means that [www.aetat.no](http://www.aetat.no) is now an attractive website for all those who need manpower.

Employers can also send messages via [www.aetat.no](http://www.aetat.no) in order to get in touch with candidates who possess qualifications that are of interest with respect to the position they want to fill. The messages are sent to the candidate's own webpage on [www.aetat.no](http://www.aetat.no).

If the job seeker has not registered as a user on [www.aetat.no](http://www.aetat.no), the message will be forwarded by Aetat. Employers can also contact those job seekers who publish their names in the CV database directly.

Employers must be approved by Aetat in order to gain access to the job seeker database. This is done to ensure that only genuine employers use to the database.







## 40 per cent w

The recruitment of more women into senior management positions has been a primary goal of our gender equality work over the last few years.

The senior management group at Aetat, which consists of the director general, the directors of departments in Aetat Directorate of Labour and the 18 heads of Aetat's county employment services is well balanced. The goal of at least 40 per cent women in this group was achieved in 2004. The increase from 2003 was around 10 per cent.

Out of a total of 18 heads of Aetat's county employment services, six are women, women hold five of the nine senior management positions in Aetat Directorate of Labour.

At a middle management level 1 (heads of Aetat district employment services and deputy directors) women hold 39 per cent of management positions, while the figure for middle

## The working

Aetat wants to create a working environment characterised by commitment, satisfaction and development opportunities. A good working environment strengthens Aetat's service production and improves the service for our users.

In 2004, we closely and regularly monitored the work done by managers to develop the working environments in their own units. Responsibility for working environment development rests with senior managers and line managers, and all employees have an active responsibility to ensure a good working environment.

It has been our experience that working hard to systematically develop working environment achieves results. The working environment is integrated into the service's management sys-

# women in management positions

management level 2 (including departmental managers) is 49 per cent. The overall percentage of women in management positions is 43 per cent.

If one looks at the ratio of men to women, one sees that 64 per cent of all of Aetat's employees are women (number of person-years in 2004: 3,494). This is also the gender ratio in Aetat's group of caseworkers, which naturally enough is by far the largest group in the service. Many units want to improve their gender ratios and are actively seeking to recruit more men for caseworker positions.

The average age of an Aetat employee is 44 years old for women and 46 years old for men.

## Pay differences

The pay differences between women and men in Aetat are minimal with the exception of the caseworker group. Male caseworkers are on average two salary grades higher than women.

This difference is largely due to a change in the group's make up in recent times. Senior advisers, a group with a large proportion of men on high salaries, are now defined as belonging to the caseworker group.

## Job percentage

A total of 80 per cent of all of Aetat's employees work full-time. Among the men 93 per cent work full-time, while the proportion of women who work full-time is 73 per cent. 20 per cent of all employees in Aetat have part-time positions. Among all the women, 23 per cent work part-time, while the proportion among the men is 7 per cent. Among Aetat's part-time workers the majority work 80 per cent pro-rata or less.

## Leave

27 per cent of the men who took parental leave in 2004 took more than four weeks leave, i.e. leave in excess of the obligatory quota for fathers. This is a positive trend that is expected to

continue. Aetat emphasises facilitation throughout the various life phases of all employees.

## Project for equal pay

Aetat participates in the national "Equal pay for women – a project for Norwegian working life" project, which was initiated by the Ministry of Children and Family Affairs. The project is intended to investigate whether so-called work assessments as a method might be a suitable means of achieving equal pay between the genders. Aetat has been involved since the start in 2003. The work will be concluded in the spring of 2005.



# environment in Aetat 2004

tems. A clear focus on the working environment has been critical in achieving positive development. Other key factors have been skills development measures for safety deputies and managers, a clear focus on what develops a proper, good working environment in the service, and cooperation and sharing experiences in the organisation.

One of Aetat's goals in 2004 was also to reduce sick leave and to actively work to find good measures for preventing sick leave and facilitating the return of people on sick leave to work. Focusing on closer follow-up of people on sick leave plus improved HSE work has had results. Compared with 2003, sick leave in Aetat in 2004 was reduced from 8.4 per cent to 7.6 per cent at the end of December.

Summary of sick leave in Aetat, by 4-month periods



# Tables

**Table 1: Job seekers by labour market status. Average for year.**

Labour market status	2003	2004	Absolutt change 2003-2004	Change in % 2003-2004
100% unemployed	92 631	91 563	-1 067	-1 %
Off which 100% laid off <sup>2)</sup>	6 894	4 872	-2 022	-29 %
Ordinary measures participants	14 309	16 958	2 649	19 %
Partly employed	41 409	42 225	816	2 %
Of which partly laid off <sup>2)</sup>	4 670	3 676	-994	-21 %
Other ordinary job seekers <sup>1)</sup>	2 752	2 555	-197	-7 %
<b>Ordinary job seekers</b>	<b>151 100</b>	<b>153 300</b>	<b>2 200</b>	<b>1 %</b>
<b>Occupationally handicapped</b>	<b>77 645</b>	<b>86 402</b>	<b>8 757</b>	<b>11 %</b>
<b>Total job seekers</b>	<b>228 745</b>	<b>239 702</b>	<b>10 957</b>	<b>5 %</b>

1) Consists of job seekers, job seekers in school/education, job seekers seeking temporary work and people who receive unemployment benefit while establishing their own company.

2) There is a gap in the statistics for laid off job seekers from and including January 2004. The gap means that the figures are lower and that the figures are not comparable with previously published statistics. Comparable statistics have been used in this table.

**Table 2: Registered 100% unemployed, by gender. Average for year.**

Gender	2003	2004	In % of labour force	Absolutt change 2003-2004	Change in % 2003-2004
Men	54 045	52 164	4,1 %	-1 881	-3 %
Women	38 586	39 399	3,5 %	813	2 %
<b>100% unemployed total</b>	<b>92 631</b>	<b>91 563</b>	<b>3,9 %</b>	<b>-1 067</b>	<b>-1 %</b>

**Table 3: Registered 100% unemployed, by age group. Average for year.**

Alder	2003	2004	In % of labour force	Absolutt change 2003-2004	Change in % 2003-2004
Under 20 years old	3 117	2 899	2,7 %	-218	-7 %
20-24 years old	14 133	13 583	6,7 %	-550	-4 %
25-29 years old	15 399	14 835	6,1 %	-564	-4 %
30-39 years old	27 442	27 339	4,5 %	-103	0 %
40-49 years old	16 361	16 737	3,0 %	376	2 %
50-59 years old	11 435	11 278	2,3 %	-157	-1 %
60 years old and over	4 743	4 893	2,9 %	149	3 %
<b>100% unemployed total</b>	<b>92 631</b>	<b>91 563</b>	<b>3,9 %</b>	<b>-1 067</b>	<b>-1 %</b>

**Table 4: Registered 100% unemployed, by occupational background. Average for year.**

Occupational background	2003	2004	In % of labour force	Absolutt change 2003-2004	Change in % 2003-2004
Administrative and humanitarian work	8 471	8 865	2,9 %	394	5 %
Other service sector work	12 630	13 381	5,1 %	751	6 %
Building/construction	7 386	6 873	5,0 %	-513	-7 %
Commerce	7 966	8 608	4,6 %	641	8 %
Health, nursing and care work	7 963	9 029	2,4 %	1 066	13 %
Industry	15 664	14 062	5,4 %	-1 601	-10 %
Farming, forestry and fishing	1 863	1 888	2,4 %	25	1 %
Mercantile occupations	12 739	12 852	3,8 %	113	1 %
Natural science occupations	5 030	4 891	2,6 %	-139	-3 %
Transport	2 816	2 955	4,3 %	139	5 %
Education	2 712	2 848	1,8 %	137	5 %
Not stated	7 391	5 312	-	-2 079	-28 %
<b>Total</b>	<b>92 631</b>	<b>91 563</b>	<b>3,9 %</b>	<b>-1 067</b>	<b>-1 %</b>

**Table 5: Registered 100% unemployed, by duration of unemployment.**

Duration	2003	2004	Share in % 2004	Absolutt change 2003-2004	Change in % 2003-2004
Less than 4 weeks	25 139	24 097	26 %	-1 041	-4 %
4-7 weeks	13 195	13 551	15 %	356	3 %
8-12 weeks	11 357	11 646	13 %	289	3 %
13-25 weeks	16 678	17 284	19 %	606	4 %
26-39 weeks	9 263	9 408	10 %	145	2 %
40-52 weeks	5 080	4 908	5 %	-173	-3 %
53-80 weeks	6 061	5 297	6 %	-764	-13 %
81 weeks and over	5 858	5 373	6 %	-485	-8 %
<b>100% unemployed total</b>	<b>92 631</b>	<b>91 563</b>	<b>100 %</b>	<b>-1 067</b>	<b>-1 %</b>
<b>Long-term unemployed (26 weeks and over)</b>	<b>26 262</b>	<b>24 985</b>	<b>27 %</b>	<b>-1 277</b>	<b>-5 %</b>

**Table 6: Number of people who have been job seekers during the course of the year, by labour market status.**

Labour market status	2003	2004	In % of population 16-66 yrs old	Absolute change 2003-2004	Change in % 2003-2004
100% unemployed	334 828	338 380	11,3 %	3 552	1 %
Partly employed	168 882	172 788	5,8 %	3 906	2 %
Ordinary measures participants	56 207	69 388	2,3 %	13 181	23 %
Occupationally handicapped	113 854	131 371	4,4 %	17 517	15 %
<b>Total registered job seekers<sup>1)</sup></b>	<b>446 669</b>	<b>466 367</b>	<b>15,5 %</b>	<b>19 698</b>	<b>4 %</b>

1) Total registered job seekers is less than the sum within various job seeker statuses. This is because the same person may have had more than one job seeker status in the same year.

**Table 7: People in ordinary labour market measures, by type of measure.**

Type of measure	2003	2004	Share in	Absolute	Change in
			%	change	%
			2004	2003-2004	2003-2004
Work placement	5 256	5 787	34 %	531	10 %
Wage subsidies to employers	2 665	2 913	17 %	248	9 %
Temporary employment measures	69	93	1 %	24	-
Training	6 042	7 021	41 %	979	16 %
Trials and other measures	277	1 143	7 %	866	-
<b>Total ordinary measures participants</b>	<b>14 309</b>	<b>16 958</b>	<b>100 %</b>	<b>2 649</b>	<b>19 %</b>

**Table 8: Ordinary job seekers who have stopped reporting to Aetat, by reason no longer reporting.**

Reason no longer reporting	Share in	Change in
	%	%
	2003	2004
Fulltime work	57 %	59 %
Part time work	13 %	14 %
School/education/course	9 %	8 %
Long-term sick leave/medical rehabilitation	6 %	5 %
Disability pensioner/old-age retirement pension	1 %	1 %
Unemployed	7 %	6 %
Other	6 %	7 %
<b>Total</b>	<b>100 %</b>	<b>100 %</b>

**Table 9: Registered occupationally handicapped under vocational rehabilitation, by reason for rehabilitation and diagnosis. Average for year.**

Cause and diagnosis	2003	2004	Share in
			%
			2004
Blind/impaired vision	451	364	0 %
Deaf/impaired hearing	707	651	1 %
Cardiovascular disorders	872	1 056	1 %
Skin disorders	1 455	1 436	2 %
No diagnosis registered	15 195	20 509	24 %
Lung and respiratory disorders	1 199	1 183	1 %
Muscle and skeletal disorders	24 068	25 548	30 %
Neurological disorders and head injury	3 449	3 385	4 %
Mentally handicapped	4 025	3 809	4 %
Mental disorders	13 820	15 446	18 %
Substance abuse	1 990	2 042	2 %
Socially occupationally handicapped	2 060	1 691	2 %
Metabolic disorders	574	720	1 %
Other illnesses	3 187	3 549	4 %
Unknown illnesses	4 597	5 016	6 %
<b>Total</b>	<b>77 645</b>	<b>86 402</b>	<b>100 %</b>

**Table 10: Occupationally handicapped job seekers in vocational rehabilitation who have stopped reporting to Aetat, by reason no longer reporting.**

Reason no longer reporting	Share in	Change in
	%	%
	2003	2004
Fulltime work	28 %	28 %
Part time work	12 %	12 %
School/education/course	3 %	3 %
Long-term sick leave/medical rehabilitation	26 %	25 %
Disability pensioner/old-age retirement pension	17 %	17 %
Unemployed	5 %	5 %
Other	8 %	9 %
<b>Total</b>	<b>100 %</b>	<b>100 %</b>

**Table 11: Supply of vacant positions, by source. Total for year.**

Source	2003	2004	Absolute	Change in
			change	%
			2003-2004	2003-2004
Advertised in media	130 611	130 633	22	0 %
Reported to Aetat local offices	39 645	41 594	1 949	5 %
Registered by employer on www.aetat.no	29 523	30 296	773	3 %
<b>Total supply of vacant positions<sup>1)</sup></b>	<b>199 779</b>	<b>202 523</b>	<b>2 744</b>	<b>1 %</b>

1) Aetat has changed its definition of supply of vacant positions. The statistics no longer include shifts reported to Aetat.

**Table 12: Supply of vacant positions, by occupation. Average for year.**

Yrke	2003	2004	Share in	Absolute	Change in
			%	change	%
			2004	2003-2004	2003-2004
Administrative and humanitarian work	20 764	22 215	11 %	1 451	7 %
Other service sector work	27 123	25 462	13 %	-1 661	-6 %
Building/construction	10 543	12 280	6 %	1 737	16 %
Commerce	29 755	30 445	15 %	690	2 %
Health, nursing and care work	51 828	44 436	22 %	-7 392	-14 %
Industry	14 003	17 380	9 %	3 377	24 %
Farming, forestry and fishing	1 727	1 464	1 %	-263	-15 %
Mercantile occupations	15 773	16 675	8 %	902	6 %
Natural science occupations	8 317	11 008	5 %	2 691	32 %
Transport	4 373	4 738	2 %	365	8 %
Education	14 214	14 940	7 %	726	5 %
Not stated	1 359	1 480	1 %	121	9 %
<b>Total supply of vacant positions</b>	<b>199 779</b>	<b>202 523</b>	<b>100 %</b>	<b>2 744</b>	<b>1 %</b>

# Aetat's senior management group

**Aetat's senior management group consists of the director general and the deputy director general, and the directors of departments in Aetat Directorate of Labour. In addition to this come 18 heads of Aetat's county employment services who bear administrative responsibility in each of their counties.**

**Director General:** Inger-Johanne Stokke

**Deputy Director General:** Yngvar Åsholt

**Director of Labour Market Services Office:** Erik Oftedal

The department is responsible for developing, implementing and evaluating all of Aetat's services for job seekers and employers. The services include placements, monitoring/advice and skills development for job seekers, and recruitment assistance for employers.

**Director of the Income Protection Unit:** Gry Fossum

The department facilitates the effective and regular payment of unemployment and rehabilitation benefits.

**Director of for the Analysis Unit:** Stein Langeland

The department produces analyses, statistics and reports on developments in the labour market and the implementation of labour market policy. This provides a sound basis for the management of activities, and for predicting and preventing unemployment.

**Director of Communications:** Lisa Bang

The department's job is to inform people about Aetat's activities and improve the service's reputation.

**Director of ICT:** Trond Ingebrigtsen

The department is responsible for supporting Aetat's implementation of labour market policy with efficient, flexible and cost-effective ICT solutions. The department supplies its services along the following axes: procurement, development, administration, and operation and user support.

**Director of HR:** Anne Biering

The HR department is responsible for ensuring that Aetat has the right competence, manpower and temporary staff to enable it to implement labour market policy in a satisfactory manner.

**Director of Finance:** Linni Tiller

The department coordinates the service's budget processes, financial control and management.

## HEADS OF AETAT'S COUNTY EMPLOYMENT SERVICES

Øivind Svensen, Aust-Agder

Helge Skatvedt, Buskerud

Arnold Eliseussen, Finnmark

Tore Nybakk, Hedmark

Tommy Johansen, Hordaland

Margot Telnes, Møre og Romsdal

Harald Jentoft Strand, Nordland

Jostein Solberg, Nord-Trøndelag

Ann Kjersti Kjeia Sletten, Oppland

Elisabeth Nilsen, Oslo/Akershus

Truls Nordahl, Rogaland

Frode Henden, Sogn og Fjordane

Bente Wold Wigum, Sør-Trøndelag

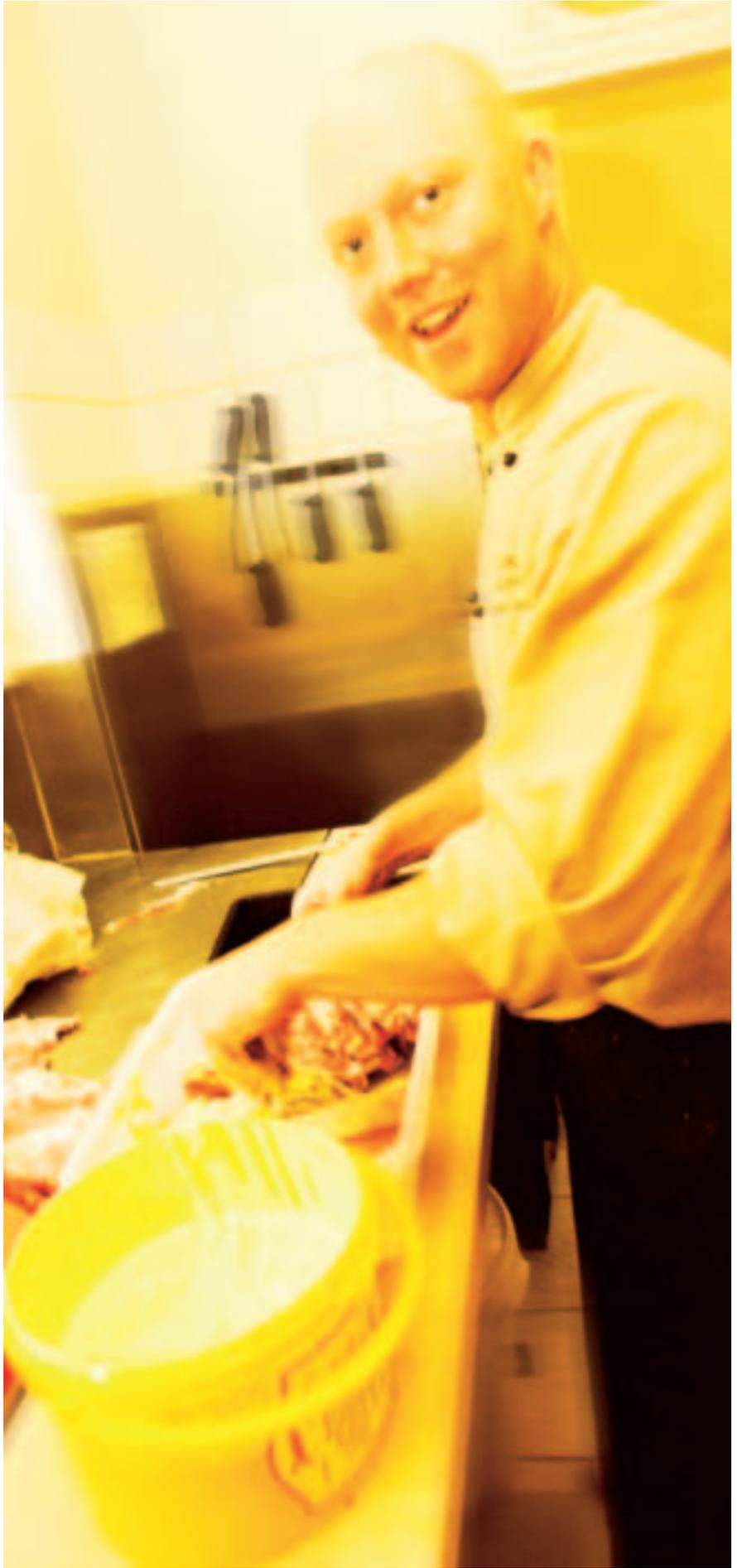
Terje Tønnessen, Telemark

Kjell Eliseussen, Troms

Hilde E.T. Høyenes, Vest-Agder

Trine Heibø Holm, Vestfold

Kristian H. Hansen, Østfold



Jobb til mennesker, mennesker til jobben



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