



International
Labour
Organization



socieux+
EU expertise on social protection,
labour and employment



Public Employment Services are Swinging into Action in Response to the COVID-19 Pandemic

Hello

To start the survey, click OK button.

This will allow you to complete the identification of your SPE, and then answer all of our questions.

*** 1. What's your PES' name?**

*** 2. What's your PES' country?**

*** 3. Specify your PES' region**

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Prevention and economic support measures

* 4. Strengthening worker protection (questions)

- ☐ Containment measures
- ☐ Encouraging the workers to do teleworking
- ☐ Encouraging unions and employers to negotiate guidelines to reduce workers' exposure in workplaces where telework is not possible
- ☐ Relaxation of attribution's rules and access to paid sick leave
- ☐ Relaxation of attribution's rules and access to paid parental/care leave
- ☐ Promoting e-training to invest in employees' skills during the downturn
- ☐ Food vouchers/cash handouts to informal and gig economy workers
- ☐ Improve OSH measures (social distancing, provision of protective equipment, hygiene procedures,..etc)
- ☐ Prevent discrimination and exclusion due to COVID-19
- ☐ Not concerned
- ☐ Other options: (Specify)

5. Strengthening worker protection: *Feel free to provide details of any measures adopted)*

*** 6. Facilitate the adaptation of companies**

- ☐ Relaxation of existing work regulations (working time, use of teleworking, ...)
- ☐ Relaxation of rules regarding temporary unemployment
- ☐ Temporary relaxation of the conditions of part-time employment
- ☐ Specific measures to protect and support self-employed workers
- ☐ Simplification of procedures and easy access to online information for employers
- ☐ Facilitating rapid recruitment of staff to replace sick workers in core functions
- ☐ Not concerned
- ☐ Other options: (Specify)

7. Facilitate the adaptation of companies: *Feel free to provide details of any measures adopted*

*** 8. Financial support to companies experiencing a decrease in activity**

- ☐ Deferring taxes and social contributions payments ☐ Short work agreements
- ☐ Setting up financial ease to temporarily support companies' liquidity ☐ Not concerned
- ☐ Setting up employment retention subsidy
- ☐ Others: (Specify)

9. Financial support to companies experiencing a decrease in activity: *Feel free to provide details of any measures adopted*

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Measures to maintain PES services:

* 10. Services maintained for job seekers

	Online/Apps (digital)	Telephone/hotline	Face to face on the flow	Face to face on appointment	Not concerned
Registration of job seeker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compensation for job seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personalized support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other services (specify in the comment box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other services:

* 11. Services maintained for companies

	Online/Apps (digital)	Telephone/hotline	Face to face on the flow	Face to face on appointment	Not concerned
Registration and processing of job offers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment of financial assistance for employment or vocational training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other services (specify in the comment box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other services:

*** 12. Services maintained for self-employment and companies' creation**

	Online/Apps (digital)	Telephone/hotline	Face to face on the flow	Face to face on appointment	Not concerned
Registration and processing of the financial assistance application file	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personalized support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compensation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other services (specify in the comment box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other services:

*** 13. Services maintained in vocational training**

	Online/Apps (digital)	Telephone/hotline	Face to face on the flow	Face to face on appointment	Not concerned
Registration and processing of the financial assistance application file	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment of financial assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other services (specify in the comment box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other services:

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Services organization measures

*** 14. Has a service continuity plan been formalized and implemented?**

- ☐ No
- ☐ Yes, A crisis cell has been set up
- ☐ You implemented specific arrangements for organizing the governance of the PES (e.g. relocation of staff to high-need areas, reinforcing referral services)

*** 15. Have you taken measures to reduce worker exposure to COVID-19 in the workplace?**

- ☐ Generalization of telework
- ☐ On-site personal reduction
- ☐ Health prevention devices
- ☐ Specific communication to workers
- ☐ Provision of gel, protection, ...
- ☐ Closure of site(s)?
- ☐ Not concerned
- ☐ Other(s):

16. If you close sites, please specify the percentage

17. Feel free to provide details of any plan and measures to reduce worker exposure to COVID-19 in the workplace adopted

*** 18. Did you use teleworking before the COVID-19 pandemic crisis?**

- ☐ Yes
- ☐ No. (If no, why such a measure was not implemented?)

19. What percentage of employees/agents was involved on average in Telework?

20. After COVID-19 measures, category and percentage of staff teleworking or planning to telework

	Current	Planned(short term)
Directors	<input type="text"/>	<input type="text"/>
Managers	<input type="text"/>	<input type="text"/>
Maintenance staff	<input type="text"/>	<input type="text"/>
Information systems staff	<input type="text"/>	<input type="text"/>
Staff in other support functions (HR, finance,...)	<input type="text"/>	<input type="text"/>
Staff in contact with public (counselors, trainers,...)	<input type="text"/>	<input type="text"/>

21. If no teleworking was adopted, do you have plans to establish teleworking arrangements in the next 12 months?

- ☐ Yes, in the next 6 months
- ☐ Yes, in the next 6-12 months
- ☐ Yes, beyond 12 months
- ☐ No
- ☐ I don't know

22. Telework: Feel free to provide details of any measures adopted

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Current or foreseeable problems

Current or foreseeable problems on the functioning of the labour market in your regions and delivery of employment services (*please elaborate the issues in the space provided*)

23. **For workers** (specify)

24. **For job seekers (vulnerable groups, ...)** (Specify):

25. **For unprotected/informal workers** (Specify):

26. **For companies (sectors in difficulty, support for recovery plans, ...)** (Specify):

27. **Concerning self-employment and companies' creation** (Specify):

28. **Concerning informal sector** (Specify):

29. **Concerning the issue of migrations (restriction of movement, ...)** (Specify):

30. Concerning vocational training (Specify):

31. Concerning other areas (Specify):

32. Do you have a specific question you would like to share with our community?