

## Overall objective

This IPA funded project has as overall objective to further modernize and prepare the Employment Service Agency to respond to the requirements related to EU accession in the field of European employment policy.

## Project Purpose

To improve the quality, efficiency and effectiveness of the services provided to job seekers and employers by the Employment Service Agency with a view to reducing unemployment and preventing people in employment become unemployed.

## Approach

This technical assistance project is an organizational management change project, which applies a methodology based on a participatory approach that will guarantee the involvement of all relevant stakeholders, management and ESA's employees.

## Expected results

- ESA has strengthened the quality of services provided to jobseekers and employers by implementing an organisational management change at all levels all over the country;
- ESA's management and employees are dealing better with their new work organisation and new tasks arising in their day-to-day work with jobseekers, employers and other stakeholders.

## Main Project activities

I - Designing and development of the organisational management process

- Conducting comprehensive analysis of existing work organisation, current business, capacity and performance in ESA
- Organising study visit to EU Member States;
- Assessing the "perception of ESA in the public as well as the employees' own perception of their role, works and tasks";
- Designing the organisational management change project through a strategic approach, with a clear and shared vision;
- Sharing the organisational management change project with all employees, management and stakeholders in order to make clear the benefits of the change and commit them to it
- Developing a Change Implementation Plan (CIP), including further optimisation of the work organisation;
- Designing a training programme for ESA's employees on technical and individual working needs.

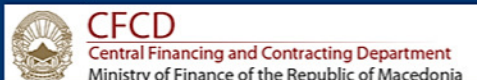
II - Implementing the organisational management change to support the Employment Service Agency in dealing with the implementation of active labour market measures

- Introducing the organisational management change and committing people to it;
- Improving the internal communications/relations in ESA
- Re-aligning procedures and work processes in order to link day-to-day activities with the organisational management change project
- Coaching/training in new skills and behaviours to motivate employees and management;
- Assessing the implications of the change on ESA's employees on regular basis and updating the Change Implementation Plan accordingly.

*" This IPA funded project has as overall objective to further modernize and prepare the Employment Service Agency to respond to the requirements related to EU accession in the field of European employment policy."*

## Contracting Authority

Central Financing and Contracting Department (CFCD)  
Ministry of Finance



## Key Beneficiary

Employment Service Agency - ESA



## A Project implemented by:



Address: ul. Naroden Front 5/1-12  
1000 Skopje  
Tel: +389 (0)2 3256 415  
Fax: +389 (0)2 3256 415  
E-mail: fmesa@archidata.it



## FURTHER MODERNIZATION OF THE EMPLOYMENT SERVICE AGENCY

## ПОНАТАМОШНА МОДЕРНИЗАЦИЈА НА АГЕНЦИЈАТА ЗА ВРАБОТУВАЊЕ

## MODERNIZIM I MËTEJSHËM I AGJENCISË SË PUNËSIMIT



This project is funded by  
The European Union

