

Performance Measures for Job Search Assistance

Walwei (1997) proposed ten performance indicators to assess the performance of placement (job search assistance) services. Five measures are based on the extent to which the placement process is able to identify, register and fill job vacancies; another five on the extent to which the placement service is able to register and place job seekers.

A: Vacancies			
Registration Rate	=	$\frac{\text{inflow of registered vacancies}}{\text{inflow of total vacancies}}$	(1)
Attempt Rate of Registration	=	$\frac{\text{proposed placements}}{\text{inflow of registered vacancies}}$	(2)
Successful Attempt Rate	=	$\frac{\text{filled vacancies}}{\text{proposed placements}}$	(3)
Success Rate of Registration	=	$\frac{\text{filled vacancies}}{\text{inflow of registered vacancies}}$	(4)
	=	Attempt Rate x Successful Attempt rate	
Penetration Rate of Registration	=	$\frac{\text{filled vacancies}}{\text{inflow of total vacancies}}$	(5)
	=	Registration Rate x Attempt Rate x Successful Attempt rate	
	=	Registration Rate x Success Rate	
B: Job Seekers			
User Rate	=	$\frac{\text{inflow of registered job seekers}}{\text{inflow of total job seekers}}$	(1)
Attempt Rate of Use	=	$\frac{\text{proposed placements}}{\text{inflow of registered job seekers}}$	(2)
Successful Attempt Rate of Use	=	$\frac{\text{placed job seekers}}{\text{proposed placements}}$	(3)
Success Rate of Use	=	$\frac{\text{placed job seekers}}{\text{inflow of registered job seekers}}$	(4)
	=	Attempt Rate x Successful Attempt Rate	
Penetration of Use	=	$\frac{\text{placed job seekers}}{\text{inflow of total job seekers}}$	(5)
	=	User Rate x Attempt Rate x Successful Attempt Rate	
	=	User Registration Rate x Success Rate	

Source: Walwei, Ulrich. 1997. "Improving Job-matching through Placement Services." In Schmid, Günther, Jacqueline O'Reilly, and Klaus Schömann, eds. 1997. *International Handbook of Labour Market Policy and Evaluation*. Cheltenham: Edward Elgar. p.402- 430