

BRIEF VERSION OF
ANNUAL REPORT
ARBETSFÖRMEDLINGEN
2021

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A word from the Director-General

High expectations and major challenges. That is how financial year 2021 can be summarised. It has been a year that has required major efforts to counteract the rising levels of long-term unemployment in the wake of the pandemic at the same time as the work to reform the agency has gone hand in hand with digital and operational development.

The pandemic has had a clear impact in the labour market. While it is true, fortunately, that we saw a quick recovery, with total unemployment at the end of 2021 being down at the same level as before the pandemic. Nevertheless, we also saw a structural transformation and increased split into two tiers, which has meant a higher threshold to be cleared by those jobseekers who lack the skills that are in demand.

As early as the beginning of 2021, we warned of rising levels of long-term unemployment. Over the course of the year, Arbetsförmedlingen has increasingly focused its programmes and resources on providing support to those in long-term unemployment; an important and essential priority that will also characterise our operations in future.

At this juncture, I would like to stress that this is not something that can be done quickly and easily. It is work that requires a great deal of effort and we have to choose our priorities there on the basis of the resources we have. Nor is it something that Arbetsförmedlingen is able to manage on its own. Long-term unemployment is not just a labour market issue, it is a societal issue.

The work to reform the agency has continued. In September the Government's memorandum was circulated for comment: *Certain legislative proposals in view of reformed labour market policy operations*. As a whole we support the legislative proposals and conclude that the governance of the reformed system is at an overarching level.

The memorandum also makes it clear that Arbetsförmedlingen is expected to be a hub in a system with many providers that come together to meet the needs of the labour market. This means that we meet the needs of jobseekers and employers by developing and coordinating services in several channels, both in-house and through subcontractors.

One tangible example is the partnership with the National Government Service Centre that, over the course of the year, has involved us transferring our customer service for drop-in, in-person visits to the 118 service offices around the country. This has resulted in us providing an expanded service for spontaneous visits through more generous opening hours in more locations. Another example is the expansion of the matching service Prepare and Match, which has been gradually introduced throughout the country in 2021 and is a subcontracted service that is delivered by private companies.

In other words, it is becoming increasingly clear that the service and support jobseekers and employers are able to receive is being delivered through interaction between several different providers and in several different ways. This is taking place through digital services, remote services, local meetings and in partnerships with municipalities, other government agencies and suppliers.

Combined with continued digital development, operational development, streamlining and service development, this has resulted in Arbetsförmedlingen taking major steps in 2021 towards becoming a modern and reformed agency, with the goal of providing our customers, employers and jobseekers with effective support. What remains now is continued determined efforts to achieve these and other ambitious goals.

I can also report that, despite major challenges throughout the year, we have nearly fully utilised our funding for labour market policy programmes and measures, as well as for activity support. Despite a high workload and a work situation adapted to the pandemic where our employees have had to work from home, we have succeeded in maintaining a good level of service thanks to great commitment and professionalism.

I would like to give a big thank you to all staff and managers. I would also like to direct that thank you to the board of directors, employers' organisations at the agency and the safety representatives. We have all contributed to a well-executed financial year 2021.

Maria Mindhammar

Director-General, Arbetsförmedlingen

Arbetsförmedlingen's assignments

Arbetsförmedlingen's assignments are set out in the Ordinance with instructions for Arbetsförmedlingen (2007:1030). Arbetsförmedlingen is responsible for the public employment service, its labour market policy activities and is to promote improvement of the functioning of the labour market by:

- efficiently connecting those who are looking for work with those who are looking for labour
- prioritising those who are far removed from the labour market
- contributing to permanently increasing employment in the long term.

The agency is also to ensure that unemployment insurance functions as retraining insurance, engage private providers in order to get jobseekers quickly and efficiently into employment, actively obtain information about vacancies, follow up and evaluate how the agency's activities and the labour market policy programmes affect the functioning of the labour market, and assess the situation in labour market. Arbetsförmedlingen is also to assist government agencies and others who conduct follow-up and evaluation within the field of activity, ensure, in cooperation with concerned parties, that there are no erroneous payments and combat benefit crime.

Arbetsförmedlingen also has overarching sectoral responsibility for disability issues¹ within labour market policy and specific responsibility for ensuring that new immigrants are offered programmes that promote their quick and efficient integration into the labour market. In addition, the agency is responsible for organising its activities in a way that promotes diversity and gender equality and combats discrimination in the labour market. The following targets and reporting requirements are set out in the appropriation directions for 2021:

- The proportion who find employment is to increase.
- The number of participants in developed matching services is to increase substantially.
- The number of participants in employment training is to increase substantially.
- The proportion who move on to regular education, particularly vocational education, is to increase substantially among those who lack an upper secondary education or have a need for retraining in order to meet the skills requirements in the labour market.
- The proportion of registered jobseekers without an activity in the Job and Development Programme or the Youth Job Programme, particularly among those who do not have an upper secondary education is to decrease.
- The proportion of registered jobseekers without an activity in the integration programme is to decrease substantially.
- Arbetsförmedlingen is to create well-functioning contact channels for each municipality, and registered jobseekers are to be given the opportunity to have personal meetings.

¹ The annual report uses the term disability policy.

- Arbetsförmedlingen is to strengthen the overall monitoring effort, contribute to the overarching objective of decreasing erroneous payments from the welfare system and work towards reducing the proportion of erroneous payments.

About the presentation of results

The principles for the presentation of results 2021

Arbetsförmedlingen's presentation of results is to provide the Government with documentation with which to follow up the agency by providing a true and fair view of the results.² Data in tables are normally reported in three-year series. Individual-based statistics in the presentation of results are broken down by gender to the extent this is feasible. The presentation of results is to be designed so that it can form a basis of the Government's assessment of the agency's results and the implementation of its activities. Furthermore, it is to contain analyses and assessments of the agency's results and how it is developing.³

Instructions for readers

The introductory chapter *Arbetsförmedlingen in 2021* reports prerequisites, priorities and Arbetsförmedlingen's administration costs.⁴ Chapter 2, *Aggregate assessment of results* sets out the Arbetsförmedlingen's overarching results. Arbetsförmedlingen's core activities are primarily reported in chapters 3–5 *Matching, Prioritisation of those who are far removed from the labour market and Arbetsförmedlingen's assignment in unemployment insurance, activity support and introduction benefit*. Erroneous payments and international activities and service exports are reported in chapters 6 and 7. Chapter 8 *Reporting in accordance with appropriation directions and other assignments* contains reporting about gender equality integration and assignments concerning IT incidents. *Skills provision* is reported in chapter 9. Internal governance and monitoring are reported in chapter 19 *Internal governance and monitoring*. This chapter comes after the financial reporting, in direct connection to the signatures of the board of directors.

² As the services that Arbetsförmedlingen offers to employers and jobseekers are dependent on each other, the results are presented under a common operational segment.

³ Arbetsförmedlingen's assessment and analysis of its principal results and how it is developing in the annual report are performed using a three-point scale based on weighing up the level and development of chosen indicators. The assessment levels are: beyond the agency's expectations, consistent with the agency's expectations and below the agency's expectations. The basis of the assessments is the assignments and objectives given to Arbetsförmedlingen by the Government in instructions and appropriation directions. The appropriation directions state that the agency's primary assignments are set out in the instruction. We use the assessment "beyond the agency's expectations" if the result is significantly above the level used for comparison. We use the assessment "consistent with the agency's expectations" if the result does not deviate in a substantially negative way from the level used for comparison. We use the assessment "below the agency's expectations" if the result is deviates in a substantially negative way from the level used for comparison.

⁴ As is stated Chapter 3, Section 1 of the Annual Reports and Budget Documentation Ordinance (2000:605), the number and unit processing cost of types of cases that encompass a large number of cases is to be reported. Comprehensive information about cases is reported in chapter 1. Arbetsförmedlingen makes the assessment that cases concerning programmes with activity support and subsidised employment are types of cases that encompass a large number of cases. This reporting takes place in the chapter *Prioritisation of those who are far removed from the labour market*. An appendix contains a description of the method used for the time reporting.

1 Arbetsförmedlingen in 2021

This chapter describes events and decisions that have affected Arbetsförmedlingen's operations. The chapter begins with a description of the prerequisites the Riksdag and the Government gave the agency ahead of and during 2021. It then describes Arbetsförmedlingen's overarching priorities during the year, Arbetsförmedlingen's finances and comprehensive information about jobseekers.

1.1 Prerequisites

As 2021 approached, the situation in the Swedish labour market remained grave and the pandemic had hit large parts of the economy and labour market hard. The effects of the pandemic were deemed to be long-lasting, especially in view of the risk of permanently high long-term unemployment. The number of people in long-term unemployment was expected to increase in 2021, and Arbetsförmedlingen's work throughout the year remained focused on dealing with the consequences of the pandemic and tackling the rising level of long-term unemployment.

Arbetsförmedlingen's appropriation directions made clear the principal's increased expectations in terms of results. The appropriation directions for 2021 state that the proportion who move on to employment is to increase, that the number of participants in developed matching services and employment training is to increase substantially and that the proportion who move on to regular education is to increase substantially. The increased expectations in terms of results have necessitated prioritisation and continued streamlining. An important aspect of this work has been to continue the digital transformation that encompasses all customer channels.⁵

1.2 Arbetsförmedlingen's priorities in 2021

Preparing for the implementation of the reform and increasing the focus on tackling long-term unemployment have been important priorities throughout 2021. Ahead of 2021, Arbetsförmedlingen made the assessment that the situation in the labour market meant that different weight needed to be placed on different parts of the agency's assignment at different times of the year.

1.2.1 Tackling long-term unemployment

The agency's focus at the beginning of 2021 was on early intervention to prevent long-term unemployment. Many of the newly registered jobseekers were assessed to be in need of some form of support and matching service in order to avoid long-term unemployment. As long-term unemployment was expected to increase throughout the year, at the same time as the number of newly registered jobseekers was expected to decrease, the assessment was made that greater focus needed to be moved gradually towards tackling long-term unemployment. Consequently, Arbetsförmedlingen has, over the course of the year, given greater priority to

⁵ The agency's customer channels are in-person meetings, digital meetings and e-mail/phone contact.

providing programmes for and directing resources at those in long-term unemployment.

Based on the Government's spring amending budget and spring fiscal policy bill, which were adopted by the Riksdag on 16 June, the proposed appropriation levels for activity support were reduced significantly for the coming year. At that point, the agency made the assessment that programmes involving activity support outside of the job programmes needed to be reduced in 2021 in order to be compatible with the economic framework for 2022. This further reinforced the agency's prioritisation of programmes and resources for people in long-term unemployment, primarily within the job programmes.

1.2.2 Reform of the agency

The work to prepare the reform of the agency has continued throughout the year and the agency has, in accordance with its appropriation directions, expanded the developed matching services to additional supply areas.

September saw the release of the Government's memorandum *Certain legislative proposals in view of reformed labour market policy operations* (Ds 2021:27). The memorandum states that Arbetsförmedlingen will continue to have substantial and expansive responsibility under the reformed labour market policy.

1.2.3 Other priorities

Implementation of the customer service strategy - digital first has been ongoing over the course of the year. Customer delivery areas have been established on the basis of this.⁶ The four customer delivery areas bring together all parts of the organisation – channels, IT and operational support. They aim to create effective cooperation that is based on the needs of the customer. The purpose of the strategy is to describe and package in a clearer way the agency's work with services and channels.

In addition, Arbetsförmedlingen decided ahead of 2021 that enhanced compliance would continue to be a priority, and it was established that the agency's administrative culture has further development potential. Measures for this have been focused on continued development of the decision-making and case platform, skills development programmes, development of support for the understanding of the role of the central government civil servant and the common basic values for central government employees, support for correct documentation and systematic quality management and follow-up work for life-long learning and measures at all levels.

An important success factor/prerequisite for enabling Arbetsförmedlingen to accomplish its assignment and achieve expected results has been to continue developing cooperation with the social partners, the country's municipalities and other government agencies. Continuing to establish permanent cooperation solutions with municipalities has remained important.

⁶ The customer delivery areas include Register, Plan and Assess, Guide and Educate, Prepare and Match and Rehabilitate to Work.

1.2.4 Equivalent service throughout the entire country/local presence

In 2021, Arbetsförmedlingen has continued working to ensure there is accessible and equivalent service throughout the entire country. The agency has done this by developing and coordinating services through several channels, both in-house and through subcontractors.⁷ Service and support is offered to jobseekers and employers throughout the entire country through interaction between digital services, remote service, local meetings and cooperation with municipalities, other government agencies and other providers.

Arbetsförmedlingen has ensured it has a local presence and is providing the opportunity for in-person meetings using our own offices, collaborative solutions with others, service offices and independent providers. An expanded local presence in sparsely populated and rural areas has primarily been achieved through new service offices and independent providers.

Arbetsförmedlingen has completed the planned transfer of services for drop-in appointments to 118 service offices. The introduction of these services is judged to have gone well. Through the partnership with the National Government Service Centre, the agency has expanded the potential for in-person, drop-in visits and has more generous opening hours in more locations.

In order to improve Arbetsförmedlingen's services and increase the range of services for jobseekers and employers, the agency has continued its digitalisation process through a number of prioritised investments. These are described below.

1.3 Investments

In conjunction with the annual report for 2021, the agency is to report what improvements have been made to efficiency, including what benefits have been realised, on the basis of the streamlining initiatives implemented over the course of the year.

The investments below are grouped on the basis of the investment areas the agency has set out in the budget documentation for 2022–2024. The major deliveries on which the agency has focussed its efforts and where initial effects have been seen in 2021 or are expected to be seen in 2022 are reported for each area.

1.3.1 Continued automation and intelligence in case processing and decision-making processes

Work to implement the decision and case management system (BÄR) has continued in 2021. The number of decisions made in BÄR in 2021 was 810,831, which is

⁷ See *Slutredovisning Likvärdig service i hela landet [Final Report Equivalent Service Throughout the Entire Country] Af-2021/* and *Redovisning Likvärdig service i hela landet [Report Equivalent Service Throughout the Entire Country]*, Af-2021/00114021.

equivalent to approximately 35 per cent of the total volume of all decisions made by the agency in AIS⁸, ABS⁹ and BÄR (2020: 15 per cent¹⁰).¹¹

Assessment and planning

A new uniform work process for jobseekers' action plans has been developed in 2021. The action plan, which is now managed in the decision and case management system is used for jobseekers that are in the self-service flow¹² for up to 90 days, as well as those who have previously been in the self-service flow and for jobseekers within Prepare and Match areas (regardless of whether they have or receive decisions on Prepare and Match). As of December 2021, all newly registered jobseekers are being handled using the new process.

The action plan now encompasses a labour market policy assessment that is based on the statistical assessment support tool and the planning of interventions. The statistical assessment support tool helps the employment officer to conduct uniform and legally certain labour market policy assessments.

The results of the investment cannot yet be reported as it is in an introductory phase. The expected effects are that the labour market policy assessment will create greater clarity and direction and by extension increased legal certainty, which contributes to greater security for the jobseeker. It will also contribute to a making the process of conducting the planning conversation with the customer more efficient in terms of time.

Simplified allocation of work tasks

A new automated working method to simplify the allocation of work tasks between administrators within different fields of activity was introduced in May 2021. The new working method involves switching from manually allocating work tasks and cases via function letterboxes to an automated flow that allocates work tasks and cases on the basis of set queues.

The results of the investment cannot yet be reported as it is in an introductory phase. The expected effects are shorter lead times and more legally certain responses to jobseekers as they are able to obtain the right help immediately and shorter processing times as work tasks are controlled in a more efficient way using the IT system.

Decision-making support tool for Work Experience, Wage Subsidies and New Start Jobs

In 2021, case processes for decisions concerning work experience, wage subsidy and new start jobs have been created in the decision and case management system. Development of decision cases has been completed in autumn 2021, and work is ongoing to streamline work tasks before and after the decision case in order to make

⁸ AIS is an operational IT system used for tasks including case management.

⁹ ABS is an IT system for case management and decision-making support.

¹⁰ The annual report for 2020 gives a figure of 16 per cent. The total volume for 2020 has been adjusted.

¹¹ Processing in BÄR began in autumn 2019 but only generated major volumes in 2020, which is why there are no corresponding figures for 2019.

¹² The self-service flow means that new jobseekers who state that they have work or studies that begin within 90 days complete all their cases digitally and only contact Arbetsförmedlingen when necessary.

the entire process flow smoothly. This is a prerequisite if the new working method is to be fully implemented throughout the entire country.

The plan is to start the implementation phase in the middle of 2022, with the results of the investment be realised gradually thereafter. The expected effects are higher quality decisions that are made more efficiently by administrators through the digitalisation of work tasks for all programmes and by providing a clearer support for decision-making and documentation. It will also contribute to a more uniform processing and legally certain responses to jobseekers and employers through a uniform working method for decision-making.

REACT-EU

The development of new and existing IT systems has enabled the agency to benefit from REACT-EU¹³, which proposes giving Arbetsförmedlingen approximately SEK 2 billion over the period 2021–2023¹⁴. Programmes that are pertinent for REACT-EU are certain training programmes, career guidance and extra positions for people within the target group.

In order to enable automated and digitalised retrieval and compilation of documentation for an application for financial support from the European Social Fund (ESF), a new service and database has been developed that connects administrative support and online services. The new service makes it is possible to verify participation and the exact cost of each programme for every individual who belongs to the target group.

The investment has created the prerequisites that enable Arbetsförmedlingen to access funds via REACT-EU beginning on 1 September 2021. The expected effects are that more jobseekers are able to access programmes for tackling the negative impact of the pandemic through financing via REACT-EU and shorter processing times as it is deemed possible to select the target group automatically.

1.3.2 Greater customer value from digital services and meetings with customers through Digital First

All jobseekers have their initial contact with Arbetsförmedlingen digitally

Arbetsförmedlingen has continued the transition to digital channels in order to make interaction with customers more efficient.

The majority of jobseekers have their initial contact with Arbetsförmedlingen when registering. In 2021, a total of 91 per cent registered with Arbetsförmedlingen via digital registration (2020: 92 per cent, 2019: 83 per cent). The majority of jobseekers also submit their activity reports using the digital self-service facility (2021: 97 per cent, 2020: 96 per cent, 2019: 93 per cent).¹⁵

¹³ REACT-EU is a programme within the European Social Fund and an initiative by the European Commission to tackle the impact of the coronavirus pandemic on the economy.

¹⁴ <https://www.esf.se/vara-fonder/react-eu/#React-EU-%E2%80%93-insatser-f%C3%B6r-arbetsl%C3%B6sa-under-pandemin>

¹⁵ Activity reporting was stopped for three months in 2020. The proportion is calculated for the months in which activity reports were submitted.

In order to benefit jobseekers who are closer to the labour market and free up resources for working with those jobseekers who have a greater need of support, the agency is working to increase the proportion of services that can be accessed through self-service.

In 2021, around 8 per cent (32,000 people) of the jobseekers who registered with Arbetsförmedlingen have been able to implement their contact with the agency exclusively through self-service.¹⁶

JobTech

In 2021, Arbetsförmedlingen has continued developing digital infrastructure for skills supply and life-long learning via the JobTech platform. The service has been updated over the course of the year with new technology and new interfaces. The number of companies and organisations that have been connected to the service increased in 2021 and was approximately 200 at the end of the year (2020:140, 2019: 80).¹⁷

1.3.3 Digital infrastructure for external providers and cooperation

Prepare and Match

Prepare and Match is a service that involves jobseekers being given access to support by independent providers in order to look for work or start studying. Together with independent providers, Arbetsförmedlingen has been testing and developing the new service as a project within the European Social Fund (ESF) since April 2020. The service was gradually introduced throughout the country over the course of 2021 (May-December).

The service is built on entirely new infrastructure and is based on the decision and case management system. The new infrastructure is also a prerequisite for the agency's ability to accomplish its assignment and the reform of Arbetsförmedlingen. Participants are selected with the help of a statistical assessment support tool, a process known as profiling, which assesses the jobseeker's potential to find work or start studying within six months.

Statistical assessment support tool

Arbetsförmedlingen has developed and built the statistical assessment support tool that became operational in 2020 on the AI platform and is initially being used within the scope of Prepare and Match. The platform has been replaced in 2021 in order to make the solution more robust and reliable, which contributes to an improved ability to develop, maintain and evaluate the assessment support tool over time.

Follow-ups have shown that the statistical assessment support tool is relatively accurate and that the referrals do not disadvantage individuals belonging to groups who tend to be further removed from the labour market. Nevertheless, there are also

¹⁶ It has been possible for jobseekers to have exclusively digital contact with Arbetsförmedlingen since May 2020, which is why there are no full-year figures available for comparison with the previous year.

¹⁷ Measurements began in 2019 and are estimates based on an identification key that connected users have.

clear potential improvements that can be made to the tool, which has led to the ongoing development work.¹⁸

Using automated assessment to support and complement the manual assessment results in the assessments being more uniform so that they are conducted in the same way everywhere in the country and eliminates processing differences that are attributable to individuals. The agency also gets assessments that have more traceability, which allows the work of evaluating, refining and improving assessment to be conducted more systematically over time.

1.3.4 Automation and intelligence in monitoring activities

The automated and risk-based review of activity reports captures activity reports where there is a high risk of Arbetsförmedlingen needing to act on their content. This efficiency saving has freed up time equivalent to a considerable number of person-years, which have instead been possible to focus on the work of monitoring high-risk activity reports. The efficiency saving is equivalent to SEK 46 million compared to no automation at all. Compared to the 2020 level of automation, this is an efficiency saving of just over SEK 14 million. Read more in chapter 5.

Over the course of 2021, Arbetsförmedlingen has changed how it obtains information about employers from the Swedish Tax Agency, the Swedish Enforcement Authority and the Swedish Companies Registration Office. This information is sent directly to Arbetsförmedlingen from other government agencies by means of an API¹⁹. This contributes to increased automation of the monitoring of employers, which is at an automation level of 88 per cent for 2021 (2020: 84 per cent).²⁰

1.3.5 Digitised and automated intra-agency cooperation

In 2021 a new service has been delivered for administrators to order coordination numbers from the Swedish Tax Agency digitally instead of manually. This means that around 1,500 requests per year are now done digitally. This decreases the turnaround time for Arbetsförmedlingen and the Tax Agency, which is beneficial for customers. Having a digital solution also means increased information security and contributes to improving the quality of the basis on which decisions are made.

In autumn 2021 Arbetsförmedlingen has begun switching the supplier that prints letters/messages to Försäkringskassan Utdata. Arbetsförmedlingen has also increased the proportion of letters/messages that can be sent to customers digitally. In 2021 the proportion of mail sent digitally was at 70 per cent, which is an increase of approximately 5 percentage points compared to the previous year.²¹

In addition, Arbetsförmedlingen has also participated in and co-financed the project *Säker digital kommunikation* [Secure Digital Communication] (SDK).²²

¹⁸ Arbetsförmedlingen 2021, *Träffsäkerhet och likabehandling vid automatiserade anvisningar inom Rusta och matcha* [Accuracy and Equal Treatment in Automated Referrals within Prepare and Match], Af-2020/0046 7913

¹⁹ Application programming interface (API) is a structured way of transferring data from one place to another.

²⁰ Due to systemic limitations, data are only available for 2020 and 2021.

²¹ Due to data deletion regulations data are only available for 2020 and 2021.

²² SDK is an application of the European Commission's building blocks for message management, e-delivery, for which DIGG - the Swedish Agency for Digital Government, is responsible in Sweden.

Arbetsförmedlingen has been one of the agencies that has taken responsibility for ensuring that the solution works for government agencies and has contributed to the project being completed in 2021.

1.3.6 Additional automation and streamlining of support activities

Central organisational and HR register

Development has been ongoing in 2021 to establish a central organisational and HR register that will be the agency's new hub for staff and organisational data. The salary service will continue to be managed by the National Government Service Centre. The difference is that Arbetsförmedlingen is bringing the register of HR and organisational data in-house and managing the organisational structure ourselves. Among other things, this creates the prerequisites for automation and shorter lead times for HR and organisational changes. This investment is in a developmental phase and expected effects will be realised gradually during 2022.

New accounting model

In 2021 work has been ongoing to produce a new accounting model that will be implemented on 1 January 2022. This is part of the work to develop and improve the agency's financial model. In the new accounting model, financial dimensions and codes have been updated, systemic adaptations have been made and certain parts have been replaced. The purpose of the change is to improve the quality and productivity of reporting, improve governance, reduce the number of transaction errors, create a common financial language and improve scalability for future operational development.

1.3.7 Other investments

ESF support Prepare and Match

Arbetsförmedlingen is granted funding each year from the ESF (European Social Fund). The majority of this funding is granted for labour market policy projects run by Arbetsförmedlingen. In order for the contribution from ESF for Prepare and Match to be paid out, participants in the project must submit an attendance report. This has previously been done through manual processing using paper forms. In 2021 a digital solution connected to ESF - Prepare and Match/attendance reporting has been developed. This investment has resulted in the time taken to process the monthly funding application, which previously was estimated to amount to the labour of about six full-time members of staff and which now takes one administrator approximately one working day per month. The digital solution has also contributed to facilitating the processing of attendance reports.

1.4 Arbetsförmedlingen's finances

Arbetsförmedlingen's administrative activities are largely funded by the administrative appropriation. The agency's administrative appropriation for 2021 increased by SEK 300 million compared to 2020 with the aim of generally enabling the agency to tackle the rising level of unemployment and to ensure that there is a local presence throughout the entire country. The bulk of Arbetsförmedlingen's allocated funding is made up of transfers in accordance with the agency's assignment.

In order to tackle long-term unemployment, the appropriation for activity support increased by SEK 5 billion and the budget for labour market policy programmes increased by SEK 2.3 billion compared to 2020, which also includes investments made in the 2021 spring amending budget.

1.4.1 Administrative activities

SEK 7,736 million, 86 per cent, of the agency's administration costs of SEK 9,046 million were financed by the administrative appropriation. The remainder of the operational costs are financed by funds from appropriation 1:4:1 ai.1 that are at the disposal of Arbetsförmedlingen in respect of specific support for introduction and follow-up (SIUS), as well as funding from the Swedish Social Insurance Agency in respect of Rehabilitation Cooperation. Chapter 1.6 contains a more detailed description of how administrative activities have developed in 2021, broken down by cases and types of case.

Table 1.1: Funding of the operations (SEK million), 2019–2021

	2019	2020	2021
Revenue from appropriations	8,259	8,111	8,330
Labour market policy programmes 1:3	30	30	42
Wage subsidies and Samhall etc. 1:4	603	566	552
Administrative appropriation 1:1	7,627	7,515	7,736
Other revenue	705	677	716
Revenue from charges and other remuneration	72	45	34
Revenue from grants	622	631	682
Financial revenue	11	1	
Total revenue	8,964	8,788	9,046

1.4.2 Transfer operations

The cost of transfer operations increased substantially in 2021 compared to 2020. This was to ensure the possibility of offering programmes and interventions to more jobseekers. The increase in these appropriations is reported in the table below.

In 2021 Arbetsförmedlingen has had a high utilisation rate of allocated funding.²³ Despite the challenges associated with the pandemic and the number of employees having fallen continuously since 2019, Arbetsförmedlingen has utilised almost all of its funding from the majority of appropriations for the current year. For appropriations 1:2 ai.1 Activity support and 1:3 ai.1 Labour market policy programmes and measures, appropriation savings of SEK 372 million and SEK 885 million are reported, which is a utilisation rate of 98 per cent and 93 per cent, respectively. In addition to the increased allocation for appropriation 1:2 ai.1 compared to 2020, funds were also reallocated to this appropriation from appropriation 1:2 ai.2 Unemployment benefit. More jobseekers who were entitled to activity support and participants in labour market policy programmes outside of the framework programmes increased in 2021 compared to 2020. It is primarily a larger number of referrals to employment training and extra positions that contributed to the cost increase under appropriation 1:3:1 ai.1. However, it has not been possible to

²³ The appropriation report can be found in chapter 17

use the investment made to the appropriation in connection with the spring amending budget in 2021.

A total appropriation saving of SEK 10,139 million arose on the remaining transfer appropriation, the majority of which, SEK 6,906 million, pertains to appropriation 1:2 ai.2 Unemployment benefit. The explanation for the appropriation saving on appropriation 1:2 ai.2 Contribution to Unemployment Benefit is the favourable development of the labour market, which resulted in fewer people receiving compensation from an unemployment insurance fund than what had previously been expected. Appropriation savings of SEK 1,255 million are reported for appropriation 1:4 ai.1 Wage subsidies and Samhall etc., which is equivalent to a utilisation rate of 91 per cent. It has not been possible to use the appropriation in full due to difficulties getting employers to take on new staff as a result of the pandemic, but this is also a form of employment that placed major demands on the agency's decision-making capacity. An appropriation saving of SEK 768 million is reported for appropriation 1:13 ai.1 New start jobs, which is equivalent to utilisation rate of 82 per cent. Similar to wage subsidies, it has been difficult to get employers to both recruit new staff and extend existing new start jobs. No referrals have been made in 2021 for integration jobs as the Government has not yet made a decision on the appropriation item, which means that the appropriation has not been utilised in the current year and there is therefore an appropriation saving of SEK 814 million for appropriation 1:13 ai.3. An appropriation saving of SEK 328 million is reported for appropriation 1:14 ai.1 Introduction benefit, which is equivalent to a utilisation rate of 80 per cent. There were fewer participants in the integration programme than the appropriation had been designed for.

Table 1.2: Financing of transfers (SEK million), 2019–2021²⁴

EA	Appropriation		2019	Prop. (%)	2020	Prop. (%)	2021	Prop. (%)
				2019		2020		2021
14	1:2 ai. 1	Activity Support	10,555	17.9	13,464	19.8	19,501	26.3
14	1:2 ai. 2	Unemployment Benefit	14,173	24.1	24,369	35.9	21,230	28.6
14	1:2 ai. 3	National retirement pension fees	2,339	4.0	3,991	5.9	4,693	6.3
14	1:3 ai. 1	Labour market policy programmes and measures	9,208	15.6	7,197	10.6	11,418	15.4
14	1:3 ai. 2	Central Government Subsidies to Municipalities for Promoting Local Agreements			48	0.1	24	0
14	1:3 ai. 3	Promotion and Development Programmes to Speed Up the Integration of New Immigrants	36	0.1	31	0	26	0
14	1:3 ai. 5	Introduction activities new immigrants	663	1.1				
14	1:4 ai. 1	Wage subsidies and Samhall etc.	13,665	23.2	12,747	18.8	12,612	17
14	1:13 ap.1	New start jobs	4,624	7.9	3,733	5.5	3,385	4.6
14	1:13 ai.2	Support for vocational introduction jobs	38	0.1	26	0	15	0
14	1:13 ai.3	Integration Jobs			0	0	0	0
14	1:14 ap.1	Introduction Benefit	3,563	6.1	2,288	3.4	1,347	1.8

²⁴ The table has been adjusted compared to the annual report for the previous year. Appropriation 1:3 ai.2 Central government subsidies for municipalities for promotion of local agreements is reported separately for 2020 but was reported together with appropriation 1:3: ai.1 Labour market policy programmes and measures for 2019. Appropriation 1:3 ai.3 Promotion and development programmes for fast track has been moved from appropriation item ai.6 to ai.3 and in 2019 it was reported together with 1:3 ai.5 Introduction activities new immigrants.

Total expenditure on transfers	58,864	100	67,894	100	74,251	100
Total appropriation for transfers (disposable amount)	59,104		77,422		85,603	
Appropriation saving (+) / utilisation of appropriation credit (-)	240		9,528		11,352	

1.5 Jobseekers

In 2021 987,000 people were registered as jobseekers with Arbetsförmedlingen, which was 51,000 fewer than in 2020. The number went down in most groups of jobseekers, with the exceptions being women born outside Europe and people in long-term unemployment within or outside of the Job and Development Programme, see Table 1.3.

Table 1.3: Number of people Arbetsförmedlingen worked with, 2019–2021*, **, ***

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Born in Sweden	230,522	276,458	252,343	252,572	300,175	280,833	483,094	576,633	533,176
Born abroad	212,911	229,362	228,109	218,437	235,722	228,761	431,348	465,084	456,870
Born outside Europe	166,633	178,295	179,576	178,124	189,825	185,368	344,757	368,120	364,944
Participants in integration	34,193	22,549	14,034	29,486	15,217	9,936	63,679	37,766	23,970
Young people (18–24 years old)	64,062	81,832	68,406	91,150	109,741	97,114	155,212	191,573	165,520
Participants in the Job and Development Programme	80,538	90,160	100,662	91,625	96,707	106,530	172,163	186,867	207,192
Pre-secondary education	128,653	132,504	130,833	156,560	162,446	157,787	285,213	294,950	288,620
People with disabilities	87,366	81,224	75,843	104,591	97,637	92,469	191,957	178,861	168,312
Total number	442,572	504,161	478,918	470,234	533,870	508,085	912,806	1,038,031	987,003

Source: Arbetsförmedlingen, Data Store. * Data for 2020 regarding people born abroad (women, men and total) differs marginally from the annual report for 2020. For the reasons why data have changed marginally, see Appendix 12.2.1 ** Data for 2019 regarding people born outside Europe (women, men and total) were incorrectly reported in the annual reports for 2019 and 2020. The numbers reported then referred to people born outside the EU. *** Data for the number of participants in the Job and Development Programme 2020 were incorrectly reported in the annual report for 2020 as they referred to the status at the beginning of the month.

The situation on the Swedish labour market improved rapidly in 2021 and the demand for labour increased at a fast pace in conjunction with the gradual easing of restrictions. As a result of this, there was an evident fall in unemployment – between January and December the number of people registered as unemployed decreased by 28,000. At the end of 2021 the number of registered jobseekers was back to pre-pandemic levels. Unemployment decreased among both genders, those born in Sweden and abroad and among all age groups. On average the proportion of people registered as unemployed was 7.9 per cent in 2021 (2020: 9.3 per cent, 2019: 6.8 per cent). The majority, 72 per cent, of the unemployed still belong to groups with a limited ability to compete for jobs; this proportion has also increased slightly compared with 2020 (2020; 69 per cent, 2019; 75 per cent).²⁵

²⁵ Unemployed people without an upper secondary education, unemployed people born outside Europe, unemployed people with a functional impairment that results in a reduced working capacity and unemployed people aged 55 years or older. Individuals in these groups are on average at greater risk than other registered jobseekers of ending up in long periods of unemployment, even if there are significant variations between individuals.

Table 1.4: Number of registered jobseekers per month 2019–2021

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Born in Sweden	66,723	90,210	80,596	81,215	111,723	101,431	147,939	201,932	182,028
Born abroad	100,426	115,495	114,173	100,808	119,995	113,161	201,235	235,490	227,333
Young people (18–24 years old)	17,944	24,291	20,584	28,268	37,623	32,522	46,212	61,914	53,106
Born outside Europe	81,268	91,559	91,152	82,904	96,545	91,092	164,172	188,104	182,244
Participants in the integration assignment	20,502	13,357	7,928	15,619	9,327	5,681	36,121	22,684	13,609
Participants in the Job and Development Programme	48,480	57,306	63,040	53,816	61,199	64,961	102,296	118,505	128,001
Only pre-secondary education	58,558	65,562	64,897	65,508	76,760	72,915	124,066	142,321	137,812
People with disabilities	29,319	30,261	28,406	31,239	32,677	30,647	60,559	62,938	59,053
Total number of registered jobseekers	167,150	205,705	194,769	182,023	231,717	214,592	349,173	437,422	409,361

Source: Arbetsförmedlingen, Data store

Those registered unemployed who have left because they found work is primarily people with shorter periods of being registered. Despite of unemployment being back to pre-pandemic levels, long-term unemployment still remains on a high level. The proportion of registered jobseekers who have been out of work for more than 12 months increased significantly by close to eight percentage points in 2021 compared to 2020. Table 1.5 describes the division of registered unemployed persons after time without work.

Table 1.5: Proportion of registered unemployed persons after time without work, per month 2019–2021

Time without work (months)	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
0–6 months	37.5	41.1	33.4	41.6	44.3	35.4	39.6	42.8	34.4
6–12 months	18.4	19.2	20.0	19.3	20.5	20.9	18.9	19.9	20.5
12–24 months	19.2	17.8	21.4	18.5	17.8	22.2	18.8	17.8	21.8
24 months or more	24.9	21.9	25.3	20.6	17.5	21.5	22.7	19.6	23.3
Total number	167,150	205,705	194,769	182,023	231,717	214,592	349,173	437,422	409,361

Source: Arbetsförmedlingen, Data store

Even if the pandemic has reinforced the trend in the number of people in long-term unemployment, prior to the crisis there were a large number of registered jobseekers who had not found work despite several years of strong demand for labour. This is explained by the difference between the employers' demand for labour and the skills of the unemployed.

1.6 Administration costs per case and type of case

Arbetsförmedlingen's follow-up of how the agency is using its human resources is primarily followed up via the time reporting system Tajma. However, use of Tajma is very low. At the same time, there is a very large variation in use between fields of activity and departments. All in all, this means that the agency's follow-up in this area is unreliable and there is a significant risk of distortion of the picture of how the agency is actually using its human resources.

In light of the large variation in usage of Tajma between different fields of activity and departments, weighted values are reported for the agency's time reporting. Weighted

values are judged to provide the most true and fair view of how the agency splits its time between different activities. However, it is worth noting that the weighted values are marred by unreliability.²⁶

Arbetsförmedlingen's work is divided into three main areas: *matching*, *prepare* and *ensure*. These main areas are then divided into type of case. Type of case refers to services that leave the agency or become available to the agency's customers in another way. It thus regards services targeting jobseekers or employers and not services that are about internal deliveries between different parts of the agency.²⁷

As shown in the table below, the proportion of time spent within the area matching has continued to decrease compared to previous years, while time spent in the area prepare has increased. This has happened to a relatively large extent.

Within the area matching there has also been a certain redistribution of the time spent. This is primarily because the time spent on *infrastructure for matching* has increased somewhat. The time spent of *recruitment services for employers* and *services for looking for work* has decreased.

The fact that time spent on *infrastructure for matching* has continued to increase is connected to a great extent to the agency having continued in 2021 to direct a larger portion of its resources at the development of digital solutions.

The fact that time spent on *recruitment work for employers* has continued to decrease in 2021 is largely explained by the agency's priorities in the past year. Arbetsförmedlingen spending a decreasing portion of its resources on work with employers is also part of the adaptation to the agency's operations that is taking place within the scope of the reform. This is because more of the matching and thus also the work with employer is being undertaken by independent providers.

The reduction in time spent on *services for looking for work* is linked to the number of new registered jobseekers falling significantly in 2021 compared to the previous year.

Within the area *prepare* there has been a redistribution in terms of how the agency's staff have divided their time between different types of case, primarily through an increase in the time spent on the case *programmes and activities with activity support*. The increase can be linked to a large degree to the agency's expansion of its work referring people to matching services. The proportion of time spent on *subsidised employment* also rose in 2021 compared to 2020.

However, the time spent on *preparatory and enhancement programmes* decreased by close to two percentage points compared to 2020. The work carried out within the case can be connected to a great extent to activities for jobseekers within the Employability Rehabilitation Programme.

²⁶ Weighted values were also reported in the annual report for 2020. The weighing method is the same in 2021 as in 2020. In order to achieve comparability, the numbers for 2019 have also been recalculated using the same method. This means that the numbers for 2019 are different from those reported in the annual report for 2019. Read more in an appendix.

²⁷ The boundaries between types of cases are not always obvious. Both jobseekers and employers move between these main assignments and between types of cases within the assignments. The division into types of case is not based on target groups either.

The area *Ensure* encompasses the agency's work with reviewing and following up activity reports, applying the regulations for unemployment insurance and activity support and distributing information about the terms of compensation. The proportion spent on this work has increased significantly compared to the previous year. This can be explained partly by the control function temporarily being stopped for parts of 2020.

In addition to time spent on the various areas described above, we are also reporting time for activities at the head office, other functions outside of the head office, management outside of the head office and skills development. All in all, the proportion of time spent on these areas has decreased in 2021 compared to the previous year.

In 2021 a government agency risk has been identified in respect of operational disruptions. When introducing the new service Prepare and Match, technical and operational disruptions arose for about two weeks, which affected the time spent on processing. Arbetsförmedlingen has identified and taken steps to minimise disruption when new services are being introduced in future. We are engaged in a transformation involving the replacement of technology and operational logic, which is why it is important to deal with this. Also refer to the chapter Internal governance and control 19.5.1.

Table 1.6: Proportion of time spent and administration costs per case and type of case, 2019–2021.*

	2019		2020		2021	
	Prop. in %	Administrative cost	Prop. in %	Administrative cost	Prop. in %	Administrative cost
Matching	36.6	3,319	34.6	3,028	32.3	2,894
Infrastructure for matching	1.2	112	1.6	139	1.9	172
Recruitment services for employers	9.7	882	7.1	621	6.6	592
Services for looking for work	25.7	2,325	25.9	2,268	23.8	2,130
Preparing	25.7	2,330	29.1	2,550	32.3	2,895
Programmes and activities with activity support	5.8	526	6.3	555	9.9	885
Subsidised employment	6.9	623	9.1	796	10.7	956
Preparatory/enhancement programmes	13	1,181	13.7	1,198	11.8	1,055
Ensuring unemployment insurance	2.6	233	2	177	3.1	274
Other	27.4	2,484	24.2	2,127	21.5	1,927
Management	5.9	538	4.2	370	3.9	346
Other functions	10.2	925	11.3	993	10.4	933
Head office	11.3	1,021	8.7	764	7.2	648
On-the-job training	7.6	690	10.1	882	10.7	960
Total administration costs	100	9,056	100	8,764	100	8,950

Source: Arbetsförmedlingen, Tajma * Costs of SEK 42 million for labour market policy programmes have been deducted from the operating costs of SEK 8,992 million set out on the income statement.

2 Overall assessment of results

Several factors influence developments in the labour market. Arbetsförmedlingen's contribution is difficult to define and measure given other influential factors. The analysis of the results is therefore done on the basis of the agency's result indicators. A detailed account and comments on the results can be found in the following operational chapter.

All in all, the development for 2021 shows positive results within several of the areas that primarily relate to jobseekers who are closer to the labour market. The results for those who are far removed from the labour market paint a more divergent picture. The proportion of transitions to work and studies for those who are far removed from the labour market has increased in 2021 compared to 2020, at the same time as the results in terms of targets from the appropriation directions such as transitions to regular education, volumes in matching services and employment training have not reached the expected levels. It has been challenging to prioritise sufficient resources to tackle rising long-term unemployment to a greater extent.

Despite the challenges associated with the pandemic and the fact that the number of employees at the agency has decreased since 2019, the agency has made almost full use of funds for both labour market policy programmes and interventions and activity support. The overall assessment is that Arbetsförmedlingen, given the conditions, has dealt with its priorities and goals for 2021 consistent with the agency's expectations.

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2.1 Matching

The assignment in the agency's instructions, to efficiently connect those who are looking for work with those who are looking for labour is assessed through the target in agency's appropriation directions that the proportion of transitions to work is to increase and through the development of the average recruitment and unemployment periods. In addition to the assignment in the agency's instructions, the achievement of targets relating to Arbetsförmedlingen's contribution to matching is assessed via the following indicators: results after matching service and search activity among jobseekers.²⁹

The proportion who transitioned to work increased considerably in 2021 compared with 2020. Arbetsförmedlingen makes the assessment that the result for this

²⁸ Arbetsförmedlingen's assessment and analysis of its principal results and their development in the annual report are conducted using a three-point scale that is based on weighing up the level and development of the chosen indicators. The assessment levels are: beyond the agency's expectations, consistent with the agency's expectations and below the agency's expectations. The basis of the assessments is the assignments and objectives given to Arbetsförmedlingen by the Government in instructions and appropriation directions. The appropriation directions state that the agency's primary assignments are set out in the instruction. We use the assessment 'beyond the agency's expectations' if the result is significantly above the level with which comparisons are made. We use the assessment 'consistent with the agency's expectations' if the result is not materially deviating negatively from the level with which comparisons are made. We use the assessment 'below the agency's expectations' if the result is materially deviating negatively from the level with which comparisons are made.

²⁹ Comparisons are made with the previous year and the agency's expectations that were set in the form of internal target levels in the agency's operational plan for 2021, Af-2020/0064 8443. See appendix 12.1.1 for more information.

appropriation directions target is beyond the agency's expectations. At the same time, the average recruitment times decreased, while the average unemployment periods increased. All in all, Arbetsförmedlingen makes the assessment that the results in respect of matching in the labour market are beyond the agency's expectations.

Both the proportion who found employment after matching services and after employment training increased in 2021 compared with 2020. As did the proportion of jobseekers who spent time looking for work. All in all, Arbetsförmedlingen's contribution to matching is deemed to have been beyond the agency's expectations.

2.2 Prioritising those who are far removed from the labour market

Outside of the appropriation directions targets³⁰, the assignment in the agency's instructions to prioritise jobseekers who are far removed from the labour market is assessed by weighing up the level and development of transitions to work for people in long-term unemployment, transitions to work and studies for participants in the Job and Development Programme and people with disabilities who have a reduced working capacity. Although several of the appropriation directions targets have not been achieved, the proportion of transitions to work has increased for people in long-term unemployment. Furthermore, the proportion of transitions to work and studies for participants in the Job and Development Programme and people with disabilities who have a reduced working capacity has increased.

The sum of Arbetsförmedlingen's programmes and priorities are to lead to work or studies, and these results thus are weighted heavily in the overall assessment. Accordingly, Arbetsförmedlingen makes the assessment that the results for the assignment in the agency's instructions is consistent with the agency's expectations.

The number of participants in developed matching services increased appreciably in 2021 compared with 2020. However, Arbetsförmedlingen has found it difficult to achieve the volume targets for developed matching services against which comparisons are made. Consequently, Arbetsförmedlingen makes the assessment that the appropriation directions target regarding a significant increase in the number of participants in developed matching services has not been met. The result is deemed to be below the agency's expectations. The volume target was ambitious

³⁰ 1) The number of participants in matching services is to increase substantially, 2) The number of participants in employment training is to increase substantially, 3) The proportion who transition to regular education, particularly vocational education, is to increase substantially among those who do not have an upper secondary education or have a need for retraining in order to meet the skills requirements in the labour market, 4) The proportion of registered jobseekers without an activity in the Job and Development Programme and 5) The Youth Job Programme, particularly among those who do not have an upper secondary education is to decrease, 6) The proportion of registered jobseekers without an activity in the integration programme is to be decrease substantially, 7) Arbetsförmedlingen is to refer people who have been out of work for long periods to wage subsidy for development in employment with Samhall. For 2021 the scope of this is to be equivalent to at least 2,000 employees on average over the course of the year and that at least 40 per cent of those recruited to sheltered employment with Samhall are to come from priority groups.

For targets 1–6 comparisons are made with the previous year and the agency's expectations that were set in the form of internal target levels in the agency's operational plan for 2021, Af-2020/0064 8443. For assessment of targets 1 and 2 we are also taking into consideration adjusted assessments in accordance with the agency's expenditure forecast for 2021. See appendix 12.1.1 for more information.

and, over the course of the year, the agency has lowered the forecast of how many people will be deemed to use matching services.

Switching from the service Support and Matching to the service Prepare and Match has entailed major challenges for the agency. Arbetsförmedlingen has changed working methods and processing systems in conjunction with switching services. Changes have been made to purchasing and follow-up procedures, among other things. This has affected the pace at which decisions are made. The work has had tight timeframes and involved a fast rate of development for new working methods and IT systems.

Other explanations are the changes the agency implemented in the second half of 2021 in order to adhere to the financial framework for 2022, something that has reduced potential for jobseekers outside of the framework programmes to be referred to a matching service and has affected development in terms of volume. All in all, resource-intensive initiatives have been implemented and, despite the appropriation directions target not being met, the work has, given the circumstances, been conducted in a satisfactory manner.

The number of participants in employment training increased slightly in 2021 compared with 2020. Nevertheless, the appropriation directions target of a substantial increase has not been met and the result is below the agency's expectations. One explanation why the target has not been met is that an appeal has been made against the contract award in the procurement of transport training programmes, which has resulted in training programmes in this area not being able to start as planned.

The proportion who transition to regular education has increased slightly in 2021 compared with 2020. This is true among all registered jobseekers, as well as among registered jobseekers who lack an upper secondary education. However, the increase is not substantial and the result for the appropriation directions target is deemed to be below the agency's expectations.

The proportion of registered jobseekers without an activity in the Job and Development Programme or the Youth Job Programme remained largely unchanged compared with 2020. The appropriation directions target on reducing the proportion without an activity is therefore assessed to not have been achieved. In the integration programme, however, the proportion without an activity decreased clearly in 2021. Nevertheless, the reduction is not deemed to be substantial, which means that the appropriation directions target has not been achieved. Given the conditions in the labour market in 2021 and in light of the results not deviating in a substantially negative way from those of 2020, Arbetsförmedlingen makes the assessment that the result is consistent with the agency's expectations.

The target in the appropriation directions of at least 40 per cent of those recruited to sheltered employment with Samhall AB to come from priority groups has been achieved as 61 per cent of recruits belonged to the priority groups. Arbetsförmedlingen makes the assessment that the result exceeds the agency's expectations. The result for the number of people who have been referred for wage

subsidy for development with Samhall AB was 1,950 people. The target of at least 2,000 people on average being referred per year has not been achieved but this is close to the target level. In light of the result not deviating in a substantially negative way from the target level, Arbetsförmedlingen makes the assessment that the result is consistent with the agency's expectations.

2.3 Equivalent service

The target in the appropriation directions is for Arbetsförmedlingen to create well-functioning contact pathways for each municipality and registered jobseekers to be given the opportunity to have personal meetings is deemed to have been achieved. All municipalities have a contact person at Arbetsförmedlingen. The local presence and opportunity for in-person meetings is ensured by Arbetsförmedlingen through service offices, the agency's own offices, collaborative solutions with others and independent providers. During the year, the implementation of customer plaza services at the national government service offices have been completed according to plan. In December 2021 the National Government Service Centre was able to welcome Arbetsförmedlingen's customers for less complicated cases at 118 service offices in 110 municipalities. At the same time, Arbetsförmedlingen has ensured through 112 of its own offices and 106 collaborative solutions that the agency is able, when necessary, to offer pre-booked in-person meetings in 211 of the country's 290 municipalities.

2.4 Monitoring and work to combat erroneous payments

The appropriation directions target for Arbetsförmedlingen to enhance overall monitoring, contribute to the overarching objective of decreasing erroneous payments from the welfare system and work to reduce the proportion of erroneous payments is deemed to have been achieved. Arbetsförmedlingen makes the assessment that initiatives and measures implemented in 2021, combined with measures from previous years, has improved the agency's monitoring and work to combat erroneous payments.

Automation and organisational concentration of certain tasks within the agency has created even better conditions for uniform and more legally certain monitoring and administration with respect to jobseekers, employers and independent providers. The agency has continued to develop its risk-based monitoring, which is judged to have had a positive effect. Arbetsförmedlingen now participates in a large number of cooperation initiatives. This cooperation, coordination and sharing of knowledge is deemed to have strengthened Arbetsförmedlingen's monitoring.

2.5 Unemployment insurance as retraining insurance

Arbetsförmedlingen makes the assessment that the agency has, in 2021, accomplished its monitoring assignment linked to the various individual types of compensation in a more appropriate and efficient manner than was previously the case.

Arbetsförmedlingen has, to a significantly greater extent than in previous years, taken action when it can be assumed that jobseekers are not complying with the regulations for compensation, and search activity has increased. This can be explained by increased automation and the uniform and more legally certain processing that is a result of the organisational concentration of the monitoring function, the performance of which has also become more efficient.

2.6 Gender-equal activities

The results show that women continue to be under-represented in the number of new and ongoing support programmes in respect of employment training, matching services and subsidised employment. However, the proportion of women in these support programmes has increased somewhat in 2021 compared with 2020. Arbetsförmedlingen's assessment is that the agency's combined contribution to the gender equality policy targets has increased somewhat in 2021.

3 Matching

This chapter describes the assignment to improve matching in the labour market and the extent to which the agency's initiatives have contributed to making matching

Assessment of results

The situation in the labour market improved considerably in 2021. There was a clear increase in the proportion of transitions to work compared with both 2020 and 2019. Furthermore, employers' recruitment times were shorter in 2021 than in 2020, but there was a clear increase in average unemployment periods. The fact that the average unemployment periods increased is primarily due to the number of new registered jobseekers falling in 2021 (compared with 2020).

Consequently, Arbetsförmedlingen makes the assessment that the development of the labour market is beyond the agency's expectations.

Arbetsförmedlingen's contribution to matching is assessed through the results after employment training, the results after matching services and search activity among registered jobseekers.

All three indicators used to assess the agency's contribution to matching are deemed to have been reinforced in 2021 compared with 2020. The proportion who move on to employment after matching services and employment training each increased by approximately 10 percentage points in 2021 compared with the previous year. At the same time, the proportion of jobseekers actively looking for work increased by three percentage points.

Consequently, Arbetsförmedlingen makes the assessment that the agency's total contribution to matching is beyond expectations.

more effective. The chapter starts with an overall assessment of how successful Arbetsförmedlingen has been with its matching assignment. This assessment is based partly on targets in the appropriation directions, partly on targets in the agency's operational plan. The chapter also describes three of the agency's case types connected to the area Matching.

3.1 Significant results for development of matching in the labour market

Table 3.1 below describes average recruitment times and unemployment periods and the proportion of transitions to work.³¹ Recruitment times and unemployment periods normally vary over the business cycle and there is an inverse relationship between these. In a recession the unemployment period will be prolonged, while the recruitment time is shortened and vice versa. This can be expressed in simple terms as the shorter the recruitment period and the more jobseekers who quickly find work, the better the matching in the labour market.

Transitions to work are measures through the number of unique transitions³² to work over the course of a year and vary with the business cycle and the make-up of group jobseekers. Development of this indicator is one of the most important indicators for the assessment of matching in the labour market.

3.1.1 Average recruitment times and unemployment periods

The average recruitment times remained basically unchanged in 2021 compared with 2020. This despite there being much to indicate the lack of labour with the sought-after skills increasing within several large occupational fields in 2021.³³

However, the average unemployment periods increased appreciably compared to the previous year, see Table 3.1. The increase is explained by the number of newly registered jobseekers decreasing at the same time as the outflow of jobseekers with short unemployment periods rose. This results in an increase in the proportion of jobseekers with longer unemployment periods, which drives up the average unemployment periods.

Table 3.1: Significant results for development of matching, 2019–2021

	2019	2020	2021
Average recruitment time (weeks)*	4.4	4.5	4.4
Average unemployment period (weeks)*	57.1	50.7	57.9
Proportion (%) of transitions to work	32.4	31.0	36.4
- Women	30.4	30.3	34.7
- Men	34.3	31.6	38.1

³¹ Recruitment times and unemployment periods are calculated as the relationship between the number of registered jobseekers (openly unemployed or jobseekers in programmes) with an uninterrupted unemployment period and the number of newly registered jobseekers each month. The unemployment period is recalculated to weeks by multiplying by a factor of 4.333. The recruitment time is calculated as the relationship between the number of vacancies and the vacancy outflow during the month. The recruitment time is recalculated to weeks by multiplying by a factor of 4.333.

³² A jobseeker can transition to work several times in one year but only one occasion per year is accounted for here.

³³ Arbetsförmedlingen 2021, *Arbetsmarknadsutsikterna hösten 2021 [Labour Market Forecasts Autumn 2021]*, Af-2021/0063 1389

Source: Arbetsförmedlingen, Data Store.

3.1.2 Transitions to work

The outflow to work increased in both absolute and relative terms more than was expected in 2021. About 360,000 jobseekers found employment in 2021. That was an increase of 38,000 people compared with 2020. The increase took place across the board, even among those in long-term unemployment. Among the unemployed who had been without work for 12–24 months, the proportion of transitions to work increased by a full 7.5 percentage points. In absolute terms, this is the equivalent of an increase of almost 21,000 people.

The fact that more unemployed people transitioned to work in 2021 than in the previous year can be explained to a great extent by the improvement that took place in the labour market. However, the investments and priorities made by Arbetsförmedlingen also had a positive impact on the results. Not least thanks to more people in long-term unemployment being able to access subsidised employment than in 2020, see chapter 4, section 4.2.

With the exception of the unemployed with the shortest unemployment periods, there is a higher proportion of men than women who transition to work. The difference between the genders also increase with the length of time they have been unemployed. This can be explained to a certain extent by more men than women accessing subsidised employment, primarily new start jobs.

Table 3.2: Proportion (%) of transitions to work*, 2019–2021³⁴

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Unemployed 0–6 months	28.3	27.4	31.2	29.9	26.9	31.2	29.1	27.1	31.2
Unemployed 6–12 months	15.2	14.7	20.7	17.9	15.9	23.2	16.6	15.4	22.1
Unemployed 12–24 months	13.9	13.5	19.2	18.9	16.3	25.4	16.5	15.0	22.5
Unemployed 24 months or longer	13.5	14.8	15.1	20.8	18.4	20.7	17.0	16.5	17.8

Source: Arbetsförmedlingen, Data Store. A person can be included in more than one group. *) Refers to unsubsidised and subsidised work.

3.2 Arbetsförmedlingen’s contribution to matching in the labour market

Arbetsförmedlingen’s contribution to matching is assessed through an appraisal of developments and results after employment training and after matching services, as well as search activity among registered jobseekers. However, measuring Arbetsförmedlingen’s contribution to matching in the labour market is challenging as it is difficult to separate the agency’s impact from other possible influential factors.

3.2.1 Results after employment training and matching services

The proportion who transitioned to work after using matching services increased by nine percentage points in 2021, which is a marked increase compared with 2020. The

³⁴ An individual can be included in more than one category. Please note that the target group reported in Table 3.2 does not correspond to the target group reported in Table 3.1 with regard to the total proportion of transitions to work for all registered jobseekers.

proportion who moved on to work after employment training also rose clearly in 2021. The proportion increased by 10 percentage points compared with 2020.

Underlying the improvement to the results is the improved situation in the labour market and a changed composition of the participants in both matching services and employment training. In 2021 a higher proportion of the unemployed people accessing these programmes had education and experience and also had relatively short unemployment periods than in the preceding years. (See chapter 4, section 4.1 for a more detailed presentation of results for matching services and employment training).

3.2.2 Search activity

Those who are unemployed and receiving compensation from an unemployment insurance fund or activity support from the Social Insurance Agency have to actively look for suitable work. Arbetsförmedlingen follows up on the jobseekers' search activity via activity reporting and interview surveys.³⁵

According to both Arbetsförmedlingen's activity reporting and the interview surveys, the proportion who spent at least one hour looking for work in the past week increased slightly in 2021, see Table 3.3. Arbetsförmedlingen's activity reporting also shows that the search activity went up, more information can be found in chapter 5, section 5.3.

Table 3.3: Significant results for Arbetsförmedlingen's contribution to matching in the labour market, proportions in per cent, 2019–2021

	2019	2020	2021
Proportion (%) in work after employment training	40	27	36
- Women	33	24	32
- Men ³⁶	42	27	38
Proportion (%) in work after matching services	24	20	29
- Women	20	17	26
- Men	27	22	31
Proportion of (%) unemployed people receiving compensation from an unemployment insurance fund or activity support who have spent any time on job-seeking in the past month	89	89	92
- Women	86	87	91
- Men	92	90	92

Source: Arbetsförmedlingen, Employer Survey, Data Store, Jobseeker Survey.

3.3 Arbetsförmedlingen's work with employers

In 2021 Arbetsförmedlingen's work with employers has primarily been conducted within the scope of the customer service strategy – digital first.³⁷ The agency continued the transfer to digital channels in order to efficiently offer services to jobseekers and employers on the basis of need. Employers have been offered support through digital self-service facilities and remote services. An important component of the agency's work with employers has been subsidised employment.

³⁵ Arbetsförmedlingen's jobseeker survey, see appendix for more information.

³⁶ The data for 2020 differ from the 2020 annual report due to rounding errors.

³⁷ Arbetsförmedlingen 2020, *Strategi för kundarbetet – digitalt först [Customer Service Strategy – Digital First]*, Af-2020/00576430

One part of Arbetsförmedlingen’s work with employers involves obtaining information about employers’ recruitment needs, as well as dialogue and agreements on how these recruitment needs can be met. The work with employer has been conducted through industry contacts within the regional industry councils³⁸ and by building up national industry councils. In 2021 a national industry council was started within the transport industry and cooperation has been conducted with the construction industry, the green industries and the food production industry.

The agency also conducted its work with employers within the scope of national agreements with employers who have major recruitment needs and with partners for the purpose of supporting the long-term supply of skilled labour. In 2021 Arbetsförmedlingen has a total of 20 national agreements (2020: 22).

3.3.1 Recruitment services for employers

Arbetsförmedlingen’s staff spent somewhat less of their time on tasks that can be connected to *recruitment services for employers* in 2021 than in previous years, see Table 3.4. The fact that the agency spends less time on this area can be explained to a great extent by Arbetsförmedlingen frequently referring employers with recruitment needs to digital self-service facilities. For example, almost all, 97 per cent, of the of total 1.3 million registered vacancies in 2021 were submitted by the employers themselves.

Proportion of employers who had sufficient applicants to allow them to fill the position

Around 78 per cent of the employers who had contact with Arbetsförmedlingen for recruitment purposes in 2021 state that they had enough applicants to allow them to fill the position. That is a slight decrease on the figure for 2020. The fact that fewer employers having sufficient applicants to allow them to fill the position in 2021 than in the year before can be connected to the shortage of labour with sought-after skills increased within several large occupational fields in 2021. Among those employers who state they did not have sufficient applicants; the most common reason is that jobseekers lack the correct qualifications for the job.

Fast tracks

Since 2015 Arbetsförmedlingen has been tasked, together with the social partners, with utilising new immigrants’ skills in short-handed occupations within what are known as fast tracks.³⁹ The number of new participants in various fast tracks has continued to fall in 2021. A strong contributing factor behind fewer new immigrants participating in fast tracks is that the number of participants in the integration programme is decreasing.

Table 3.4: Recruitment services for employers, 2019–2021⁴⁰

	2019	2020	2021
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³⁸ The industry councils are made up of Arbetsförmedlingen, employers' associations and trade union as well as employers.

³⁹ Fast tracks are a range of programmes in which existing programmes are used. There are also fast tracks for certain procured training programmes at the post-secondary level. Since January 2016 (until December 2021), 9,745 people (3,229 women, 6,516 men) have started fast tracks.

⁴⁰ See appendix for more information about Arbetsförmedlingen’s time reporting.

Available staff resources (in per cent)	9.7	7.1	6.6
Administration costs (in SEK million)	882	621	592
Number of new participants in fast tracks	849	542	332
Number of newly registered vacancies (in thousands)	1,150	961	1,340
Proportion (%) of employers who had sufficient applicants via Arbetsförmedlingen to fill the position	76	83	78

Source: Arbetsförmedlingen, Data Store, Tajma and Raindance.

3.4 Arbetsförmedlingen's work with jobseekers

Efficient matching is dependent on having an efficient registration process that charts the jobseeker's skills and experience and identifies any need for programmes. The activities that fall within *services for looking for work* are largely connected to the mapping of jobseekers and to the general services offered to jobseekers by the agency.

3.4.1 Services for looking for work

In 2021 Arbetsförmedlingen's staff spent around 24 per cent of their time on *services for looking for work*. Compared to the previous year, the time spent on this service has decreased somewhat. This can partially be explained by a lower number of newly registered jobseekers compared with 2020 and to the agency's work to digitalise its operations.

Proportion with planning within 30 days of registration

In 2021 a total of 83 per cent of newly registered jobseekers had an action plan prepared within 30 days.⁴¹ This is marginally lower than 2020 but significantly higher than 2019. In 2020 resources were reprioritised to newly registered jobseekers, which has contributed to maintaining a high proportion of action plans that are prepared within 30 days in 2021.

Jobseekers born in Sweden were more likely to have an action plan than those born abroad. One possible explanation for this difference is that those born abroad in certain cases need language support in order to prepare an action plan. This can contribute to it not being possible to prepare the action plan within 30 days.

However, there are several other reasons why a person does not have an action plan within 30 days. For example, it could be because the jobseeker had managed to find work within 30 days.

Arbetsförmedlingen's interview surveys show that 70 per cent of those registered jobseekers who do have a plan are of the opinion that the action plan is a good or fairly good aid to their job-seeking.⁴² People with a low level of education and those born outside of Europe are more likely to think that the action plan is a good aid.

Table 3.5: Services for looking for work, 2019–2021

	2019	2020	2021
Available staff resources (in per cent) ⁴³	25.7	25.9	23.8
Administration costs (in SEK million)	2,325	2,268	2,130

⁴¹ Under the Labour Market Policy Activities Ordinance (2000:628), jobseekers are to have an action plan within 30 days.

⁴² Arbetsförmedlingen's jobseeker survey, see appendix.

⁴³ See appendix for more information about Arbetsförmedlingen's time reporting.

Number of newly or re-registered jobseekers (in thousands) ⁴⁴	321	464	330
- <i>Women</i>	155	222	158
- <i>Men</i>	166	242	171
Proportion who got an action plan within 30 days (per cent)	73.3	84.7	83.1
- <i>Women</i>	73.0	84.4	83.0
- <i>Men</i>	73.6	85.1	83.2

Source: Arbetsförmedlingen, Data Store, Tajma and Raindance.

3.5 Arbetsförmedlingen's infrastructure for matching

Arbetsförmedlingen contributes to more effective matching in the labour market by facilitating contact between jobseekers and employers. This creates the prerequisites for new appointments. Arbetsförmedlingen provides digital infrastructure through which jobseekers and employers are able to find each other easily. The agency also acts as a facilitator by creating arenas and arrange in-person meetings where jobseekers and employers can meet each other.

Arbetsförmedlingen offers a number of digital services to jobseekers and employers. Arbetsförmedlingen's website offers a multitude of services, and the website is a large meeting place for employers and jobseekers. For example, employers can create their own job advertisements free of charge and jobseekers can find suitable jobs to apply for. The agency's self-service facilities for digital matching are fundamental parts of the assignment to efficiently connect those looking for work with those looking for labour.

3.5.1 Provide infrastructure for matching

In 2021 the agency continued to direct a larger portion of its resources towards the development of digital solutions. This is reflected through the time spent on infrastructure for matching having continued to increase in 2021, see Table 3.6.

Table 3.6: Provide infrastructure for matching 2019–2021⁴⁵

	2019	2020	2021
Available staff resources (in per cent)	1.2	1.6	1.9
Administration costs (in SEK million)	112	139	172

⁴⁴ Newly registered unemployed people are to have an action plan no later than on the 30th day after registration. People who are deactivated prior to the 30th day are not included in the target group.

⁴⁵ See appendix for more information about Arbetsförmedlingen's time reporting.

4 Prioritising those who are far removed from the labour market

In this chapter, Arbetsförmedlingen reports on its assignment to improve the functioning of the labour market by prioritising those who are far removed from the labour market. The assessment is based on seven targets in the appropriation directions, on development and level with regard to transitions to work for people in long-term unemployment, on development and level with regard to transitions to work and studies from the Job and Development Programme and among registered unemployed persons with disabilities that results in a reduced working capacity.

Assessment of results

The number of participants in developed matching services has increased clearly in 2021 compared with 2020. However, the target in the appropriation directions of a substantial increase in developed matching services has not been achieved. The result is therefore deemed to be below the agency's expectations.

The number of participants in employment training has increased in 2021 but the increase is not substantial. The result is therefore deemed to be below the agency's expectations.

The proportion who transition to regular education has increased among all registered jobseekers, as well as among people with a low level of education. The increase is not deemed to be substantial and the result is below the agency's expectations.

The proportion of registered jobseekers without an activity in the Job and Development Programme or the Youth Job Programme remained largely unchanged compared with 2020. In the integration programme the proportion without an activity decreased, but not substantially. Given the conditions in the labour market in 2021 and in light of the results not deviating in a substantially negative way from those of 2020, Arbetsförmedlingen makes the assessment that the result is consistent with the agency's expectations.

Arbetsförmedlingen makes the assessment that the target of at least 40 per cent of those recruited to sheltered employment with Samhall AB to come from priority groups has been achieved because 61 per cent of recruits belonged to the priority groups. Arbetsförmedlingen makes the assessment that the result is beyond the agency's expectations.

Arbetsförmedlingen makes the assessment that the target of at least 2,000 people being referred to wage subsidy for development at Samhall AB over the course of the year has not been achieved, but is close to the target level.

However, the proportion of transitions to work and studies among people in long-term unemployment and participants in the Job and Development Programme did rise in 2021 compared with 2020. The proportion also increased in 2021 among registered jobseekers with a disability that entails a reduced working capacity.

The sum of Arbetsförmedlingen's measures and priorities are to lead to work or studies, and these results are therefore weighted heavily in the overall assessment.

Arbetsförmedlingen makes the overall assessment that the cumulative results for the assignment in the agency's instructions is consistent with the agency's expectations.

4.1 Programmes and activities with activity support or introduction benefit

The proportion of available staff resources used for programmes and activities with activity support or introduction benefit increased markedly in 2021 compared with 2020. See Table 4.1. The administration cost thus also increased for this area compared with the preceding year. There were more decisions made concerning programmes with activity support or introduction benefit in 2021 than in 2020. The unit cost per decision also increased, which means that, on average, each individual decision took longer to process in 2021 than in 2020. The fact that the average time spent on making decisions increased can be connected partly to a more complex administration of matching services, which has initially meant that decisions have taken longer to make.

Table 4.1: Programmes and activities with activity support or introduction benefit, 2019–2021.⁴⁶

	2019	2020	2021
Available staff resources (per cent)	5.8	6.3	9.9
Administration cost	525	552	885
Unit cost for administering programme, SEK per decision	905	862	1,172
Payments to participants, SEK million	13,274	15,817	20,913
Payments to suppliers, SEK million ⁴⁷	3,091	3,569	5,955
Decisions concerning programmes with activity support or introduction benefit	580,663	640,659	754,969
Women	267,889	303,006	358,434
Men	312,775	337,654	396,535

Sources: Arbetsförmedlingen, Tajma, Raindance and Data Store. Data on available staff resources, administration cost, unit cost and payments are not possible to report broken down by gender.

4.1.1 Proportion of decisions changed after reconsideration

The agency's follow-up of legal certainty includes tracking *the proportion of decisions changed after reconsideration*. The results reflect the application of rules in decisions in the first instance and gives an indication of the agency's legal certainty. Decisions that are deemed to be wrong are changed after reconsideration.⁴⁸ Table 4.2 shows the overall development of all reconsidered case types and by gender over the past three years.⁴⁹ In 2021 a total of 15 per cent of decisions concerning the Job and Development Programme and the Youth Job Programme were changed after reconsideration.⁵⁰ This proportion is significantly higher than the annual total for all reconsiderations, which was seven per cent in 2021. The majority of the decisions changed within the guarantees are cases where applicants have requested

⁴⁶ 2019 and 2020 administration cost, unit cost administer programme, decision concerning programme with activity support or introduction benefit differ marginally from the annual report for 2020. See appendix 12.2.1 for reasons why the data have changed marginally in relation to the annual report for 2020.

⁴⁷ Payments to suppliers 2019 and 2020 differ from the annual report for 2020. That is because supplier costs for the measure mapping, guidance and rehabilitation have been added to the table.

⁴⁸ The indicator does not reflect decisions changed in court (error at second instance).

⁴⁹ As of 2021 financial cases have been excluded from the reporting of the proportion of decision changes after reconsideration, which has contributed to the proportion reported for 2021 being lower than the preceding year.

⁵⁰ In 2020 the proportion of decisions changed in the Job and Development Programme and the Youth Job Programme was 16 per cent and in 2019 it was 23 per cent.

reconsideration of revocation, followed by requests for reconsideration of denied referral.

Table 4.2: Proportion of decisions changed after reconsideration, all case types, 2019–2021

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Proportion of decisions changed after reconsideration	13	10	6	12	11	7	14	13	7

Source: The case management system ABS. The indicator refers to cases processed in the IT system AIS. Decisions amended in court (error at second instance) are not included. The data for employer support cannot be broken down by gender as the support is given to employers.

In 2021 the Parliamentary Ombudsman (JO) carried out two inspections in respect of Arbetsförmedlingen’s revocations of the Job and Development Programme, which lead to criticism being directed at the agency. Generally speaking, the criticism related to failings in Arbetsförmedlingen’s administration as the requirements concerning administration set out in the Administrative Procedure Act and other statutes had not been adhered to.⁵¹ The Parliamentary Ombudsman’s criticism is being dealt with through cross-agency measures.

4.1.2 Participants in programmes

In 2021 around 67 per cent of people in long-term unemployment (those who had been out of work for 12 months or more) were registered in the Job and Development Programme, which is Arbetsförmedlingen’s largest programme for the long-term unemployed.

There are several reasons why the number of people in long-term unemployment is not the same as the number of participants in the Job and Development Programme. However, what is key is that jobseekers are offered the opportunity to take part in the Job and Development Programme only once they have used up 300 days of compensation from unemployment insurance without a right to new working conditions or after 14 months of open unemployment if the jobseeker is not entitled to compensation from unemployment insurance. Furthermore, not all participants in the Job and Development Programme are in long-term unemployment as participants can work in the programme or re-enter after temporary work. Finally, people in long-term unemployment who are not receiving compensation from an unemployment insurance fund can decline the opportunity to join the programme.

The Job and Development Programme has the largest number of participants of all of Arbetsförmedlingen’s programmes. In 2021 the number of participants increased by 11 per cent. The number of participants in the Youth Job Programme also increased by 11 per cent, see Table 4.3.

The main reason for the increase in both of these programmes can be linked to the pandemic and its impact on the labour market. Long-term unemployment has increased in the wake of the pandemic, with more people in the Job and Development Programme or in the Youth Job Programme. The number of women in both

⁵¹ Parliamentary Ombudsman (JO), Inspektion av Arbetsförmedlingens kontor [Inspection of Arbetsförmedlingen’s Office], ref. no. 1690–2021.

programmes increased slightly more than the number of men, which has contributed to evening out the gender distribution.

The number of participants in the integration programme has continued to fall as a consequence of the target group having shrunk. The number of women decreased slightly, by two percentage points, compared with 2020.

The number of participants in preparatory measures increased in 2021 compared with 2020. This is largely due to the number of jobseekers outside of the guarantees who participated in procured services increasing at the beginning of the year due to the agency's strategy for preventing long-term unemployment.⁵² A small part of the increase is also due to the number of jobseekers who have transitioned to regular studies within the programme having increased.⁵³

The number of participants in preparatory training courses is more or less unchanged in 2021 compared with 2020. As in the previous year, more men than women participated in preparatory training courses in 2021.

Arbetsförmedlingen has a target in its appropriation directions to significantly increase the number of participants in employment training. Participation increased in 2021 but did not reach the targets set by the agency.⁵⁴ One important explanation is that an appeal has been made against the contract award in the procurement of transport training programmes, which has resulted in training programmes in this area not being able to start as planned. The transport area's share of the labour market places is 30 per cent.⁵⁵ Further causes are that the number of available places does not generally correspond to the need and that matching the right jobseekers with the programme is labour intensive.⁵⁶

There are still fewer women than men who complete employment training, but the proportion has increased (2021: 30 per cent, 2020: 27 per cent, 2019: 21 per cent). One reason why more men than women participate in employment training is that a majority of the training programmes focus on traditionally male-dominated occupations. Around half, 49 per cent, of participants in employment training were born abroad (2020: 61 per cent, 2019: 67 per cent).

Starting a business has increased by 73 per cent compared with the previous year. This increase is largely due to the temporary labour market policy programme rule changes which made it possible to participate for 12 months instead of the previous

⁵² Jobseekers who do not participate in any of the guarantee programmes must receive a decision on participation in the programme preparatory measures in order to be given the opportunity to participate in a procured service.

⁵³ Jobseekers who do not participate in a labour market programme must receive a decision on participation in the programme preparatory measures in order to be given the opportunity to study with compensation from Arbetsförmedlingen.

⁵⁴ Arbetsförmedlingen 2021, *Arbetsförmedlingens verksamhetsplan 2021 [Arbetsförmedlingen's operational plan 2021]*, Af-2020/0064 8443

⁵⁵ Arbetsförmedlingen 2021, *Fördjupad uppföljningsrapport januari-augusti 2021 [In-depth follow-up report January-August 2021]*, Af-2021/0073 6999.

⁵⁶ Arbetsförmedlingen 2021, *Prognos för utbetalningar 2021–2024 [Forecast for payments 2021–2024]*, 2021-07-30, Af-2021/0058 3960

six months.⁵⁷ The participation of women and men both born in Sweden and born abroad increased but the increase was greater among people born in Sweden.

Table 4.3: Participants in programmes, 2019–2021⁵⁸

Number of unique individuals (16–64 years old) with new and ongoing decisions

	Women			Men			All		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Integration programme	28,324	23,865	14,846	20,457	15,967	10,553	48,781	39,832	25,399
Job and Development Programme	81,510	90,569	101,419	93,326	97,397	107,606	174,836	187,966	209,025
Youth Job Programme	14,350	21,292	21,924	23,291	32,754	33,340	37,641	54,046	55,264
Employment training	3,341	4,207	6,145	12,317	11,320	14,065	15,658	15,527	20,210
Work experience	13,786	10,354	10,490	19,617	14,836	14,017	33,403	25,189	24,507
Occupational rehabilitation for certain new immigrants	540	-	-	349	-	-	889	-	-
Preparatory measures	33,026	51,830	72,669	33,895	54,375	76,733	66,921	106,205	149,402
<i>of which preparatory training course</i>	17,171	20,020	20,850	21,096	23,985	24,696	38,267	44,005	45,546
Project with a labour market focus	1,996	481	149	1,505	274	42	3,501	755	191
Support to start a business	1,890	1,962	3,426	2,333	2,390	4,106	4,222	4,352	7,532
Validation	21	36	86	424	184	228	445	220	314

Source: Arbetsförmedlingen, Data Store.

Proportion with activity within the framework programmes

The proportion with at least one ongoing activity within the Job and Development Programme decreased slightly in 2021, see Table 4.4. That applies to participants both with and without an upper secondary education. The differences between women and men, as well as between people born in Sweden and those born abroad were very small.

As in 2020, due to the pandemic there were also few participants in a workplace-based activity in 2021.⁵⁹

Within the Youth Job Programme, the proportion with an activity increased slightly for both women and men. More people participated in an activity with a private provider compared to the previous year. The proportion with an activity increased more or less to the same degree for participants without an upper secondary education as for the programme as a whole.

Within the integration programme, the proportion with a registered activity increased both among women and men. In 2021 around 78 per cent of both women and men in the integration programme had a registered activity. The activity level also increased among integration participants without an upper secondary education. The most common activities for both women and men were Swedish for immigrants (SFI), network, language development, preparatory measures and preparatory training courses. Furthermore, the proportion of women within the integration programme who studied within adult education was more or less the same as that of

⁵⁷ Labour Market Policy Programmes Ordinance (2000:634)

⁵⁸ Work experience (2019 and 2020) and support to start a business (2020) differ marginally from the annual report for 2020. See appendix 12.2.1 for reasons why the data have changed marginally in relation to the annual report for 2020.

⁵⁹ A workplace-based activity means that it takes place in a workplace or is employment training.

men in 2021, 11.5 and 11.4 per cent respectively. The proportion also increased during the year for both genders. A higher proportion of men than women participated in workplace measures such as Support and Matching, work experience and employment training.

Table 4.4: Activity level within the framework programmes, 2019–2021.

Proportion (%) with an activity per month per framework programme, annual average.

	Women			Men			All		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Job and Development Programme	78	78	78	77	77	77	78	78	77
<i>Without upper secondary education</i>	78	78	77	77	76	76	77	77	77
Youth Job Programme	78	79	80	78	78	79	78	78	79
<i>Without upper secondary education</i>	77	78	79	77	77	79	77	77	79
Integration programme	71	70	78	72	71	78	71	71	78
<i>Without upper secondary education</i>	73	72	78	73	73	78	73	73	78

Source: Arbetsförmedlingen, Data Store.

Participants in procured services

The matching service Prepare and Match has been gradually introduced throughout the whole country in three stages over the course of 2021. At the same time as Prepare and Match has been introduced, the matching service Support and Matching has been phased out in the municipalities concerned as these services cannot or should not be used in parallel for legal and commercial reasons.

Switching from the service Support and Matching to the service Prepare and Match has entailed major challenges for the agency. Arbetsförmedlingen has changed working methods and administrative systems in conjunction with switching services, which has had an impact on the pace at which decisions are made. A statistical assessment support tool is used for referrals to Prepare and Match.

The number of participants in the developed matching services Prepare and Match increased markedly in 2021 but the agency's volume targets for participation in developed matching services were not achieved. One reason for this is that difficulties arose in the switch from Support and Matching to Prepare and Match. The implementation of Prepare and Match had a tight deadline and the pace of development of new working methods and IT systems was high. Certain development initiatives were therefore hit by delays, which limited the participant volumes in Prepare and Match.

Furthermore, the financial limitations to appropriation 1.2 ai. 1 Activity support for interventions outside of the framework programmes held back to a certain extent the potential for jobseekers outside the framework programmes to be referred to matching services. So as not to risk exceeding the credit framework, the agency reduced the use of interventions outside of the guarantee programmes.

The gender differences within Prepare and Match decreased in 2021 compared to the previous year due to the proportion of women in the service rising from 41 per cent to 44 per cent. The gender differences within Support and Matching also decreased

slightly in 2021. Within both services, a majority of participants were born abroad (61 per cent for Prepare and Match and 60 per cent for Support and Matching). See Table 4.5

The beginning of 2021 saw the start of the career guidance service, which is intended for jobseekers who need guidance to choose which type of work or study to apply for as well as information about the route to get there. A total of 2,700 people participated in the service in 2021. Women are somewhat overrepresented in the service as they make up 52 per cent of the participants.

Introduction to work and activity-based investigation placements are services within the scope of the Employability Rehabilitation Programme. Both services have been subject to challenges in terms of providing places in an appropriate way during the pandemic. However, the number of participants in both services increased in 2021 compared with 2020.

For both introduction to work and activity-based investigation placements, approximately 60 per cent of participants were women, which is in line with the gender distribution of previous years. Those born abroad were clearly underrepresented in both services (given the proportion of people born abroad who are registered as unemployed). Within introduction to work, 23 per cent were born abroad and within activity-based investigation placements, 33 per cent. One explanation for the low proportion of people born abroad can be difficulties with providing appropriate language or interpreter-support, especially remotely.

In 2021 Arbetsförmedlingen had two support services in the form of individual educational support during training and occupational Swedish. These services are primarily intended to provide support for participation in employment training, but also within e.g. extra positions. The number of participants in occupational Swedish decreased marginally compared with 2020, while participation in individual educational support during training increased. The proportion of men was higher than that of women within both services (occupational Swedish: men 56 per cent, individual educational support during training: men 66 per cent). However, the gender differences in both services have decreased compared with the previous two years, particularly within occupational Swedish. This may be because fewer men born abroad started employment training, especially within the transport sector due to certain agreements ending in 2021. Training programmes within transport is among the largest employment training programmes and is also clearly male-dominated, which affects the combination with occupational Swedish.

Table 4.5: Participants in procured services, 2019–2021.

Number of unique participants (16–64 years old) with new and ongoing decisions

	Women			Men			All		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Activity-based investigation placements	890	826	890	567	538	611	1,457	1,364	1,501
Introduction to work	1,739	7,999	10,448	1,152	5,455	7,056	2,891	13,454	17,504
Individual educational support during training	318	445	513	888	982	1,007	1,206	1,427	1,520
Career guidance	-	-	1,412	-	-	1,298	-	-	2,710
Prepare and Match	-	2,716	22,183	-	3,927	27,918	-	6,643	50,101
Support and Matching	23,711	53,926	75,839	32,629	67,256	89,920	56,340	121,182	165,759
Occupational Swedish B	1,256	1,179	1,412	3,232	2,160	1,783	4,488	3,339	3,195

Total	27,334	65,451	101,687	37,462	78,060	116,246	64,796	143,511	217,933
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Source: Arbetsförmedlingen, Data Store.

4.1.3 Compensation to participants and suppliers

For programmes with activity support or introduction benefit the total payments to participants and suppliers in 2021 amounted to SEK 27 billion, an increase of approximately SEK 7.5 billion compared to 2020, see Table 4.6. The fact that the payments to suppliers increased can be explained by an increasing number of jobseekers participating in activities that generate supplier costs.

The temporary increase in the unemployment benefit that entered into force in April 2020 had an impact in 2021 in the form of higher average costs and is one reason why payments to individuals increased more than the number of participants.

The largest percentage increase in costs was within preparatory measures: mapping, guidance and rehabilitation. The only decrease was for the integration programme which had fewer participants in 2020. The higher activity level for this group compared with 2020, combined with a backlog of costs meant that the reduction in supplier costs was lower than the reduction in the number of participants.

Table 4.6: Payments to participants and suppliers for programmes with activity support or introduction benefit, 2019–2021.

Amount in SEK million.

	Compensation to participants			Compensation to suppliers		
	2019	2020	2021	2019	2020	2021
<i>Guarantee programme</i>						
Job and Development Programme	9,066	11,135	12,973	1,604	1,944	2,675
Youth Job Programme	511	828	1,057	269	344	569
Integration programme	2,674	2,256	1,307	432	309	230
Total framework programmes	12,251	14,219	15,337	2,305	2,597	3,474
<i>Programmes outside of framework programmes</i>						
Employment training	196	258	680	350	372	774
Work experience	91	87	128	-	-	-
Preparatory measures ⁶⁰	561	1,072	4,127	421	589	1,689
Project with a labour market focus	12	2	2	-	-	-
Support to start a business	163	179	638	9	9	13
Study contract	-	-	-	3	-	-
Validation	0.4	0.4	1.2	3	2	5
Total programmes outside of framework programmes	1,023	1,598	5,576	786	972	2,481
Total	13,274	15,817	20,913	3,091	3,569	5,955

Source: Arbetsförmedlingen, Data Store and Raindance. It is not possible to break the data down by gender.

The total costs for procured employment services and training programmes almost doubled compared to the previous year. Support and Matching, employment training,

⁶⁰ Supplier costs for preparatory measures in 2019 and 2020 differ from the annual report for 2020. That is because supplier costs for the measure mapping, guidance and rehabilitation have been added.

introduction to work and Prepare and Match represented the largest cost increase, which largely is due to Arbetsförmedlingen continuing to prioritise referrals to matching services. Support and Matching made up 51 per cent of the total cost in 2021.

In conjunction with the production of transition plan for a staged introduction of Prepare and Match, an analysis was carried out of which delivery areas had a risk of having too few or no suppliers. A draft action plan for how to manage these areas has been produced.

Table 4.7: Number of procured suppliers and payments to suppliers, 2019–2021.
Costs in SEK million

	Number of suppliers			Supplier costs		
	2019	2020	2021	2019	2020	2021
Prepare and Match	-	37	88	-	26	329
Support and Matching	184	200	193	788	1,341	2,877
<i>Total matching services</i>	<i>184</i>	<i>237</i>	<i>281</i>	<i>788</i>	<i>1,368</i>	<i>3,206</i>
Activity-based investigation placements	4	3	6	49	44	45
Individual educational support during training	2	2	2	118	102	124
Introduction to work	6	7	6	16	155	245
Career guidance			3			5
Validation	19	18	21	9	5	7
Occupational Swedish B	7	7	7	66	43	46
<i>Total other procured services</i>	<i>38</i>	<i>37</i>	<i>45</i>	<i>259</i>	<i>349</i>	<i>472</i>
Employment training	80	54	62	1,015	867	1,282
Preparatory training course	65	51	57	667	645	671
<i>Total training programmes</i>	<i>145</i>	<i>105</i>	<i>119</i>	<i>1,682</i>	<i>1,512</i>	<i>1,954</i>
Total amount	367	379	445	2,730	3,229	5,631

Sources: Arbetsförmedlingen, Data Store and Raindance. It is not possible to break the data down by gender.

4.1.4 Follow-up and quality assurance of procured services

In 2021 several measures have been implemented in order to enhance the monitoring and follow-up of independent providers. Among other things, the agency has begun transferring its monitoring and follow-up of suppliers of labour market services to an agency-wide function. The transfer began in autumn 2021 and is expected to be complete in spring 2022.

The agency also has initiated an overhaul of processes and information models as well as IT systems in order to enhance its ability to tackle erroneous payments and fraud. The ambition is to, as far as is possible, digitise and automate the work of monitoring and follow-up. One prerequisite for this is uniform and standardised processes and working methods.

4.1.5 Results after completed programme and procured service

Transitions to work and studies in the guarantee programmes

In 2021 transitions to work and studies from the Job and Development Programme increased by a total of three percentage points, see Table 4.8. Transitions to work and to studies both increased. The proportion of men who transitioned to work increased more than the proportion of women. However, the transition to studies increased by a slightly larger amount among women than among men. Transitions to work and

studies increased among both those born in Sweden and those born abroad, but by a larger amount among those born in Sweden than among those born abroad.

Similarly, the proportion who transitioned from the Youth Job Programme to work and studies also increased, see Table 4.8. The increase largely consists of more people transitioning to work, but transitions to studies also increased compared with the previous year. The increase took place among both women and men, as well as among both those born in Sweden and those born abroad. However the increase was larger among those born in Sweden than among others.

There are a number of factors underlying the positive development in both of these programmes, not least the improved situation in the labour market, which has contributed to more people moving on to work without support. In parallel, more people have accessed matching services, which may have had a positive impact on the result. In 2021 Arbetsförmedlingen has also intensified its efforts to encourage study and referred more people to studies, which has contributed to more people starting to study. However, the fact that fewer people have been able to access extra positions is deemed to have held back the results, particularly for women born outside of Europe.

Table 4.8: Proportion of transitions to work or studies among participants in the Job and Development Programme and Youth Job Programme 2019–2021.

Proportion (%) of participants in the programme, unique individuals.

	Women			Men			All		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Job and Development Programme	22	23	25	28	26	29	25	24	27
Youth Job Programme	34	31	43	36	31	45	35	31	44

Source: Arbetsförmedlingen, Data Store.

Results 90 days after completed programme or procured service

The outcome for work after completed programme improved for most programmes in 2021, see Table 4.9. The increase is due to more people transitioning to work, which is deemed to be a consequence of the demand for labour increasing over the course of the year. The difference between the programmes is largely explained by the fact that they have different aims and target groups. Men generally have a slightly higher result for work.

Table 4.9: Proportion in work 90 days after completed programme, 2019–2021.

Proportion (%) of participants (16–64 years old) who have completed programmes in total.

	Women			Men			All		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Employment training	33	24	32	42	27	38	40	27	36
Work experience	33	35	36	41	38	41	38	36	39
Occupational rehabilitation for certain new immigrants	13	29	-	16	9	-	14	21	-
Preparatory measures	15	13	22	18	15	26	17	14	24
Project with a labour market focus	15	20	24	23	26	33	19	23	29
Support to start a business	80	70	77	79	66	77	79	68	77
Validation	41	3	22	13	11	27	14	10	25

Source: Arbetsförmedlingen, Data Store.

In Prepare and Match, a total of 5,300 people (51 per cent) moved on to work or regular studies in 2021, see Table 4.10. The corresponding result for Support and Matching was 54,500 people (32 per cent), see Table 4.10.

Participants in matching services with a shorter unemployment period are likely to move on to studies than those with longer unemployment periods. Among participants with unemployment periods of 0–6 months who had taken part in Prepare and Match, 58 per cent transitioned to work or studies in 2021. That can be compared with 36 per cent among those with unemployment periods of 24 months or more. The proportion who transition to subsidised employment increased with the length of the unemployment period. The same pattern is also present in Support and Matching.⁶¹

As is the case with many other interventions and programmes, men who have taken part in Prepare and Match are more likely than women to transition to work, while women are more likely than men to transition to studies.

Women born abroad is the group that is least likely to transition to work. Just over one in three women born abroad who took part in Prepare and Match transitioned to work in 2021. That can be compared to about half of other participants. However, women born abroad are more likely to transition to regular studies extent than the other groups.

The career guidance service has only been operating for a short time, which is why the results should be interpreted with caution. With regard to introduction to work, it is important to point out that the target group for this service is jobseekers who are not yet ready to be matched to work or studies.

Table 4.10: Proportion in work or studies 90 days after a procured service, 2019–2021.
Proportion (%) of participants (16–64 years old) who have completed a service

	Women			Men			All		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Customer Choice Prepare and Match	-	53	47	-	54	53	-	53	51
of which to work	-	25	35	-	42	45	-	35	41
of which to studies	-	28	12	-	12	8	-	18	10
Support and Matching	24	23	31	30	26	34	27	25	32
of which to work	20	17	26	27	22	30	24	20	28
of which to studies	4	6	5	3	4	3	3	5	4
Introduction to work⁶²	12	12	12	12	11	13	12	12	12
of which to work	9	8	10	5	10	11	7	9	10
of which to studies	3	4	4	7	2	2	5	3	2
Career guidance	-	-	10	-	-	19	-	-	14
of which to work	-	-	6	-	-	16	-	-	11
of which to studies	-	-	4	-	-	3	-	-	4

Source: Arbetsförmedlingen, Data Store.

⁶¹ In autumn of 2021 Arbetsförmedlingen conducted an evaluation of the effectiveness of the service Support and Matching. The evaluation showed that the service is somewhat more effective for jobseekers who have been unemployed for a short period than for others. See Arbetsförmedlingen 2021, Effektutvärdering av tjänsten stöd och matchning [Evaluation of the Effectiveness of the Service Support and Matching], Af-2021/0091 6867.

⁶² Refers to the new service that started in May 2019.

4.2 Subsidised employment

In general terms, Arbetsförmedlingen has two types of wage subsidies. There are wage subsidies for people who have spent long periods out of work or who are new to Sweden, but there are also wage subsidies specifically targeted at people with a disability that results in a reduced working capacity. Extra positions, introduction jobs and new start jobs belong to the former category. The latter category contains different forms of wage-subsidised employment and sheltered public employment.

Both the proportion of available staff resources and the administration costs for managing the subsidised employment have increased compared to 2020. At the same time, the unit cost for administering subsidised employment has increased, which means that the average turnaround time has increased, see Table 4.11.

Table 4.11: Subsidised employment, 2019–2021.⁶³

Costs (in SEK million), number of decisions and participants

	2019	2020	2021
Available staff resources (per cent)	6.9	9.1	10.7
Administration cost	625	798	956
Unit cost administering subsidised employment, SEK per decision	2,409	3,567	4,075
Payments to employers	23,304	18,323	19,975
Decisions concerning subsidised employment	259,438	223,610	234,514
Women	97,348	87,055	93,198
Men	162,090	136,555	141,316

Source: Arbetsförmedlingen, Data Store, Tajma and Raindance. Data on available staff resources, administration cost, unit cost and payments are not possible to report broken down by gender.

4.2.1 Quality-reviewed cases without discrepancies in compliance and quality

The agency's quality review shows that more subsidised employment has been administered without discrepancies in compliance and quality, see Table 4.12.⁶⁴ Among the types of subsidised employment that were reviewed the proportion of cases without discrepancies was highest for new start jobs (84 per cent), followed by wage subsidy⁶⁵ (79 per cent) and lowest for introductory jobs (58 per cent).

A partial explanation of the difference between the various forms of support is deemed to be the complexity of their administration and the level of specialisation of the administrators. New start jobs are almost exclusively administered by specialist administrators within the department Personal Remote Meeting (PRM). Wage subsidies are also processed by specialist administrators and decided upon by specific decision-makers. Furthermore, there are requirements for both administrators and decision-makers to complete a specific training course in order to qualify for these

⁶³ Administration cost and unit price for administering subsidised employment for 2019 and 2020, as well as decisions concerning subsidised employment for 2019 are marginally different from the annual report for 2020. See appendix 12.2.1 for reasons why the data have changed marginally in relation to the annual report for 2020.

⁶⁴ Each quarter, Arbetsförmedlingen conducts quality reviews on a selection of cases that involve subsidised employment. This quality review is used to identify deficiencies and to monitor the effects of improvement measures.

⁶⁵ Wage subsidy includes: wage subsidy for employment, wage subsidy for development in employment and wage subsidy for security in employment.

roles. The administration of introductory jobs is more spread out and does not have the same requirements for specialisation.⁶⁶

Table 4.12: Quality-reviewed cases without discrepancies in compliance and quality.

Proportion (%)

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Number of cases without discrepancies	47	69	81	47	73	78	47	72	79

Sources: Arbetsförmedlingen, Sample Survey.

Part of the agency's follow-up of legal certainty is *the proportion of decisions changed after reconsideration*, which reflects the application of the rules in decisions made in the first instance.⁶⁷ Decisions that are judged to be wrong are changed after reconsideration. In 2021 a total of 14 per cent of decisions concerning subsidised employment were changed (2020; 12 per cent, 2019: 8 per cent).

The proportion of decisions in respect of subsidised employment that were changed due to incorrect application of the rules increased during the year. The increase is due to more approvals in cases in which the employer has requested reconsideration of decisions when Arbetsförmedlingen has revoked the decision to grant support with the justification that the employment contract has not been received on time. The majority of decisions to change within subsidised employment involve cases in which the employer has requested reconsideration of a decision to reject.

4.2.2 Number of people with the individual recruitment incentive, new start jobs and vocational introduction jobs

In 2021 the number of participants in extra positions, introductory jobs and new start jobs increased, while the number in vocational introduction jobs decreased, see Table 4.13. As in previous years more men than women (61 per cent and 39 per cent, respectively) utilised these programmes. The number of people with an extra position increased by 28 per cent in 2021 compared with 2020. The number increased for all groups of registered jobseekers but was largest among men born abroad. However, women born abroad make up the majority of those with an extra position; they made up 55 per cent of all participants in 2021.

The increase is explained by several different factors. The appropriation used for extra positions has increased and new collaborations have gradually been started after the stop for new decisions in extra positions in 2019. Many extra positions are also in activities such as health and social care, which has been affected by the pandemic but which were opened again in 2021. Another factor that has likely contributed to the increase is that the Government has extended the maximum time for extra positions to 36 months in order to alleviate the effects of the pandemic.

⁶⁶ Arbetsförmedlingen 2021, *Andel kvalitetsgranskade ärenden utan avvikelser 2021 [Proportion of quality-reviewed cases without discrepancies 2021]*, Af-2021/0034 2943.

⁶⁷ The indicator refers to cases processed in the IT system AIS. Decisions amended in court (error at second instance) are not included. The data for employer support cannot be broken down by gender as the support is given to employers.

The number of participants in introductory jobs increased by nine per cent in 2021 compared with 2020. The increase has been equally large for both women and men. The proportion of women thus remains unchanged on that of 2020 at 38 per cent. The majority (52 per cent) of participants are men born abroad. The increase in the number of participants in introductory jobs can partly be explained by the priorities chosen by the agency in order to break long periods out of work. Another possible partial explanation is the Government's decision to also extend the maximum time for introductory jobs to 36 months.

There has been a small increase in the number of participants in new start jobs in 2021. A larger increase of the number of participants has likely been held back through effects that can be linked to the pandemic. There has been a small increase in the proportion of women, which is now 33 per cent. As in previous years, the majority of participants, 55 per cent, are men born abroad. One explanation for the uneven gender distribution is that new start jobs are largely in male-dominated industries such as manufacturing, construction and transport.

The number of participants in vocational introduction has continued to decrease in 2021. The Government intends to abolish vocational introduction jobs from 2024. The reason is that there are very few participants and that the structure for the remaining wage subsidies would be simplified by abolition.⁶⁸

Table 4.13: Participants in the individual recruitment incentive, new start jobs and vocational introduction jobs, 2019–2021.

Number of unique individuals (16–64 years old) with new and ongoing decisions

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Extra position	10,958	7,933	9,907	9,848	5,100	6,774	20,806	13,033	16,681
Introductory jobs ⁶⁹	4,677	3,201	3,531	8,678	5,259	5,713	13,355	8,460	9,244
New start jobs	18,663	16,272	16,739	44,483	34,567	34,460	63,146	50,839	51,199
Vocational introduction jobs	186	121	83	1,035	700	587	1,221	821	670

Source: Arbetsförmedlingen, Data Store.

4.2.3 Number of people with wage subsidies and sheltered employment

The number of people who have been employed with some form of wage subsidy decreased in 2021 compared with 2020, see Table 4.14. The trend was similar for both women and men. For people under the age of 30, wage subsidies have decreased more than for other groups of people.

There are a number of explanations for this development. During the pandemic it has been challenging to identify needs that arise due to a disability as there have been limited opportunities to meet jobseekers in person for an in-depth assessment. It has been more difficult to identify needs due to a disability in the digital environment, something which the agency has identified as an important area for development.

⁶⁸ Budget Bill 2021/22:1, Expense Area 14, page 44.

⁶⁹ On 1 May 2018, introductory jobs replaced the Special Recruitment Incentive, the Enhanced Special Recruitment Incentive, the Entry Recruitment Incentive and trainee jobs. In the table, "Introductory jobs 2019" also encompasses the special recruitment incentive, the Enhanced Special Recruitment Incentive, Entry Recruitment Incentive and trainee jobs.

The agency's reduced labour force in the last few years has contributed to fewer people receiving wage-subsidised employment. This is because there are staff-intensive elements of the work regarding wage subsidies and in identifying needs due to a disability. Another reason is that measures to reduce the spread of infection have continued to impact the range of jobs for which a wage subsidy may be pertinent. Access to workplace-based activities that often precede wage-subsidised employment has also decreased.

Table 4.14: Wage-subsidised employment for people with disabilities, 2019–2021.

Number of unique individuals (16–64 and under 30 years old) with new and ongoing decisions

	Women			Men			All		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Wage subsidy for employment	13,394	12,791	12,616	20,003	18,972	18,611	33,397	31,763	31,227
<i>of which under 30 years old</i>	1,691	1,640	1,651	4,113	3,833	3,682	5,804	5,473	5,333
Wage subsidy for security in employment	15,732	14,867	13,882	23,031	21,725	20,208	38,763	36,592	34,090
<i>of which under 30 years old</i>	1,153	1,017	800	2,979	2,538	2,083	4,132	3,555	2,883
Wage subsidy for development in employment	8,293	6,625	5,604	11,546	8,949	7,965	19,839	15,574	13,569
<i>of which under 30 years old</i>	2,484	1,798	1,497	4,919	3,472	3,006	7,403	5,270	4,503
Sheltered employment with a public sector employer	826	765	696	1,888	1,711	1,491	2,714	2,476	2,187
<i>of which under 30 years old</i>	112	98	95	217	225	212	329	323	307

Source: Arbetsförmedlingen, Data Store.

4.2.4 Payments to employers for subsidised employment

Payments to employers for subsidised employment in 2021 were higher than in 2020, see Table 4.15. The change tracks the development of the number of people who benefitted from each type of subsidised employment.

Table 4.15: Payments to employers for subsidised employment, 2019–2021.

Amount in SEK million.

	Payments to employers		
	2019	2020	2021
Extra positions	4,179	1,980	3,656
Introductory jobs	1,777	900	1,249
Wage subsidy for employment	4,124	3,995	4,298
Wage subsidy for security in employment	5,654	5,397	5,330
Wage subsidy for development in employment	2,253	1,945	1,713
New start jobs	4,624	3,733	3,385
Sheltered employment with a public sector employer	373	328	321
Vocational introduction jobs	56	39	23
Total	23,304	18,323	19,975

Source: Arbetsförmedlingen, Raindance. It is not possible to break the data down by gender.

4.2.5 Results after subsidised employment

In 2021 the results of work for extra positions, introductory jobs and new start jobs fell. However, men continue to have better results than women across the board. The largest difference is for extra positions and introductory jobs. See Table 4.16.

A significant portion of the transitions to work, particularly after extra positions and introductory jobs, consists of transition to other subsidised employment (primarily new start jobs). In 2021 transitions to other subsidised employment made up 76 per cent of the total results for these two programmes (2020: 85 per cent, 2019: 82 per cent).

The deteriorating results after extra positions and introductory jobs in 2021 are explained entirely by the fact that fewer people transitioned to other subsidised employment. This is due to the proportion transitioning to unsubsidised employment increasing in 2021 compared with the previous years. For extra positions and introductory jobs combined, a total of 7.7 per cent transitioned to work without support in 2021 (2020: 5.2 per cent, 2019: 6.4 per cent).

The fact that such a large proportion of transitions are to other subsidised employment is linked to the fact that participants in extra positions and introductory jobs are often far removed from work; a chain is often required in order for these persons to be able to get a regular job.

Table 4.16: Proportion in work (with or without support) 90 days after completing the individual recruitment incentive, a new start job and vocational preparation employment, 2019–2021.

Proportion (%) of participants who have transitioned to work with or without support.

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Extra position	27	27	20	36	31	31	32	29	25
Introductory jobs ⁷⁰	43	36	35	52	47	43	49	43	40
New start jobs	36	26	26	42	32	31	41	30	29
Vocational introduction	61	47	64	71	65	75	69	62	73

Source: Arbetsförmedlingen, Data Store.

The proportion who had a job 90 days after the end of a wage subsidy in 2020, see Table 4.17. The trend is similar for women and men. For the programmes that are largest in terms of numbers, wage-subsidised employment and wage subsidy for security, the proportion who had a job after this ended increased by five and six percentage points, respectively. Jobs with support after completion were clearly predominant, which can be explained by the fact that these programmes target people with disabilities, which results in a reduced working capacity and that there has been a need for jobs with support.

Table 4.17: Proportion in work (with or without support) 90 days after completed wage support, 2019–2021.

Proportion (%) of participants who have transitioned to work with or without support.

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Wage subsidy for employment	52	46	52	50	46	50	51	46	51
Wage subsidy for security in employment	45	45	51	47	46	53	46	45	52
Wage subsidy for development in employment	55	54	61	56	54	59	55	54	60

⁷⁰ On 1 May 2018, introductory jobs replaced the Special Recruitment Incentive, the Enhanced Special Recruitment Incentive, the Entry Recruitment Incentive and trainee jobs. In the table, "Introductory jobs 2019" also encompasses the now defunct Special Recruitment Incentive, the Enhanced Special Recruitment Incentive, the Entry Recruitment Incentive and trainee jobs.

Wage subsidy for development in employment with Samhall AB	45	34	38	56	41	41	52	38	40
Sheltered employment with a public sector employer	47	38	34	42	32	34	43	34	34

Source: Arbetsförmedlingen, Data Store.

4.3 Regular education

4.3.1 Results – transitions to regular studies

The proportion of jobseekers who transitioned to regular education has increased slightly in 2021 compared with 2020. This applies to both all registered jobseekers and those with a low level of education, see Table 4.18. The increase was particularly high among women born outside Europe. However, the increase is not deemed to be substantial and the result is below the agency's expectations.

The fact that an increasing number returned to studies in 2021 is judged to be due to reasons including the agency's active efforts to get more jobseekers to transition to regular education in accordance with the assignment in the appropriation directions to increase transitions to regular education.

The agency has also implemented a number of programmes for the purpose of streamlining the process for transition to studies in 2021. These include more jobseekers having been referred to apply for regular education in 2021 compared with 2020. The number of referrals to apply for regular education increased significantly in 2021 compared with 2020. In 2021 there were around 12,100 referrals to apply for regular education, compared with just over 4,000 in 2020. A clear majority, around 87 per cent, of those who were referred for education were born abroad.

Arbetsförmedlingen has also carried out skills development measures for members of staff, managers and suppliers in order to create clearer and more uniform work processes for matching to work through education. The ordinance amendment⁷¹, which provides more jobseekers the opportunity to study a regular study programme as a preparatory measure, combined with the situation in the labour market, has also contributed to the increase in the proportion transitioning to regular education.

Table 4.18: Proportion transitioning to regular studies 2019–2021.

Proportion (%) of registered jobseekers with no more than pre-secondary education and total registered jobseekers, respectively.

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Proportion of registered jobseekers with a low level of education	6.8	6.8	7.4	5.0	4.5	4.4	5.8	5.5	5.8
Proportion of all registered jobseekers	6.1	6.9	7.3	4.3	4.7	4.7	5.2	5.8	5.9

Source: Arbetsförmedlingen, Data Store.

The proportion who have transitioned to interventions that encourage study and guidance programmes has increased in 2021 compared with 2020, see Table 4.19. Part of the increase can probably be linked to the agency's efforts to get more people to transition to regular education, where interventions that encourage study and

⁷¹ Press release from the Ministry of Employment, the Ministry of Education and Research. *More unemployed persons are to be able to study while retaining their compensation*. Government Offices of Sweden 2020.

guidance programmes are important for many jobseekers who need to transition to education.

Table 4.19: The proportion transitioning to interventions that encourage study and guidance programmes 2019–2021.⁷²

Proportion (%) of registered jobseekers with no more than pre-secondary education and total registered jobseekers, respectively.

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Proportion of registered jobseekers with a low level of education	5.3	6.0	6.3	3.4	3.8	4.4	4.3	4.8	5.3
Proportion of all registered jobseekers	2.2	2.4	2.8	1.6	1.9	2.3	1.9	2.1	2.5

Source: Arbetsförmedlingen, Data Store.

The number of jobseekers with a low level of education who have begun studying as a part of a labour market programme has increased in 2021. The increase can probably be explained by more jobseekers having had the opportunity to study as part of an intervention in labour market policy programme since 1 November 2020⁷³, and because of Arbetsförmedlingen’s focus on increasing the number of transitions to regular studies.

The number of people with a low level of education who studied with an introduction plan or within the integration programme has decreased in 2021. The decrease may be linked to the number of participants in the integration programme having decreased substantially in 2021. Compared to the number of remaining participants in the integration programme, the proportion of new participants moving on to studies is more or less the same in 2021 as in 2020.

The number participating in the Job and Development Programme at a rate of 50 per cent due to studies has increased in 2021, which is probably linked to the general increase in the number of jobseekers who have begun regular studies in 2021 and because the opportunity to study part time while participating in the programme was extended from six to twelve months in June 2021.⁷⁴ The number of people with a low level of education who have been deactivated for regular studies has decreased somewhat in 2021 compared to 2020.

Table 4.20: Number of transitions to studies per study path, registered jobseekers with a low level of education, 2019–2021.

Number of unique individuals

	Women	Men	Total
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⁷² The statistics for transitions to interventions that encourage study and guidance programmes differ from 2019 and 2020 due to the method being used to identify those who have participated in folk high school education having changed, as have the interventions on which the calculations are based. The programmes included are courses at folk high school that encourage study, vocational preparation and study preparation modules, as well as the career guidance service. The agreements with suppliers regarding vocational preparation and study preparation study programmes have been phased out in 2021. Instead, the new procured career guidance service has been added in a number of locations in 2021.

⁷³ Press release from the Ministry of Employment, the Ministry of Education and Research. *More unemployed persons are to be able to study while retaining their compensation*. Government Offices of Sweden 2020.

⁷⁴ Press release from the Ministry of Employment. *Expanded study opportunities for people in long-term unemployment*. Government Offices of Sweden 2020.

	2019	2020	2021	2019	2020	2021	2019	2020	2021
Deactivated for regular studies	5,796	6,864	7,009	5,608	6,013	5,440	11,404	12,877	12,449
Studies with introduction plan/within the integration programme	1,768	1,340	737	1,232	911	540	3,000	2,251	1,277
Preparatory programme - studies with activity support	814	835	1,576	461	429	891	1,275	1,264	2,467
Part-time studies in combination with the Job and Development Programme	228	314	733	119	158	300	347	472	1,033

Source: Arbetsförmedlingen, Data Store.

The number of people who studied with an introduction plan or within the integration programme has decreased in 2021. The decrease may be linked to the number of participants in the integration programme having decreased substantially in 2021. Compared to the number of remaining participants in the integration programme, the proportion of new participants moving on to studies is more or less the same in 2021 as in 2020.

The number participating in the Job and Development Programme at a rate of 50 per cent due to studies has increased in 2021, which is probably linked to the general increase in the number of jobseekers who have begun regular studies in 2021 and because the opportunity to study part time while participating in the programme was extended from six to twelve months in June 2021.⁷⁵ The number who have been activated for regular studies among all jobseekers has decreased slightly in 2021.

Table 4.21: Number of transitions to studies per study path, all registered jobseekers, 2019–2021.

Number of unique individuals

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Deactivated for regular studies	20,577	29,716	27,892	15,962	22,072	19,448	36,539	51,788	47,340
Studies with introduction plan/within the integration programme	3,446	2,584	1,509	2,099	1,648	1,116	5,545	4,232	2,625
Preparatory programme - studies with activity support	2,194	2,314	5,015	1,387	1,275	2,859	3,581	3,589	7,874
Part-time studies in combination with the Job and Development Programme	877	1,119	1,632	486	527	699	1,363	1,646	2,331

Source: Arbetsförmedlingen, Data Store.

4.3.2 Arbetsförmedlingen's programmes to encourage more registered jobseekers with a low level of education to start studying

Cooperation

Purposeful cooperation with municipalities and independent providers is an important success factor for achieving more transitions to studies, primarily for jobseekers whose need for a customised range is great. Cooperation within these areas primarily takes place locally and is therefore also structured differently in different parts of the country. In local cooperation within the field of education, joint issues regarding, for example, compulsory education, study start support and the municipalities' range of study programmes.

⁷⁵ Press release from the Ministry of Employment. *Expanded study opportunities for people in long-term unemployment*. Government Offices of Sweden 2020.

In 2021 work began on the production of a national structure for the agency's cooperative processes with municipalities and independent providers. Arbetsförmedlingen has tested and evaluated forms of cooperation via a pilot project encompassing three of Arbetsförmedlingen's local operations with independent providers and municipalities. The pilot encompassed the process for transitions to regular studies and financial assistance with a focus on the vocational preparation and preparatory measures for study, career guidance and interventions that encourage study at folk high schools. The purpose of the project was to develop and test working methods for customer-focussed and effective coordination relating to the needs of individuals, when they are with an independent provider or are receiving, or will be receiving, support from the municipality.

In 2021 Arbetsförmedlingen, together with the National Agency for Education, has also analysed how the sharing of information between municipalities and Arbetsförmedlingen can be improved for the purpose of streamlining cooperation and facilitating transitions from unemployment to municipal adult education. The work was carried out in accordance with assignment 3.13 in Arbetsförmedlingen's appropriation directions for 2021 and was reported in October 2021.⁷⁶

Career guidance

Career guidance is one of the prioritised areas included in Arbetsförmedlingen's strategy *Matching Through Education*.⁷⁷ Support using career guidance is an important component in encouraging more unemployed people to transition to studies or work. In order to meet different career guidance needs Arbetsförmedlingen offers three levels of career guidance: career guidance information via digital channels, introductory career guidance and advanced career guidance.

A new career guidance service for advanced career guidance was started in January 2021. The service has subsequently been launched in 16 locations with a plan to expand this to a further 40 locations in January of 2022.

In 2021 guidance was provided to 24,932 jobseekers by an administrator trained in introductory career guidance, compared with 28,620 jobseekers in 2020.

Information about occupations, study programmes and labour market prospects is offered through Arbetsförmedlingen's digital channels. Over the course of the year a number of new digital career guidance services have been added and numerous updates have been made to the range of digital career guidance services. For example, Arbetsförmedlingen, together with the Swedish National Agency for Higher Vocational Education, has developed the service *Hitta yrke [Find an Occupation]* by connecting Arbetsförmedlingen's occupational forecasts with higher vocational education study programmes. In July 2021 a new guidance service for employment training was also launched.

⁷⁶ Arbetsförmedlingen 2021, *Förbättrat informationsutbyte mellan Arbetsförmedlingen och kommuner för att underlätta övergångar till studier i kommunal vuxenutbildning. Slutredovisning av Arbetsförmedlingens och Skolverkets regeringsuppdrag [Improved information sharing between Arbetsförmedlingen and municipalities in order to facilitate transitions to municipal adult education Final report of Arbetsförmedlingen's and the National Agency for Education's Government assignment]*, Af-2021/0016 1565.

⁷⁷ Arbetsförmedlingen 2017, *Arbetsförmedlingens strategi för matchning till jobbgenomutbildning [Arbetsförmedlingen's Strategy for Matching Through Education]*, Af-2016/0030 8007.

The digital guidance services had about 2.2 million visitors in 2021, which is an increase of about 22 per cent compared with 2020. In 2021 the agency has also carried out a number of information campaigns for the purpose of providing guidance and information about occupations and educational opportunities.

Compulsory education

Compulsory education applies to jobseekers in the integration programme with a limited educational background who are not deemed to be eligible for to be matched to a job. The number of people subject to compulsory education decreased in 2021 compared with 2020, something which can be linked to a great extent to the decrease in the number of participants in the integration programme. In December 2021 about 5,100 people were subject to compulsory education, compared with 8,120 people in December 2020. In spite of this, more jobseekers subject to compulsory education have been referred to apply for regular education in 2021 than in 2020.

In the report *Öka övergångar till reguljär utbildning [Increase Transitions to Regular Education]* it is noted that the proportion of those jobseekers who are subject to compulsory education but are not participating in regular studies remains high.⁷⁸ The cause of this high proportion is deemed to be, in some places, a lack of accord among cooperative parties about what compulsory education entails and a uniformity in the assessment process within Arbetsförmedlingen. Consequently, the agency has, over the course of the year, worked to achieve greater internal uniformity in the assessment process. In order to achieve accord among various providers, Arbetsförmedlingen believes there is a need for more standardised cooperation processes regarding the group's support needs.

Study start support

The number of people granted study start support increased in 2021 compared with 2020. In 2021 a total of 7,780 people (5,398 women and 2,382 men) were granted study start support (2020: 5,827). The increase can be linked partly to an increasing number of unemployed people transitioning to studies during the year and to the target group being expanded in the middle of 2020. Since then it has been possible to grant study start support from the first registration date, as opposed to the previous requirement for a registration period of six months or participation in a programme.

Cooperation with folk high schools

The number of participants in a folk high school course that encourages study increased in 2021 compared with 2020, see Table 4.22. The increase is deemed to be due to the agency's efforts to increase transitions to regular education where a folk high school course that encourages study is an appropriate preparatory intervention for certain jobseekers who need to study. At the beginning of 2021 a temporary supplementary agreement was also entered into between the Swedish National Council of Adult Education and Arbetsförmedlingen which enabled a more flexible utilisation of the agreement throughout the year. This is deemed to have also enabled more transitions to the course.

⁷⁸ Arbetsförmedlingen 2021, *Öka övergångar till reguljär utbildning [Increase Transitions to Regular Education]*, Af-2021/0067 4581

The number of participants in folk high school education within the integration programme decreased in 2021. This is something which reflects the decreases in the number of participants in the integration programme. However, compared to the number of participants in the integration programme, the proportion of integration participants in folk high school education increased slightly.

Table 4.22: Transitions to folk high school education, 2019–2021.⁷⁹

Number of unique individuals over the year

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Integration programme - Folk high school education	3,236	1,974	1,586	2,110	1,209	930	5,346	3,183	2,516
Folk high school education to encourage study	2,375	2,729	2,964	2,351	2,612	2,926	4,726	5,341	5,890
Total	5,489	4,564	4,446	4,366	3,739	3,805	9,855	8,303	8,251

Source: Arbetsförmedlingen, Data Store.

4.4 Integration of new immigrants

4.4.1 Results after completed integration programme

The results in terms of those in work and studies 90 days after the integration programme decreased somewhat in 2021 compared with 2020, see Table 4.23. The reduction is due to fewer women transitioning to work or studies, a shift in trend which is difficult to explain. Among the men the proportion who transitioned to both work and to studies increased.

Table 4.23: Proportion in work or studies 90 days after the integration programme, 2019–2021.

Proportion (%)

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
To work	18.1	17.6	15	40.8	33.7	35.5	30.7	24.3	23.4
To regular studies	10.5	11.5	10.8	7.6	8.4	9	8.8	10.2	10.1
Total	28.6	29.1	25.8	48.4	42.1	44.4	39.4	34.5	33.4

Source: Arbetsförmedlingen, Data Store.

4.4.2 Arbetsförmedlingen's interventions to encourage the quick and effective integration of new immigrants

The intensive year

In 2021 a total of 908 people (413 women and 495 men) participated in the intensive year. The number of participants is lower than the agency had calculated in previous forecasts and measures have been put in place to increase this number, particularly for women.

⁷⁹ The statistics for the number of participants in folk high school education differ from previous annual reports due to the method used to identify those who have participated in folk high school education having changed

Cooperation

In 2021 Arbetsförmedlingen continued to develop local fast tracks as a part of its in-depth cooperation with municipalities. The local job tracks are designed together with one or more (local) employers based on local labour needs. The pandemic has speeded up the introduction of remote solutions for participants.

At the national level, Arbetsförmedlingen cooperated with the Swedish Migration Agency, the Swedish Social Insurance Agency, the Swedish Association of Local Authorities and Regions and the county administrative boards within the scope of a national cooperation delegation on matters relating to reception and integration of asylum seekers, unaccompanied minors and newly arrived immigrants.

Jobbsprånget

In 2021 there have been two application rounds for the work experience programme Jobbsprånget. In spring of 2021 there were 1,538 applicants and 409 of them were successful in getting a work experience placement. Of those who got a placement, 66 per cent were women and 44 per cent men. In autumn of 2021 there were 1,811 applicants and 503 of them succeeded in getting a work experience placement. Of those who got a placement, 64 per cent were women and 46 per cent men.

There were a total of 2,349 applicants for the programme and 912 of them got a work experience placement in 2021. This is an increase compared with 2020 when 2,100 applied for work experience and about 330 people were given a placement. Out of those who applied in 2020, 55 per cent were women and 45 per cent were men, and 60 per cent of those who got a placement were women and 40 per cent were men. There are no corresponding figures for 2019.

Gender equality in the integration programme

The differences in results from the integration assignment in terms of those who move on to work and studies between women and men continue to be significant, which is due to much fewer women than men finding employment after having left the integration programme. Slightly more women than men study after the integration programme. There are also differences in the types of activities (see section 4.1.1) that women and men get to access during their time on the integration programme, women get less access to workplace measures such as work experience, employment training and procured matching services. Similarly, more women than men were deemed to be subject to compulsory education, which affects how many women have the opportunity to utilise workplace measures as they are not available to participants who are subject to compulsory education.

National EU project – Jämställd etablering [Gender-Equal Integration]

The project Jämställd etablering was part of the agency's efforts to increase employment among women born abroad by identifying effective methods specifically for women. The project ended in 2021 and a total of 3,088 people began a programme within the project. A total of 55 per cent of the participants were women.

Asylum seekers' mapping of their skills

Arbetsförmedlingen is to offer skills mapping for asylum seekers. Using the digital mapping tool jobbskills.se, asylum seekers can register their education and work

experience in their native language in order to get it translated directly into a Swedish CV.

4.5 Employability Rehabilitation Programme

As part of its labour market policy assignment, Arbetsförmedlingen has specific responsibility for labour market issues linked to people with disabilities. In addition to the services employment officers can offer, there are staff groups with skills within the Employability Rehabilitation Programme (for example psychologists, occupational therapists, social counsellors, ophthalmologists, counsellors for the deaf and audiologists). The number of interventions carried out by these professional groups increased compared with 2020, which is set out in Table 4.29, which provides an account of special interventions.

In spring 2021 Arbetsförmedlingen used a pilot study to test a new working method for identifying jobseekers who need the Employability Rehabilitation Programme. The participants in this study were several staff groups with skills within the Employability Rehabilitation Programme who work as a team in which the primary purpose is to conduct uniform supplementary labour market policy assessments. The working method proved to work well. Consequently, in autumn 2021 Arbetsförmedlingen began the next stage of implementing this working method throughout the agency.

4.5.1 Results – transitions to work or studies

The proportion of people with disabilities who transitioned to work and studies increased slightly in 2021 compared with 2020, see Table 4.24. There were increases among both women and men, as well as among both those born in Sweden and those born abroad.

Table 4.24: Transitions to work or regular studies - people with disabilities, 2019–2021.

Proportion (%) of registered jobseekers with disabilities. Unique individuals.

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
To work	24.3	21.7	21.9	27.3	24.5	24.8	25.9	23.2	23.5
To regular studies	2.2	2.2	2.7	1.5	1.5	1.6	1.8	1.8	2.1
Total	26.2	23.6	24.3	28.6	25.8	26.3	27.5	24.8	25.4

Source: Arbetsförmedlingen, Data store

Transitions to Samhall AB

Arbetsförmedlingen has an assignment to refer people who have been without work for a long time to wage subsidy for development in employment with Samhall AB. Young adults under the age of 30 are to be prioritised. For 2021 the number was to be at least 2,000 people on average throughout the year. The result was 1,950 people, see Table 4.25. The target has therefore not been achieved but is close to the target level. Arbetsförmedlingen makes the assessment that the result is consistent with the agency's expectations. Around 31 per cent of placements went to women which is a decrease compared to the preceding year.

During the year a total of 1,486 people were new employees with sheltered employment at Samhall AB, approximately 41 per cent of them were women. Arbetsförmedlingen, in cooperation with Samhall AB, has begun working to increase equality between women and men in the placements. Arbetsförmedlingen has set the target that the proportion of women who get referred to Samhall AB is to be gender equal by 2026. That refers to both referrals for wage subsidy for development and sheltered employment.⁸⁰

Furthermore, at least 40 per cent of the recruitment to sheltered employment with Samhall AB is to come from the priority groups that Samhall AB and Arbetsförmedlingen have defined jointly. For 2021 this proportion was to 61 per cent. The target has been achieved and Arbetsförmedlingen makes the assessment that the result is beyond the agency's expectations.

Table 4.25: Number of transitions to Samhall AB and proportion recruited from priority groups, 2019–2021.

	Women			Men			All		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Wage subsidy for development in employment with Samhall AB, average number ⁸¹	879	821*	617	1,722	1,619	1,333	2,601	2,440	1,950
Recruitment to Samhall AB, proportion (%) from priority groups	74	65	60	72	62	62	73	63	61

Source: Arbetsförmedlingen, Data Store and Samhall AB.

4.5.2 Arbetsförmedlingen's interventions to strengthen the Employability Rehabilitation Programme

Arbetsförmedlingen's work within the area preparatory and enhancement programmes primarily refers to enhanced employment service interventions, as well as support and interventions within the Employability Rehabilitation Programme. The work within reinforced employment service interventions involves clarifying work prerequisites, adapting the work situation and other interventions to provide support and guidance. The work also includes cooperation. The proportion of time spent *within the area* decreased somewhat compared with 2020. See chapter 1, section 1.6.

Participants in interventions within the Employability Rehabilitation Programme

Within the Employability Rehabilitation Programme the development of the number of participants has varied between different interventions compared with 2020. Financial support for a personal assistant and grants for aids in the workplace decreased compared with 2020. Arbetsförmedlingen's decreasing staff numbers are deemed to have continued to have an effect on these interventions. At the same time, the number of registered jobseekers with disabilities has continued to fall.

Table 4.26: Participants in interventions within the Employability Rehabilitation Programme 2019–2021.

Number of unique individuals 16–64 years old with new and ongoing decisions ⁸²

Women	Men	Total
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⁸⁰ Uppdragsbeskrivning jämställda anvisningar till Samhall [Assignment description gender equal referrals to Samhall]. Af-2020/0064 2541

⁸¹ The data for 2020 differ marginally from the annual report for 2020. For reasons for the marginally changed data, see appendix 12.2.1.

⁸² Does not apply to joint surveys, for which the number of new participants is referred to.

	2019	2020	2021	2019	2020	2021	2019	2020	2021
Financial support for a personal assistant	6,038	4,449	3,602	8,538	6,338	4,905	14,576	10,787	8,507
Grants for aids in the workplace	4,388	3,500	2,982	3,399	2,746	2,342	7,787	6,246	5,324
Contribution to start-up costs when starting a business	568	538	586	436	433	436	1,004	971	1,022
Joint surveys, number of new participants ⁸³	5,256	5,323	5,036	3,233	3,402	3,370	8,489	8,725	8,406
Special intervention	11,533	9,029	9,304	11,716	9,168	9,732	23,249	18,197	19,036
Specific support person for introduction and follow-up support (SIUS)	7,969	7,131	7,176	10,513	9,661	9,752	18,482	16,792	16,928

Source: Arbetsförmedlingen, Data Store and SUS.

Specific support person for introduction and follow-up support (SIUS) increased marginally. Contribution to start-up costs when starting a business as well as special interventions increased compared with 2020. Special interventions are important in order to, for example, assess whether a disability results in a reduced working capacity in relation to a job and to assess the need for workplace adaptations.

For people under the age of 30, most interventions decreased compared with 2020, see Table 4.27. One explanation for this is that the number of young, registered jobseekers with a disability has decreased more than people with a disability in general. For young people, the intervention specific support person for introduction and follow-up support (SIUS) also decreased. Special interventions remained basically unchanged compared with 2020.

Table 4.27: Participants in interventions within the Employability Rehabilitation Programme 2019–2021.

Number of unique individuals 16–29 years old with new and ongoing decisions ⁸⁴

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Financial support for a personal assistant	1,103	779	602	2,182	1,459	1,011	3,285	2,238	1,613
Grants for aids in the workplace	402	322	242	462	372	311	864	694	553
Contribution to start-up costs when starting a business	52	51	56	50	54	56	102	105	112
Joint surveys, number of new participants ⁸⁵	1,206	1,299	1,082	1,109	1,143	967	2,315	2,442	2,049
Special intervention	2,209	1,490	1,442	3,436	2,090	2,088	5,645	3,580	3,530
Specific support person for introduction and follow-up support (SIUS)	2,397	2,011	1,866	4,343	3,761	3,530	6,740	5,772	5,396

Source: Arbetsförmedlingen, Data Store and SUS.

Cooperation with the Swedish Social Insurance Agency

Arbetsförmedlingen and the Swedish Social Insurance Agency are tasked jointly with providing enhanced support for people who are on sick leave and for young people with activity support. With regard to young people with disabilities, Arbetsförmedlingen is to cooperate specifically with schools and the Swedish Social Insurance Agency in order to improve the potential for these people to support

⁸³ The figures differ from the annual report for 2020 due to retroactive reporting

⁸⁴ Does not apply to joint surveys, for which the number of new participants is referred to.

⁸⁵ The figures differ from the annual report for 2020 due to retroactive reporting

themselves through work.⁸⁶ The number of interventions initiated decreased during the year, see Table 4.28. One contributing factor is that it has become more difficult to find relevant occupational rehabilitation placements and other activities with employers during the pandemic.

Table 4.28: Participants in programmes within the enhanced cooperation between Arbetsförmedlingen and the Swedish Social Insurance Agency 2019–2021.⁸⁷

Number of unique individuals who have started an intervention during the year.

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Total	4,569	4,164	3,612	2,592	2,508	2,304	7,161	6,672	5,916
of which under 30 years old	961	915	695	838	798	600	1,799	1,713	1,295

Source: The Swedish Social Insurance Agency and Arbetsförmedlingen's joint follow-up system SUS.

Arbetsförmedlingen and the Swedish Social Insurance Agency are also tasked with creating good conditions for the transition to Arbetsförmedlingen for people who have impaired health but who the Swedish Social Insurance Agency have assessed to be fit for work.⁸⁸ This assignment includes the agencies preparing individuals for transition and informing them about what the agencies, within their individual areas of responsibility and together, are able to provide in the form of interventions and support.

Over the course of the year, Arbetsförmedlingen and the Swedish Social Insurance Agency have begun overhauling the retraining meetings in order to make them more individualised and to provide the individual with better chances of understanding what support Arbetsförmedlingen is able to offer if the individual chooses to look for work.⁸⁹ The number of retraining meetings has decreased compared with the previous year, see Table 4.30. The decrease is slightly larger for women. A probable contributing factor is the legislative change to health insurance that entered into force on 15 March and entails greater potential to postpone the assessment in respect of normally occurring work starting from day 181.⁹⁰

Table 4.29: Retraining meetings for people transitioning from health insurance to Arbetsförmedlingen, 2019–2021.⁹¹

Number of unique individuals.

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Total	2,472	2,463	1,131	1,290	1,288	683	3,762	3,751	1,814
of which under 30 years old	64	97	68	61	56	46	125	153	114

Source: The Swedish Social Insurance Agency's administration system, DOA.

⁸⁶Ordinance with instructions for Arbetsförmedlingen (2017:1030) The group young people with functional impairments encompasses people who have not yet turned 30 years old.

⁸⁷ SUS is based on the manual input of data and retroactive registration takes place, which affects the statistics historically. That is why the current statistics differ from those reported in the previous year's annual report.

⁸⁸ These people are no longer entitled to compensation from health insurance.

⁸⁹ Insatser för personer som är sjukskrivna och för unga med aktivitetsersättning [Interventions for People Who Are on Sick Leave and for Young People with Activity Support] (Af-2021/0012 3286)

⁹⁰ Government Bill 2020/21:78

⁹¹ The definition has been changed, which means the difference in numbers is smaller than in the previous annual report.

Financial coordination of rehabilitation measures (Finsam)

Arbetsförmedlingen and the Swedish Social Insurance Agency are to finance programmes for those on long-term sick leave, young people with disabilities and young people who receive activity support for the purpose of strengthening their ability to gain paid employment. Arbetsförmedlingen and the Swedish Social Insurance Agency are also to contribute to ensuring that all parties in the cooperation take responsibility for the coordination associations' interventions. In 2021 the priority has continued to be on funding the work with rehabilitation interventions for people on long-term sick leave, young people with disabilities and young people with activity support.

Cooperation with the Swedish Prison and Probation Service

The cooperation between Arbetsförmedlingen and the Swedish Prison and Probation Service is governed by a national agreement and aims to help by providing jobs, guidance and information about the labour market. Arbetsförmedlingen also procures preparatory training and employment training which are delivered at correctional institutions around the country. A review of how this cooperation is to continue in the reformed agency has been initiated in 2021. The number of people who were included in this cooperation in 2021 remained largely unchanged compared with 2020.

Table 4.30: Participants in cooperative interventions with the Prison and Probation Service, 2019–2021.

Number of unique individuals

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Total	344	302	294	3,946	3,866	3,885	4,290	4,168	4,179

Source: Arbetsförmedlingen, Data Store.

4.5.3 National objectives within disability policy

Sweden's national objective for disability policy is, on the basis of the UN Convention on the Rights of Persons with Disabilities, to achieve equality in living conditions and full participation in society for people with disabilities in a society founded on diversity. This objective is to contribute to increased gender equality and to the children's rights perspective being taken into account. In September 2021 the Government adopted a strategy for systematic follow-up of the disability policy during 2021–2031. The purpose of the strategy is to follow up the disability policy on the basis of the national objective. The strategy involves the follow-up of disability policy being carried out by a number of government agencies, including Arbetsförmedlingen.

Activities with a link to disability policy.

In 2021 Arbetsförmedlingen has conducted development work within the Employability Rehabilitation Programme. A new working method in the form of a supplementary assessment has been adopted (see section 4.5). Furthermore, work to develop digital services within the Employability Rehabilitation Programme has begun. An extensive survey of customer needs among employers and jobseekers has been carried out through, among other things, in-depth interviews with people from both target groups. Arbetsförmedlingen has also worked to improve digital

accessibility for people with disabilities. As a part of this work, the agency has established an internal forum to improve knowledge of digital accessibility. Arbetsförmedlingen also has a network of employees with disabilities who are testing new digital products. During the year, jobseekers with disabilities have been used as reference individuals in the development of new pages on the external website. In 2021 the Agency for Digital Government (DIGG) discovered several deficiencies in the accessibility of Arbetsförmedlingen's public website and Arbetsförmedlingen has begun the work of rectifying these. In autumn Arbetsförmedlingen launched a campaign, primarily on social media, which aimed to increase employers' knowledge of the support available from Arbetsförmedlingen when employing people with disabilities. During the campaign, the number of expressions of interest from employers who wanted to employ with support went up.

Consultation and cooperation with a link to disability policy

Arbetsförmedlingen leads a rehabilitation council focused on working life. The council is an advisory body for discussion and consultation in matters relating to Arbetsförmedlingen's assignment within the Employability Rehabilitation Programme, as well as other matters concerning people with disabilities in working life. The council consists of representatives from the Swedish Disability Rights Federation, government agencies, working life organisation and municipalities. The council has met twice in 2021.

5 Arbetsförmedlingen's assignment in respect of unemployment insurance, activity support and introduction benefit

Arbetsförmedlingen's monitoring function is to contribute to better matching in the labour market by creating incentives for the jobseeker to maintain active job-seeking at the same time as meeting the conditions for unemployment benefit.⁹²

Assessment of results

Arbetsförmedlingen makes the assessment that the agency has accomplished the monitoring assignment in 2021 in a more appropriate and efficient way than was previously the case.

Arbetsförmedlingen has, to a significantly greater extent than in previous years, taken action when it can be assumed that jobseekers are not complying with the regulations for compensation, and search activity has increased.

This can be explained by increased automation and the uniform and more legally certain processing that is a result of the organisational concentration of the monitoring function – the implementation of which has also become more efficient.

5.1 The scope of the assignment

Arbetsförmedlingen's monitoring function linked to unemployment insurance encompasses jobseekers who receive or are requesting unemployment benefit.⁹³ The proportion of unemployed people who received unemployment benefit has increased, with a relatively even distribution between openly unemployed, part-time unemployed people and people employed by the hour.

As set out in Table 5.1, the largest increase has taken place among people who are part-time unemployed with unemployment benefit. This can probably be linked to the temporary qualification rules that were introduced during the coronavirus pandemic and which the Government chose to extend in the budget bill for 2021. The temporary qualification rules mean that the number of hours worked in order to qualify for compensation has been reduced, which may explain why the proportion of both people employed by the hour and people who are part-time unemployed with unemployment benefit has continued to rise.

⁹² The equivalent also applies to jobseekers in programmes who are entitled to activity support, development allowance or introduction benefit.

⁹³ Statistics from IAF are based on benefits paid which give an impression of what proportion have actually received unemployment benefit. It is the jobseeker themselves who reports to Arbetsförmedlingen whether they intend to apply for unemployment benefit. Arbetsförmedlingen does not have any information about who actually receives unemployment benefit.

Table 5.1: Proportion (%) who received unemployment benefit October 2018 – September 2021.⁹⁴

	Women			Men			Total		
	Oct 18 – Sept. 19	Oct 19 – Sept. 20	Oct 20 – Sept. 21	Oct 18 – Sept. 19	Oct 19 – Sept. 20	Oct 20 – Sept. 21	Oct 18 – Sept. 19	Oct 19 – Sept. 20	Oct 20 – Sept. 21
Openly unemployed	40.7	47.1	47.7	46.7	52.1	52.9	43.9	49.8	50.5
Part-time unemployed	39.4	40.3	43.2	37.3	39.4	41.3	38.6	40.0	42.5
Employed by the hour	46.6	49.2	50.6	45.2	47.9	49.5	46.1	48.7	50.2

Source: IAF.

Table 5.2 shows the extent of the total follow-up responsibility linked to unemployment benefit, activity support and introduction benefit each month. The annual average is calculated on the basis of how many jobseekers with each type of benefit are subject to the requirement to submit an activity report.

The number of jobseekers who are able to receive unemployment benefit, which is based on those subject to the requirement to submit an activity report and not on those who have actually received unemployment benefit, has decreased. This is primarily due to a reduction in the number of registered jobseekers who are obliged to report to Arbetsförmedlingen in 2021. However, the number of jobseekers who are entitled to activity support has increased in 2021, at the same time as the number of jobseekers who are entitled to introduction benefit continues to fall.

Table 5.2: The number of jobseekers, annual average, who are entitled to unemployment benefit, activity support and introduction benefit, 2019–2021.⁹⁵

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Unemployment benefit*	67,704	97,284	80,039	67,734	104,396	85,431	135,438	201,680	165,470
Activity support**	57,238	75,320	90,569	64,202	82,802	96,193	121,440	158,123	186,761
Introduction benefit with plan***	5,086	-	-	4,458	-	-	9,544	-	-
Introduction benefit in programme	16,794	13,361	7,923	12,463	9,334	5,680	29,258	22,695	13,603
Introduction benefit total	21,880	13,361	7,923	16,922	9,334	5,680	38,802	22,695	13,603
Benefits total	146,822	185,966	178,530	148,858	196,532	187,304	295,680	382,498	365,835

Source: Arbetsförmedlingen, Data Store. *The annual average is calculated for 2020 on the basis of the months not encompassed by the temporary stop, i.e. January-March and July-December. **The annual average is calculated for 2020 on the basis of the months not encompassed by the temporary stop, i.e. January-March and July-December. ***The introduction plan ended in 2019.

⁹⁴ Unemployment benefit is paid retroactively. That is why statistics are presented for October in the previous year – September. The statistics concerning the number of beneficiaries that form the basis on which the proportions are calculated may change for the same month and year. This is because a jobseeker can hold off on applying for unemployment benefits for up to nine months. We have made the assessment that, for the benefit level to be considered accurate, three months must have elapsed after the reported time of unemployment for a sufficient number to have submitted their application for unemployment benefit.

⁹⁵ In the annual report for 2020, there was a read error in the statistical data for activity reporting. This means that the statistics in the annual report for 2021 cannot be compared to those in the annual report for 2020.

5.2 Ensure that unemployment insurance functions as retraining insurance

It is Arbetsförmedlingen's task to ensure that unemployment insurance functions as retraining insurance⁹⁶. That includes reviewing activity reports and to apply the rules for the rectification system in unemployment insurance and for programme participants with compensation in the form of activity support or introduction benefit.

Research shows that the requirements for activity reporting and the forms for the sanction system have had positive effects through jobseekers finding jobs faster. These effects are largely concentrated to men, which is because women more often follow the rules, even without more monitoring and an increased risk of sanctions. Research also shows that programme participants are affected more by the increased monitoring than those who receive unemployment benefit.⁹⁷

Table 5.3: Ensure that unemployment insurance functions as retraining insurance. Costs and volumes 2019–2021.⁹⁸

	2019	2020	2021
Available staff resources (per cent)	2.6	2.0	3.1
Administration costs (SEK million)	233	177	274
Total number of activity reports reviewed within 14 days (average per month)	219,523	216,967	289,003
Proportion of activity reports reviewed within 14 days	84.3	64.7**	84.6
Number of messages to the unemployment insurance fund (per 1,000 jobseekers)	275	222***	356
Number of messages (per 1,000 programme participants)	159	153****	204
Total number of measures decided for programme participants ⁹⁹	124,941	133,132	301,739

Source: Arbetsförmedlingen, Data Store. *The number is calculated on the basis of the months in which activity reports were submitted to Arbetsförmedlingen as normal, i.e. January-March and July-December **The proportion is calculated on the basis of the months in which activity reports were submitted to Arbetsförmedlingen as normal, i.e. January-March and July-December. ***The number also includes the period in which the monitoring function was temporarily stopped. The average number of messages during the periods in which the monitoring function was running was 319 per 1,000 jobseekers. ****This number also includes the period in which the monitoring function was temporarily stopped. The average number of messages during the periods in which the monitoring function was running was 210 per 1,000 programme participants.

Table 5.3 shows that Arbetsförmedlingen has accomplished its monitoring assignment with an increased proportion of staff resources and a higher administration cost. The increase from the previous year can be explained partly by the monitoring function being temporarily stopped for a number of months for the purpose of preventing the spread of infection as a result of the coronavirus pandemic. A comparison with 2019 shows that the cost increase is smaller than the increase in the number of messages for both jobseekers with unemployment benefit and programme participants. The organisationally concentrated monitoring function has,

⁹⁶ See Section 4, point 1 of the Ordinance (2007:1030) with instructions for Arbetsförmedlingen.

⁹⁷ Lombardi, S. and Vikström, J. Arbetsförmedlingens kontrollarbete, sanktioner och de arbetslösas sökbeteende. [Arbetsförmedlingen's Monitoring, Sanctions and Unemployed People's Search Behaviour] Report 2019:23. IFAU. 2019

⁹⁸ In the annual report for 2020, there was a read error in the statistical data for activity reporting. This means that the statistics in the annual report for 2021 cannot be compared to those in the annual report for 2020.

⁹⁹ The data differ marginally from the annual report for 2020. For reasons why the data are marginally changed, see appendix 12.2.1.

unlike in previous years, been fully developed throughout 2021, which partly explains the increased costs.

The organisational concentration of the monitoring function has contributed to Arbetsförmedlingen acting when there is reason to do so to a significantly greater extent than in previous years. In November, the Swedish Unemployment Insurance Board (IAF) published a report which states that the number of unreported cases, i.e. how many messages Arbetsförmedlingen has neglected to send, has decreased from 20 to 0.1 per cent since the last measurement. IAF makes the assessment that this provides clear evidence that Arbetsförmedlingen's work with messages has been enhanced.¹⁰⁰

The total number of activity reports reviewed within 14 days and the proportion of activity reports reviewed within 14 days have both increased substantially in 2021. This increase is partly due to a decrease in the number of registered jobseekers who are obliged to submit reports to Arbetsförmedlingen, increased automation and because the organisationally concentrated monitoring function has carried out the monitoring assignment more efficiently.

The number of measures decided for programme participants has more than doubled in the past year. Provided the sanction system's corrective effect is achieved, the risk of erroneous payment is reduced.

5.3 Search activities and activity reporting

5.3.1 Search activity

In the appropriation directions for 2021 Arbetsförmedlingen was tasked with enhancing the monitoring of jobseekers' search activity in a cost-effective way.¹⁰¹

Table 5.4: Average number of advertised vacancies applied for and submitted expressions of interest, 2019–2021.¹⁰²

	Women			Men			Total		
	2019	2020*	2021	2019	2020*	2021	2019	2020*	2021
Advertised vacancy applied for and expression of interest submitted – unemployment benefit	5.0	5.8	6.7	5.5	6.1	7.0	5.3	5.9	6.8
Advertised vacancy applied for and expression of interest submitted – activity support	3.4	4.1	5.5	3.9	4.8	6.1	3.6	4.5	5.8

Source: Arbetsförmedlingen, Data Store. *The statistics are based on details in the activity reports, which means that there are no statistics from the period encompassed by the temporary stop.

Table 5.4 shows how the average number of jobs applied for and expressions of interest submitted continues to increase. This trend may be explained by an increasing number of jobseekers having an application interval¹⁰³ in their action plan, which means that the expectations placed on the jobseeker have been made clear.

¹⁰⁰ The Unemployment Insurance Inspectorate 2021, *Hur många underrättelser låter Arbetsförmedlingen bli att skicka? [How Many Messages Does Arbetsförmedlingen Neglect to Send?]*, IAF 2021:14.

¹⁰¹ Appropriation directions for budget year 2021 in respect of Arbetsförmedlingen (page 2).

¹⁰² In the annual report for 2020, there was a read error in the statistical data for activity reporting. This means that the statistics in the annual report for 2021 cannot be compared to those in the annual report for 2020.

¹⁰³ How many vacancies it is appropriate for the individual to apply for each month in order to have a good level of search activity.

Arbetsförmedlingen has also continued its efforts to tighten up monitoring to ensure that jobseekers who receive benefits are actively looking for suitable jobs. In turn, this has led to less active jobseekers changing their search behaviour and starting to search for work more actively.

The largest increase has occurred for jobseekers with activity support, where women represent a somewhat larger proportion of the total increase.

Men participating in programmes report more jobs applied for than women. One explanation may be that men in programmes are closer to the labour market and that it remains the case that women participate in preparatory interventions to a greater extent than men.¹⁰⁴

Table 5.5: Proportion (%) of openly unemployed people and programme participants who have spent time searching for work, broken down by gender, 2019–2021.¹⁰⁵

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Total – proportion who have spent time searching for work	86	87	91	92	90	93	89	89	92
Unemployment benefit – proportion who have spent time searching for work	93	93	94	96	94	96	95	94	95
Activity support – proportion who have spent time searching for work	79	80	86	88	85	88	84	83	87

Source: Arbetsförmedlingen, Jobseeker Survey.

The proportion of jobseekers who state that they have spent time searching for work continues to increase¹⁰⁶ and table 5.5 shows that women with activity support represent the largest increase. The proportion of programme participants who state that they have spent time searching for work is slightly lower. This is also a group that may have acceptable reasons for not actively searching for suitable jobs.

The increase is primarily deemed to be an effect of Arbetsförmedlingen taking action to a greater extent when it can be assumed that the jobseeker is not actively searching for work, increased automation and because the organisationally concentrated monitoring function has become more effective.

Table 5.6: Proportion of activity reports in which the jobseeker has marked "Nothing to report", broken down by gender, 2019–2021.

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Proportion - nothing to report	3.3	0.9	0.6	3.5	0.9	0.7	3.4	0.9	0.6

Source: Arbetsförmedlingen, Data Store.

The proportion of activity reports in which the jobseeker has stated that they have nothing to report continues to fall and was below one per cent for both women and men in 2021. This is equivalent to a reduction of more than three quarters compared to the results for 2019. The reduction suggests that Arbetsförmedlingen's work to get inactive jobseekers to search for work more actively has had an effect.

¹⁰⁴ Arbetsförmedlingen 2021, *Prognos för utbetalningar 2021-2024 [Forecast for Payments 2021–2024]*, 25/10/2021, Af-2021/0078 1268

¹⁰⁵ People who have responded that they are going to start/have started work or studies are exempt.

¹⁰⁶ Also see chapter 3, section 3.2.

Arbetsförmedlingen's view is that reducing the proportion of jobseekers who are less active remains important.

5.3.2 Submission of activity reports to Arbetsförmedlingen

In a report published in October 2021, the Unemployment Insurance Board (IAF) states that Arbetsförmedlingen's monitoring of activity reports, through the automatic and risk-based review and the organisationally concentration of the manual review, generally works in a satisfactory manner.¹⁰⁷

Table 5.7: Proportion who have submitted their activity report on time, 2019–2021.¹⁰⁸

Compensation	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Activity Support	85.8	86.7	89.4	84.2	84.4	87.1	84.9	85.5	88.2
Unemployment Benefit	76.4	74.5	78.6	73.1	70.6	74.8	74.8	72.5	76.7
Introduction benefit in the integration programme	90.2	91.5	94.5	89.9	90.6	93.9	90.1	91.1	94.2

Source: Arbetsförmedlingen, Data Store.

Table 5.7 shows that the proportion of jobseekers who have submitted their activity report on time continues to increase. Jobseekers receiving unemployment benefit are less likely than programme participants to submit their activity reports on time, despite an increase of just over four percentage points in 2021.

Table 5.8: Proportion of activity reports submitted digitally, 2019–2021.¹⁰⁹

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
All	93.5	96.2	97.1	92.7	95.6	96.5	93.1	95.9	96.8
Activity Support	92.1	95.0	96.6	91.6	94.4	95.9	91.8	94.7	96.3
Unemployment Benefit	96.7	98.1	98.5	95.1	97.2	97.7	95.9	97.7	98.1
Introduction benefit in the integration programme	89.0	92.9	93.2	90.7	94.0	93.9	89.7	93.4	93.5

Source: Arbetsförmedlingen, Data Store.

5.3.3 Arbetsförmedlingen's review of activity reports

In 2021 Arbetsförmedlingen has reviewed a significantly higher number of activity reports within 14 days than the previous year (Tables 5.3 and 5.9).

Table 5.9: Activity reports reviewed within 14 days, 2019–2021.¹¹⁰

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
All	84.0	64.0	84.2	84.6	65.4	84.9	84.3	64.7	84.6
Activity Support	81.3	66.5	84.7	81.9	67.4	85.1	81.6	67.0	84.9
Unemployment Benefit	87.5	63.5	84.6	88.4	65.0	85.5	88.0	64.3	85.0

¹⁰⁷ The Unemployment Insurance Board 2021, *Fungerar Arbetsförmedlingens kontroll av aktivitetsrapporter? [Does Arbetsförmedlingen's Monitoring of Activity Reports Work?]*, IAF 2021:12

¹⁰⁸ In the annual report for 2020, there was a read error in the statistical data for activity reporting. This means that the statistics in the annual report for 2021 cannot be compared to those in the annual report for 2020.

¹⁰⁹ In the annual report for 2020, there was a read error in the statistical data for activity reporting. This means that the statistics in the annual report for 2021 cannot be compared to those in the annual report for 2020.

¹¹⁰ In the annual report for 2020, there was a read error in the statistical data for activity reporting. This means that the statistics in the annual report for 2021 cannot be compared to those in the annual report for 2020.

Introduction benefit in the integration programme	78.9	58.8	82.2	78.4	58.8	82.3	78.7	58.8	82.2
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Source: Arbetsförmedlingen, Data Store.

It remains the case that the activity reports of participants in the integration programme were less likely to be reviewed within 14 days. This may be due to small variations in the review having a bigger impact as the number of participants in the integration programme is much smaller than the entire group programme participants or jobseekers receiving unemployment benefit.

The difference between women and men has decreased further, which may be explained by the random and uniform distribution of cases that is a consequence of the organisational concentration of the monitoring function.

Table 5.10: The proportion of automatically reviewed activity reports and the number of automatically reviewed, manually reviewed and total number of reviewed activity reports (average per month), 2019–2021.¹¹¹

	Total		
	2019	2020	2021
Proportion – automatically reviewed	14.4	28.4	41.4
Average per month – automatically reviewed activity reports	37,548	95,370	141,337
Average per month – manually reviewed activity reports	221,658	239,538	199,760
Average per month – total number of reviewed activity reports	260,429	335,580	341,771

Source: Arbetsförmedlingen, Data Store. *Averages are calculated on the basis of the months when activity reports were being received by Arbetsförmedlingen as normal, i.e. January-March and July-December.

The proportion of activity reports that are reviewed automatically on the basis of a risk-based selection¹¹² has increased. The automated and risk-based review of activity reports captures activity reports where there is a high risk of Arbetsförmedlingen needing to act on their content. The overall assessment is that the automatic and risk-based review of activity reports has contributed to a great extent to monitoring becoming more effective.¹¹³ In a report published in October 2021, the Unemployment Insurance Board (IAF) confirms that the automated review is more effective.¹¹⁴

5.3.4 Arbetsförmedlingen's work to notify the concerned unemployment insurance fund

In 2021 Arbetsförmedlingen has sent significantly more messages to the unemployment insurance funds per 1,000 jobseekers (Table 5.11). One explanation for this is that Arbetsförmedlingen has used increased automation to tighten up application and has focussed its monitoring to a greater extent on high-risk activity reports.

¹¹¹ The number of manually reviewed activity reports submitted in 2019 and 2020 has increased from what was reported in the annual report for 2020. This is because there was not time to review these activity reports when the statistics were produced for the annual report for 2020, but they have been reviewed in 2021.

¹¹² Arbetsförmedlingen 2021, *Arbetsförmedlingens verksamhetsplan 2021 [Arbetsförmedlingen's operational plan 2021]*, Af-2020/0064 8443

¹¹³ Arbetsförmedlingen 2021, *Utvärdering av den automatiska och riskbaserade granskningen av aktivitetsrapporter [Evaluation of the Automatic and Risk-Based Review of Activity Reports]*, Af-2021/0075 1985

¹¹⁴ Unemployment Insurance Board 2021, *Fungerar Arbetsförmedlingens kontroll av aktivitetsrapporter? [Does Arbetsförmedlingen's Monitoring of Activity Reports Work?]*, IAF 2021:12

Table 5.11: Total number of messages broken down by the three most common causes and messages per 1,000 jobseekers receiving unemployment benefit, 2019–2021.¹¹⁵

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Number of messages to the unemployment insurance funds (per 1,000 jobseekers)	264	216*	350	285	228*	362	275	222*	356
Number of messages sent to the unemployment insurance funds	338,503	392,421	513,352	369,557	438,239	567,363	708,060	830,660	1,080,715
Did not submit their activity report on time	226,610	209,345	239,480	258,236	256,699	299,567	484,846	466,044	539,047
Did not visit/make contact as agreed	25,966	42,953	56,608	33,945	57,639	76,827	59,911	100,592	133,435
Not actively searching for work	16,539	55,778	97,176	15,296	47,927	91,819	31,835	103,705	188,995

Source: Arbetsförmedlingen, Data Store. *The number also includes the period in which the monitoring function was temporarily stopped.

The total number of messages sent to the unemployment insurance funds and the number of messages per 1,000 jobseekers has increased substantially, the latter from 222 to 356. Of the three most common reasons for a message to be sent, jobseekers not actively searching for suitable work increased most.

This highlights Arbetsförmedlingen’s continued efforts to tighten up its monitoring to ensure that jobseekers receiving benefits are actively looking for suitable jobs. Men represent a somewhat larger proportion of the increase there. In 2021 Arbetsförmedlingen has sent more messages, including for jobseekers within labour market policy programmes, both the number of messages sent and the number sent per 1,000 programme participants (Table 5.12).

¹¹⁵ The data differ marginally from the annual report for 2020. For reasons why the data are marginally changed, see appendix 12.2.1.

Table 5.12: Total number of messages broken down by the four most common causes and number of messages per 1,000 programme participants, 2019–2021.¹¹⁶

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Number of messages sent for programme participants (per 1,000)	137	133	171	180	173	236	159	153*	204
Number of messages sent for programme participants	141,988	156,917	242,326	197,394	214,559	351,128	339,382	371,476	593,454
Did not submit their activity report on time	96,905	71,039	85,154	127,790	94,005	128,391	224,695	165,044	213,545
Did not visit/make contact as agreed	23,251	8,753	20,559	39,106	13,792	31,234	62,357	22,545	51,793
Not participated in interventions within the programme	11,737	40,013	68,133	18,806	70,224	124,219	30,543	110,237	192,352
Not actively searching for work	8,609	35,995	66,188	9,352	34,888	63,981	17,961	70,883	130,169

Source: Arbetsförmedlingen, Data Store. *The number also includes the period in which the monitoring function was temporarily stopped.

Men represent the largest portion of the increase in the number of messages sent. Broken down by the four most common reasons, the difference between women and men is noticeable, primarily in the reason *Did not submit their activity report on time*, where the increase is larger for men. This may be explained by the research that shows how women are more likely to follow the rules even without more monitoring and an increased risk of sanctions.¹¹⁷ The number of messages for *Did not visit/make contact as agreed* has doubled over the course of the year for both women and men.

Table 5.13: Total number of decisions, of which number of formal warnings and suspensions for programme participants, 2019–2021.¹¹⁸

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Total number of programmes	49,530	54,674	120,659	75,411	78,458	181,080	124,941	133,132	301,739
- Of which number of formal warnings	23,480	20,899	41,720	30,654	26,569	55,354	54,134	47,468	97,074
- Of which number of suspensions	26,050	33,775	78,939	44,757	51,889	125,726	70,807	85,664	204,665

Source: Arbetsförmedlingen, Data Store.

The number of decisions concerning measures has increased substantially during 2021. As in the preceding year, Arbetsförmedlingen made more decisions concerning measures for men than for women and a higher proportion of measures targeting men involved suspensions. This picture is confirmed by the Unemployment Insurance Board (IAF) in a report which states that men were given more sanctions than women within all forms of benefits in the period reviewed.¹¹⁹

¹¹⁶ The data differ marginally from the annual report for 2020. For reasons why the data are marginally changed, see appendix 12.2.1.

¹¹⁷ Lombardi, S. and Vikström, J. Arbetsförmedlingens kontrollarbete, sanktioner och de arbetslösas sökbeteende. [Arbetsförmedlingen's Monitoring, Sanctions and Unemployed People's Search Behaviour] Report 2019:23. IFAU. 2019

¹¹⁸ The statistics differ from the corresponding account in the annual report for 2019 due to retroactive changes in the underlying data.

¹¹⁹ IAF 2021:5, *Underrättelser, sanktioner och verkställanden 2020 [Notifications, Sanctions and Enforcement 2020]*

At the beginning of the year, the function that is to follow up Arbetsförmedlingen's implementation of the monitoring assignment (compliance) was expanded to also include the unit that investigates and makes decisions concerning warnings and suspension from the entitlement to benefits for programme participants, the Benefit Assessment Unit. One of the case reviews that have been carried out during the year on the reason *not actively searching for suitable jobs* shows how all of the reviewed sanction decisions were handled correctly by the Benefit Assessment Unit and that the differences in administration between the genders were small.¹²⁰

¹²⁰ *Sammanställning av granskning EEP:s hantering av sanktionsärenden inte aktivt sökt lämpliga arbeten [Summary of Review Benefit Assessment Unit's Handling of Sanction Cases Not Actively Searching for Suitable Jobs]*. Reg. no.: Af-2021/0017 9205

6 Monitoring and work to tackle erroneous payments

A correct, efficient and legally certain use of central government funds is fundamental for a sustainable welfare system and for confidence and trust in the government agencies. In the last few years Arbetsförmedlingen has worked intensively to strengthen the monitoring and work to combat erroneous disbursements. This chapter contains a report in the agency's appropriation directions, assignment 1.

Assessment of results

Arbetsförmedlingen makes the assessment that initiatives and measures implemented in 2021, combined with measures from previous years, has improved the agency's monitoring and work to combat erroneous payments. Automation and organisational concentration of certain tasks within the agency has created even better conditions for uniform and more legally certain monitoring and administration.

The agency has continued to develop its risk-based monitoring, which is judged to have had a positive effect. Arbetsförmedlingen now participates in a large number of cooperation initiatives. This cooperation, coordination and sharing of knowledge is deemed to strengthen Arbetsförmedlingen's monitoring and be directly decisive for successful work to tackle erroneous payments.

6.1 The effect of the coronavirus pandemic on monitoring

Arbetsförmedlingen decided that workplace visits to employers would be avoided in the first six months because of the pandemic. During the latter part of the year, the recommendation was to carry out workplace visits if possible but if this was not seen as appropriate, exceptions to this recommendation could be made. This may have resulted erroneous payments being made that were not discovered due to workplace visits that did not take place. Arbetsförmedlingen is included in government agency cooperation that was created due to the pandemic.

6.2 Recovery claims decisions and denied payments in respect of employer support

The total amount subject to recovery claims is SEK 225 million. The four largest items in the amount subject to recovery claims are that employers have not proven that the correct salary has been paid, that requested documentation has not been submitted in conjunction with an investigation, that employers lack the requisite insurance policies and that payments have been made for periods after the cut-off date. These four items amount to SEK 63.9 million. Most recovery claims decisions have pertained to new start jobs and wage subsidies and these two types of support make up just under 71 per cent of the recovery claims amounts decided on.

During the period support disbursements of approximately SEK 27.5 billion have been made which means that the recovery claims amount is approximately 0.4 per

cent of the amount paid out. The total amount subject to recovery claims in respect of new start jobs and wage subsidies, 1.0 per cent and 0.4 per cent respectively of the total amount paid out in respect of new start jobs and wage subsidies, are below the ¹²¹ proportion of erroneous payment¹²² that are estimated by studies to be made in respect of new start jobs and wage subsidies¹²³.

When it comes to introduction benefit, both the number of cases and erroneously paid benefits have decreased sharply for Arbetsförmedlingen in 2021. The reason is that the Swedish Social Insurance Agency has taken over the handling of erroneous payments regarding decisions concerning introduction benefit made from 2018 onwards.

Table 6:1: Main results 2019–2021

	2019	2020	2021
Number of recovery claims decisions excl. integration cases	5,333	4,830	6,090
Number of recovery claims decisions integration cases	1,189	29	1
Amount recovery claims decisions excl. integration cases (SEK million)	128.7	86.9	114.1
Amount recovery claims decisions integration cases (SEK million)	7.5	0.2	0.1
Number of denied payments	1,036	507	397
Amount denied payments (SEK million)	23.0	8.9	7.9
Recovery claims outstanding (total claim)			
Amount subject to recovery claims (SEK millions)	267.1	229.9	225.0
Police reports			
Number of cases of fraud	43	43	18
Number of benefit crimes	4	40	137
Reported amount (SEK millions)	60.6	39.9	41.9

Source: ABS, EES, Register, Rindance.

Recovery claims in respect of activity support and introduction benefit is not included in the amounts in the table above. Claims outstanding is the total outstanding amount subject to recovery claims, excluding of value adjustment.

A denied payment means that the employer has asked for support or that Arbetsförmedlingen has obtained information about gross earnings from the Swedish Tax Agency and the payment has been stopped before the support has been paid out. The amount has decreased slightly compared with 2020.

6.3 Claims handling

Work with automation and proactivity has continued in 2021. Debtors who have not paid their debt to Arbetsförmedlingen are contacted at an early stage, which has led to the proportion of invoices being sent to a debt collection agency having decreased

¹²¹ SOU 2019:59 *Samlade åtgärder för korrekta utbetalningar från välfärdssystemen [Overall Measures for Correct Payment from Welfare Systems]*. Report 4 leakage in the welfare system part 1 appendix

¹²² In SOU 2019:59, the risk of erroneous decisions that lead to erroneous payments within new start jobs and wage subsidies was estimated at 7.2 and 4.1 per cent, respectively.

¹²³ When comparing the amount subject to recovery claims in 2021 with the total amount paid out during the year and previous studies of the extent of the problem, it is important to clarify that there are differences. The amount subject to recovery claim in 2021 may have been paid out in a year other than 2021 but is compared in this comparison to the total amount paid out in 2021. In the study, identified erroneous payments were compared to total payments in the same period. Another difference is that, in the study, the entire decision was viewed as erroneous if an error was found, which is not always the case for errors found in a monitoring investigation; recovery claims can be made on only part of the decision.

over the years and having remained at a relatively low level (approximately 12.8 per cent) since 2019. Through the work to continuously improve clarity towards customers who have contact with the agency by telephone, e-mail or mail-outs, we increase trust in Arbetsförmedlingen and contribute to predictability for debtors.

Table 6:2: Main results claims handling 2019–2021

	2019	2020	2021
Number of invoices sent based on decisions made	5,950	4,507	3,505
Number of invoices sent based on decisions made that are paid on time	2,594	3,171	1,741
Number of debt collection demands sent	905	615	450
New repayment plans	660	405	348
Violated repayment plans	175	224	178

Source: Arbetsförmedlingen, Predator.

6.4 Police reports

In 2021 Arbetsförmedlingen has filed 155 police reports, which encompass a total of almost SEK 42 million.¹²⁴ Out of these reports, 18 refer to suspected fraud, of which eight were gross fraud. The remaining 137 reports refer to suspected benefit crime that may be either gross, normal or negligent.¹²⁵

The number of police reports increased by just over 86 per cent on the previous year. The number of reports that referred to benefit crime more than doubled, while the proportion of reported fraud cases decreased to only approximately 11 per cent of all police reports. This is a natural consequence of the Benefit Crime Act being amended on 1 January 2020. All suspected crimes committed after this date, including crimes within employer support, are reported as benefit crimes. In all likelihood, the proportion of reported benefit crimes will therefore continue to increase in the years ahead.

Another explanation for the increasing number of reports of benefit crime is that, in 2021, Arbetsförmedlingen carried out targeted selection monitoring¹²⁶ of grants paid to individuals for travel expenses. Consequently, this selection monitoring has resulted in it being possible during the year to report a large number of impulses about suspected benefit crimes. At the same time, the number of received impulses of suspected crimes that refer to employers and providers as a whole has halved compared with 2020, which has also contributed to the agency being able to focus to a greater extent on reports in respect of jobseekers during the year.

The reports that refer to fraud and 17 of the benefit crime reports consist of 262 decisions on financial support to employers and providers. Of these, 37 per cent

¹²⁴ The reported amount refers to the total erroneously paid amount and amounts that had been requested but not yet paid out.

¹²⁵ In some reports the crimes have been listed as encompassing more than one category of offence, for example both fraud and benefit crime or benefit crime and forgery. These cases have been included in the category of the crime that took place for the bulk of the period in which the offences took place. See also the above information about amendments to the Benefit Crime Act from 1 January 2020. Reports that have included both suspected benefit crime and forgery have been counted as benefit crime reports.

¹²⁶ In spring 2020 the number of police reports increased markedly for benefit crimes within the area of travel in conjunction with programmes, and work on a selection was started. Reference number: Af-2021/00769543 Urval BTE – bidrag till enskilda [Selection GTI – grants to individuals].

refers to decisions concerning new start jobs and about 44 per cent to decisions concerning wage subsidies of various kinds.

The most common company forms to be reported are limited companies (17, 48 per cent) and associations (8, 23 per cent), which together make up approximately 71 per cent of the reported amounts for all employers. Compared to 2020, the proportion of reports that pertain to limited companies has decreased, at the same time as the proportion pertaining to associations has increased. The eight reports filed against associations encompass more than half of the total reported amount for all police reports over the course of the year and a total of 112 decisions concerning support.

About 87 per cent the benefit crime reports refer to decisions concerning travel for programmes and interviews. Of these, 80 per cent were discovered in the targeted selection monitoring of travel expenses. Of all police reports, around 86 per cent of the cases were discovered in some form of monitoring procedure.¹²⁷

Over the course of the year, Arbetsförmedlingen received 87 decisions from police/prosecutors regarding reported crimes. Of these, approximately 92 per cent were decisions that the preliminary investigations were being discontinued or that no prosecution will be brought. The most common reason for discontinuing a preliminary investigation is that the crime is not possible to prove (approximately 41 per cent) and preliminary investigation limitation/abstention from prosecution¹²⁸ (49 per cent). Most of the reports that lead to a prosecution in court resulted in a conviction.

6.5 More effective monitoring through cooperation

Arbetsförmedlingen is included in several cooperation groups with other government agencies whose purpose includes combatting erroneous payments. Over the course of the year, the agency has, in accordance with its appropriation directions, carried out risk analyses in respect of erroneous payments¹²⁹ under the direction of the Swedish National Financial Management Authority. These risk analyses will form the basis of future studies of the scope of erroneous payments.

This cooperation will be further enhanced by the council that the National Financial Management Authority is to establish by virtue of the Ordinance on the Work to Ensure Correct Payments From the Welfare System.¹³⁰ Other government agencies encompassed by the ordinance will also be included in the council. Each agency will be represented in the council by its head. Arbetsförmedlingen has a positive view of the forthcoming sharing of information and experience.

¹²⁷ Monitoring within the Follow-Up and Monitoring Unit, within a region or through risk-based selection monitoring.

¹²⁸ Preliminary investigation limitation means that the crime is not investigated, often with reference to the suspect being convicted or expected to be convicted of other crimes and that the sanction would not be affected by investigating further crimes. Another reason for preliminary investigation limitation is that the crime the person is suspected of is not expected to lead to a sanction more severe than fines.

¹²⁹ Reference number: Af-2021/0068 0251.

¹³⁰ SFS 2021:663

6.5.1 Cooperation against organised crime

Arbetsförmedlingen is one of twelve government agencies included in the multi-agency effort to combat organised crime. Since March 2020, this assignment has been included in our instructions¹³¹, which makes it the agency's duty to participate in the cooperation. The Swedish Police Authority coordinates the assignment and is responsible for multi-agency reporting. Arbetsförmedlingen has set aside additional resources for this cooperation during the year.

During the year, this cooperation has led to us recovering approximately SEK 13.9 million and prevented erroneous payments of just over SEK 7.4 million.¹³² The multi-agency work has also contributed to the agency filing eight police reports concerning suspected benefit crimes.

6.5.2 Cooperation against crime in working life

At the beginning of the year, Arbetsförmedlingen was given a renewed assignment to cooperate with relevant government agencies¹³³ in order to combat fraud, regulatory violations and crime in working life¹³⁴. The Swedish Work Environment Authority coordinates this assignment and is responsible for multi-agency reporting.

Over the course of the year, we, together with the other government agencies, have carried out targeted monitoring in identified high-risk industries¹³⁵, which has led in some cases to administrative measures. This cooperation has led to us claiming back about SEK 7.6 million over the course of the year.

6.5.3 Resilience among government agencies that make payments and law enforcement agencies to misuse and crime in the welfare systems (MUR)

Arbetsförmedlingen is involved in government agency cooperation in order to strengthen the work to combat benefit crime and misuse of the welfare system. Among other things, this cooperation has resulted in a request for Sweden's 21 regions to be subject to the Act on the Obligation to Report and for it to be possible to submit notifications electronically.

6.5.4 Cooperation relating to payment of Covid-19 support

Due to the pandemic, various types of support are paid out by several government agencies that have started a new government agency cooperation in order to detect, stop and counteract erroneous payments and crimes against the welfare system. Despite Arbetsförmedlingen not having targeted Covid-19 support, this cooperation has also resulted in us discovering financial irregularities in the support we manage. This cooperation has resulted in recovery claims of just over SEK 5.2. million for Arbetsförmedlingen in 2021.

¹³¹ Section 4, point 8 of the Ordinance with instructions for Arbetsförmedlingen (2007:1030)

¹³² Refers to outcomes for all multi-agency cooperation against organised crime, including specific cooperation by in accordance with the Act (2016:774) on Reporting Requirements in Cooperation Against Certain Organised Crime.

¹³³ The Swedish Work Environment Authority, the Swedish Economic Crime Authority, the Swedish Social Insurance Agency, the Swedish Migration Agency, the Swedish Police Authority and the Swedish Tax Agency.

¹³⁴ Ministry of Employment A 2021/00085, 14/01/2021

¹³⁵ Construction, cleaning and transport.

6.6 Development of monitoring and efforts to tackle erroneous payments

6.6.1 Action plan against erroneous payments and additional activities

In May 2019 Arbetsförmedlingen were tasked by the Government with producing an action plan to tackle erroneous payments. The bulk of the activities in this action plan were implemented in 2020 and the final report was part of the annual report for the same year.

Arbetsförmedlingen deems the achievement of targets in respect of this action plan to be good. Most activities have been implemented, others are still ongoing and will be implemented. Implemented activities are deemed to have contributed to improving the monitoring and efforts to tackle erroneous payments.

Several of the activities implemented are of a permanent nature, the development of which has continued in 2021. The development of these activities is reported below, as is the progress on those activities that were not implemented in 2020.

It is important to point out that several of the measures in the action plan can also be listed as measures under the following section regarding enhanced monitoring of jobseekers' search activity and notifying the unemployment insurance funds, employers who use subsidised employment and independent providers.

Measures in the action plan:

- *Investigate the feasibility of introducing a requirement that recipients of support have the financial prerequisites to pay salaries regardless of financial support from Arbetsförmedlingen.*

In order for that to be possible, an amendment to the regulations is necessary. Arbetsförmedlingen has submitted a request, Arbetsförmedlingen's requirements for employers and processing of personal data for monitoring – Requirement for amended regulations¹³⁶.

- *Identifying and developing proposals for regulatory changes necessary for effective monitoring that combats erroneous payments.*

This work has resulted in: Request concerning legislative changes to enable the monitoring of individuals' right to work and stay in Sweden etc.¹³⁷. In connection with this request, there was a proposal to amend the Ordinance (2002:623) on Processing of Personal Data in Labour Market Policy Activities.

- *Introduce automated ongoing monitoring of material influence, familial relationships and whether the employee is an entrepreneur.*

¹³⁶ Af-2020/00031774 Arbetsförmedlingen has submitted a request, Arbetsförmedlingen's requirements for employers and processing of personal data for monitoring

¹³⁷ Af-2021/00085314 Request concerning legislative changes to enable the monitoring of individuals' right to work and stay in Sweden etc.

Automated ongoing monitoring has been introduced that shows whether the employee has a material influence over the employer. Arbetsförmedlingen is investigating who is to be considered an entrepreneur and when an entrepreneur is to be considered unemployed and before that investigation is finished, ongoing monitoring of entrepreneurs cannot be carried out. Ongoing monitoring of familial relationships has not yet been introduced.

- *Introducing a scoring model (ranking) for employers.*

Arbetsförmedlingen has investigated the legal prerequisites for scoring models and the legal basis for this was established in April 2021. However, this work has been pushed back due to changes to platforms and tools.

- *Develop the work with legal governance and policy documents.*

In 2020 a unit with responsibility for good administration and legal quality was formed. This has resulted in several concluded and ongoing legal investigations and legal conclusions.

- *Enhance the understanding within the agency of the role of the central government civil servant.*

Skills development measures to enhance the understanding within the agency of the role of the central government civil servant have continued.

- *Develop a structure for following up good administration in the organisation.*

In 2020 Arbetsförmedlingen started reporting the situation with respect to good administration in a biannual follow-up report as a basis for assessing the achievement of the agency's targets for legal certainty and uniformity. The latest report¹³⁸ shows that improvements have been achieved but that shortcomings remain.

Beginning in 2019, Arbetsförmedlingen has introduced and developed a multi-agency compliance process that aims to strengthen compliance and administration through systematic audits, analyses of results and the identification of areas for improvement for measures and learning. The systematic approach to this work at underlying levels of the agency has been developed, and the results have been strengthened in a positive direction.

- *Introduce centralised review of discrepancy reports.*

Centralised review has been introduced and the quality has been shown by follow-up to be good.

- *Further develop automated and risk-based review of activity reports.*

138 Af-2021/0068 1736 Hur går det med god förvaltning? [What Progress Has Been Made with Good Administration?]

The agency makes the assessment that the automatic and risk-based review of activity reports has contributed to a great extent to the monitoring work becoming more efficient. More information can be found in chapter 5.

- *Introduce a function that is to follow up Arbetsförmedlingen's application of the monitoring assignment for jobseekers with individual compensation (compliance).*

The monitoring function has been established and has completed several reviews.

- *Introduce expanded random samples of activity reports.*

Arbetsförmedlingen has carried out random sample checks of reported jobs applied for on a number of occasions. However, the management of these random sample checks has been very resource intensive. Arbetsförmedlingen has therefore chosen to wait for the implementation of secure messages.¹³⁹

Additional measures have been implemented for the purpose of enhancing monitoring, increasing uniformity and strengthening legal certainty. Examples of measures throughout the year:

During the year Arbetsförmedlingen has focused on IT development in respect of monitoring, with the goal of securing generic, automatic and predictive monitoring in order to ensure good administration of the agency's decisions that leads to correct payments being made.

Work is ongoing to create a decision hub, a central hub for efficient and uniform administration of monitoring to ensure compliance at every opportunity in decision cases of support and service, a hub where all compliance monitoring is brought together, regardless of whether it pertains to jobseekers, employers or independent providers. The decision hub provides the agency with generic, preventive and automatic compliance monitoring. With the decision hub in operation, the agency will get a holistic approach to compliance monitoring for decisions concerning support and service, regardless of the target group.

Work has been initiated to use the log platform¹⁴⁰ to create indications that addresses welfare criminality and erroneous disbursements primarily to providers and employers. This means that the agency is given new prerequisites for proactively detecting, primarily, rogue suppliers and employers. The solution is very cost-effective as it is based on expanded use of both hardware and software.

Work on further method development to combat erroneous disbursements and fraud has been started in terms of providers.

¹³⁹ Messages are a secure two-way communication based on a need, a case or a subject that are sent between customer, independent provider and Arbetsförmedlingen.

¹⁴⁰ The log platform is Arbetsförmedlingen's central function for log management and a storage space for gathering, archival and analysis of log data. This enables the central analysis of log data that comes from many different IT systems.

6.6.2 The monitoring work regarding the jobseekers' search activities and notification to unemployment insurance funds

Arbetsförmedlingen's monitoring work regarding the jobseekers' search activities and notification to unemployment insurance funds is reported in chapter 5, section 5.2–5.4.

6.6.3 Monitoring work regarding independent providers

In 2021 the agency's development of its monitoring linked to independent providers has taken place on a broad front and in the direction indicated in previous reports from the agency.¹⁴¹

This development corresponds to changes the agency is undergoing in its other activities, with increased uniformity to streamline and facilitate digitalisation and automation.

The more extensive effectiveness gains within this area are expected in the coming years, but these initiatives are also making short-term improvements to our chances of detecting suspected erroneous payments and taking action accordingly.

Over the course of the year the agency has surveyed operational capabilities in respect of monitoring and follow-up of providers and the activities they conduct. The survey provides the prerequisites to orient monitoring activities more towards processes.

During the year the agency has concentrated its follow-up of providers in one national unit. The purpose is to increase the uniformity and improve the efficiency of provider follow-up. This change improves the conditions for national coordination of monitoring and reviews. It also provides the agency with good potential to intensify developments within this area in the period ahead.

In 2021, in line with agency's monitoring policy and the ongoing development of customer-facing work, the agency has 2021 also worked to strengthen the administration of customers' cases to ensure correct payments. For example, in 2021 the agency has developed uniform processes for administration of decisions concerning programmes with independent providers (Prepare and Match) and developed the support that is given to employment officers ahead of approval of performance-based remuneration.

Independent providers will be brought in as part of generic monitoring in the decision hub. For further information regarding the decision hub, see the paragraph *Action plan against erroneous payments and additional activities*.

In 2021 Arbetsförmedlingen has strengthened how it monitors that independent providers are correctly reporting discrepancies concerning jobseekers. When there are deficiencies in discrepancy reports this is registered, which allows the provider's procedures and working methods in this area to be investigated. This working

¹⁴¹ Af-2020/00342118 Återrapport Förberedelser för reformeringen [Report Preparations for the Reform]

method has contributed to a decrease in the number of discrepancy reports containing deficiencies.

In 2021 the agency has developed an action plan to further develop the governance and monitoring of independent providers' discrepancy reporting.

6.6.4 Monitoring of employers that use subsidised employment

Assessment of employer monitoring was concentrated organisationally in 2019. This concentration has entailed increased automation and reduced manual administration, which is deemed to enhance legal certainty.

Over the past year Arbetsförmedlingen has changed how it gathers information about employers from the Swedish Tax Agency, the Swedish Enforcement Authority and the Swedish Companies Registration Office with the aid of an API, which is a structured way of transferring data from one place to another. This allows the information to be sent directly to Arbetsförmedlingen from other government agencies. It contributes to increased automation of monitoring of employers and enables the employment officer to manage decision-making faster, which results in lower costs.

The work with risk-based selections, development and validation of methods has continued. This work contributes to better precision when selecting cases that are to be the subject of more detailed investigation and monitoring.

To further increased uniformity and understanding there is ongoing work with support to regions in respect of monitoring of employers.

During the year, Arbetsförmedlingen has carried out a pilot project to investigate the effects of concentrating the reassessment of employer support in the event of certain error signals. Concentrated reassessments are judged to strengthen the agency's monitoring through increased uniformity, legally certain handling and a coherent process.

7 International operations and service exports

Arbetsförmedlingen's EU and international work is based on Sweden's membership of the EU, Sweden's and the EU's policy for international development cooperation and the UN Sustainable Development Goals in the 2030 Agenda.

7.1 EU collaboration

In 2021 Arbetsförmedlingen has continued to conduct the agency's EU cooperation via the PES Network, which is a network of European public employment services coordinated by the European Commission. In 2021 this cooperation has largely taken place digitally.

Within the PES Network, Arbetsförmedlingen has, in 2021, contributed with expert knowledge within a number of different areas and participated in several seminars (for example about the future labour market, digitalisation, delivery of labour market services and cooperation with other providers). A central focus has been on the recovery of labour markets following the pandemic. Arbetsförmedlingen has therefore continued to contribute through monthly summaries of which measures and interventions have been implemented in the labour market as a consequence of Covid-19.

The benchlearning initiative is run within the scope of the PES Network. This involves the systematic sharing of information and mutual learning based on recurring evaluations of public employment services in different countries. Arbetsförmedlingen's experts have been on visits to Germany, Austria, Belgium and the Netherlands in 2021.

Furthermore, Arbetsförmedlingen has begun preparing ahead of Sweden's presidency of the Council of the European Union in spring 2023. A dialogue has been initiated with the principal about the presidency and planning of Arbetsförmedlingen's hosting of the PES Network's board meeting in June 2023. The agency has also boosted the expertise in its EU work through a digital EU training programme aimed at managers and members of staff.

Arbetsförmedlingen has also had four employees who served at the European Commission as National Experts in Professional Training (NEPT) in 2021.¹⁴²

7.2 Matching within the EU

Through the EURES cooperation, Arbetsförmedlingen works to facilitate the free movement of labour and contributes to strengthening the common European labour market. The Swedish EURES network consists of 14 members and partners, four of which have been added in 2021. The network is characterised by an increased heterogeneity in terms of the organisations' type, size and focus.

¹⁴² The European Commission offers civil servants in national administrations the opportunity to serve at the institution for three months.

A system for transferring lists of qualifications to the EURES portal with the jobseeker’s consent has been available on Arbetsförmedlingen’s website since the first quarter of 2021. A total of 2,165 transfers were made in 2021.

Arbetsförmedlingen has been appointed the competent authority¹⁴³ under the Single Digital Gateway Regulation.¹⁴⁴ The part of this regulation about information in English, user statistics and user feedback is in place¹⁴⁵, implementation of the other parts is ongoing. Arbetsförmedlingen is investigating how the agency is affected by the Once-Only Principle and cross-border access to digital procedures.

Arbetsförmedlingen has mapped the Swedish Standard Classification of Occupations (SSYK) to the European classification ESCO. The Swedish skills bank was mapped to the ESCO in December 2021.

7.2.1 Matching results within the EU through the EURES cooperation network

As a result of the pandemic there was a sharp reduction in the recruitment of citizens from other EU/EEA countries to Sweden in 2020. In 2021 the number has risen but it is still far below pre-pandemic levels.

Table 7.1: Matching results within the EU, 2019–2021*

	2019	2020	2021
EU/EEA citizens who got a job in Sweden.	1,517	332	662
Jobseekers from Sweden who got a job in another EU/EEA country.	864	202	538
Employers**	21,906	13,589	10,538

*) The data are based on the European Coordination Office’s reporting system “Performance Measurement System”. Some data for previous years have been adjusted to final reported figures and are not consistent with previous annual reports. **) Refers to employers who have been contacted about international recruitment and information.

During the year, recruitment to Sweden has primarily been done via digital solutions and been targeted at short-handed occupations such as IT staff, engineers and healthcare personnel. Jobseekers from Sweden have primarily found employment in Denmark, Spain and Malta, often within service and customer service occupations.

In 2020 employer contacts in other EU/EEA countries were in a majority after an upturn of Swedish employer contacts in 2019. In 2021 the proportion of Swedish employers was once again the majority. Increased diversification of companies and organisations in the Swedish EURES network affects the outcome, as some have a focus on filling vacancies with employers in other EU/EEA countries. In total, the number of employer contacts decreased in 2021. Of the EU/EEA citizens who got a job in Sweden in 2021, a total of 63 per cent were men and 37 per cent were women.

¹⁴³ Government decision registration no.: I2020/03233: Assignment to be the competent authority under the Single Digital Gateway Regulation and I2021/02832: Amendment of the assignment to be the competent authority under the Single Digital Gateway Regulation

¹⁴⁴ Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018 establishing a single digital gateway to provide access to information, to procedures and to assistance and problem-solving services and amending Regulation (EU) No 1024/2012.

¹⁴⁵ Within “Looking for work in another member state” and “European cooperation network of employment services – EURES”

Of the jobseekers from Sweden who got a job in the EU/EEA in 2021, 49 per cent were men and approximately 51 per cent were women.¹⁴⁶

7.3 Activities financed by EU funds

The European Social Fund (ESF) is the EU's most important tool for developing labour markets in Europe. Arbetsförmedlingen is a key stakeholder as project owner and co-financier. In 2021 the agency has owned eleven ESF projects, nine of which are national and two regional. Arbetsförmedlingen has co-financed 62 external projects in the form of, for example, remuneration for staff and participants, three of which have been started in 2021.

Table 7.2: Arbetsförmedlingen's ESF projects

	2019	2020	2021
In-house	14	11	11
Co-financier	123	80	62

Source: The ESF council's project database EBS 2020.

Over the course of the year, Arbetsförmedlingen's ESF projects have been implemented remotely. The project's target group is primarily new immigrants, especially newly arrived women, young people and jobseekers who are far removed from the labour market.

The number of co-financed projects decreased in 2021 compared with 2020, and the number has almost halved compared with 2019 (see Table 7.2). One of the reasons for the decrease is that fewer projects are being started at the end of a programme period for the Social Fund, at the same time as many projects have ended. It is also worth adding that, as of spring 2021, Arbetsförmedlingen takes into account procured services before the agency cooperates in externally owned ESF projects.

The ESF project *Customer Choice Prepare and Match* has been approved since 2020 in order to test and evaluate Arbetsförmedlingen's new supplier model. *Customer Choice Prepare and Match* has delivered a first interim report, which indicates the importance of a uniform working process, of dealing with discrepancies and of including all external partners at an early stage.

REACT-EU is the EU's initiative to counteract the negative impact on the economy as a result of the pandemic. The target group for Arbetsförmedlingen's ESF project *Kickstart REACT-EU* are women and men who have become jobseekers due to the pandemic and who need preparatory and marching interventions in order to strengthen their position in the labour market. Initiatives such as guidance and employment training are in place to make it easier for jobseekers to deal with challenges linked to the impact of the pandemic and the structural transformation of the labour market.

In 2020 the Prime Minister's Office applied to the European Commission's Directorate-General for Structural Reform Support for support for a reform

¹⁴⁶ It has not been possible to conduct quality assurance on the statistics broken down by gender for 2019 and 2020, which is why it has not been reported.

programme. The support was approved for Arbetsförmedlingen in May 2021, continues for two years and means that Arbetsförmedlingen has access to international experts' labour market policy knowledge and experience while undertaking the reform of the agency. The experts are to support the investigation of service providers' access to data, remuneration of suppliers and local presence, among other things. Furthermore, Arbetsförmedlingen has, in accordance with the assignment in the appropriation directions, held a dialogue with the Swedish ESF Council and worked on the content of the national programme for ESF+ 2021–2027. In 2021 the audit of the project *Ericsson 2* has also been completed without remarks.

7.4 International exchanges of experience

The international exchange of experience has continued throughout the pandemic. Much of the exchange has been conducted via cooperation within the PES Network and within the World Association of Public Employment Services (WAPES). In 2021 Arbetsförmedlingen has offered virtual study visits and meetings via digital platforms.

There have been a total of eleven bilateral virtual exchanges of experience. Recurring themes have been Arbetsförmedlingen's work with digitalisation, channel transfer and guidance. Arbetsförmedlingen has also presented its work with the ESF projects Jämställd etablering, Europass, independent providers and labour market policy assessment and matching.

7.5 International development cooperation and export of services

Arbetsförmedlingen's international development cooperation is based on the UN's Sustainable Development Goals in the 2030 Agenda, the EU's aid policy and Sweden's policy for global development. The agency contributes to the development of labour market agencies and labour markets in other countries through various capacity-building and skills-enhancing activities. This is primarily done through sharing skills and exchanging experience within the development of digital tools, labour market policy measures, labour market forecasts and analyses.

International development cooperation is primarily conducted in project form, which is financed by grants and fees from the Swedish International Development Cooperation Agency and the EU. In 2021 the agency has conducted a total of 14 projects. All projects aim to strengthen the capacity of the public employment services in the partner countries.

Arbetsförmedlingen is running two international training programmes (ITP) where the participants are in charge of change projects in their own countries. The participants come from a number of different countries in Africa and Asia. One of the ITP projects is focussed on improving the functioning of the labour market and is to contribute to increased economic development, reduced poverty and a more inclusive and gender-equal society.

The other ITP project is being run together with a South African research institute in partnership with the Swedish Social Insurance Agency, the Swedish Tax Agency and the Swedish Pensions Agency. The project is focused on the development of social protection systems.

In 2021 Arbetsförmedlingen has, in addition to the ITP programmes, conducted projects in Cambodia and a completed project in West Africa. Arbetsförmedlingen has been granted a fourth project in Cambodia beginning in July 2021 in order to promote an inclusive labour market and to create a labour market policy intervention that targets people with disabilities. Arbetsförmedlingen has also participated by providing experts to projects run by SOCIEUX+.¹⁴⁷

The number of ongoing projects has increased somewhat compared with 2020 but the number of new projects has decreased. This is primarily a consequence of the pandemic and resultant priorities in Swedish aid policy and recipient countries. Arbetsförmedlingen has primarily focused on regional programmes and cooperation with other stakeholders and Swedish government agencies in accordance with the Swedish International Development Cooperation Agency's priorities.

Table 7.3: Total ongoing and completed projects 2019–2021.

Number	2019	2020	2021
Swedish International Development Cooperation Agency			
Ongoing projects	12	8	10
Completed projects	0	3	3
EU			
Ongoing projects	3	2	1
Completed projects	1	1	1

Source: Arbetsförmedlingen, Raindance.

In connection with clarifications in the appropriation directions for 2021 service exports are broken down into project activities that are financed by fees and those that are financed by grants. The financial objective for service exports in 2021 is full cost recovery in accordance with the appropriation directions for 2021, and Arbetsförmedlingen intends to start a dialogue with the ministry about also having clarifications about this introduced into Arbetsförmedlingen's instructions. Under the National Financial Management Authority (ESV) regulations to Chapter 3, Section 2, the agency shall separately account for activities subject to fees. The account is to adhere to the breakdown and structure set out in the budget for activities subject to fees in the agency's appropriation directions. In 2021 Arbetsförmedlingen, in consultation with ESV, has agreed that the accumulated surplus is to be delivered to a revenue heading in accordance with Section 25 of the Fees Ordinance.

Table 7.4 Result for service exports 2019–2021.

Activity, TSEK	Acc. +/- until 2019	+/- 2020	Int. 2021	Exp. 2021	+/- 2021	Ack +/- end of 2021
Service exports						
Assignment-financed activities	1,420	1,945	4,917	-4,804	113	3,478

¹⁴⁷ SOCIEUX+ is an EU programme for technical assistance established to meet the need for capacity-building in developing countries that are partners of the European Union. SOCIEUX+ enables peer-to-peer exchanges and institutional cooperation between EU member states and partner countries.

Delivered to revenue heading ¹⁴⁸	-1,420	-1,945				-3,365
Grant-financed activities	353	-2,038	4,984	-4,881	103	-1,582
Total service exports	353	-2,038	9,901	-9,685	216	-1,469
Budget in accordance with appropriation directions* (whole year)	1,773	0	7,600	-7,500	100	1,873

Source: Arbetsförmedlingen; the accounting system. *The budget is based on mixed activities.

¹⁴⁸ Delivery to revenue heading occurs in 2022

8 Other reports in accordance with the appropriation directions

This chapter describes for substantive results and the assessment of Arbetsförmedlingen's contribution to achieving the gender equality policy goals. The appropriation directions state that Arbetsförmedlingen's operations are to contribute to achieving the gender equality policy goals. The results are described in the annual report partly through integration into the other parts of the performance report and partly at an overarching level on the basis of the gender equality policy goals in this chapter.

In the appropriation directions for 2021, Arbetsförmedlingen was also tasked with developing the focus of the agency's work with gender equality integration for the period 2022–2025. A report on this assignment has been submitted on 1 September 2021.

Furthermore, the assignment concerning IT incidents is described in this chapter. Arbetsförmedlingen is to, in connection with the annual report, briefly and comprehensively report processes and procedures for identifying and reporting IT incidents in accordance with Section 20 of the Ordinance on Emergency Preparedness and Measures of Authorities with a Surveillance Mandate in Connection with States of Alert (2015:1052).

8.1 Arbetsförmedlingen's contributions to achieving the gender equality policy goals

The Government's overarching gender equality policy goal is that women and men are to have the same power to shape society and their own lives. This goal is broken down to six sub-goals that include financial gender equality, gender-equal education and the end of men's violence against women. Arbetsförmedlingen's operations can contribute in particular to the goal of financial gender equality. This is primarily because the agency's assignment largely involves improving jobseekers' opportunities to work and support themselves.

Assessment of results

Women continue to be underrepresented in the number of ongoing support programmes in respect of employment training, matching services and subsidised employment. However, the proportion of women in these support programmes has increased in 2021 compared with 2020. Arbetsförmedlingen's assessment is that the agency's collective contributions to the gender equality policy goals have increased somewhat in 2021.

8.1.1 Arbetsförmedlingen's focus for its work with gender equality

The fundamental focus for the agency's work with gender equality is for women and men to have equal access to labour market policy support and to have the same opportunities to obtain work and training after completing a programme. Arbetsförmedlingen has established that a gender-equality perspective is to be clearly integrated into regular processes for operational planning, follow-up and the presentation of results.

The agency's internal target levels are consistently divided into targets for women and for men. In 2021 the governance has focussed on increasing the proportion of women within employment training and increasing the proportion of new decisions concerning wage support that go to women.

The strategy is to change the gender distribution of new decisions in order to achieve an equal gender distribution within all programmes in the long term. There is also continuous effort taking place to clarify and develop the process for governance and follow-up at the agency on the basis of the objective that its activities are to contribute to achieving the gender equality policy goals.¹⁴⁹

8.1.2 Financial gender equality

The Swedish labour market is clearly gender segregated, with women and men working in different industries, in different occupations and doing different tasks. Only four of the 30 largest occupations have an equal gender distribution. Women more often work in occupations with salaries that are relatively low compared to those of men, which is reflected in women having lower average incomes than men. Even within the same occupations, women have somewhat lower salaries than men on average.¹⁵⁰

However, participation in working life is very high among women born in Sweden as the relative labour force amounts to 84 per cent (86 per cent among men born in Sweden). That is in stark contrast to women born abroad where labour force participation is 76 per cent (86 per cent among men born abroad).¹⁵¹

This is reflected in the employment rate being significantly higher among women born in Sweden than among women born abroad. In parallel, unemployment is significantly higher among women born abroad. Women born abroad is the group that has the highest levels of unemployment; in 2021 unemployment among women born abroad was 21.9 per cent (17.5 per cent among men born abroad). That can be compared to 4.9 per cent among women born in Sweden (5.7 per cent among men born in Sweden).¹⁵²

The high level of unemployment among women born abroad contributes to women being somewhat overrepresented among people in long-term unemployment. Women make up 48 per cent of all registered jobseekers but 49 per cent of those who have been registered as unemployed without work for 12 months or longer. A large portion

¹⁴⁹ Arbetsförmedlingen 2021, *Jämställdhetsintegrering på Arbetsförmedlingen 2022–2025 [Gender Equality Integration at Arbetsförmedlingen 2022–2025]*, Af-2021/0051 7044

¹⁵⁰ Statistics Sweden, Women and men in Sweden 2020.

¹⁵¹ Statistics Sweden, Labour Force Survey (16–64 years old).

¹⁵² Ibid.

of the women in long-term unemployment belong to or have belonged to the integration assignment. Women remain registered as unemployed after the end of the integration period to a greater extent than men.¹⁵³

8.1.3 Women's and men's participation in labour market policy measures

Women continue to be underrepresented in employment training, matching services and subsidised employment relative to their proportion of total registered jobseekers and the proportion of women within the target groups for the various programmes. However, there are some differences between the different programmes. Women are especially underrepresented in employment training and new start jobs. In extra positions, however, women are overrepresented. A more detailed description of developments within the different programmes is provided below.

Subsidised employment

Around 52 per cent of those who were in extra positions or introductory jobs in 2021 were women (2020: 52 per cent, 2019: 46 per cent). The high proportion of women is largely explained by a large proportion of women in extra positions. As mentioned previously, the proportion of people in long-term unemployment (which constitutes the primary target group for these programmes) who are women is 49 per cent. Women are thus overrepresented overall in these support programmes, primarily through a high proportion of women born abroad in extra positions. Women born abroad made up around 56 per cent of participants in extra positions in 2021.

New start jobs are the form of subsidised employment that has the most skewed gender distribution. This is because the proportion of women is 32 per cent. This is unchanged on the figure for 2020 but is a small increase compared to 2019 (29 per cent).

The proportion of women within wage subsidies for people with disabilities was 40 per cent in 2021 (2020: 41 per cent, 2019: 41 per cent).¹⁵⁴ Accordingly, women remain distinctly underrepresented within wage subsidies as the proportion of registered women with identified disabilities is 47 per cent.

All in all, the proportion of women in subsidised employment (including wage subsidies) was 40 per cent in 2021, which is a small increase compared to the previous year (2020: 39 per cent, 2019: 38 per cent).

Matching services

The proportion of women who participated in one of the matching services (Prepare and Match or Support and Matching) increased in 2021 compared with 2020. All in all, the proportion of women increased from 44 to 46 per cent and participation in matching services thus also got closer to the matching the proportion of women among the total number of people who are registered as unemployed. The increase

¹⁵³ Arbetsförmedlingen 2021, *Ett decennium med etableringsuppdraget [A Decade with the Integration Assignment]*, Af-2021/0074 0906

¹⁵⁴ Refers to wage subsidy for employment, wage subsidy for security in employment, wage subsidy for development in employment, wage subsidy for development at Samhall, sheltered employment with a public employer.

can be linked to a great extent to an increasing number of women born abroad accessing matching services.

As has previously been described, Arbetsförmedlingen uses a statistical assessment support tool to determine whether a referral for Prepare and Match should be made. The tool is “gender blind” and should therefore treat men and women equally. However, follow-ups have shown that employment officers revise the outcome of the assessment support tool for women more often than they do for men.¹⁵⁵

8.1.4 Gender-equal education

Employment training

The proportion of women in employment training was 29 per cent in 2021, an increase of approximately 3 percentage points compared with the previous year (2020: 26 per cent, 2019: 20 per cent). The increase has taken place among women born both in Sweden and abroad, but the increase is larger among women born in Sweden. Of all women who participated in employment training in 2021, a total of 54 per cent were born in Sweden (2020: 43 per cent, 2019: 40 per cent).

Despite this positive development, Arbetsförmedlingen did not achieve its target for 2021 of at least 40 per cent of participants being women. More gender-equal employment training is key if Arbetsförmedlingen is to succeed in its assignment to combat gender segregation in the labour market.

Arbetsförmedlingen has long had the ambition to increase gender equality within employment training programmes. In order to improve gender equality, the agency’s alignment towards gender equality in internal targets and in follow-up has been reinforced in 2021. The agency will also have stronger requirements for gender equality in future procurements. There have also been marketing initiatives targeting women for employment training programmes. There have also been training programmes with only women participants. Over the course of the year, a pilot project has been started for the purpose of developing working methods that promote a gender-equal selection and gender-neutral assessment for employment training programmes.

The report *Jämställdhetsintegrering på Arbetsförmedlingen 2022–2025 [Gender Equality Integration at Arbetsförmedlingen 2022–2025]* contains several proposed measures to improve gender equality within employment training.¹⁵⁶

Regular education

In 2021 (as has been described in chapter 4, section 4.3.1) a total of 7.3 per cent of women transitioned to education. That is an increase of 0.4 percentage points compared with 2020 (2020: 6.9 per cent, 2019: 6.1 per cent). Among men, transitions to studies remained unchanged. The proportion of men who transition to studies is also markedly lower than the proportion of women (2021; 4.7 per cent, 2020: 4.7 per cent, 2019: 4.3 per cent).

¹⁵⁵ Arbetsförmedlingen 2021, *Jämställdhetsintegrering på Arbetsförmedlingen 2022–2025 [Gender Equality Integration at Arbetsförmedlingen 2022–2025]*, Af-2021/0051 7044

¹⁵⁶ Ibid.

The increase took place especially among women born abroad, which is also the group with the highest proportion of transitions to studies. In 2021 a total of 8.8 per cent of women born abroad transitioned to studies (2020: 8.3 per cent, 2019: 8.2 per cent). That can be compared to 6.0 per cent among women born in Sweden (2020: 5.7 per cent, 2019: 4.0 per cent). The group that has the lowest level of transitions to studies is men born in Sweden.

8.1.5 Men's violence against women

A final report on the government assignment *Increased Detection of Violence 2019–2021* is to be submitted no later than 31 March 2022 through the Swedish Gender Equality Agency. In 2021 skills development measures have been targeted at jobseekers, suppliers, service offices and staff at Arbetsförmedlingen. Close to 6,000 employees have completed the internal course *Increased Detection of Violence*. An interview series featuring interviews with various experts on violence has been made and 27 videos have been produced.

In order to raise awareness of violence as a hidden cause of unemployment, Arbetsförmedlingen has also started making it a requirement in agreements for labour market services that suppliers have to take online domestic violence courses. This is because they need to have knowledge of how to act when they meet jobseekers who have experienced violence. In addition to this, administrator support and procedures have been updated and clarified so that jobseekers who are being threatened can adapt their job-seeking geographically and in terms of occupation.

8.2 IT incidents

As set out in its appropriation directions, Arbetsförmedlingen is to report in its annual report processes for identifying and reporting IT incidents in accordance with Section 20 of the Ordinance on Emergency Preparedness and Measures of Authorities with a Surveillance Mandate in Connection with States of Alert (2015:1052). This work at the agency is governed by (MSBFS 2020:8) the Swedish Civil Contingencies Agency's regulations on the reporting of IT incidents by government agencies.

Procedures for reporting IT incidents to the Civil Contingencies Agency (MSB) were produced in 2016. The agency's assessment is that the procedures work well in accordance with the requirements placed on the agency. Arbetsförmedlingen's process for IT incidents includes an assessment of whether the incident is to be reported to MSB. An incident manager is appointed for each incident that is assessed to have an impact in accordance with Ordinance (2015:1052).

Identification and assessment of reportable IT incidents is primarily carried out by the Service Desk¹⁵⁷, but may also be detected by the responsible development team. All IT incidents need to be registered promptly as an incident in the case management system. The case management system has priority and notification

¹⁵⁷Arbetsförmedlingen's IT support

functions that are used to escalate incidents and, in some cases, to limit access to the incident.

All reportable IT incidents are classified as major incidents. The process includes reporting and escalation to senior management. The incident manager is responsible for reporting to MSB. When a major incident has been concluded, Arbetsförmedlingen's problem process always takes over in order to carry out a root cause analysis and determine what measures need to be put in place to prevent the incident from happening again. The information from problem cases then form the basis of the final report to MSB.

9 Arbetsförmedlingen's skills provision

In accordance with the Annual Reports and Budget Documentation Ordinance (2000:605), government agencies are to report what measures have been put in place to ensure the agency's skills provision. Arbetsförmedlingen is to have the correct skills in order to carry out the tasks set out in the agency's instructions and appropriation directions. This report is to include an assessment of how the measures put in place have contributed to the results.

9.1 Overall assessment

Arbetsförmedlingen's skills provision has in 2021 been characterised by the ongoing pandemic and the rising unemployment rate. In order to manage the increased workload, the agency has primarily used fixed-term employment.

In its ongoing governance, Arbetsförmedlingen is tracking developments in the staffing area through four key performance indicators: rates of sick leave, actual staff resources and through two indices: commitment to and the understanding of assignments, goals and prioritisation. All of these indicators have shown developed positively during the year and the outcome has been clearly beyond the agency's expectations.

Despite challenges, skills provision has been ensured in terms of both staffing and skills. Arbetsförmedlingen's assessment is that, all in all, the action taken has contributed to the agency being able to deliver results.

9.2 Budget, number of employees and staff turnover

9.2.1 Effects of the budget allocation

The temporarily increased budget appropriation meant that the agency was given the scope to increase the number of employees.

9.2.2 Number of employees and recruitment

[Editor's note: The image "Table 9.1: Average number of employees, person-years and average age, 2019–2021" has been removed because it did not fulfil Web Content Accessibility Guidelines (WCAG) accessibility criteria. See the Swedish document "Arbetsförmedlingens årsredovisning 2021" for the original content.]

9.2.3 Departures

[Editor's note: The image "Table 9.3: External departures, 2019–2021" has been removed because it did not fulfil WCAG accessibility criteria. See the Swedish document "Arbetsförmedlingens årsredovisning 2021" for the original content.]

After two years of high external departures, the numbers have fallen back to more normal levels in 2021.

9.3 Skills provision

In order to manage Arbetsförmedlingen's skills provision, it was important in 2021 to work with both a short-term and long-term perspective:

- The short-term perspective involved recruiting employees up to the extent allowed by the temporarily reinforced budget. This work has been challenging as it has involved large volumes over a wide geographical and organisational area. The difficulty has been in retaining the skills.
- The long-term perspective has been about the skills transfer that will be needed connected to the reform. Development of the process of identifying new positions and roles have been implemented in parallel with preparations for the reform. The work to develop new positions and role structures is an important part of facilitating the agency's future skills transfer needs.

All training programmes offered by the agency have been delivered in the form of online courses or distance learning. All new production is reconciled against the direction that has been decided by the Skills Development Council (with representatives from senior management) in order to ensure that the correct priorities are selected. A new contract has been entered into under which external training programmes can be ordered and thus meet the skills development needs of the departments within the head office's specialised fields of activity. In 2021 the agency has had about 200 different internal training programmes and the number of participants has been at about the same level as in previous years.

9.4 Leadership and employeeship

Arbetsförmedlingen's employeeship and leadership are important enablers of the transition we are faced with, and this has been supported by the continued implementation of the employee and manager criteria, with a focus on shared understanding and prerequisites. The criteria have been woven into salary negotiations, performance reviews, applicant profiles when recruiting and in management training and manager programmes. The ambition to create pedagogical unity and clarity regarding expectations and performance is deemed to have been achieved.

In order to support managers to develop their leadership, a feedback survey has been conducted. The survey shows that managers need to work to clarify expectations and provide feedback about performance. Ahead of 2021, an index was produced to measure the understanding of assignments, goals and priorities. The outcome was very high (82 on a scale of 100), which suggests that the agency's assignment is supported among employees and managers.

9.5 The development of absence due to illness and measures implemented

Table 9.4: Absence due to illness (in per cent), age, gender and total, 2019–2021

Age groups	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Up to 29	6.8	4.9	4.4	3.3	3.1	2.9	5.6	4.3	4.0
30-39	6.7	5.9	5.4	3.3	3.3	3.2	5.7	5.1	4.7
40-49	7.6	7.1	6.2	3.7	3.7	3.0	6.4	6.0	5.1
50-59	8.3	7.7	7.0	4.6	4.8	3.8	7.0	6.6	5.9
Over 60	8.8	7.9	6.2	5.5	5.1	4.9	7.5	6.8	5.7
Total	7.8	7.1	6.2	4.2	4.2	3.6	6.6	6.1	5.3

Source: Arbetsförmedlingen's Annual Report and Lasso (2021).

Table 9.5: People on long-term sick leave, exceeding 60 days, proportion (in per cent) of total number on sick leave, 2019–2021

Proportion of people on long-term sick leave (exceeding 60 days) of total number on sick leave

	Women			Men			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Proportion in per cent	59.7	57.5	50.3	42.3	42.5	37.8	55.9	53.9	47.2

Source: Arbetsförmedlingen's Annual Report and Lasso (2021).

In 2021 the numbers on short-term and long-term sick leave and the total number on sick leave have continued to fall.

The proportion of people on long-term sick leave has decreased in 2021 compared with 2020. This is especially true for women. The large difference in rates of sick leave between women and men has decreased somewhat. This is an effect of short-term sick leave having decreased and thus the inflow to longer term sick leave and an active rehabilitation effort in accordance with a clearer process. When it comes to short-term absence, the assessment is that the ongoing pandemic, with working from home and working remotely, affects the outcome. It is difficult to judge the extent of this impact and there is uncertainty about what effect there will be on short-term absence due to illness once the pandemic is completely over.

The agency's assessment regarding the short-term absence due to illness is:

- Working from home (approximately 78 per cent have worked remotely many or all days of the week) has had a positive impact on the statistics. Reduced spread of infection, less stress and easier to make everyday life fit together.
- Many managers have more and continuous contact with their staff, which has had a positive impact on health. Thanks to regular questionnaires about organisational and social health, we know that the situation is demonstrating a positive trend among our staff. That has given managers a better chance of detecting signs of ill health earlier.

The work environment management conducted by managers on a daily basis is deemed to work well. There are also development areas and sometimes the correct conditions are not in place; for example, systematic work environment management

needs to become a more distinct aspect of the agency's planning and follow-up process.

9.6 After the pandemic

Following analysis and risk assessment, the plan is for a more normal work situation after the pandemic in a gradual return to normal. The agency also took the position that, when operations allow and on the basis of individual agreements, it will allow remote working up to 49 per cent of working hours over 12 months. The coronavirus pandemic has changed how most people work, both those who have been able to work from home and those who have not. The coronavirus pandemic has also led to many meetings now being held digitally. In autumn the agency developed new meeting policies that support this.

9.7 Organisational and social work environment

The agency's strategic focus shines light on the focus area "A Trusting, Inclusive and Stimulating Workplace". The focus document targets the agency's management and contains an overarching strategy for a common objective and the development of the area of culture and skills within Arbetsförmedlingen.

Culture and skills are key factors if this focus is to be successfully realised. Consequently, the agency has put together a new strategy and focus document in 2021: Strategy for Culture and Skills.

The strategy identifies four facilitatory areas that involve developing an organisational culture that fully utilises the potential of employees.

- Building a shared identity and culture
- Developing committed employeeship and leadership
- Creating smarter working methods and a learning environment
- Meeting the future with the correct skills

The strategy was adopted after the summer. Responsibility for realising the Strategy for Culture and Skills is agency-wide and activities are developed within the scope of the agency's operational planning process.

Staff members' perception of organisational and social work environment (OSA) is measured on a continuous basis in Medarbetarpulsen. One of the questions that are followed up each month in the operational follow-up has had a positive development over the past three years.

Diagram 9.5: Job satisfaction - how high is your job satisfaction at the moment?

[Editor's note: The diagram has been removed because it did not fulfil WCAG accessibility criteria. See the Swedish document "Arbetsförmedlingens årsredovisning 2021" for the original content.]

An in-depth survey of organisational and social work environment is conducted each year. Two indices that are included in Arbetsförmedlingen's action plan are followed up. These are assignments, targets and priorities, as well as commitment. Both of these indices display high results.

9.8 Salary development

In 2021 the focus has been on strengthening the work on structured salary formation, especially on the basis of the competition for skilled labour there is in the labour market.

[Editor's note: The image "Table 9.6: Average salary 2019–2021" has been removed because it did not fulfil WCAG accessibility criteria. See the Swedish document "Arbetsförmedlingens årsredovisning 2021" for the original content.]

The development of average salary at the agency has, within core activities, been influenced by the recruitment of about 400 decision-making officers over the course of the year. The average salary situation for this group is lower than for other positions within core activities, which has affected the development of the average salary for this category. The salary situation for Arbetsförmedlingen is on a par with other government agencies.

10 Summary of material information

In accordance with the Annual Reports and Budget Documentation Ordinance, a summary of material information from the income statement, balance sheet and appropriation report, as well as details of limits on borrowing, appropriation credit and some key performance indicators is reported.¹⁵⁸

Amounts in TSEK	2021	2020	2019	2018	2017
Borrowing limit from the Swedish National Debt Office					
- approved borrowing limit	800,000	849,000	800,000	855,000	878,000
- utilised borrowing	485,762	570,821	726,784	740,072	522,207
Credits with the Swedish National Debt Office					
- approved credit	300,000	300,000	300,000	300,000	300,000
- maximally utilised credit	0	0	0	0	0
Interest on account at the Swedish National Debt Office					
- interest charges	0	405	1,770	2,792	2,740
- interest income	1	398	1,939	3,101	2,217
Total revenue from fees					
- calculated in accordance with appropriation directions	7,600	8,035	7,672	367	0
- The agency's total revenue from fees	33,776	45,234	71,758	65,007	63,848
Appropriation credit/appropriation saving					
Appropriation credit, administrative allocation	235,463	436,328	381,043	252,069	251,433
Utilised	0	0	0	0	124,089

¹⁵⁸ The outstanding commitment Ea 14:1:3:1 for 2020 differs from the annual report for 2020 because of changed accounting policies.

Appropriation credit, other appropriations	3,999,566	3,675,668	3,718,442	4,586,622	3,309,488
Utilised	0	0	1,389,114	536,195	40,970
Appropriation savings, administrative allocation	218,052	108,970	78,181	94,336	0
Appropriation savings, other appropriations	11,396,146	9,527,819	1,624,905	2,184,877	5,584,765
Allocated authorisations					
Allocated authorisations, Ea 13 1:4:1	0	0	0	0	2,000,000
Outstanding commitments	0	0	0	0	452,248
Allocated authorisations, Ea 14 1:3:1	14,300,000	9,454,000	8,990,000	8,245,000	6,965,000
Outstanding commitments	4,822,743	4,919,912	2,412,396	6,949,869	5,347,911
Allocated authorisations, Ea 14 1:3:5	0	0	1,000,000	1,000,000	0
Outstanding commitments	0	0	99,201	186,824	0
Allocated authorisations, Ea 14 1:4:1	15,000,000	16,000,000	15,000,000	13,400,000	13,400,000
Outstanding commitments	10,159,257	11,463,287	13,361,916	13,156,642	12,111,809
Staff					
- number of person-years	10,240	9,671	10,705	12,726	13,243
- average number of employees	11,087	10,735	12,257	14,064	14,554
Operating cost per person-year	853	879	826	747	744
Change in capital					
Change in capital for the year	81,977	4,137	-80,909	-39,198	155,924
Change in capital carried forward	73,114	68,976	149,886	189,084	33,160

11 Board of directors and organisation

11.1 Arbetsförmedlingen's board of directors

Arbetsförmedlingen is led by a board of directors. The board of directors has full responsibility for operations and the Director-General answers to the board of directors. As at 31 December 2021, the board consisted of the following directors:

Anders Ferbe	Chair
Maria Mindhammar	Director-General Arbetsförmedlingen
Hans Lindblad , Director Debt Office	Director-General of the Swedish National
Anna Wallin Krasse , Director	Managing Director
Petra Sernulf , Director	Chief Legal Officer
Roger Fredriksson , Director Municipality	Municipal Commissioner, Ronneby
Boel Godner , Director Municipality	Municipal Commissioner, Södertälje
Staffan Furusten , Director	
Ulrika Messing , Director	

Staff representatives in 2021 have been:

Helén Justegård (Saco), **Åsa Johansson** (ST), and **Mikael Listh** (co-opted member SEKO).

In 2021 the following directors left Arbetsförmedlingen's board of directors:

Andreas Schönström and Inger Klockerman


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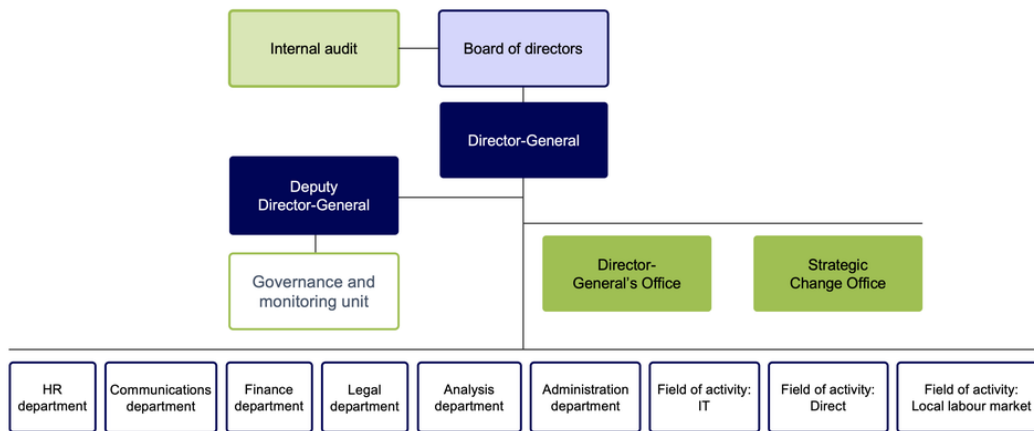
11.2 Remuneration and benefits to directors and senior management in 2021

Maria Mindhammar	01/01/2021–31/12/2021	SEK 2,045,122
Benefit		SEK 174,673
Lars Lööw	01/01/2021–31/12/2021	SEK 1,363,683
Anders Ferbe	01/01/2021–31/12/2021	SEK 140,000
Petra Sernulf	01/04/2021–31/12/2021	SEK 56,250
Hans Lindblad	01/01/2021–31/12/2021	SEK 67,500
Ulrica Messing	01/01/2021–31/12/2021	SEK 67,500
Anna Wallin Krasse	01/01/2021–31/12/2021	SEK 67,500
Roger Fredriksson	01/04/2021–31/12/2021	SEK 56,250
Boel Godner	01/04/2021–31/12/2021	SEK 56,250
Staffan Furusten	08/11/2021–31/12/2021	SEK 11,042
Directors on the board for parts of the year		
Andréas Schönström	01/01/2021–31/03/2021	SEK 11,250
Inger Klockerman	01/01/2021–31/03/2021	SEK 11,250

11.3 Directors' other assignments

	
Maria Mindhammar	
Lars Lööv	
Anders Ferbe	
Hans Lindblad	Swedish National Debt Office, Director Resolution Board, Chair SNS Board of Trustees, Elected Member
Ulrica Messing	Rikshem from April Astrid Lindgren's World, Chair Business Sweden, Chair from March onward Länsförsäkringar fondbolag, Director Postnord, Director SOS Alarm, Chair
Anna Wallin Krasse	Exotic snacks AB, MD up until 21/12/21 Premium snacks Nordic AB, MD up until 21/12/21 Premium snacks production AB, MD Krasse & Co, Alternate Director DLF Service AB, Director
Petra Sernulf	LFV Holding AB, Director Avisec Critical Communications AB, Director Bo Lindeberg Förvaltning AB, Alternate Director
Boel Godner	Swedish Migration Agency Advisory Council, Member KPA Tjänstepension, Director Söderenergi AB, Chair SYVAB, Chair Telge AB, Chair
Roger Fredriksson	Ronneby Helsobrunn AB, Chair VisitBlekinge AB (svb), Director
Staffan Furusten	

11.4 Arbetsförmedlingen's organisation (31/12/2021)



Arbetsförmedlingen is led by a board of directors and the Director-General is the head of the agency. The agency has a Deputy Director-General. The agency consists of an internal audit function, two staff offices, the Governance and Monitoring Unit, six departments and four fields of activity (organisation as at 31/12/21).

Directors and heads of staff offices, departments, fields of activity and the Governance and Monitoring Unit forms, together with the Director-General and Deputy Director-General, Arbetsförmedlingen's senior management group.

12 Appendix

The appendix contains a brief account of the principles for reporting data and how Arbetsförmedlingen deals with the grounds on which the presentation of results are based. We report the principal changes in the presentation of results compared to 2020. It also contains a description of the main sources used in the presentation of results.

12.1 Reporting information/data and documentation of grounds

Reporting of numerical information/data is done in running text, as well as in tables and figures. It should, in principle, be possible to read tables independently, but, as a rule, they are commented on in the adjacent text. As a rule, information/data is reported in at least series covering at least three years. In some cases, we have not been able to produce comparable data or there are no data for previous years, which is then stated in connection to this. In the cases we have commented on a figure and table, the table's time series is the complete account and the accompanying text primarily contains comments on the results for the year. In those cases where definitions or calculations have been changed from the previous year, this will be commented on. The results for previous years are also adjusted as a consequence of this in order to create comparability.

The source of the information is stated in the presentation of results, either through a footnote or as a reference in connection to text, a table or a figure. Some of the main sources (employer survey, jobseeker survey and data store) in the presentation of results are described in this appendix. Arbetsförmedlingen has prepared underlying documentation through which sources can be found and in which underlying calculations, methods and data scripts are described.

12.1.1 Results indicators

Since 2017 Arbetsförmedlingen has been reporting its results in the annual report as the proportion of unique individuals who transition to work or studies at some point during the year. The reason why the agency has chosen this way of reporting its results is that we do this to provide a more true and fair view of our results. The indicator has an external results perspective and is based on unique individuals. In order to assess results for 2021, the starting point is the set target levels for operational governance (the agency's operational plan). In the 2021 action plan the following target levels were set, against which assessments are made of the agency's results in 2021:

- Transitions to work are to be a minimum of 5.4 per cent (women 5.4 per cent: men 5.4 per cent). Converted into unique transitions, that is equivalent to 32.7 per cent.

- The proportion in work 90 days after completed employment training is to be 30 per cent (women 30 per cent: men 30 per cent).
- The proportion in work after a completed matching service is to be 30 per cent (women 30 per cent: men 30 per cent).
- The proportion of unemployed people receiving compensation from unemployment insurance or activity support who have spent time job-seeking is to be at least 90 per cent (women 90 per cent: men 90 per cent).
- The number of participants in Customer Choice Prepare and Match is to be at least 26,300 per month.*
- The number of participants in employment training is to be at least 12,600 per month (women 5,400: men 5,400).*
- Transitions to regular studies among registered jobseekers without a complete upper secondary education is to be a minimum of 1.2 per cent (women 1.2 per cent: men 1.2 per cent). Converted into unique transitions that is equivalent to 7.9 per cent.

* For these targets there is also a comparison with levels in the expenditure forecast for 2021. None of these levels have been achieved.

12.2 Main sources in the presentation of results

12.2.1 Data Store and operational systems

Arbetsförmedlingen's data store is a database that collects information from several production systems for the purpose of compiling reports and statistics. The information in the data store is used to produce and compile operational statistics.

Among other things, the data store contains information about:

- Jobseekers: background data such as level of education, sought occupation, jobseeker category and geographical search area, including events (change in status, programme decisions etc.).
- Employers: background data such as size, employer classification and industry.
- Programmes/cases: background data such as start and end dates, interruptions, programme code and organiser.

Arbetsförmedlingen's data store is a large and complex database in which data may differ between two occasions on which data are retrieved. This may be due to reasons that can be explained, but reason for the causal link between these changes is often too complex to investigate. This means that, in exceptional cases, statistics may differ

from the previous annual report. In cases where there are marginal changes, the reason for this is not commented on in connection to the information. In the event of major changes due to, for example, known system changes or changes of definition, the reason for the change is always commented on in connection to the information.

12.2.2 Jobseeker survey

The jobseeker survey is a sample survey that encompasses openly unemployed people and jobseekers in programmes with activity support who have been registered with Arbetsförmedlingen for at least three months. The total sample in 2021 was 16,800 jobseekers (2020: 14,600). The response rate was 59 per cent (2020: 65 per cent) and the number of respondents was 9,950 (2020: 9,247). The survey is conducted in the form of computer-supported telephone interviews, in combination with online questionnaires. The questions refer to the jobseekers' opinions about what Arbetsförmedlingen has helped them with and what they have done themselves during the period they have been registered.

12.2.3 Employer survey

The employer survey is a sample survey that encompasses employers who have reported vacancies (orders) to Arbetsförmedlingen that have been de-registered in the past month. The total sample for 2020 was 14,400 (2020: 13,600) and the response rate was 44 per cent (2020: 53 per cent). The number of responses in 2021 was 6,273 (2020: 6,972).

12.2.4 Arbetsförmedlingen's time reporting

Arbetsförmedlingen introduced the time reporting system Tajma on 1 October 2018. Time reporting is primarily based on follow-up from this system. Staff use Tajma to report the hours they have worked on different activities that consist of one or more work tasks. The time is reported per day and week. Each activity in the time reporting is linked to a type of case (or category). In order to arrive at cost per area, the agency's total administration costs are multiplied by the proportion of time spent on each type of case. Arbetsförmedlingen reports time spent in accordance with the following seven types of cases and four categories in the annual report.

Providing infrastructure for matching

This includes time spent by staff within IT and the field of activity Direct. This includes work providing current and future matching instruments.

Recruitment services for employers

This includes time spent by staff within the fields of activity Employer, Jobseeker and Direct who are not tied to Arbetsförmedlingen's head office. For example, this includes general work with employers, industry councils and canvassing.

Services for looking for work

This includes time spent by staff within the fields of activity Employer, Jobseeker and Direct who are not tied to Arbetsförmedlingen's head office. This includes work linked to registration, labour market policy assessment, action plans, matching etc.

Programmes and activities with activity support

This includes time spent by staff within the fields of activity Employer, Jobseeker and Direct who are not tied to Arbetsförmedlingen's head office. This includes work to prepare, make decisions, referrals and following up programmes and activities with activity support.

Subsidised employment

This includes time spent by staff within the fields of activity Employer, Jobseeker and Direct who are not tied to Arbetsförmedlingen's head office. This includes work preparing, making decisions, referring and following up subsidised employment.

Preparatory/enhancement programmes

This includes time spent by staff within the fields of activity Employer, Jobseeker and Direct who are not tied to Arbetsförmedlingen's head office. This includes work preparing jobseekers who are far from the labour market, in addition to programmes and the individual recruitment incentive.

Ensuring unemployment insurance

This includes time spent by staff within the fields of activity Employer, Jobseeker and Direct who are not tied to Arbetsförmedlingen's head office. This primarily includes work following up jobseekers on the basis of the regulatory framework for activity support.

Management outside of head office

This includes time spent on distinct management tasks by staff within the fields of activity Employer, Jobseeker and Direct who are not tied to Arbetsförmedlingen's head office.

Skills development

This includes time spent on skills development by staff within the fields of activity Employer, Jobseeker and Direct who are not tied to Arbetsförmedlingen's head office.

Other functions outside of head office

This includes time spent by staff who do not work directly with customers within the fields of activity Employer, Jobseeker and Direct who are not tied to Arbetsförmedlingen's head office. This includes assistants and union work.

Activities at head office

The category includes all time spend by staff within the various function at the agency's head office.

Rest MO/breakdown

This includes time spent by staff within the fields of activity Employer, Jobseeker and Direct who are not tied to Arbetsförmedlingen's head office. Rest MO includes work that is done throughout the entire organisation but which cannot be classified under the above types of case. This time is divided into types of case 2–7 and all categories excluding activities at head office.

Weighing (indexation) of reported time

Use for Tajma is low and amounted to 34 per cent in 2021 (2019: 45 per cent, 2020: 34 per cent). There is also a significant variation in use between the agency's departments. This means that the agency's follow-up within this area is unreliable and there is a significant risk of distortion of how the agency's staff is dividing its working hours.

That is why weighted values are reported for the agency's time reporting. Weighted values have been deemed to provide the most true and fair view of how the agency divides its time between different activities. However, it is worth noting that the weighted values are marred by unreliability.

Method for weighing (indexation)

- Reported hours are collected for all departments and for all types of case from the source data system Tajma. For departments, the number of reported hours per type of case is weighted using the inverse of the response rate. The response rate is calculated for each department by dividing the number of active users of Tajma with the number of employees in that department. The weighted figures are added together to obtain a new number of total hours.

Weighing of reported hours means that the response rate for each department is 100 per cent. This implicitly assumes that the time reported for various activities corresponds to the actual time spent on these activities.

13 Financial reporting

13.1 Applied accounting policies etc.

13.1.1 General

This annual report has been prepared in accordance with the Annual Reports and Budget Documentation Ordinance (2000:605), the Bookkeeping Ordinance (2000:606), the Ordinance on Capital Provision (2011:210) and the Appropriations Ordinance (2011:223), as these ordinances are currently worded, together with the National Financial Management Authority's (ESV) regulations and general advice to these ordinances.

Cash appropriation settlement in accordance with Section 12, point 1 of the Appropriations Ordinance (2011:223) has been applied for labour market policy programmes, excluding transfers to individuals.

13.1.2 Information of material significance

Arbetsförmedlingen recognises costs for purchases of training programmes and purchases of services from private providers. These services are settled against appropriations in accordance with Section 12, point 2 of the Appropriations Ordinance (2011:223). This means that purchases of training programmes and purchases of services are recognised against the appropriation to which these costs are attributable and reported in the transfer section.

Purchases of employment training from central government agencies are recognised under operating expenses and thus also in the operating outcome.

With regard to recovery of benefits, Arbetsförmedlingen uses accrual accounting to report recovery claims but settlement against appropriation is done on a cash basis.

Arbetsförmedlingen has decided to change the accounting policy used to measure doubtful receivables. Receivables in respect of recovery claims for programme funds where 30 days have passed since the due date but that are less than a year old are impaired by 90 per cent. Receivables where bankruptcy has been initiated are impaired by 100 per cent, regardless of how old the receivable is. Receivables older than one year are impaired by 100 per cent. The exception being receivables that have a functioning repayment schedule. Receivables for which there are special conditions are assessed individually. Receivables where the counterparty is another government agency are not impaired.

The Swedish Social Insurance Agency is responsible for payment of activity support, development allowance and introduction benefit. Arbetsförmedlingen has the right of dispose of the appropriations in question and pays grants to the Swedish Social Insurance Agency. This means that the grants Arbetsförmedlingen pays to the

Swedish Social Insurance Agency are included in the column Net expenditure in the appropriation report and in the income statement under transfers on the line Accruals and deferrals Grants paid, other central government agencies. The corresponding appropriation revenue can be found on the line Funds obtained from the central government budget for financing grants.

Arbetsförmedlingen and the Swedish Social Insurance Agency both have receivables in their accounts in respect of recovery claims for activity support and introduction benefit. Arbetsförmedlingen towards the Social Insurance Agency and the Social Insurance Agency towards the insured person. Arbetsförmedlingen recognises its share, including value adjustment, on its balance sheet.

The grants that Arbetsförmedlingen receives from other government agencies for the agency's own administration can be found in the income statement under operating revenue on the line *Revenue from grants*. The grants Arbetsförmedlingen receives from other government agencies for transfers can be found in the income statement under transfers on the line *Funds received from government agencies for financing grants*.

A new accounting policy for authorised amounts of matching services is being applied as of the annual report for 2021 in accordance with the appropriation directions for 2021, dated 16/12/2021. In accordance with the new accounting policy, the financial commitments for matching services are reported at the predicted amounts for what is actually deemed to lead to a fulfilment. Other programmes and initiatives are accounted for on the basis of the same policies as in previous years.

Adaptation of the agency's head office and office network

In 2019 Arbetsförmedlingen made an operational decision to close 132 offices.

For 2019 and 2020 provisions have been made regarding rent for offices that will not be used. In 2019 provisions were made for 35 offices, and these were reversed in their entirety in 2020. In 2020 provisions were made for 21 of the offices that it was decided, at that time, would be closed. Of these, provisions for 9 offices remain to be reversed in 2022 and 2023.

Contingent liabilities

Arbetsförmedlingen is involved in a couple of ongoing legal disputes. These have been reported for this year as contingent liabilities, i.e. potential liabilities attributable to past events. The outcome of these events is partly outside of the agency's control and therefore uncertain. Contingent liabilities are reported in connection to the balance sheet and in a note.

Loans for operating investments

Loans shall be reported for non-current assets that are completed and have been delivered to the agency during the period. For non-current assets that are under construction, loans shall be reported for expenses that have arisen in the organisation and which are deemed to be included in the historical cost. That means that the preliminary amount is also included in Notes 23 and 24 but only actual costs are reported in Notes 13 and 14.

13.1.3 Exceptions from the financial administration regulations

Arbetsförmedlingen's appropriation directions contain the following exception from the financial administration regulations, under Other provisions:

“Arbetsförmedlingen may, under appropriation 1:2 Contribution to unemployment benefit and activity support and appropriation 1:13 New start jobs, integration jobs and support for vocational introduction jobs and appropriation 1:14 Introduction benefit for certain new immigrants, make decisions that involve financial commitments that entail future needs for appropriations without specific authorisation.”

Arbetsförmedlingen has outstanding commitments for appropriation 1:2 Contribution to unemployment benefit and activity support and appropriation 1:13 New start jobs and support for vocational introduction jobs and appropriation 1:14 Introduction benefit for certain new immigrants in which there are no requirements for reporting of authorisation.

13.1.4 Cut-off date

The current recording of transactions for the period 1 January to 31 December 2021 has been concluded on 5 January 2022, which is the common cut-off date for central government for financial year 2021.

13.1.5 Cut-off items

Accrued and deferred income and expenses are allocated to a period when the expense or income exceeds TSEK 50. Damages are allocated to a period in their entirety, regardless of the amount.

13.1.6 Valuation of current assets

Assets have been valued at the lower of historical cost and fair value on the balance sheet date.

13.1.7 Valuation of non-current assets

Non-current assets have been valued at historical cost less accumulated depreciation/amortisation according to plan. Depreciation/amortisation is based on the useful life of the assets.

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13.1.8 Valuation of receivables and liabilities

Receivables have been reported at the amount at which they are estimated to be received. Receivables that are deemed to be doubtful are reported as a feared loss.

Liabilities have been reported at a nominal amount. Liabilities in foreign currency have been translated at the Riksbank's exchange rate on the balance sheet date.

14 Income statement

Amounts are stated in thousands of Swedish kronor			
	Note	2021	2020
Operating revenue			
Revenue from appropriations	1	8,329,867	8,110,549
Revenue from fees and other payments	2	33,776	45,234
Revenue from grants	3	682,431	631,138
Financial revenue	4	374	1,041
Total operating revenue		9,046,448	8,787,962
Operating expenses			
Staff costs	5	-6,828,746	-6,379,900
Costs of premises	6	-555,454	-640,826
Other operating expenses	7	-1,352,211	-1,484,740
Financial expenses	8	-331	-717
Depreciation/amortisation and impairment		-255,432	-287,817
Total operating expenses		-8,992,174	-8,794,001
Operating outcome		54,274	-6,039
Revenue collection activities			
Revenue from fees etc. that is not at the agency's disposal		18,085	9,897
Funds that have been added to the central government budget from revenue collection activities		-18,085	-9,897
Total revenue collection activities	9	0	0
Transfers			
Funds obtained from the central government budget for financing grants		73,612,803	67,298,105
Funds received from government agencies for financing grants		58,175	44,261
Other funds obtained for financing grants		-3,269	7
Financial revenue		1,326	1,129
Financial expenses		0	0
Grants paid	10	73,641,333	67,333,326
Balance - transfers	11	27,703	10,176
CHANGE IN CAPITAL FOR THE YEAR	12	81,977	4,137

15 Balance sheet

ASSETS (Amounts are stated in thousands of Swedish kronor)			
Intangible assets	Note	31/12/2021	31/12/2020
Capitalised expenditure on development		233,320	252,026
Rights and other intangible assets		80,157	113,654
Total intangible assets	13	313,477	365,681
Property, plant and equipment			
Expenditure on improvements to others' property		74,981	98,177
Machinery, equipment, fixtures and fittings, etc.		81,827	104,799
Total property, plant and equipment	14	156,808	202,976
Financial assets			
Other securities held as non-current assets		200	200
Total financial assets	15	200	200
Current receivables			
Accounts receivable		16,820	14,384
Receivables from other government agencies		350,461	390,274
Other current receivables		31,220	17,831
Total current receivables	16	398,501	422,489
Cut-off items			
Prepaid expenses		248,562	211,102
Accrued grant revenue		33,934	27,447
Other accrued revenue		30,046	419
Total cut-off items	17	312,542	238,967
Settlement with central government			
Settlement with central government		33,406	-2,431
Total settlement with central government	18	33,406	-2,431
Cash and bank balances			
Balance interest-bearing account at the Swedish National Debt Office	19	1,009,966	823,025
Cash, postgiro and bank balances		39,887	43,297
Total cash and bank balances		1,049,853	866,321
TOTAL ASSETS		2,264,788	2,094,204

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CAPITAL AND LIABILITIES (Amounts are stated in thousands of Swedish kronor)			
Government agency capital	Note	31/12/2021	31/12/2020
Central government capital		172	172
Change in capital carried forward		73,114	68,976
Change in equity in accordance with the income statement		81,977	4,137
Total government agency capital	20	155,263	73,286
Provisions			
Provisions for pensions and similar obligations	21	3,974	3,310
Other provisions	22	78,550	117,599
Total provisions		82,524	120,908
Liabilities etc.			
Loans from the Swedish National Debt Office	23	320,870	496,006
Other credits from the Swedish National Debt Office	24	164,892	74,815
Current liabilities to other government agencies	25	130,046	129,244
Accounts payable	26	327,776	128,954
Other current liabilities	27	138,843	143,984
Total liabilities etc.		1,082,426	973,003
Cut-off items			
Accrued expenses		917,249	915,670
Unused grants		25,135	8,534
Other deferred income		2,192	2,802
Total cut-off items	28	944,575	927,006
TOTAL CAPITAL AND LIABILITIES		2,264,788	2,094,204
Contingent liabilities			
1. Central government guarantees for loans and credits		None	None
2. Other contingent liabilities, Ongoing legal disputes	29	2,939	3,318

16 Cash flow statement

Amounts are stated in thousands of Swedish kronor	Note	2021	2020
OPERATIONS			
Expenses	30	-8,772,426	-8,489,757
Financing of operations			
Revenue from appropriations		8,329,867	8,110,549
Revenue from fees and other payments	31	33,707	44,687
Revenue from grants		682,431	631,138
Other revenue		374	1,041
Total funds provided for financing of operations		9,046,379	8,787,415
Increase (-) decrease (+) in inventory			
Increase (-) decrease (+) in current receivables	32	-57,901	-63,625
Increase (+) decrease (-) in current liabilities	33	258,862	44,113
CASH FLOW FROM/TO OPERATIONS		474,914	278,146
INVESTMENTS			
Investment in property, plant and equipment		-37,543	-47,441
Investment in intangible assets		-121,654	-103,137
Total investment expenditure		-159,197	-150,578
Financing of investments			
Loans from the Swedish National Debt Office		82,922	94,342
- amortisation payments		-258,059	-316,141
Letter of credit from the Swedish National Debt Office		90,077	65,837
Increase in central government capital with funds from the central government budget		0	0
Sale of non-current assets		-495	-1,683
Total funds that have been provided for financing investments		-85,555	-157,645
Change in current receivables and liabilities		6,007	-29,173
CASH FLOW FROM/TO INVESTMENTS		-238,745	-337,396
REVENUE COLLECTION ACTIVITIES (EAK, EU)			
Revenue from fees etc. as well as other revenue not at the agency's disposal		18,085	9,897
Change in current receivables and liabilities		-982	6,498
Incoming payments in revenue collection activities		17,103	16,395
Funds that have been added to the central government budget from revenue collection activities		-18,085	-9,897
CASH FLOW FROM/TO REVENUE COLLECTION ACTIVITIES		-982	6,498

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TRANSFER ACTIVITIES			
Grants paid	-73,641,333		-67,333,326
Change in current receivables and liabilities	-43,521		96,343
Outgoing payments in transfer activities		-73,684,854	-67,236,983
Financing of transfer activities			
Funds obtained from the central government budget for financing grants	73,612,804		67,298,105
Funds obtained from other government agencies for financing grants	58,175		44,261
Other funds obtained for financing grants	-1,943		1,136
Total funds that have been provided for financing transfer activities		73,669,036	67,343,502
CASH FLOW FROM/TO TRANSFER ACTIVITIES		-15,818	106,519
CHANGE IN CASH AND CASH EQUIVALENTS		219,369	53,767
SPECIFICATION OF CHANGE IN CASH AND CASH EQUIVALENTS			
Cash and cash equivalents, beginning of year		863,891	810,124
Increase (+) decrease (-) in cash and bank balances		-3,409	1,200
Increase (+) decrease (-) in balance at the Swedish National Debt Office		186,941	-42,681
Increase (+) decrease (-) in settlement with central government		35,837	95,248
Total change in cash and cash equivalents		219,369	53,767
Cash and cash equivalents at the end of the year		1,083,260	863,891

17 Appropriation report

17.1 Accounting against appropriations

Appropriation (amounts are reported in thousands of Swedish kronor)		Opening carryover amount	Allocation for the year in accordance with appropriation directions	Rearranged appropriation amounts	Utilised portion of authorised overrun	Suspension	Total disposable amount	Net expenditure	Closing carryover amount
	Note								
1:1:1 Arbetsförmedlingen's administration costs		108,970	7,848,774	0		0	7,957,744	-7,739,692	218,052
Ea 14 1:1:1 Administration costs for Arbetsförmedlingen	34	108,970	7,848,774	0		0	7,957,744	-7,739,692	218,052
1:2 Contribution to unemployment benefit and activity support		3,259,905	52,702,733	0		-3,259,905	52,702,733	-45,424,690	7,278,043
Ea 14 1:2:1 Activity support	35	463,484	18,434,079	1,439,000		-463,484	19,873,079	-19,501,460	371,619
Ea 14 1:2:2 Contribution to unemployment benefit	36	2,796,421	29,575,804	-1,439,000		-2,796,421	28,136,804	21,230,380	6,906,424
Ea 14 1:2:3 National retirement pension fees		0	4,692,850	0		0	4,692,850	-4,692,850	0
Ea 14 1:3 Expenses for labour market policy programmes and measures		3,454,654	12,364,473	0		-3,454,654	12,364,473	-11,424,594	939,879
Ea 14 1:3:1 Expenses for labour market policy programmes and measures	37	3,447,083	12,259,473	0		-3,447,083	12,259,473	11,374,637	884,836
Ea 14 1:3:2 Government grants to municipalities for promoting local agreements		3,566	25,000	0		-3,566	25,000	-24,273	727
Ea 14 1:3:3 Promotion and development programmes to speed up the integration of new immigrants	38	4,005	80,000	0		-4,005	80,000	-25,684	54,316
Ea 14 1:4 Wage subsidies and Samhall etc.		1,064,193	13,866,462	0		-1,064,193	13,866,462	-12,611,869	1,254,593
Ea 14 1:4:1 Wage subsidies etc.	39	1,064,193	13,866,462	0		-1,064,193	13,866,462	-12,611,869	1,254,593
Ea 14 1:13 New start jobs, integration jobs and support for vocational introduction jobs		1,553,903	4,994,289	0		-1,553,903	4,994,289	-3,399,208	1,595,081
Ea 14 1:13:1 New start jobs	40	1,461,818	4,152,270	0		-1,461,818	4,152,270	-3,384,553	767,717
Ea 14 1:13:2 Support for vocational introduction jobs	41	9,085	28,019	0		-9,085	28,019	-14,655	13,364
Ea 14 1:13:3 Integration jobs	42	83,000	814,000	0		-83,000	814,000	0	814,000
Ea 14 1:14 Introduction benefit for certain new immigrants		195,164	1,675,242	0		195,164	1,675,242	-1,346,692	328,550
Ea 14 1:14:1 Introduction benefit for certain new immigrants	43	195,164	1,675,242	0		195,164	1,675,242	-1,346,692	328,550
Discontinued appropriations		0	0	0		0	0	0	0
Ea 14 1:2:4 Development period		0	0	0		0	0	0	0
Total		9,636,789	93,451,973	0		-9,527,819	93,560,943	-81,946,745	11,614,198

17.2 Financial conditions, appropriation credit (TSEK)

Appropriation	Granted appropriation credit	Utilised appropriation credit
Ea 14 1:1:1 Arbetsförmedlingen's administration costs (framework)	235,463	0
Ea 14 1:2:1 Activity support (framework)	993,653	0
Ea 14 1:2:2 Contribution to unemployment benefit (framework)	1,406,840	0
Ea 14 1:3:1 Expenses for labour market policy programmes and measures (framework)	612,974	0
Ea 14 1:4:1 Wage subsidies etc. (framework)	693,323	0
Ea 14 :13:1 New start jobs (framework)	207,614	0
Ea 14 :13:2 Support for vocational introduction jobs (framework)	1,400	0
Ea 14 :14:1 Introduction benefit for certain new immigrants (framework)	83,762	0

17.3 Financial conditions, other (TSEK)

Appropriation	Note	In accordance with appropriation directions	Net expenditure	Balance
Determination of maximums				
Ea 14 1:1:1 Skills mapping for asylum seekers (framework)	44	55,000	-715	54,285
Ea 14 1:1:1 Statistics Sweden (framework)		2,500	-2,500	0
Ea 14 1:1:1 Decrease erroneous payments (framework)	45	32,000	-5,837	26,163
Ea 14 1:2:1 Activity support (framework)	46	750,000	0	750,000
Ea 14 1:3:1 Expenses for labour market policy programmes and measures (framework)	46	750,000	0	750,000
Ea 14 1:3:1 Summer jobs for young people	47	180,000	-107,663	72,337
Ea 14 1:3:1 Jobs for young people	48	200,000	134,298	65,702

17.4 Recognition against revenue heading (TSEK)

Income heading	Designation	Estimated amount	Income
2394 101	Other income from interest	0	225
2811 104	Other income from central government activities	0	18,085
Balance income headings		0	18,310*

* The entire balance is not possible to reconcile against the revenue collection section in the income statement. This is because the agency has supplied money to the central government budget that does not originate solely from revenue collection activities. The bulk of the balance on the income heading report refers to repayment in respect of Promotion and development measures to speed up the integration of new immigrants and the Delegation for the Employment of Young People and New Immigrants (DUA) in respect of appropriation funds from previous years. This also includes a booking regarding a surplus from the Service exports.

17.5 Recognition against authorisations (TSEK)

Appropriation	Allocated authorisation frameworks	Opening commitments	Outstanding commitments	Outstanding commitments breakdown by year			Note
				2022	2023	2024-	
Ea 14 1:3 Expenses for labour market policy programmes and measures							
ai.1 Expenses for labour market policy programmes and measures	14,300,000	4,919,912	4,822,743	4,328,987	477,009	16,747	49
Conditions in accordance with appropriation directions	14,300,000			13,585,000	515,000	200,000	2030
Ea 14 1:4 Wage subsidies and Samhall etc.							
ai.1 Wage subsidies etc.	15,000,000	11,463,287	10,159,257	8,237,599	1,459,592	462,066	50
Conditions in accordance with appropriation directions	15,000,000			12,110,000	2,690,000	200,000	2025
Total	2,930,000	16,383,199	14,982,000	12,566,586	1,936,601	478,813	

“Arbetsförmedlingen may, under appropriation 1:2 Contribution to unemployment benefit and activity support, appropriation 1:13 New start jobs, integration jobs and support for vocational introduction jobs and appropriation 1:14 Introduction benefit for certain new immigrants, make decisions that involve financial commitments that entail future needs for appropriations without specific authorisation.”

This is stated in the appropriation directions – Other provisions.

Allocated authorisation frameworks in accordance with the appropriation directions are indicative.

18 Notes and supplementary disclosures

18.1 Income statement (TSEK)

NOTE 1 Revenue from appropriations	2021	2020
14 1:3 Expenses for labour market policy programmes and measures	42,028	29,592
14 1:4 Wage subsidies and Samhall etc.	552,221	566,088
14:1:1 Arbetsförmedlingen's administration costs	7,735,618	7,514,869
Revenue from appropriations	8,329,867	8,110,549

All of the above revenue is financed with funds from the central government budget.

NOTE 2 Revenue from fees and other payments	2021	2020
Letting of premises	7,133	8,168
- of which to other central government agencies	5,966	6,836
Consultancy assignments	14,723	25,608
- of which to other central government agencies	1,078	888
- of which service exports	4,917	12,906
Other revenue	11,920	11,458
- of which public law activities	77	43
- of which to other central government agencies	0	1,924
Revenue from fees and other payments	33,776	45,234

All of the above revenue from fees is broken down in accordance with Section 4 of the Fees Ordinance (1992:191).

NOTE 3 Revenue from grants	2021	2020
Revenue from grants	682,431	631,138
- of which to other central government agencies	608,711	548,739
- of which accruals and deferrals	-8,631	4,102

The change is primarily due to increased revenue from the Swedish ESF Council (European Social Fund).

The largest portion of revenue from grants refers to the Rehab cooperation from the Swedish Social Insurance Agency.

The change in accruals and deferrals is primarily due to unutilised grants.

NOTE 4 Financial revenue	2021	2020
Interest income	302	510
- of which to other central government agencies	2	8
Interest on interest-bearing account at the Swedish National Debt Office	1	398
Other financial revenue	71	133
Financial revenue	374	1,041

NOTE 5 Staff costs	2021	2020
Wage costs excl. social security contributions	-4,533,922	-4,235,348
- of which is remuneration to the board of directors and other contractors	-318	-457
Employer's contributions, pension premiums, other fees and expenses	-2,294,824	-2,144,552
Staff costs	-6,828,746	-6,379,900

The staff costs have increased by seven per cent during the period, which is primarily attributable to an increased labour force compared with 2020. At the end of the year, the number of person-years had increased to 10,240 from 9,671 in 2020.

NOTE 6 Costs of premises	2021	2020
Costs of premises	-555,454	-640,826
- of which to other central government agencies	-1,486	-1,135

The decrease in premises costs is primarily due to the rental agreements that have been terminated and to an adaptation of the size of premises.

Of the total amount, SEK 26 million refers to a reversal of the provision for 2020.

NOTE 7 Other operating expenses	2021	2020
Other operating expenses	-1,352,211	-1,484,740
Purchase of services	-1,104,249	-1,154,634
Purchase of services for transfers, employment training	-41,357	-28,809
Purchase of goods	-67,178	-114,452
Licence fees	-161,513	-120,533
Repairs and maintenance	-49,146	-76,562
Travel, hospitality	-24,056	-57,723
Capitalisation of intangible expenses	95,288	67,973

The change in the item Purchase of services primarily refers to decreased purchases of external IT services. The item Licence fees increases and the items Purchase of goods and Travel and hospitality decrease. These changes can be linked to the pandemic. The increase in the capitalisation item is due to the agency's focus Digital First and continued investments in IT solutions developed in-house.

NOTE 8 Financial expenses	2021	2020
Interest charges account at the Swedish National Debt Office	0	-405
Interest charges loans with the Swedish National Debt Office	0	0
Other interest charges	-288	-198
- of which to other central government agencies	-7	-55
Other financial expenses	-43	-114
- of which to other central government agencies	0	0
Financial expenses	-331	-717

As the Swedish National Debt Office adheres to the Riksbank's repo rate, which has been 0 per cent since 8 January 2020, no interest has been charged after the first quarter of 2020.

NOTE 9 Revenue collection activities	2021	2020
Funds from the EU	0	-19,060
Revenue from other payments	18,085	28,957
Funds that have been added to and taken from the central government budget	-18,085	-9,897
Revenue collection activities	0	0

Revenue from other payments consists of repaid appropriation funds in respect of, primarily, DUA (Delegation for the Employment of Young People and New Immigrants) and Promotion and development measures to speed up the integration of new immigrants, that have been paid out in previous years. In 2021 there has also been an entry on an income heading regarding a surplus from Service exports. Delivery takes place in March 2022.

NOTE 10	Grants paid	2021	2020
Ea 14:1:2	Activity Support	-45,424,698	-41,823,347
	14:1:2:1 Activity support	-19,501,468	-13,463,688
	14:1:2:2 Contribution to unemployment benefit	-21,230,380	-24,368,861
	14:1:2:3 National retirement pension fees	-4,692,850	-3,990,798
Ea 14:1:3	Expenses for labour market policy programmes and measures	-11,435,139	-7,042,811
	14:1:3:1 Expenses for labour market policy programmes and measures	-11,385,183	-6,963,382
	14:1:3:2 Government subsidies to municipalities for promoting local agreements	-24,273	-48,434
	14:1:3:3 Promotion and development programmes to speed up the integration of new immigrants	-25,683	-30,995
	<i>of which Purchase of training programmes</i>	-1,911,055	-1,480,660
	<i>of which Purchase of services from private providers</i>	-3,628,068	-1,688,067
Ea 14:1:4	Wage subsidies Samhall etc.	-12,060,680	-12,182,431
	14:1:4:1 Wage subsidies Samhall etc.	-12,060,680	-12,182,431
Ea 14:1:13	New start jobs, integration jobs and support for vocational introduction jobs	-3,399,511	-3,758,999
	14:1:13:1 New start jobs	-3,384,855	-3,732,794
	14:1:13:2 Vocational introduction jobs	-14,656	-26,205
Ea 14:1:14	Introduction benefit for certain new immigrants	-1,346,692	-2,288,458
	14:1:14:1 Introduction benefit for certain new immigrants	-1,346,692	-2,288,458
	Cooperation with the Swedish Social Insurance Agency*	-52,530	-43,913
	<i>of which Purchase of training programmes</i>	-3,571	-3,766
	<i>of which Purchase of services from private providers</i>	-39,409	-29,753
	The Swedish ESF Council*	0	-47
	Coordination assignment*	-5,400	0
	Accruals and deferrals	-107,636	-144,683
	Realised and feared losses	-24,319	-48,637
	Total Grants paid	-73,641,333	-67,333,326

* Grants paid financed by other government agencies.

Ea 14:1:13 was designated Ea 14:1:12 in 2020

The item Accruals and deferrals has in previous years been divided into Accruals and deferrals, recovery claims and Accruals and deferrals, purchase of training programmes and services.

The item Realised and feared losses has in previous years been divided into Value adjustment and Realised and feared losses.

The three largest recipients of grants that are included in the item benefits paid is the Social Insurance Agency SEK 20,853m, the Tax grants SEK 14,627m and the Pensions Agency SEK 4,693m.

Activity support has increased by SEK 6,038 million, which can be explained by more participants in the guarantee programmes and an increased need for labour market policy measures outside of the guarantees as a result of the pandemic.

Payments to the unemployment insurance funds have decreased by SEK 3,138 million, SEK 364 million of which is preliminary taxes for unemployment insurance funds. The decrease is attributable to a positive trend in the labour market and therefore falling unemployment.

More referrals outside of the framework programmes has also meant that more people have received activity support instead of unemployment insurance.

National retirement pension fees have increased by SEK 702 million due to the pandemic.

Expenses for labour market policy programmes and measures have increased by SEK 4,422 million, primarily due to the labour market gradually having improved throughout the year and continued expansion of matching services.

Introduction benefit has decreased by SEK 942 million because the number of participants in the introduction programme has decreased.

NOTE 11 Transfers	2021	2020
Accruals and deferrals Grants paid, other central government agencies	28,026	68,986
Accruals and deferrals Grants received ESF	0	-47
Recovery claims for benefits	-1,839	-37,767
External financing	-3,277	-2,927
Feared losses	4,793	-18,069

Total Transfers	27,703	10,176
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NOTE 12 Change in capital for the year	2021	2020
Realised and feared losses, as well as value adjustment	4,793	-18,070
Externally financed projects per financier		
Swedish Social Insurance Agency	-1,371	-4,895
The coordination associations	4,705	-1,745
Hack for Sweden	0	1,671
Swedish International Development Cooperation Agency	-5,991	-7,837
EU	155	1,750
Total Service exports	-177	-93
Grants received for project activities, including the ESF Council	45,154	-14,056
Other		
Recovery claims	1,637	-31,006
Accrual and deferral items	33,072	78,418
Change in capital for the year	81,977	4,137

Arbetsförmedlingen adjusts the value of receivables in accordance with the accounting policies.

Grants received for project activities have increased compared to the previous year and this includes REACT-EU.

18.2 Balance sheet (TSEK)

A non-current asset is an asset intended for permanent use or possession, i.e. machinery, equipment and cars. The value of the asset has to be at least SEK 20,000 and it has to have a useful life of at least three years. The historical cost includes expenses for installation, transport, customs and the equivalent. Major acquisitions of similar assets are to be recognised as an asset when the historical cost for the individual asset is SEK 6,000 and the total acquisition exceeds SEK 1,000,000. Expenditure on improvements to others' property are to have a historical cost of at least SEK 100,000. Intangible assets consisting of IT systems and software developed entirely or partially in-house are to have a historical cost of at least SEK 5,000,000. The policy applied means that objects that fall below the set amount but that belong to a functioning unit are added together with other objects and considered one unit.

The useful life of the various assets is:

- 3 years Personal computers etc.
- 5 years Cars, furniture and other computers
- 3–5 years IT systems and programmes both purchased and developed in-house
- 5 years Expenditure on improvements to others' property

Depreciation/amortisation according to plan is applied, i.e. depreciation/amortisation takes place from the date on which the facility is brought into use.

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NOTE 13 Intangible assets	31/12/2021	31/12/2020
Capitalised expenditure on development		
IT systems and software developed in-house		
Opening historical cost	803,174	760,648
- of which ongoing, amortisation not initiated	71,904	1,293
Acquisitions for the year	115,283	71,904
- of which ongoing, amortisation not initiated	113,764	71,904
Sales/disposals for the year	-25,159	-29,378
Closing historical cost	893,298	803,174
Opening accumulated amortisation	-551,148	-419,060
Amortisation for the year	-133,990	-137,941
Sales/disposals for the year	25,160	5,853
Closing accumulated amortisation	659,978	-551,148
Carrying amount IT systems and software developed in-house	233,320	252,026
Purchased IT systems and programmes		
Opening historical cost	192,704	168,527
Acquisitions for the year	6,371	31,234
Sales/disposals for the year	-779	-7,057
Closing historical cost	198,296	192,704
Opening accumulated amortisation	-79,049	-50,231
Amortisation for the year	-39,881	-35,875
Sales/disposals for the year	791	7,057
Closing accumulated amortisation	-118,139	-79,049
Carrying amount purchased IT systems and programmes	80,157	113,655
Intangible assets	313,477	365,681

In 2021 the agency's focus on Digital First and a change of the channels used by our customers continued. Investments in IT solutions developed in-house increased and are primarily connected to DAF (decisions on support and decisions on employment). The item Sales/disposals for the year derives from seven facilities in which systems are no longer used and have been replaced by new systems. Closing balance ongoing projects in which amortisation has not been initiated TSEK 149,469

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NOTE 14 Property, plant and equipment	31/12/2021	31/12/2020
Expenditure on improvements to others' property		
Opening historical cost	494,575	527,506
Reclassification of non-current assets	2,785	0
Acquisitions for the year	12,234	16,851
Sales/disposals for the year	-31,464	-49,782
Closing historical cost	478,130	494,575
Opening accumulated depreciation	-396,398	-398,508
Depreciation for the year	-36,154	-37,516
Sales/disposals for the year	29,403	39,626
Closing accumulated depreciation	-403,149	-396,398
Carrying amount expenditure on improvements to others' property	74,981	98,177
Machinery, equipment, fixtures and fittings, etc.		
Opening historical cost	444,202	427,412
Reclassification of non-current assets	-2,785	0
Acquisitions for the year	25,309	30,589
Sales/disposals for the year	-40,369	-13,799
Closing historical cost	426,357	444,202
Opening accumulated depreciation	-339,403	-288,536
Depreciation for the year	-44,629	-63,386
Sales/disposals for the year	39,502	12,519
Closing accumulated depreciation	-344,530	-339,403
Carrying amount machinery, equipment, fixtures and fittings, etc.*	81,827	104,799
Machinery, equipment, fixtures and fittings, etc. includes art and other non-depreciable equipment with the following amounts		
Opening historical cost	172	172
Acquisitions for the year	0	0
Closing historical cost	172	172
Carrying amount*	172	172
Property, plant and equipment	156,808	202,976

* The carrying amount in accordance with the balance sheet consists of machinery, equipment, fixtures and fittings, etc. and art. The large change in the item Sales/disposals for the year under Machinery, equipment, fixtures and fittings, etc. pertains to disposals of furniture in 2021.

NOTE 15 Financial assets	31/12/2021	31/12/2020
Cost of acquisition tenant-owner contract	200	200
Previous value adjustment tenant-owner contract	0	0
Financial assets	200	200

NOTE 16 Current receivables	31/12/2021	31/12/2020
Accounts receivable	16,820	14,384
Receivables from other government agencies	350,461	390,274
- of which recovery claims*	160,171	196,792
Other current receivables	31,220	17,831
- of which recovery claims	31,411	18,000
Receivables	398,501	422,489

Receivables have decreased from the previous year by approximately SEK 24 million. The decrease is primarily due to the recovery claims for activity support and introduction benefit having decreased.

The change for the year in policies for value adjustment affects the item accounts receivable by SEK 2.2 million and the item other current receivables by SEK 5.4 million. The remaining increase in other current receivables is due to changes in recovery claims of SEK 4.3 million and because more recovery claims receivables are being repaid in instalments and their value is therefore not being adjusted.

The item Receivables from other government agencies includes recovery claims for activity support and introduction benefit of SEK 160 million.

Recovery claims are managed and valued by the Swedish Social Insurance Agency. The receivable has been reported in accordance with the Social Insurance Agency's valuation.

The item other current receivables has a liability to the Unemployment Insurance Board of TSEK 196 in respect of unemployment benefit to jobseekers from other EEA countries.

The three largest non-central government customers are a claim for damages in accordance with a district court judgment to a private individual, TSEK 3,700, the Coordination Association Stockholm, TSEK 2,234, and the Coordination Association Gothenburg, TSEK 2,188.

The three largest central government customers are the Swedish International Development Cooperation Agency, TSEK 3,400, the Unemployment Insurance Board, TSEK 1,026 and the Swedish National Board of Institutional Care TSEK 390.

* Comparative figures for 2020 on the line - of which recovery claims, are adjusted from 302,147 to 196,792 as they previously did not take the value adjustment into consideration.

NOTE 17 Cut-off items, assets	31/12/2021	31/12/2020
Prepaid expenses	127,215	87,017
- of which to other central government agencies	0	0
Prepaid rent	121,347	124,085
- of which to other central government agencies	377	367
Accrued grant revenue	33,934	27,447
- of which to other central government agencies	8,889	0
Other accrued revenue	30,046	419
- of which to other central government agencies	1,114	419
Cut-off items, assets	312,542	238,967

Service exports are broken down into activities financed by fees and grant-financed activities from 2020.

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NOTE 18 Settlement with central government	31/12/2021	31/12/2020
Revenue collection		
Opening balance	0	0
Reported against income heading	-18,310	-10,148
Revenue collection funds that have been paid to a non-interest-bearing flow	18,310	10,148
Funds from interest-bearing account that have been added to an income heading		
Receivables/liabilities in respect of revenue collection	0	0
Appropriation in a non-interest-bearing flow		
Opening balance	0	-6,522
Reported against appropriation	74,207,053	67,893,785
Funds attributable to transfers etc. paid to a non-interest-bearing flow	74,207,053	67,887,263
Receivables/liabilities in respect of appropriations in a non-interest-bearing flow	0	0
Appropriations in a non-interest-bearing flow		
Opening balance	-108,970	-78,181
Reported against appropriations	7,739,692	7,522,350
Appropriation funds that have been added to an interest-bearing account	-7,848,774	-7,553,139
Repayment of appropriation funds		
Receivables/liabilities in respect of appropriations in an interest-bearing flow	-218,052	-108,970
Receivable in respect of holiday pay liability that has not been reported against appropriations		
Opening balance	38,522	46,003
Reported against appropriations during the year in accordance with the exemption rule	-4,074	-7,481
Receivables in respect of holiday pay liability that have not been reported against appropriations	34,448	38,522
Other receivables/liabilities on the central government's central account at the Riksbank		
Opening balance	68,017	-58,978
Incoming payments in a non-interest-bearing flow	2,637,482	1,918,748
Outgoing payments in a non-interest-bearing flow	-76,677,232	69,668,868
Payments attributable to appropriations and income headings	74,188,743	67,877,115
Other receivables/liabilities on the central government's central account at the Riksbank	217,010	68,017
Settlement with central government	33,406	-2,431

NOTE 19 Balance of interest-bearing account with the Swedish National Debt Office	31/12/2021	31/12/2020
Appropriation funds	1,009,966	823,025
- of which revenue from grants	37,897	66,235
Fees	0	0
Interest-bearing account overdraft	300,000	

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Balance interest-bearing account at the Swedish National Debt Office	1,009,966	823,025
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NOTE 20 Change in government agency capital					
	Central government capital	Change in capital brought forward activities funded by appropriations	Change in capital brought forward grant-funded activities	Change in capital in accordance with the income statement	Total
Closing balance 2020	172	242,000	-173,024	4,137	73,285
Opening balance 2021	172	242,000	-173,024	4,137	73,285
Change in capital for the previous year	0	19,740	-15,603	4,137	0
Change in capital for the year	0			81,977	0
Total change for the year	0	19,740	-15,603	81,977	81,977
Closing balance 2021	172	261,740	-188,627	81,977	155,262

NOTE 21 Provisions for pensions and similar obligations		
	31/12/2021	31/12/2020
Opening provision	3,310	4,518
Pension costs for the year	2,679	1,378
Pension payments for the year	-2,015	-2,586
Provisions for pensions and similar obligations	3,974	3,310

Provisions are made for employees who have been granted departure with pension compensation in accordance with the rules of the job security agreement.

NOTE 22 Other provisions		
	31/12/2021	31/12/2020
Opening provision	71,969	75,237
Provisions for the year	13,555	6,490
Outgoing payments for the year	-13,943	-9,757
Local active retraining efforts	71,581	71,970
Opening provision	31,967	21,456
Provisions for the year	-26,522	10,511
Outgoing payments for the year	0	0
Reconfiguration premises	5,445	31,967
Provisions for the year	1,524	13,662
Other provisions	1,524	13,662
Total other provisions	78,550	117,599

In the item Reconfiguration premises, approximately SEK 26.5 million has been reversed this year. The remaining provision refers to nine offices for which the rental contracts expire in 2022 and 2023. The item Other provisions includes provisions for damages that are being paid out annually until 2026, extra payments of occupational pensions and reversal of the provisions of previous years. During the year, provisions for extra payments of occupational pensions have decreased by approximately SEK 12 million, SEK 1.3 million of which has been paid out and SEK 10.7 million has been reversed.

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NOTE 23 Loans from the Swedish National Debt Office	31/12/2021	31/12/2020
Opening balance	496,006	717,805
New borrowings for the year	45,205	86,657
Conversion of letter of credit to loan	37,718	7,685
Amortisation payments for the year	-258,059	-316,141
Loans from the Swedish National Debt Office	320,870	496,006
Approved borrowing limit	800,000	
Utilised borrowing	485,762	
- Letter of credit for development expenses	164,892	

The decrease under the item New borrowings for the year is primarily due to fewer operational investments connected to the CRM platform. The change under the item Conversion of letter of credit to loan is primarily due to more completed IT systems developed in-house in 2021. The preliminary amount of TSEK 15,428 for December 2021 is included under the item Letter of credit for development expenses.

NOTE 24 Other credits from the Swedish National Debt Office	31/12/2021	31/12/2020
Other credits from the Swedish National Debt Office	164,892	74,815

Other credits consist of letters of credit that are reported, while development costs for IT systems developed in-house are ongoing. The preliminary amount of TSEK 15,428 for December 2021 is included in the item Other credits from the Swedish National Debt Office. Investments in IT solutions developed in-house increased in 2021 and are primarily connected to DAF (decisions on support and decisions on employment).

NOTE 25 Current liabilities to other government agencies	31/12/2021	31/12/2020
Current liabilities to other government agencies	130,046	129,244
Swedish Tax Agency, liability employer's contribution	115,641	115,674
Swedish Tax Agency, liability value added tax	149	142
Other	14,256	13,428

NOTE 26 Accounts payable	31/12/2021	31/12/2020
Accounts payable	327,776	128,954

Accounts payable have increased by approximately SEK 199 million. This is explained by non-central government accounts payable having increased by SEK 192 million and accounts payable for investment having increased by SEK 6 million. The three largest suppliers are Atea Sverige AB, TSEK 41,831, Crayon AB, TSEK 35,831 and R2M Group AB, TSEK 25,176.

NOTE 27 Other current liabilities	31/12/2021	31/12/2020
Other current liabilities	138,843	143,984
Swedish Tax Agency, liability preliminary tax	98,358	100,315
Your First EURES Job	39,988	43,381
Other	497	288

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NOTE 28 Cut-off items, liabilities	31/12/2021	31/12/2020
Accrued salaries	9,715	9,864
accrued employer's contributions on accrued salaries	3,007	3,064
accrued premiums contractual insurance policies on accrued salaries	1,679	736
Accrued holiday pay	339,356	320,399
accrued employer's contributions on accrued holiday pay	105,254	99,857
accrued premiums contractual insurance policies on accrued salaries	58,468	48,968
Other accrued expenses	399,769	432,782
- of which to other central government agencies	9,315	7,094
Unused grants	25,135	8,534
- of which to other central government agencies	23,710	8,534
Other unutilised funds	2,192	2,802
- of which to other central government agencies	2,192	2,802
Cut-off items, liabilities	944,575	927,006

The increase in the item Accrued holiday pay and accrued employer's contributions on accrued holiday pay is attributable to the labour force having increased in 2021 compared with 2020.

Rate of consumption of unutilised grants	
Within 3 months	1,937
-12 months	16,882
13-36 months	6,316
more than 36 months	
Total	25,135

NOTE 29 Contingent liabilities	31/12/2021	31/12/2020
Ongoing legal disputes	2,939	3,318

Arbetsförmedlingen has two ongoing legal disputes as of 31 December 2021. The disputes encompass claims totalling TSEK 2,939. The first dispute pertains to breach of contract in respect of a terminated STOM contract and amounts to TSEK 2,855. Arbetsförmedlingen won the dispute in the district court in 2021 and the counterparty has now appealed to the Court of Appeal but has not yet been granted leave to appeal. The risk is appraised as medium risk.

The other dispute pertains to declaratory claim of erroneous payment and amounts to TSEK 84. The dispute is expected to be brought before the district court in spring 2022. The risk is appraised as medium risk.

If Arbetsförmedlingen does not win these disputes, the agency may be liable to pay the counterparty's claims as well as legal costs.

18.3 Cash flow statement (TSEK)

NOTE 30 Expenses	2021	2020
Expenses in accordance with the income statement	8,992,174	8,794,001
Adjustments:		
Depreciation/amortisation and impairment	-255,432	-287,817
Capital loss	1,643	20,727
Items that do not affect liquidity		
Provisions	34,041	-37,154
Expenses in accordance with the cash flow statement	8,772,426	8,489,757

NOTE 31 Revenue from fees and other payments	2021	2020
Revenue from fees and other payments in accordance with the income statement	33,775	45,234
Adjustments:		
Capital gain	-68	-547
Revenue from fees and other payments in accordance with the cash flow statement	33,707	44,687

NOTE 32 Current receivables	2021	2020
Receivables and cut-off items in accordance with the balance sheet, IB	-661,456	-572,430
Receivables and cut-off items in accordance with the balance sheet, UB	711,043	661,456
Adjustments:		
Recovery claims for benefits and activity support, Transfers	9,296	-31,899
Recovery tax reduction, Revenue collection	-982	6,498
Current receivables	57,901	63,625

NOTE 33 Current liabilities	2021	2020
Liabilities etc. and cut-off items in accordance with the balance sheet, IB	-1,329,188	-1,186,006
Liabilities etc. and cut-off items in accordance with the balance sheet, UB	1,541,240	1,329,188
Adjustments:		
Accrued expenses, Transfers	52,817	-128,242
Accrued expenses, Investments	-6,007	29,173
Current liabilities	258,862	44,113

18.4 Appropriation report

The reasons why the outcome deviates materially from the allocated amounts are given below.

Material deviations arise when there is a deviation of 10 per cent from the allocation for the year, and if there is a deviation of at least SEK 100 million, even if this is below 10 per cent. The background to increased scope through supplementary decisions from the Government are also specified. Material deviation for order authorisation arises when the outstanding commitment amounts to less than 75 per cent of the authorisation.

**NOTE 34 14:1:1 Arbetsförmedlingen's administration costs (framework appropriation)
14:1:1:1 Arbetsförmedlingen's administration costs (framework)**

According to a decision amending the appropriation directions for fiscal year 2021, dated 17/06/2021, the appropriation has been decreased by SEK 5 million. The agency reports appropriation savings of SEK 218 million, which are primarily due to lower staff costs as a result of vacancies and the use of consultants having been lower than planned. Decreased expenses for travel, conferences and skills development as a result of the coronavirus pandemic have also contributed to the savings. In addition to this, the temporary regulatory framework in which the Swedish Social Insurance Agency compensates the employer for sick pay costs meant a lower strain on the appropriation.

**NOTE 35 14:1:2 Contribution to unemployment benefit and activity support (framework appropriation)
14:1:2:1 Activity support (framework)**

The appropriation has been expanded by a total of SEK 1,331 million during the year. Two amending decisions in the first six months decreased the appropriation by a total of SEK 108 million. However, an amending decision in November rearranged SEK 1,439 million from appropriation item 2, Contribution to unemployment benefit within the same appropriation.

The basis of the rearrangement is attributed to there being more participants in the guarantee programmes and an increased need for labour market policy measures outside of the guarantees as a result of the pandemic, at the same time as unemployment has gone down. Despite the challenges connected to the pandemic and the number of employees having decreased continuously since 2019, Arbetsförmedlingen has virtually full utilisation of funds for appropriation 1:2 ap.1 (98%) for the current year.

**NOTE 36 14:1:2 Contribution to unemployment benefit and activity support (framework appropriation)
14:1:2:2 Contribution to unemployment benefit (framework)**

The appropriation has changed on a number of occasions over the course of the year, the latest amending decision for this appropriation directions being dated 03/11/2021. This entails a total decrease in the appropriation of SEK 1,502 million over the course of the year. The basis of the amending decisions are attributed to a decreased unemployment rate over the course of the year and because Arbetsförmedlingen has referred more participants outside of the framework programmes. Many of these people have then received activity support instead of unemployment insurance. The unemployment forecast has been written down over the course of the year and the number of people who have obtained compensation has been lower than in previous assessments.

The explanation for the appropriation saving on the allocation is the positive development of the labour market, which meant that fewer people have received compensation from an unemployment insurance fund than had previously been estimated.

**NOTE 37 14:1:3 Expenses for labour market policy programmes and measures (framework appropriation)
14:1:3:1 Expenses for labour market policy programmes and measures (framework)**

In accordance with decisions amending the appropriation directions for fiscal year 2021 dated 04/02/2021 and 17/06/2021, the appropriation has been expanded by SEK 628 million. The basis of the increase in the appropriations is to enable more people to participate in measures that lead to work and that more people in need of early measures are able to access these.

Despite the challenges connected to the pandemic and the number of employees having decreased continuously since 2019, Arbetsförmedlingen has virtually full utilisation of funds for appropriation 1:3 ap.1 labour market policy programmes and measures (93%) for the current year.

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NOTE 38 **14:1:3 Expenses for labour market policy programmes and measures (framework appropriation)**
14:1:3:3 Promotion and development measures to speed up the integration of new immigrants (framework)

The assignment under this appropriation for the agency is to allocate central government subsidies to the social partners for the purpose of speeding up the integration of new immigrants into the labour market. For the 2021 benefit year, Arbetsförmedlingen carried out a total of two announcements of funds within the scope of the available appropriation. A total of 15 out of 17 applications were approved at an amount of TSEK 25,684. The remaining funds for benefit year 2021 are TSEK 54,316.

NOTE 39 **14:1:4 Wage subsidies and Samhall etc. (framework appropriation)**
14:1:4:1 Wage subsidies etc. (framework)

The appropriation savings are explained by fewer decisions due to difficulties in getting employers to take on new employees as a result of the pandemic. Subsidised employment is also a type of employment that places high demands on the agency's decision-making capacity as it requires expertise and resources to carry out these decisions.

NOTE 40 **14:1:13 New start jobs, integration jobs and support for vocational introduction jobs (framework appropriation)**
14:1:13:1 New start jobs (framework)

In accordance with an decision amending the appropriation directions for the fiscal year 2021 dated 04/02/2021, the appropriation has been increased by SEK 151 million. In order to confront the increased unemployment due to the pandemic, a temporary opportunity to extend the maximum period for new start jobs was introduced in 2020. This rule change continued to apply in 2021. The appropriation savings are explained by fewer decisions as a result of difficulties getting employers to both take on new employees and extend new start jobs.

NOTE 41 **14:1:13 New start jobs, integration jobs and support for vocational introduction jobs (framework appropriation)**
14:1:13:2 Support for vocational introduction jobs (framework)

The appropriation saving is explained by fewer decisions due to restrictions and redundancies as a result of the pandemic.

NOTE 42 **14:1:13 New start jobs, integration jobs and support for vocational introduction jobs (framework appropriation)**
14:1:13:3 Integration jobs (framework)

No decisions concerning integration jobs have been made in 2021 as there are still uncertainties about matters such as how the structure of the reform.

NOTE 43 **14:1:14 Introduction benefit for certain new immigrants (framework appropriation)**
14:1:14:1 Introduction benefit for certain new immigrants (framework)

In accordance with an decision amending the appropriation directions for fiscal year 2021 dated 17/06/2021, the appropriation has been reduced by SEK 21 million. The appropriation refers to introduction benefit that is paid to new immigrants. The benefit is an entitlement, which is why the strain on this appropriation will be affected by the number of new immigrants who are subject to the legislation. The appropriation saving is due to the number of participants in the introduction programme being lower than the capacity of given to appropriation. The capacity of the appropriation was set in accordance with the Swedish Migration Agency's planning assumptions. During the pandemic, the potential for migrants to travel both to and within Europe has been severely limited, which has led to fewer asylum seekers.

NOTE 44 Financial conditions, other

A maximum of TSEK 55,000 of this appropriation may be used to offer skills mapping to asylum seekers. Reported costs for the year are TSEK 715. In 2021 work has been taking place to integrate the digital mapping tool jobskills.se into the general range of services, and guidelines for dealing with languages have been produced.

NOTE 45 Financial conditions, other

Only TSEK 32,000 of this appropriation may be used to finance measures, reporting and assignments linked to the overarching goal of reducing erroneous payments from welfare systems and Arbetsförmedlingen's participation in assignments to combat erroneous payments and benefit crime. Reported costs for the year are TSEK 5 837. The work has not progressed to the extent desired during the year but it will be developed and ramped up in 2022.

NOTE 46 Financial conditions, other

In accordance with the appropriation directions of 17/12/2020, there is interchangeability between 14:1:2:1 and 14:1:3:1 of TSEK 750,000. This possibility has not been utilised in 2021 as the need has not arisen. Both appropriation items show appropriation savings in 2021.

NOTE 47 Financial conditions, other

A maximum of TSEK 180,000 of the appropriation may be used for contributions to municipalities to create summer jobs for young people. Reported costs for the year are TSEK 107,663. Agreements concerning Ungdomsjobb 2021 (summer jobs and jobs for young people) were signed with 284 of the country's 290 municipalities, 12 of which have subsequently announced that they will not go through with Ungdomsjobb 2021. A total of 225 municipalities have requested compensation for summer jobs for young people. Not all municipalities have created summer jobs/jobs for young people up to the maximum amount they have been allocated.

NOTE 48 Financial conditions, other

A maximum of TSEK 200,000 of the appropriation may be used for grants to municipalities in order to create summer jobs for young people. Reported costs for the year are TSEK 134,298. Agreements concerning Ungdomsjobb 2021 (summer jobs and jobs for young people) were signed with 284 of the country's 290 municipalities, 12 of which have subsequently announced that they will not go through with Ungdomsjobb 2021. A total of 239 municipalities have requested compensation for jobs for young people. Not all municipalities have created summer jobs/jobs for young people up to the maximum amount they have been allocated.

18.5 Authorisation

NOTE 49 **14:1:3 Expenses for labour market policy programmes and measures**
14:1:3:1 Expenses for labour market policy programmes and measures

A new accounting policy for authorised amounts of matching services is being applied as of the annual report for 2021 in accordance with the appropriation directions for 2021, dated 16/12/2021. In accordance with the new accounting policy, the financial commitments for matching services are reported at the predicted amounts for what is actually deemed to lead to a fulfilment. The included commitments have been adjusted downwards by TSEK 1,241,617 and the outstanding commitments for matching services have been adjusted downwards by TSEK 1,918,284 in accordance with the new accounting policy. Other programmes and initiatives are accounted for on the basis of the same policies as in previous years. As the number of decisions and commitments per decision has turned out to be lower than was previously assessed, the whole authorisation framework will not be utilised. The changed accounting policy will also lead to a lower level of utilisation.

NOTE 50 **14:1:4 Wage subsidies and Samhall etc.**
14:1:4:1 Wage subsidies etc.

The number of participants with wage-subsidised employment has decreased over the course of the year, which can be explained by the current situation in the labour market. This entailed reduced commitments and thus the authorisation framework being utilised to a lesser extent.

19 Internal governance and control

19.1 Overarching evaluation

The evaluation Arbetsförmedlingen conducts of its internal governance and control for 2021 forms the basis of the board of directors' assessment of the agency's internal governance and control. The overall assessment is based on ongoing follow-ups, evaluation and reports from operations, operational assessments in accordance with the self-assessment model and certifications, observations from the internal audit function, the Swedish National Audit Office and from audits and opinion from external auditors. The evaluation has been conducted with aid of the COSO model ¹⁵⁹ and sheds light on the agency's operations on the basis of the aspects internal environment, risk analysis, measures and monitoring, information and communication, as well as follow-up and evaluation.

The self-assessment and assessment within the agency's operations has been conducted digitally since September 2020. Mandatory assessment and certification for managers at organisational levels 2-4¹⁶⁰ was introduced in 2021, which has resulted in self-assessment becoming more uniform, traceable and transparent. It has also resulted in better monitoring of the manager's own activities and any discrepancies that arise in internal governance and control are thereby escalated to managers at the next organisational level up. The result of the self-assessment is a balanced assessment of organisational levels 2-4 and is based on just over 300 assessments made by managers of their own activities. This balanced result has then contributed to the agency-wide assessment of internal governance and control.

The sub-components are evaluated on the basis of assessment levels *established* (green), *fundamental* (yellow) and *unsatisfactory* (red).

¹⁵⁹ <https://www.coso.org>

¹⁶⁰ The agency divides its organisation into levels, with level 1 being the agency-wide level. Level 2 is directors from departments, staff offices and fields of activity, which form the Director-General's senior management group.

19.2 Assessment of Internal governance and control 2021

The following section contains a description of material developments that have taken place in 2021 and the measures that have been implemented within the different sub-components. The results of each self-assessment are reported under each sub-component.

Below: Assessment 2021

Internal environment	Risk management	Measures and monitoring	Information and communication	Follow-up and Evaluation
Leadership (yellow)	Risk identification (yellow)	Efficiency (red)	Internal communication (yellow)	Follow-up of operations and finances (yellow)
Common basic values (yellow)	Rectifying risks (yellow)	Economising with central government funds (yellow)	External communication (green)	Evaluation of operations and finances (yellow)
Operational planning (yellow)		Erroneous payments (yellow)	Incident management (yellow)	Internal audit and external reviews (yellow)
Organisation, roles and responsibilities (green)		Compliance (red)	Crisis management and contingency planning (yellow)	Internal governance and control (yellow)
Policy documents (yellow)		Accounting and reporting (yellow)		
Undue influence (yellow)		Information security (yellow)		
Skills provision (yellow)				
Work environment (yellow)				

19.3 Developments within internal environment

19.3.1 Leadership

The overall assessment is that guidelines for employeeship and leadership are available and known about and are therefore fundamental, which also emerges in the self-assessment that shows these are being evaluated and developed.

Arbetsförmedlingen's focus on employeeship and leadership¹⁶¹ is an important enabler for the transition and transformation that is taking place and the future implementation, with a focus on accord and prerequisites has supported the transition. The criteria have been woven into salary negotiations, performance

¹⁶¹ Arbetsförmedlingens inriktning för medarbetarskap och chefskap [Arbetsförmedlingen's Focus on Employeeship and Leadership] Af-2020/0058 1603

reviews, applicant profiles when recruiting and in management training and manager programmes.

In 2021 a key performance indicator was produced to measure the understanding of assignments, goals and priorities, the outcome of which was high, which suggests that the agency's employees are well acquainted with their assignments, goals and priorities.

19.3.2 Common basic values

The overall assessment is that the common basic values are available and known and thus exists at a fundamental level, which is also indicated by the self-assessment.

New employees are presented with the common basic values as part of their induction, which contributes to these being available and known. In 2021 the agency's focus for employeeship and leadership has been implemented throughout the entire agency, which is a tangible manifestation of the common basic values.

19.3.3 Operational planning

The description of the process for operational planning and the governance model is available and known by those concerned, which also emerges from the self-assessment. It also shows that the organisation considers itself to be evaluating and developing these.

The agency's operational plan for 2021 was planned during a year of crisis as a result of the pandemic, with a high level of unemployment and a strained labour market. The agency has been able to govern using the plan adopted in January without revisions.

In 2021 a revised process for operational planning and follow-up of the operational plan has been worked out. This has contributed to increased clarity in governance with respect to goals and prioritises at the agency level, as well as improved follow-up of achievement of targets and implementation of activities. Increased integration of the operational planning and risk management process has also taken place, as has work to more closely connect the operational and financial planning. The internal audit function's review¹⁶² of the process proposed a number of measures that have now been implemented in the development of the forthcoming operational plan and the process for following this up. Additional work on implementation and further development will take place in 2022.

A review of the agency's governance model has been initiated for the purpose of adapting it to new operational needs and changes to assignments and conditions. In 2020, within the scope of assessment of internal governance, it emerged that the existing material and process lacked clarity. The internal audit function also made

¹⁶² Internal audit report 2021:01, *Verksamhetsplanering, styrning och uppföljning [Operational Planning, Governance and Follow-Up]* Af 2021/0014 3537

observations about the traceability of operational planning.¹⁶³ This has been remedied to a certain extent through the revised operational planning process in which responsibility for development activities has been made clearer. There is also an ongoing effort to digitise the agency's operational planning process, which is deemed to increase traceability further.

A customer service strategy – digital first, which replaces the previous customer service and channel strategy, has now been implemented. The new strategy is key to the agency's operations and development. The implementation of the strategy meets the requirements within several recommendations from the internal audit function.

19.3.4 Organisation, roles and responsibilities

The rules of procedure and delegation and descriptions of roles and responsibilities for important fields of activity are deemed to be available and known and, in addition, they are being evaluated and developed. This is also confirmed by the organisation's self-assessment. The balanced assessment is that the sub-component is at an established level.

The rules of procedure have been updated in order to clarify and describe the division of responsibilities between the fields of activity on the basis of the new customer service strategy – digital first.

The last two years have been particularly challenging as the agency's pace of development has accelerated in parallel with organisational changes, redundancies and resignations. The Government has also tasked the agency with preparing and initiating the reform of Arbetsförmedlingen that is rooted in the January Agreement. In light of these changed conditions, the Director-General decided in January 2021 to implement an organisational review. The organisational analysis was completed in autumn 2021 and has been submitted to Arbetsförmedlingen with a proposal for organisational change. The proposal will be discussed within the agency in spring 2022 in order to gain broad-based scrutiny of both the consequences and prerequisites.

Many of the agency's professional roles are changing in line with the reform, with the roles moving from generalist to specialist. There is also a need to strengthen the agency's role in monitoring and supervision.

19.3.5 Policy documents

The sub-component is assessed to be at a fundamental level. The policy documents are available and known, which also emerges from the self-assessment.

¹⁶³ Internal audit report 2020:4, *Regelefterlevnad [Compliance] Af-2020/0036 5242*

All types of policy, summary and guidance documents are available and searchable on the intranet. There is a handbook to support production, updating and abolition.¹⁶⁴ Development is underway in order to improve availability, among other things by improving the search function, improving the presentation on the intranet and through increased uniformity. Work to transfer the policy documents to the agency's new intranet is now in its final phase. In connection with the transfer, a review of older documents with an unclear status and other errors has been carried out. These are not being moved over to the new intranet, which reduces the risk of unclear/outdated governance. Continued development is needed within the area of policy documents in order to provide good prerequisites for taking the correct action.

There are currently a large number of policy documents-and, in earlier reviews,¹⁶⁵ the internal audit function has stated that there is a perception that it is somewhat unclear which documents really are applicable to governance within this area. The role of the policy documents will be clarified in the review of the agency's governance model that was initiated in 2021.

19.3.6 Undue influence

The assessment is that the process of detecting and combatting corruption, undue influence, fraud and other irregularities is at a fundamental level. This is also indicated by the self-assessment.

The processes used to detect and combat undue influence such as corruption, attempted fraud and other irregularities are available on the intranet. The self-assessment shows that the agency has basic knowledge within this area but that the risk of undue influence is not always taken into account in the risk analysis. The fact that this area is assessed within the scope of internal governance and control is deemed to increase awareness.

A special review has been carried out in 2021 for the purpose of investigating methods for preventing undue influence.¹⁶⁶ The assessment is that there is plenty of support material for preventing undue influence but that knowledge levels still need to be raised. It is not sufficient that only 23 per cent of the agency's employees have completed the online training in this area, both regarding the risk of objectivity being eroded and that the work environment is eliminated. The risk of undue influence is to be identified and assessed in all risk analyses. Work that needs to be specifically taken into account in the ongoing change process is, for example, when the agency develops working methods and services for independent providers.

¹⁶⁴ *Internt styrande, vägledande och sammanfattande dokument [Internal Governance, Guidance and Summary Documents]. Af-2021/00416999*

¹⁶⁵ *Internal audit report 2020:02 Digitalisering av arbetsförmedlingens tjänster [Digitalisation of Arbetsförmedlingen's Services] Af-2019/0020 9015*

¹⁶⁶ *Review, Arbetsförmedlingen. Af-2021/0000 3943*

19.3.7 Skills provision

The overall assessment is that the process for skills provision is fundamental. The self-assessment shows that the process is available and known and that it is being evaluated and developed.

Work on skills provision has the assignment as its basis and managers identify the skills that are needed and work systematically in order to ensure staff have the skills needed to accomplish their tasks. However, the challenge of working strategically with skills provision remains, as does the challenge of predicting future skills requirements as it is still unclear which skills and which roles the reformed agency will require.

In order to meet the agency's needs in terms of skills provision, the short-term focus for 2021 has been on recruiting staff so as to ensure that the agency is able to accomplish its assignment. In the long-term perspective, it will be skills transfer that is needed for the reform and the strategic focus.

19.3.8 Work environment

The overall assessment is that this sub-component is fundamental. The self-assessment shows that operations feel predominantly secure in what is encompassed by work environment.

To support managers conducting work environment management, both procedures and processes have been produced, and there is also close cooperation with HR. Challenges remain in terms of putting systematic work environment management in place in the agency. Among other things, systematic work environment management needs to become a more distinct part of the agency's planning and follow-up process. The hybrid working method¹⁶⁷ is also something that needs to be developed and followed up continuously as it is a new working method that has not yet been thoroughly researched.

In 2020 the internal audit function reviewed¹⁶⁸ the agency's work environment and, based on recommendations in the report, the operational planning process, including referrals, has been made clearer, with the expected content of underlying levels' operational plans. The contents of the handbook¹⁶⁹ and the information on the intranet have been updated so that they correspond to the Swedish Work Environment Authority's regulations and so that the information in the manual is consistent with that on the intranet. The contents about risk analysis and risk assessments in the handbook and on the intranet have been clarified.

¹⁶⁷ <http://www.previa.se/livet-och-jobbet/den-hybrida-arbetsplatsen/>

¹⁶⁸ Internal audit report 2020:05 *Arbetsmiljö [Work Environment]* Af 2020/0036 1169

¹⁶⁹ *Systematiskt arbetsmiljöarbete och hälsoarbete [Systematic Work Environment Management and Work on Health]* AFHB 4/2018

19.4 Development within risk management

19.4.1 Risk identification

The sub-component is deemed to be at a fundamental level. The self-assessment shows that the risk identification process is available and known.

Over the course of the year, the risk identification process has been reinforced by being integrated in a clearer way into the work on the agency's operational plan. In doing so, government agency risks for the year ahead are identified in the work to produce the agency's operational plan. The government agency risks are linked in a clearer way to the prioritised targets in the operational plan. The Director-General's senior management group has participated to a greater extent in the identification of government agency risks. The overall result shows a positive development from the previous year's assessment.

A new digital IT system for the risk management process was launched in September 2021. This makes it easier to get an overview of risk management, which also becomes more transparent, and it is now possible to track the status of the measures in a clear way. The future plan is to also launch it at more levels than the current agency-wide level so that the risk management process is safeguarded throughout the entire agency.

19.4.2 Rectification of risks

The improvements that have been made throughout the year are deemed to have led to the process of tracking the rectification of risks being safeguarded and known to those concerned. Consequently, the sub-component moves from an unsatisfactory level to a fundamental level. Risk measures are deemed to form an integral part of operational planning and follow-up, which also emerges from self-assessment.

Within the scope of the operational planning process, the agency has identified government agency risks for which a number of measures have been formulated. It has been possible to track these measures and assessment of risk values over the course of the year in order to assess the extent to which they have contributed to development. Increased traceability of documentation has been implemented through the digitalisation of reporting, which is now done in the IT system Stella. It can be established that the majority of risk measures have been implemented according to plan, which should be assumed to be contributing to reducing the risk values.

In spite of this, the assessment is that the risk values for many risks remain high in 2022 as the effects of risk measures are difficult to measure and assess. There is a need for clarity in terms of how we assess the effects of measures and of setting target levels for what we want to achieve. Risks within compliance have been at a high-risk level in 2021. Although it is possible to see some improvements, the risk measures have not had an effect that is sufficient to reduce the risk values. The risk values

remain and the assessment is therefore made that risks within compliance have not been managed. There is more information under the sub-component Compliance. Measuring the effect of implemented measures is a major challenge. In 2022 there will be continued work to set target levels relating to what we intend to achieve in order to enable the effect of implemented measures to be demonstrated more clearly. The work to reduce government agency risks linked to the rectification of risks continues in 2022.

19.5 Development within Measures and monitoring

19.5.1 Efficiency

The sub-component efficiency is deemed to have moved from a fundamental level in the assessment for the year 2020 to an unsatisfactory level. However, the self-assessment suggest that risk-based measures and monitoring are being carried out because in-house operations are being conducted efficiently and achieving set goals and because the results are being evaluated and used to further develop in-house operations.

Based on what the agency means by the term efficient¹⁷⁰, the agency monitors its production where plans are made, targets are set and where results are followed up regularly and quality is viewed in relation to resources. In spite of the challenges connected to the pandemic and the number of employees having decreased continuously since 2019, the expenditure forecast for the current year shows almost full utilisation of funds for both labour market policy programmes and measures and activity support.

However, there are difficulties in terms of knowing fully how much resources different results and performances demand as there is insufficient data with which to measure lead times and time spent on different types of cases.

The level of use of the time reporting system Tajma is low among staff. The risks here are that the reporting does not fully reflect the actual time spent and that there are uncertainties in the follow-up of working hours.

A continued challenge is also to demonstrate the efficiency improvement or benefits gained on the basis of the development initiatives that have been implemented. Over the course of the year there have also been extensive operational disturbances that need to be analysed with regard to potential impact on results and efficiency. In 2021 a government agency risk has been identified in respect of operational disruptions. Also see chapter 1.6 Administration costs per case and type of case. More work also

¹⁷⁰ Efficient refers to the relationship between results, quality and the resources that are used in the organisation, where the ability to achieve the set results and quality with the given resources indicates an efficient organisation. Results means that which the agency achieves on the basis of assignments.

remains to be done on the development of indicators that are able to measure targets set in the action plan in terms of efficiency.

All in all, the agency needs to develop a clear process for investigating and following up total efficiency. Work to overhaul Tajma was initiated in 2021 with the goal of achieving an improvement in the first half of 2022. The governance of production and the new financial model (see more in the section *Economising with central government funds*) that is planned to be introduced demands a well-functioning time reporting system. On top of this, the agency has implemented several measures throughout the year in order to reduce government agency risks for the purpose of improving the potential to increase efficiency.

19.5.2 Economising with central government funds

The overall assessment is that the sub-component is at a fundamental level. The self-assessment shows that documented risk-based measures and monitoring are being carried out in order to ensure that the organisation is economising with central government funds and are thereby fundamental.

In order to achieve optimum utilisation of resources, an overhaul of the financial model has been conducted in order to improve the documentation for activities for reporting and governance, taking into account expenses and resources used for programmes, activities and measures. A new financial model with four sub-models has been produced in this way. One of these is the new accounting model that was implemented on 1 January 2022. Other parts of the model are being launched later in 2022.

In 2021 a first draft of a process for following up and administering contracts has been produced.¹⁷¹ Two pilots projects have been started at the end of 2021 as part of a further development of the process in order to enable its subsequent implementation in all contracts that are to be subject to the process in 2022.

Internal and external reviews have shown that documentation and justifications for decisions are two areas that need to be improved (also see the *Compliance* section).¹⁷² This affects internal efficiency and thus economising with central government funds.

19.5.3 Erroneous payments

The sub-component erroneous payments is deemed to be at a fundamental level. Documented risk-based measures and monitoring are carried out in order to ensure that erroneous payments are not made, which also appears in the agency's self-assessment of internal governance and control.

¹⁷¹ The purpose is to create good administration and monitoring of the agency's contracts through uniform working methods, proactivity and unified documentation that will contribute insights into the next procurement and create good conditions for the working method governed by categories.

¹⁷² Hur går det med god förvaltning? [What Progress Has Been Made with Good Administration?] Arbetsförmedlingen, January – June 2021. Af-2021/0068 1736

Arbetsförmedlingen makes the assessment that development initiatives and measures conducted in 2021, as well as previously, have improved the agency's monitoring and efforts to combat erroneous payments.

An increased use of procured matching services is an important part of the agency reform. In parallel with the increase, there is ongoing work to build up new capabilities at the agency and to develop an e-commerce solution that lives up to good administration, guaranteeing correct remuneration are paid and preventing erroneous payments.

The process of quality assuring correct payments to suppliers has, in 2021, entailed extensive monitoring and investigation work, which has had results. A high level of automation in the new e-commerce solutions is, in the next stage, a prerequisite for enabling a gradual phase-out of manual administration.

The agency has developed uniform processes for administration of decisions concerning programmes with independent providers (Prepare and Match) and has developed the support that is given to employment officers ahead of approval of performance-based remuneration to external suppliers. Arbetsförmedlingen's follow-up also shows that the implementation of the monitoring assignment has been improved with regard to jobseekers' search activities, employers who use subsidised employment and independent providers.

19.5.4 Compliance

The assessment is that risk-based measures and monitoring in order to guarantee that activities are being run in accordance with applicable laws are not being conducted or are deemed to have certain deficiencies. Consequently, the assessment is that the sub-component remains at an unsatisfactory level. Government agency risks within compliance have also been at a high level over the course of the year. Although it is possible to see some improvements, the risk measures have not had an effect that is sufficient to reduce the risk values. However, the self-assessment shows that the sub-component is at a fundamental level.

The development of results has been positive over the course of the year. The effect of measures implemented previously such as the concentration of decision-making, specialisation and regional improvement measures are deemed to have contributed to the improvement. The monitoring function has developed in a positive direction. In a review in 2021, the Unemployment Insurance Board (IAF) made the assessment that Arbetsförmedlingen's monitoring of activity reports is now largely working satisfactorily and that the review of all activity reports is being done in a more systematic way.¹⁷³ IAF also made the assessment that Arbetsförmedlingen is adhering a large extent to the requirement that jobseekers are to have an individual action

¹⁷³ IAF (2021:12), *Fungerar Arbetsförmedlingens kontroll av aktivitetsrapporter? [Does Arbetsförmedlingen's Monitoring of Activity Reports Work?]*

plan. The agency's indicator *proportion of quality-reviewed cases without discrepancies*¹⁷⁴ has continued to develop in a positive direction in 2021¹⁷⁵, however there are still regional differences.

At the same time, external and internal reviews have pointed to deficiencies within documentation, communication, justifications for decisions, labour market policy assessments and the content of action plans¹⁷⁶. In addition, the Parliamentary Ombudsman (JO) has directed harsh criticism against the agency based on its investigation of two of Arbetsförmedlingen's offices where administrators, whose work involves exercising government agency authority in respect of individuals, were not complying with the requirements regarding administration in the Administrative Procedure Act and other statutes.¹⁷⁷ The agency has produced rectification plans as a response to the Parliamentary Ombudsman's critique and the implementation of measures is ongoing.

Quality monitoring in case management needs to be further systematised. There is a lack of effective digital follow-up tools. The internal audit function argues that the random sample reviews of a selection of administrative elements for only three case types provides some indication of the results but that it provides an incomplete view of the agency's assignment as a whole.¹⁷⁸

According to the plan, the quality review of cases was to have become broader in 2021, which will now only happen in 2022.¹⁷⁹ The agency's work on compliance has a focus on ensuring results of reviews are analysed and communicated for learning purposes and to improve the levels concerned. The overall assessment is that the conditions have not yet improved enough to be able to reduce the *risk that the prerequisites for correct case administration and exercising government agency authority do not improve*.

Specialisation and improved communication of the review results is deemed to have improved employees' knowledge of the regulatory framework. In-depth material about the role of the central government civil servant has been produced and

¹⁷⁴ The indicator for quality-reviewed cases has not been expanded on the basis of the operational plan for 2021. This is why the decided target level does not reflect the ambition for the improvement in results that should have taken place in 2021 compared to the full-year results for 2020.

¹⁷⁵ The accumulated result for the full year 2021 was 79 per cent (2020: 72 per cent).

¹⁷⁶ IAF (2021:7), *Arbetsförmedlingens arbete med arbetssökandes handlingsplaner och aktivitetsrapporter 2020 och 2021* [Arbetsförmedlingen's Work with Jobseekers' Action Plans and Activity Reports 2020 and 2021].

¹⁷⁷ JO, *Inspektion av Arbetsförmedlingens kontor i Solna den 29–30 mars och i Malmö den 26–27 april 2021* [Inspection of Arbetsförmedlingen's Offices in Solna 29–30 March and in Malmö 26–27 April 2021], ref. no. 1690–2021.

¹⁷⁸ Internal audit report 2021:01, *Verksamhetsplanering, styrning och uppföljning* [Action Planning, Governance and Follow-Up] Af-2021/0014 3537

¹⁷⁹ Agreement between the Legal Department, the fields of activity Direct, Employer and Jobseeker. Af-2020/0063 7247

published over the course of the year. However, the agency has identified the lack of a systematic approach in knowledge replenishment.¹⁸⁰

In its review of Arbetsförmedlingen's development and implementation of the decision and case management system (BÄR), the internal audit function finds¹⁸¹ a lack of process descriptions, which is the fundamental reason for the major delays in the BÄR IT system. The IT system is a process engine where development is based on introducing standardised procedures, which is generally deemed to strengthen the prerequisites for compliance. The internal audit function points out that there is very little material that describes in more concrete terms which work elements are to be automated and which work elements are to be dealt with manually. Furthermore it is pointed out that there is a lack of a current and clear operational objective for the transfer to BÄR. During the development and implementation of systemic flows of cases in BÄR, there is a need for quality assurance of application rules from the perspective of legal certainty, which the internal audit function has found deficiencies in. Consequently, the internal audit function sees a risk in the agency building and implementing systemic flows and working methods that do not meet the requirements for good administration and legal certainty.

19.5.5 Accounting and reporting

The assessment is that documented risk-based measures and monitoring are carried out in order to ensure that the operations are accounted for in a true and fair and reliable manner and that the sub-component is at a fundamental level. This also emerges in the self-assessment.

As is evident in the Efficiency section, the agency's follow-up of how staff are dividing their working hours needs to be improved.

19.5.6 Information security

Procedures for ensuring information security are available and known to those concerned, which also emerges in the self-assessment. The sub-component is thereby assessed to be fundamental. The work to reduce the risk value for the government agency risk *the agency's ability to protect information is insufficient* is ongoing throughout 2022.

The improvements made in 2020 have continued in 2021, with a focus on introducing a systematic approach to information security management. The described procedures and working methods are followed up, evaluated and adapted according to need. The expanded information security management and the systematic follow-up of this area results in a documented basis for constant

¹⁸⁰ Förebygga otillåten påverkan – Vilken systematik används i verksamheten? [Preventing Undue Influence – What Systematic Approach is Used in the Agency?] Only 23 per cent have completed the undue influence training. Af-2021/0000 3943

¹⁸¹ Internal audit report 2021:03 Arbetsförmedlingens utveckling och införande av BÄR [Arbetsförmedlingen's Development and Implementation of BÄR]. Af-2021/0041 2074

improvement. The agency has used the tool developed by the Swedish Civil Contingencies Agency (MSB), Infosäkkollen, for a self-assessment of the level of the systematic information security management. The result has shown that the agency has the basic prerequisites in place but also that there are further steps to be taken to achieve an increased degree of systematic approach and follow-up.

The agency has previously switched to a new model for information management and accountability that is better adapted to the new prerequisites resulting from the digitalisation of the agency. The work to concretise the accountability structure of the new model and appoint new accountable roles and individuals has been taken place over the course of the year. Investments have been made in 2021 primarily in IT operations within the field of information security.

Over the course of the year the agency has developed working methods to streamline the security journey¹⁸² by introducing work on the process into the support tool Service Now (a general IT support tool for managing processes), where there remains work to be done to achieve full implementation. This gives the agency expanded opportunities to plan, document and follow up initiatives and decisions that are dealt with in the Information Security Council (IFS)¹⁸³ in a significantly better way.

The work to improve authorisation control in the agency's IT systems has been ongoing throughout the year and will continue in 2022. Challenges remain in authorisation control as incidents have taken place during the year regarding authorisations in authorisation services. Improvement is taking place as the systems are being transferred, but it will take time before we achieve the desired level in the future.¹⁸⁴ Updated guidelines for authorisation control were developed in 2021 and the tool for authorisation reviews has been expanded to reviews of additional systems. Over the course of the year, the agency's managers have reviewed and updated staff members' authorisations for internal systems.

Over the course of the year, there has also been major focus on secure digital communication. After extensive investigations, the agency chose to stop the implementation of Microsoft Teams and instead continue with the existing Skype service. The reason is processing of personal data in combination with Teams' technological cloud-based solution with data storage outside the EU. The implementation of the Swedish Civil Contingencies Agency's service SGSI¹⁸⁵ for more

¹⁸² The process for working with security in Arbetsförmedlingen's IT environments is referred to as a security journey.

¹⁸³ Arbetsförmedlingen's administrator support, *The Information Security Council*. Af-2018/004713754

¹⁸⁴ In order to strengthen the agency's ability to prevent information management incidents, in 2020 the agency implemented new processes and a new support system for privileged authorisations that limits access to the agency's most sensitive information and systems.

¹⁸⁵ SGSI – Swedish Government Secure Intranet. A Swedish network for communication between government agencies that is physically separate from the internet and has a connection to the EU's secure network S-TESTA. Is owned and managed by MSB.

secure digital communication between agencies was planned for 2021 but is postponed until 2022 due to late deliveries from MSB.

Work together with the Swedish Association of Local Authorities and Regions to produce and implement a new service for more secure digital communication with municipalities and regions has taken place in 2021 and will continue in 2022.

There remains a high risk relating to the processing of protected personal data. IT systems and guidelines for processing need to be developed. The work with processing of protected personal data has gained new momentum at the end of 2021. IT systems now have new technical prerequisites for more efficient and secure processing of protected personal data. Adjustment of working processes for a higher level of utilisation of IT systems will continue in 2022.

In 2021 the agency has worked to improve impact assessments for personal data processing, which is included as a part of the work with security. This work will continue in 2022 in order to streamline and improve the assessments.

19.6 Development within information and communication

19.6.1 Internal communication

Policy and support documents for internal communication are available and known. A process for internal communication of management signals and a process for capturing and disseminate external information are available and known. This also emerges in the self-assessment. The overall assessment is that the sub-component is at a fundamental level.

In 2021 work to develop a new intranet has been initiated, with the launch being conducted gradually over the course of the year. The aim is to improve the intranet that supports the agency's assignment and the work of staff.

19.6.2 External communication

Policy and support documents for external communication are available and known. The process for communication and reporting to ministries and for capturing and disseminating external information is available and known. The same assessment emerges from the self-assessment. The overall assessment is that the level is established.

Work on the agency's brand as an employer has been conducted via recruitment campaigns that strengthen the brand in order to create a more positive image of Arbetsförmedlingen as an employer. Over the course of the year, a number of communication initiatives have taken place in respect of customers, providers and

partners in order to improve knowledge of what the agency offers and to contribute to more effective communication with jobseekers and employers.

19.6.3 Incident management

The process with a clearly defined responsibility for incident reporting is available and known. This also emerges from the self-assessment. The sub-component is deemed to be at a fundamental level.

The implementation of the IT system for detecting and managing incidents that was introduced at the end of 2020 has continued in 2021. The number of reported incidents is at a relatively high level compared to previous years. It is difficult to say with certainty whether this is due to the actual number increasing or whether the number of unreported cases has decreased. Nevertheless, the assessment is that the IT system has led to an increased tendency to report.

This has increased compliance with the agency's internal instructions and more clearly highlights responsibilities and roles. The systematic work with incidents has highlighted the need to raise the level of this work further. The existing guidance for investigating and managing incidents needs to be evaluated and improved and work is also currently taking place to develop better documentation for learning and the dissemination of knowledge. See more in section 8.2 IT incidents.

19.6.4 Crisis management and contingency planning

The process for crisis management and contingency planning is available and known, which also emerges from the self-assessment. The sub-component is therefore deemed to be at a fundamental level.

The agency's process for crisis management has, in all parts and at all levels of the agency, been put to the test throughout the year thanks to the challenges presented by the pandemic. Based on identified areas for improvement within crisis management, a guide has been developed and implementation of this is ongoing. Responsibilities and roles have been made clearer and the new governance will allow the agency to work in a more uniform manner within this area. This will facilitate cooperation and information sharing, and will increase the agency's overall ability to manage crises.

19.7 Development within Follow-up and evaluation

19.7.1 Follow-up of operations and finances

The process for following up operations and finances is available and known, which also emerges from the self-assessment.

The development of agency's results in relation to the targets set out in the operational plan is followed up each month through monthly reports that are read by

the Director-General's senior management group, among others. A broader follow-up of the implementation of the operational plan takes place twice per year in detailed follow-up reports and full-year follow-up takes place in the annual report.

In connection with the in-depth follow-up there are also result dialogues between the Director-General and subordinate managers. During the year, the focus shifted through analyses of the increased long-term unemployment and what measures were needed in order to meet that challenge.

In 2021 the agency's financial model has been reviewed and the new financial model is being introduced in 2022. The accounting model, which is a part of the financial model, aims to raise the quality of the agency's financial follow-up, see more under the sub-component *Economising with central government funds*.

There are two development areas within the follow-up. Among other things, the follow-up of the benefits of operational development with IT content needs to be improved.

19.7.2 Evaluation of operations and finances

The process for evaluation and processing results is available and known. This also emerges from the self-assessment. The overall assessment is that the sub-component is at a fundamental level.

The agency needs to work more with evidence-based governance in order to support jobseekers' chances of finding a job and to improve forecasts. Conclusions from evaluations are currently communicated in several different ways. These are addressed in the follow-ups that the Director-General's senior management group accesses and which form the basis of decisions and planning.

There is also a continued need for the evaluation results to be considered to a greater extent when targeting measures at jobseekers and to ensure that operational planning forms is used to a greater extent as the basis for identifying what needs to be evaluated continually. The governance of how we use evidence-based results is not established at the agency.

19.7.3 Internal audit and external reviews

The process for dealing with opinions from internal and external reviews is deemed to be available and known. This also emerges from the self-assessment. The sub-component is deemed to be at a fundamental level.

The internal process for producing relevant measures has been reinforced but there is still work to be done on the development of the follow-up and analysis of the effects of implemented measures.

19.7.4 Internal governance and control

The model for follow-up of internal governance and control is available and known and is deemed to be at a fundamental level. This also emerges from the self-assessment.

The process, model and tool for self-assessment of internal governance and control is deemed to have been reinforced in 2021 thanks to broad-based training programme that was developed over the course of the year. The training programme contains theoretical sections relating to the COSO model on which the agency's internal governance and monitoring is based, how the agency has applied this and how self-assessment is to be conducted. The process for internal governance and control is also deemed to have been enhanced as self-assessment is now mandatory for managers at level 2-4. The results of the self-assessment are good and many sections, units and departments express an ambition to, in the year ahead, develop more systematic approaches for the self-assessment of internal governance and monitoring.

Additional interventions that reinforce the process are an update of the handbook that supports the self-assessment in which a number of clarifications have been made about process, responsibility, definition of deficiency, assessment levels and how assessments at underlying levels should be weighed into the assessment of the overlying level.

The internal audit function's recommendations in its review of the agency's process for self-assessment in respect of internal governance and control¹⁸⁶ is therefore deemed to be complete or initiated in 2021.

In 2021 the tool for assessing internal governance and control has been improved with more functions etc. The IT system creates uniformity, common understanding and transparency in the work throughout the agency. The process is deemed to comply with the requirements set out in the Internal Governance and Control Ordinance (2007:603).

19.8 The board of directors' considerations

The process for assessing internal governance and control has been enhanced over the course of the year. On the one hand, expertise concerning the process has increased at the agency thanks to a new training programme, and on the other there is currently a requirement for mandatory assessment of the internal governance and control of the agency at organisational levels 2-4 in the organisation.

¹⁸⁶ Internrevisionsrapport 2020_7 *Chefers självsättning avseende intern styrning och kontroll [Managers' Self-Assessment Regarding Internal Governance and Control]* Af 2020/0036 1169

In the annual report for 2020, the board of directors made the assessment that there were the following deficiencies in internal governance and control during the period referred to in the annual report: *Rectifying risks within compliance*. The board of directors make the assessment that this deficiency has been remedied as rectification of risks is no longer unsatisfactory, which strengthens the process for risk management.

The process for risk management has been improved over the course of the year, with risk measures being deemed to form an integral part of operational planning and follow-up. In addition, the reporting of measures and assessment has been digitalised, which has contributed to increased traceability and documentation. The results within compliance have been improved and a positive effect can be demonstrated for the measures implemented over the course of the year.

At the same time, the board of directors is of the opinion that there major challenges remain with regard to the government agency risks that relate to compliance as all not measures implemented have had a sufficient desired effect in terms of reducing the risk values. Consequently, the assessment is that compliance remains at an unsatisfactory level. However, this no longer points to a systemic failure within risk management and the process for rectifying risks because this sub-component is deemed to have been strengthened over the course of the year.