

**June 20, 2011 (Monday)**

**Pre-Congress Seminars**

**KEMPINSKI HOTEL CORVINUS**  
**REGINA BALLROOM II.**

**Erzsébet tér 7-8, Budapest V.**  
**Monday 10:00 – 16:00**

### **3.3. QUALITY IN PUBLIC ADMINISTRATION**

**Session Chair:** *Viktor Horváth, Ministry of Public Administration and Justice, Hungary*

#### **14.40 Partner Satisfaction Survey in the National Labour Service**

*Mónika Bartók, National Labour Service, Hungary*

**Bartók, Mónika** (Hungary)

She is a certified HR (Human Relations) manager in employment related subjects, economy and management. Later she took also a public sector administrative examination and acquired management knowledge and skills in recruitment, engagement, evaluation, negotiations and change management. Now she works as a Quality Management coordinator at the National Labour Services with major tasks to support the CAF (Common Assessment Framework) based, partner oriented quality management in the regional offices of her employer in the state administration and public sector. Earlier she was a branch manager engaged in general management of the local unemployment office.



# Quality Management in the organisations of the National Employment Service

Mónika Bartók, Quality Coordinator  
Employment Office

Word Quality Congress, Budapest  
20 June 2011

## Partners

All those who have lasting and decisive influence on  
the functioning of the organisation

- **Employers** engaging in activities in the operational area of  
the organisation
- **Clients** contacting the organisation
- **Staff** of the organisation

## Partner focus

# Partners

### Know

We know who our partners are

### Assess

We assess our partners' needs and work to make them satisfied

### Search

We and our partners search for optimal solutions together

### Develop

We and our partners develop our concepts together

## Project to introduce a quality management system (QMS) at local branch offices

1. Assess state of play in organisation (managed)
2. Define quality management policy, mission and strategy
3. Identify partners; assess and analyse needs and satisfaction
4. Define quality management goals
5. Make quality improvement plans
6. **Implement plans**
7. **Measure and analyse results**
8. **Make adjustments and corrections**
9. **Carry out self-assessment of organisation in line with CAF**
10. **Benchlearning**

P --> D --> C --> A  
← benchlearning ←

## Required quantitative results and indicators of activities

- ❖ Client: **79.9 %** (Target: 70%)
  - ❖ Y (continuous client): **83.6 %** (Target: 65%)
  - ❖ Wait: **23 min** (Target: 24 min)
  - ❖ Employers: **90%** (Target: 80%)
  - ❖ Staff: **93.2%** (célérték: 80%)
  - ❖ Overall partner satisfaction indicator: **89.4%** (Target: 70%)
  
  - ❖ Branch offices completing **CAF** self-assessment: **21**
  
  - ❖ Branch offices successfully completing projects and assessed at over 70% in **audits**: **21**
  
  - ❖ Trained mentors: 9 persons
- 

## Results of projects so far

- ❖ Project-based introduction in 59% of organisation
- ❖ 150 branch-office-based Quality Improvement Circles in operation
- ❖ Learning good practices; benchlearning opportunity
- ❖ Attitude change
- ❖ Multi-channel feedback and 2-way communication
- ❖ Independent external validation of our measurements
- ❖ Making short-, medium- and long-term improvement plans
- ❖ Nationwide mentor network
- ❖ Measured and quantified case handling and waiting time
- ❖ Developing Partner Satisfaction Indicator (P) at branch office, county and national levels

## Measured outcomes of changes

In branch offices engaged in development:

- ❖ Increased Partner Satisfaction (P)
- ❖ Significantly shortened wait
- ❖ Measurably improved efficiency:
  - exploring vacancies
  - placement
  - advice

## Project schedule 2002-2010

### - PHARE:

7 branch office managers ( 7 staff trained in-house)  
+1 mentor

### - HRDOP:

60 branch office managers (120 persons trained by  
external training provider)  
+9 mentors

### - SROP:

21 branch office managers (296 persons trained by  
external training provider) + 7 mentors (trained in-  
house)  
+ 4 team leaders



Month	Dates of questionnaire survey	Measurement	Questionnaire code	Deadline for data entry
February	22-26.	Continuous customer satisfaction 1	FE-PÜF-2010/1	05. 03.
March	8-12.	Customer satisfaction	IE-PÜF-2010/1	26. 03.
April	Same time as Q2 labour force survey	Employer satisfaction	IE-PMU-2010/1	31. 05
	12-16.	Employee satisfaction	IE-PDO-2010/1 és 2010/2	30. 04.
May	17-21.	Continuous customer satisfaction 2	FE-PÜF-2010/1	31. 05.
September	6-10.	Continuous customer satisfaction 3	FE-PÜF-2010/1	17. 09.
September-October	01 Sept – 29 Oct	CAF self-assessment	ÖN-KÉK-2010	29. 10.
October	25-29.	Continuous customer satisfaction 4	FE-PÜF-2010/1	05. 11.
December		P indicator evaluation for 2010		20. 01. 2011

**Thank you for your attention.**

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