

2019-1-SE01-KA204-060575

IO1: Desk research in partner countries & needs analysis



*The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.*

Project title: 4E

Grant Agreement number: 2019-1-SE01-KA204-060575

Publisher: METODO ESTUDIOS CONSULTORES

Editing: The partnership of the ERASMUS+ 4E project:

* Sverigefinska folkhögskolan
* FM Consulting s.r.o.
* TREBAG SZELLEMI TULAJDON- ES PROJEKTMENEDZSER KFT
* TENDER di Sdogati Claudio
* ACTION SYNERGY SA
* VsI Ziniu kodas

*“The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein”.*

**LIST OF CONTENTS**

[Desk research objective 5](#_Toc46224575)

[Introduction 6](#_Toc46224576)

[Czech Republic 7](#_Toc46224577)

[**The labour market in the Czech Republic** 7](#_Toc46224578)

[**Regional and country policies to support people 50+ in the Czech Republic** 9](#_Toc46224579)

[**Non-formal education for people 50+ in the Czech Republic** 11](#_Toc46224580)

[**Interviews with stakeholders and workers +50** 14](#_Toc46224581)

[Characteristics of target group 14](#_Toc46224582)

[Target group needs analysis and view of skills in today’s labour market 14](#_Toc46224583)

[Characteristics of stakeholders 16](#_Toc46224584)

[Stakeholders needs analysis and view of skills in today’s labour market 16](#_Toc46224585)

[Conclusions 18](#_Toc46224586)

[Greece 19](#_Toc46224587)

[**The labour market in Greece** 19](#_Toc46224588)

[**Regional and country policies to support people +50 in Greece** 22](#_Toc46224589)

[**Non-formal education for people +50 in Greece** 24](#_Toc46224590)

[Interviews with stakeholders and workers +50 25](#_Toc46224591)

[Characteristics of target group 25](#_Toc46224592)

[Target group needs analysis and view of skills in today’s labour market 26](#_Toc46224593)

[Characteristics of stakeholders 27](#_Toc46224594)

[Stakeholders needs analysis and view of skills in today’s labour market 27](#_Toc46224595)

[Conclusions 29](#_Toc46224596)

[Hungary 30](#_Toc46224597)

[The labour market in Hungary 30](#_Toc46224598)

[**Regional and country policies to support people +50 in Hungary** 35](#_Toc46224599)

[**Non-formal education for people +50 in Hungary** 37](#_Toc46224600)

[**Interviews with stakeholders and workers +50** 39](#_Toc46224601)

[Characteristics of target group 39](#_Toc46224602)

[Target group needs analysis and view of skills in today’s labour market 39](#_Toc46224603)

[Characteristics of stakeholders 41](#_Toc46224604)

[Stakeholders needs analysis and view of skills in today’s labour market 41](#_Toc46224605)

[Conclusions 44](#_Toc46224606)

[Italy 45](#_Toc46224607)

[The labour market in Italy 45](#_Toc46224608)

[National and regional policies to support +50 people in Italy 49](#_Toc46224609)

[Non-formal education for people +50 in Italy 53](#_Toc46224610)

[Interviews with stakeholders and workers +50 60](#_Toc46224611)

[Characteristics of target group 60](#_Toc46224612)

[Target group needs analysis and view of skills in today’s labour market 60](#_Toc46224613)

[Characteristics of stakeholders 61](#_Toc46224614)

[Stakeholders needs analysis and view of skills in today’s labour market 61](#_Toc46224615)

[Conclusions 62](#_Toc46224616)

[Lithuania 64](#_Toc46224617)

[The labour market in Lithuania 64](#_Toc46224618)

[**Regional and country policies to support people 50+ in Lithuania** 68](#_Toc46224619)

[Non-formal education for people 50+ in Lithuania 70](#_Toc46224620)

[**Interviews with stakeholders and workers +50** 75](#_Toc46224621)

[Characteristics of target group 75](#_Toc46224622)

[Target group needs analysis and view of skills in today’s labour market 75](#_Toc46224623)

[Characteristics of stakeholders 77](#_Toc46224624)

[Stakeholders needs analysis and view of skills in today’s labour market 77](#_Toc46224625)

[Conclusions 79](#_Toc46224626)

[Spain 81](#_Toc46224627)

[The labour market in Spain for workers over 50 years. 81](#_Toc46224628)

[**Regional and country policies to support people +50 in Spain** 84](#_Toc46224629)

[**Non-formal education for people +50 in Spain** 86](#_Toc46224630)

[**Interviews with stakeholders and workers +50** 87](#_Toc46224631)

[Characteristics of target group 87](#_Toc46224632)

[Target group needs analysis and view of skills in today’s labour market 88](#_Toc46224633)

[Characteristics of stakeholders 89](#_Toc46224634)

[Stakeholders needs analysis and view of skills in today’s labour market 89](#_Toc46224635)

[Conclusions 91](#_Toc46224636)

[Sweden 92](#_Toc46224637)

[The labour market in Sweden 92](#_Toc46224638)

[**Regional and country policies to support people +50 in Sweden** 97](#_Toc46224639)

[**Non-formal education for people +50 in Sweden** 104](#_Toc46224640)

[**Interviews with stakeholders and workers +50** 106](#_Toc46224641)

[Characteristics of target group 106](#_Toc46224642)

[Target group needs analysis and view of skills in today’s labour market 106](#_Toc46224643)

[Characteristics of stakeholders 108](#_Toc46224644)

[Stakeholders needs analysis and view of skills in today’s labour market 108](#_Toc46224645)

[Conclusions 109](#_Toc46224646)

[**Bibliography** 110](#_Toc46224647)

# Desk research objective

The main objective of the research phase is to identify the situation of the citizens 50+ on the labour market and the required skills by employers. The target group of this research are those that are employed already but lack of certain skills, so they are in danger of losing their job and also unemployed people over 50 years old. The desk-research will serve as a starting point for the development of the teacher's book and training materials. For this, it is necessary to know the labour market situation for those over 50 years old; what competencies they have, what competences are demanded, and what risks are they facing. The desk research has been complemented with in-depth interviews with people from the target group of the project and relevant stakeholders. The results from the interviews have provided a deepen look into the findings from the desk research and fine-tune the teachers’ book.

The desk- research will cover the 7 countries participating on 4E project, named: Sweden, Greece, Hungary, Czech Republic, Spain, Italy and Lithuania.

In order to do so, the research phase will try to identify the following issues:

1. State of labour market for people +50 in 7 countries.
2. Prioritize the most needed skills and existing gaps.
3. Possible solutions or best practices in supporting people +50.

With this, we seek a coherence among the different modules that will make up the teacher’s book and the training materials, at the same time that we will collect a wide variety of input from different perspectives and countries, ensuring that the posterior contents embrace a comprehensive and a real European approach.

# Introduction

Consistently low birth rates and higher life expectancy are transforming the shape of the EU-28’s age pyramid; probably the most important change will be the marked transition towards a much older population structure, a development which is already apparent in several EU Member States

Despite the **demographic changes**, and the number of workers over 50, the unemployment rates of elder workers are high in many regions. The challenges faced by workers are similar in all European regions; so, in this sense; the support measures developed under 4E project can be applied in all participant countries and can be exported to other regions and countries.

The **unemployment rates** of senior workers in all participant countries are very diverse, from the 5.7% of Italy to the 36.5% of Czech Republic. Countries with higher rates are Greece (34.3%), Lithuania (21.5%) and Hungary (20.16%). Spain (11.79%) and Sweden (7.1%) have rates below 20%.

The **most demanded skills** for workers are similar for all countries, in this sense the report shows the importance of soft skills, digital skills and communication skills have for employees. Foreign languages are also frequently mention as key skills for workers. The term **soft skills** imply many different skills, the most mentioned in participant countries are teamwork; adaptability and flexibility, and creativity.

The policies and programs to support people 50+ in all participant countries are quite similar and a combination of individual counselling, training and in some cases grants for business that hire workers 50+. Labour interventions in companies is also a common practice to support workers. The most common support measures are a combination of individual support and training programs tailored to the needs of workers 50+; in this sense, all outputs produced by 4E project can be used in all participant countries and can be exported to other European countries.

Participants on interviews share common opinions about the **main barriers** that workers over 50 years old face when trying to re-enter on the labor market or when trying to apply to a new position. Lack of flexibility, resistance to changes and difficulties to work in heterogenous teams are mentioned in all countries. Interviewed stakeholders have also mentioned that many companies usually have concerns about the health of senior workers and their energy to perform work related tasks. **Prejudices and biases** about senior workers seem common in all participating countries, so measures to combat them may be common to all countries as well.

Both stakeholders and senior workers agree on **the most important skills** to maintain their jobs or to get a new one; digital skills; foreign language skills and soft skills are the most mentioned skills in all interviews and in desk-research phase.

In general, seems that the most effective way to support senior workers is a combination of **personalized individual support** with **tailor-made training programs**. The need to educate society and work together to break down the barriers and prejudices that hinder the access of senior workers to the labor market is also detected. In this sense, the mediation services in companies are needed

# Czech Republic

**The labour market in the Czech Republic**

**Unemployment 50+**

**2016**

The exact numbers of the unemployed:[[1]](#footnote-1)

|  |  |  |
| --- | --- | --- |
| The quarter of the year | 50+ | The total number of registered |
| I. | 141 815 | 443 109 |
| II. | 125 977 | 384 328 |
| III. | 121 354 | 378 258 |
| IV. | 127 347 | 381 373 |

**2017**

The exact numbers of the unemployed:[[2]](#footnote-2)

|  |  |  |
| --- | --- | --- |
| The quarter of the year | 50+ | The total number of registered |
| I. | 124 314 | 356 112 |
| II. | 106 575 | 297 439 |
| III. | 100 629 | 284 915 |
| IV. | 102 225 | 280 620 |

**2018**

The number of job applicants aged 50+ decreased by 17.9 thousand year-over-year. However, they account for 36, 5 % of the total number of job seekers. The highest proportion of them was recorded in the district Mladá Boleslav (46.5%), Jeseník (43,9 %) and Nový Jičín (43,4 %), on the contrary, the lowest in district Jablonec nad Nisou (29,2 %), Praha-východ (31,0 %), hl. m. Praha and Ústí nad Labem ( 31,7 %). In terms of the regions, the most job seekers aged 50+ were in Moravskoslezský (40,8 %), Zlínský (39,3%), Vysočina (38,6%) and Olomoucký (38,0%) regions.[[3]](#footnote-3)

The exact numbers of the unemployed:[[4]](#footnote-4)

|  |  |  |
| --- | --- | --- |
| The quarter of the year | 50+ | The total number of registered |
| I. | 98 000 | 263 608 |
| II. | 84 197 | 223 786 |
| III. | 79 361 | 224 331 |
| IV. | 84 374 | 231 534 |

**CEDEFOP skills forecast**

The higher demand occupations in the Czech Republic are associated with professionals in:

* Science and engineering
* Legal, social, cultural environment
* Business and administration

There will be open 3 073 000 new jobs between the years 2016 – 2030. By 2030, about 4 in 5 new jobs will relate to high-skilled occupations.[[5]](#footnote-5)

**Demanding skills**

From the available data, it is obvious that the requirements for job seekers differ according to their education and field in which they would like to work. However, there are still some skills which are required almost by all the job seekers. Based on a comparison of the results (data are from the years 2006 and 2016), which are available through a survey of recruitment agencies and HR specialists of various companies, the most prevalent interest is in these skills:

**1. Communication skills**

It is a very broad term, which includes not only oral and written expression (or expressive skills) but is also closely linked with the ability to present and self-present, with the ability to defend own opinion, with the principles of decent behaviour and interpersonal relationships. Emphasized is also the ability to communicate in a multicultural environment.[[6]](#footnote-6)

**2. Adaptability and flexibility**

It is important for employers that new employees can adapt to the new environment and working conditions, respond flexibly to changing company needs and positions.

**3. IT education**

It is often automatically assumed that the applicant has this skill/knowledge. The level of his skill/knowledge depends mainly on the character of the position.

**4. Willingness to learn**

It is important for employers that workers are open to new knowledge, willing to expand their knowledge and deepen their skills. Especially in the context of continuous development, it is extremely important that workers are able to adapt to these changes and deepen their knowledge and skills as quickly as possible.

**5. Teamwork**

Teamwork is mostly required from a high school graduate. Positions for people with a university degree have rather an individual character - for this type of position is very important responsibility.[[7]](#footnote-7)

**Regional and country policies to support people 50+ in the Czech Republic**

**50 plus**

**Name of the program:** 50 plus

**Project duration:** 1. 1. 2016 –31. 3. 2022

**Target group:** People aged 50+ who are registered as job applicants in the Labour Office in Brno for more than 5 months. Persons over 50 who are not entitled to unemployment benefit.

**Territorial Scope:** Regional (Jihomoravský region)

**Description:** The main objective of the project is to help people over 50 years of age to return to the labour market and to obtain long-term employment. With a comprehensive set of activities that includes, for instance, individual counselling and retraining courses, the project aims to increase and deepen the expertise of people over 50. Besides this, the project helps to overcome disabilities and improve self-knowledge, confidence, and assertiveness which leads to successful employability.

The main objective of the project is:

* Return of people aged 50+ on the labour market

To achieve the main objective, 50 plus provides:

* Motivation program
  + Focused on self-representation, communication, and social skills, general overview of the economy, law, and employment
* Consulting activity
  + Focused on the motivation of people, who take part in 50 plus program
  + Focused on the work potential of the project participants
* Retraining courses
  + The aim is to either deepen qualification of the participants or to enable them to gain a new qualification
* Monitoring of the labour market and employment
  + To ensure appropriate job opportunities for participants of the project and to motivate employers to employ the participants of 50 plus

**Supported by:** European Social Fund

**Link to read more:** <https://www.uradprace.cz/web/cz/regionalni-individualni-projekty-10#50pvjmk>

**Jdi dál!**

**Name of the program:** Jdi dál! 50+ v MSK

**Project duration:** 1. 3.2016 – 30. 6. 2022

**Target group:** People aged 50+ who are registered as job applicants in the Labor Office in Moravskoslezský region

**Territorial scope:** Regional (Moravskoslezský region)

**Description:** The project aims to support job seekers (50 years old or older) registered in the Labour Office register. Within the project, these persons have the opportunity to undertake a comprehensive set of counselling and educational activities that will support the employability of these people and their integration back into the labour market. Travel costs and other expenses related to the participation in the program are reimbursed.

The main objectives of the project are:

* Support at least 850 target group clients from the entire region
* Eliminate qualification barriers that limit project participants from entering employment – the goal is to enable min. 160 project participants to receive new qualifications
* Financially support the creation of at least 235 jobs and 20 public work jobs

To achieve the main objectives, the program provides:

* Retraining course
* Counseling programs
* Employment mediation

**Supported by:** European Social Fund

**Link to read more:** <https://www.uradprace.cz/web/cz/jdi-dal-50-v-msk>

**Retraining Courses**

**Name of the program:** Retraining Courses

**Target group:**

* Workers who lost their job due to structural changes

**Territorial scope:** National

**Description:** Labor Office in the Czech Republic offers reimbursement of retraining courses if certain conditions are met:

* The applicant is registered in the Labor Office
* The applicant has prerequisites for the given retraining course
* The applicant is physically fit to complete a retraining course and to get a new profession
* Retraining must be necessary - the previous qualification of the candidate or job applicant does not allow obtaining a suitable job
* Retraining must be effective - there is a real chance of getting a job after retraining

Applicants for the selected retraining may choose the type of work activity to which they wish to retrain and the retraining facility.

The main objective of the project is:

* To help unemployed people to get a new job through retraining courses

**Link to read more:** <https://www.mpsv.cz/web/cz/-/rekvalifikace>

**Non-formal education for people 50+ in the Czech Republic**

**Restart 4.0**

**Name of the program:** Restart 4.0

**Project duration:** 1. 1. 2019 – 29. 9. 2021

**Target group:**

* People aged 50+ who currently do not have a job
* People taking care of small children

**Territorial scope:** Regional (Plzeňský region)

**Description:** The project responds to the changes in the labour market and aims to help two target groups - people caring for young children and people over 50 years of age to participate in the labour market. The project thus responds to the long-term disadvantaged position of these two groups on the labour market.

The main objective of the project is:

* To improve labour market integration of persons taking care of small children and people aged 50+

To achieve the main objective, Restart 4.0 provides:

* Improvement of skills and increase of knowledge
  + Communication skills, financial literacy, IT education…
* Retraining course
  + NGO manager, teaching assistant…
* The probation period for 6 months
  + Part - time employment for the target group in the company in a position corresponding to the retraining course

**Supported by:** European Social Fund

**Link to read more:** [www.restartplzen.cz](http://www.restartplzen.cz)

**Alternativa 50+**

**Name of the program:** Alternativa 50+

**Target group:**

* People aged 50+
* Victims of age/gender discrimination
* Employers from the public, non-profit and private sectors
* Young generation (people up to 30 years)

**Territorial scope:** National/International

**Description:** Alternativa 50+, o.p.s., founded in 2008, is a non-profit non-governmental organization advocating for equal opportunities for women and men and people of different ages in the Czech Republic and Europe. Alternativa 50+ provides direct counselling and assistance to all people who face discrimination based on gender or age.

The main objectives of the organization are:

* To support equal opportunities for people aged 50+ (in pre-retirement age) in the context of equal opportunities for women and men
* To promote age management among commercial and public employers and help implement it
* To focus on the issue of age discrimination and age diversity
* To support equal opportunities for young people, solidarity between generations and cooperation between different age groups
* To provide socio-legal assistance to persons 50+ (in pre-retirement age) and caregivers

To achieve the main objectives, Alternativa 50+ provides:

* Counselling and support on the labour market
* Educational activities
* Information and awareness-raising activities

**Supported by:** European Social Fund, Ministry of Labour and Social Affairs, Open Society Fund Prague, Slovak-Czech Women´s Fund

**Link to read more:** [www.alternativaplus.cz](http://www.alternativaplus.cz)

**First Job**

**Name of the program:** First Job

**Project duration**: 1. 10. 2018 – 29. 9. 2021

**Target group:**

* People aged 50+
* Young people aged under 25

**Territorial scope:** Regional (Olomoucký region)

**Description:** The projectFirst Jobaims toreduce unemployment in Olomouc agglomeration. It is focused on two target groups – people aged 50+ and young people aged under 25. The main purpose of the project is to motivate both target groups to enter the labour market, to deepen their qualification through retraining courses and monthly internships. The whole project is built on an individual approach.

The main objective of the project:

* To reduce unemployment in Olomouc agglomeration by focusing on the target groups - people aged 50+ and young people aged under 25

To achieve the main objective, First Job provides:

* Motivation program
  + 40 hours
* Retraining courses
* Internship / Practical training
  + For 1 month
* Consulting activity

**Supported by:** European Social Fund

**Link to read more:** <https://firstjob.aktivsenice.cz/>

**Implementace Age Managementu v České republice**

**Name of the program:** Implementace Age Managementu v České republice

**Project duration:** 1. 9. 2013 – 30. 6. 2015

**Target group:**

* People aged 50+

**Territorial scope:** National

**Description:** The idea is to promote a comprehensive approach to addressing the demographic situation and demographic change in the workplace. Age management measures should ensure that every worker has the opportunity to realize their potential and does not face discrimination based on his or her age.

The main objective of the project:

* To address the issues of the target group 50+ in the labour market by implementing the principles of Age Management with the support of international cooperation

To achieve the main objective, the program focused on:

* Analysis of age management tools, methods, and procedures in the Czech Republic and the EU
* Exchange of experience and transfer of good practice from the Netherlands
* Educational activities
* Thematic networks regarding Age Management
* Preparation of the manual "Possibilities of Age Management in the Czech Republic

**Supported by:** Labour Office of the Czech Republic,Masaryk University,Gender Studies o.p.s

**Link to read more:** [www.aivd.cz/cz/implementace-age-managementu-v-ceske-republice-1330/](http://www.aivd.cz/cz/implementace-age-managementu-v-ceske-republice-1330/)

**Interviews with stakeholders and workers +50**

Characteristics of target group

For the purpose of this research, the questionnaire was given to 7 people who belong to the age group 50+ and were either employed or unemployed. The average age of participants was 58 and the male to female ratio was 3:4. The participants’ employment sectors included both public and private sector, more specifically insurance, accounting, retail and education and clerical and administrative occupations. They were either interviewed face to face or completed the questionnaire in print or online.

Target group needs analysis and view of skills in today’s labour market

While half of all the participants agreed that they possess the skills required by the current labour market, the other half disagreed and raised some concerns about not being able to fulfil the current labour market requirements.

According to the participants their experiences, persistence, precision and diligence are some of their strengths that they consider valuable to the labour market. Furthermore, the ability to evaluate situations effectively, think twice and make decisions, while also being able to work independently and communicate effectively were also perceived as highly valuable skills that the participants believe they possess.

On the other hand, the most common weakness of workers above the age of 50 mentioned by the participants is their lack of digital and language skills. Moreover, some of the participants fear that they would not be able to keep up with the amount of workload or would perform and complete tasks at a slower pace than required. Furthermore, some participants perceived their skills as being too “professional” and unfit for majority of jobs available in the labour market. Additionally, lack of confidence and fear of doing something wrong were also mentioned as being a potential weakness.

When asking the target group what means do they use to cope with their situation, they often answered that they try to work on themselves as well as educate themselves in order to improve their skills and foreign language proficiency. Furthermore, learning how to prioritise one task over another and being able to say ‘no’, let go of things and relax were mentioned as a good coping mechanism. Moreover, the participants often mentioned that they became less susceptible to criticism and less eager to achieve recognition from their colleagues and employers.

According to the target group, firms might not be eager to employ people aged 50+ for various reasons. Firstly, they might fear that people over the age of 50 will not be able to keep up with both the pace of life and the pace of work. Furthermore, they might lack necessary skills and lack flexibility in terms of learning new things and adapting to new situations, changes and technologies. Many participants also mentioned that the firms might be concerned about the state of health of senior workers as more frequent medical leaves as well as more frequent medical appointments might have a negative effect on their productivity.

When asked about the potential solutions that could improve their labor market situation, one of the most commonly mentioned things was that the employers should let go of the prejudices and just give the individuals a chance and employ them as they are often more experienced than younger workers and can give valuable advice. Furthermore, talking to the people would help the employer to realize what strengths the individuals possess and the integrity that they could bring to the company. Moreover, granting relief payments such as training subsidies to firms could incentivize them to employ people aged 50+.

All respondents were familiar with the term “soft skills” and all of the participants agreed that soft skills are a necessary skill to have when working with other colleagues and in order to create a functioning work environment. It was also argued that the importance of soft skills is sometimes overlooked and if emphasized properly it would make it apparent that people aged 50+ possess good soft skills. Furthermore, majority of participants agreed that acquiring soft skills is necessary for employment of the unemployed as it helps with work interviews and fitting into the team. Some participants described soft skills as “social intelligence” and as having the ability to be decent, efficient and professional in terms of working with other colleagues or having a personal efficiency leading to creative and team-based problem solving which in turn leads to recognition, understanding and finding viable solutions to problems.

Majority of participants agreed that soft skills are vital when it comes to keeping your employment as it helps to keep the employees productive and can prevent employees from being too stressed or having a burnout, while it is also important to have good relationships with your colleagues. However, some of the respondents mentioned that both hard and soft skills are not always the determining factor as other factors such as age are taken into account. Furthermore, it often also depends on the employer and whether he or she wants to see the employee grow.

When asked about what soft skills would the participants like to acquire or improve the ones mentioned were: ability to efficiently work in a team, conceptual thinking, improving their knowledge of IT and their English proficiency.

Majority of respondents agreed that both digital and language skills are essential in the current labor market, while some argued that it very much depends on the job as some jobs do not require digital or language skills. One of the participants said that “Digital word is the reality that surrounds us. Many companies are foreign owned and the language of communication is no longer Czech but instead of it English”. Furthermore, acquiring digital and language skills is a way of adapting to and keeping up with changes. Additionally, all of the participants agree that possessing digital and language skills could either help them keep their current job or make it easier for them to find new employment.

Characteristics of stakeholders

The stakeholders were specifically chosen to represent employers and supervisors of workers over 50 years of age. The average age of the stakeholders was 52 and the male to female ratio was 2:5. The sectors of employment included both private and public sector, more specifically business management and adult education. They were either interviewed face to face or completed the questionnaire in print or online.

Stakeholders needs analysis and view of skills in today’s labour market

The stakeholders believe that in terms of IT and language skills required by the current labor market people over the age of 50 are often poorly equipped. On the other hand, the stakeholders see their ability to solve problems and their existing work experience as being up to date with the labor market requirements.

According to the stakeholders, the main advantage of workers over the age of 50 is the fact that they have several years of experience in general, usually in their field of work and more and when it comes to dealing with complicated situations in particular. Furthermore, their flexibility and ability to adapt to changes, problem solving skills and the ability to stay calm and on point were also mentioned. Additionally, the stakeholders recognize that the employees no longer have the need to compete with their colleagues and are fully aware that other people could perform better than them.

On the other hand, the weaknesses of workers over the age of 50 as perceived by the stakeholders are their fear of doing something wrong, excessive feeling of responsibility and slower working pace. Furthermore, the stakeholders noticed that the workers in the above-mentioned age group often lack energy which leads to lower productivity and often slower adaption to new situations. Majority of participants agreed that the best way to face these weaknesses is to identify them and be aware of them, provide training and exploit the existing strengths.

According to the interviewed stakeholders, prejudices, lack of will to change their habits and the potential feeling of being useless within the modern labor market are some of the barriers that people over the age of 50 face when trying to re-enter the labor market. Furthermore, according to the participants, lack of foreign language skills, lower adaptability and flexibility as well as lack of digital skills are some factors that might lead firms to question the worthiness of employing older people. Other fears that act either as prejudices or prevent firms from employing older people are the fear that they will either not fit into the team or that they will not follow the guidelines when given a task. Some stakeholders also mentioned that people above the age of 50 tend to have a hard time in terms of opening up and talking about their feelings.

All of the stakeholders agreed that in order to overcome these barriers, it is important to understand the importance of mixing different age groups and what benefits this could bring to the work place. Moreover, it is important to perceive difference as diversity which could improve the effectiveness of the work place rather than perceiving it as something negative. Additionally, training provision or subsidizing training programs and giving grants to firms could be a viable solution.

When asked about the importance of soft skills, all respondents agreed that soft skills are necessary across all types of employment and even outside of employment. According to the respondents, soft skills can also help unemployed people with finding new employment and employed people to retain their job position. Furthermore, they described it as the ability to deal with people in an appropriate way and a skill that can be learned. It can be described as the set of skills, personality traits and alike that an individual possess.

Moreover, the stakeholders consider loyalty, being professional, and ability to lead by example and IT as well as language skills as being important for employment in general. According to the participants, people over the age of 50 need to improve the presenting of their strengths as well gaining confidence which would stem from their experiences. Furthermore, analogy thinking, IT knowledge and the art of argumentation and debate need to be improved. Additionally, the stakeholders agree that IT skills are vital in almost every employment and language skills, although not necessary everywhere, are also becoming more important. More specifically, in terms of digital skills, MSO knowledge and the ability to use it creatively, different online platforms and media such as YouTube, emails and online working tools knowledge should be developed. In terms of languages, English proficiency is seen as the most important one to improve.

Other skills that the stakeholders consider as essential in order to either retain a job or get a new one are: the ability to learn and solve problems calmly, being able to face and adapt to changes and uncomfortable situations.

Conclusions

In conclusion, people over the age of 50 face difficulties in today’s labor market. While their work experience, persistence and diligence are only some of the many strengths senior workers possess, digital skills and language skills along with some soft skills present areas of weaknesses which need improvements in order to ameliorate labor market situation of people above the age of 50. It is quite apparent that there is a need to overcome the already existing prejudices and to acknowledge the benefits of mixing different age groups in the work environment. Furthermore, both the target group and the stakeholders acknowledge that there is a need for training and payment compensation such as subsidies for firms, in order to improve employees’ skills and also to incentivize employers to hire senior workers.

# Greece

**The labour market in Greece**

**Unemployment 45+**

**(Hellenic Statistical Authority provides information about age groups 45-64 and 65+, therefore specific 50+ unemployment information is not available. The sum of age groups 45-64 and 65+ is displayed).**

**2018**

The exact numbers of the unemployed:[[8]](#footnote-8)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Quarter*** | ***45+*** | ***Total number of registered*** | ***Unemployed 45+ % of unemployed*** | ***Unemployment % for 45+ of labour force*** |
| *1* | 339600 | 1001200 | 33,9 | 7,18 |
| *2* | 317300 | 906000 | 35,0 | 6,72 |
| *3* | 304900 | 871800 | 34,9 | 6,45 |
| *4* | 302700 | 881100 | 34,3 | 6,41 |

**Labour force in Greece for 2018: 4723748**

**2019**

The exact numbers of the unemployed:[[9]](#footnote-9)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Quarter*** | ***45+*** | ***Total number of registered*** | ***Percentage %*** | ***Unemployment % for 45+*** |
| *1* | 311900 | 907100 | 34,3 | 6,63 |
| *2* | 288700 | 805000 | 35,8 | 6,14 |

**Labour force in Greece for 2019: 4698080**

**2018-2019**

The number of unemployed aged 45+ decreased by 101 thousand from the first semester of 2018 to the first semester of 2019. However, the percentage of 45+ over the total unemployed went from 33,9% to 34,3% over the same period.[[10]](#footnote-10) This indicates that although unemployment rates dropped overall, the situation did not improve for senior workers, who had the same and worst chances as in 2018 to be out of employment.

**CEDEFOP skills forecast**

The most highly demanded occupations in Greece from 2016 to 2030 will be the following:

* Sales workers
* Personal service workers
* Market-oriented skilled agricultural workers

There will be 2 633 500 new job openings created between the years 2016 – 2030. By 2030, about 1 in 3 new job openings will relate to high-skilled occupations.[[11]](#footnote-11)

**Demanding skills**

General duties employees, shopkeepers, waiters, customer service officers and financial and mathematical professionals (accountants, accountant assistants) are by far the most dynamic occupations in the Greek labor market, according to the 2018 Annual Report of the Hellenic Institute of Labour and Human Resources. According to the same report, the majority of the workforce has relatively simple skills, due to the traditional productive pattern of the Greek economy. However, the immediate next group of the workforce is high-skilled workers, including high-level and experienced employees such as civil engineers, secondary education teachers, computer systems analysts and others. This group has seen a small but positive change in recent years, with a steady decline in low-skilled workers.

According to a 2019 survey from the Hellenic Federation of Enterprises [[12]](#footnote-12), the lack of skills is a bigger problem than the lack of qualifications. Over 1 in 4 businesses (27.7%) rate the lack of appropriate skills as the most important difficulty in filling vacancies. In contrast, 11.5% of businesses (11.5%) rated lack of qualifications as a significant reason. According to the same survey, the most common deficiencies are foreign language skills and digital skills, as well as soft skills such as adaptability, ability to collaborate, problem-solving skills etc.

1. **Foreign Language Skills**

According to the European Survey of Language Competencies (2013), Greek students perform well above the European average for the English language, but their performance in the second language taught in Greek schools (French) was poor. What is more, Greece ranks 26th out of 28 countries of the EU-28 regarding the proportion of students learning two or more languages in upper-secondary education[[13]](#footnote-13). In our target age group (50+) English proficiency is rudimentary.

1. **Digital Skills**

Digital skills are the backbone of the modern economy, and their lack is one of the prime reasons of unemployment or replacement of employees in the modern society.

1. **Adaptability**

Being resilient and adaptable to new environments or to changes in the work environment is one of the most demanded soft skills.

1. **Ability to collaborate**

Teamwork is increasingly becoming one of the highly sought out skills in the labour market, as work groups and their addition of skills from multiple sources are deemed necessary in the modern competitive workplace.

1. **Problem solving**

Problem solving is a vital skill for the modern employee, as employment has moved past the automated repetitive work, and looks on creative solutions and novel improvements.

**Regional and country policies to support people +50 in Greece**

**“Development of professional qualifications of long-term unemployed people with low educational level”**

**Name of the program:** “Development of professional qualifications of long-term unemployed people with low educational level”, part of the project “Central Macedonia 2014-2020”

**Project duration**: 2014-2020

**Target group:** Long-term unemployed people under 25 or over 50 who have low qualifications and educational level

**Territorial scope:** Regional

**Description:** The purpose of the action is to implement a comprehensive Action Plan, aimed at complementing the acquired knowledge and skills of the beneficiaries, according to certified professional profiles, in order to lead to certification and qualification, as well as to enhance the employment opportunities of the beneficiaries who are the long-term unemployed with low educational qualifications.

**Supported by:** Central Union of Chambers of Greece, OAED Greece Unemployment Agency, European Community Fund

**Link to read more (Greek):**

<https://www.kekekpa.gr/keee-25-50/>

**“Promoting self-employment through financial support for business initiatives”**

**Name of the program:** “Promoting self-employment through financial support for business initiatives”

**Project duration:** 2019-2021

**Target group:** Unemployed people from 18 to 66 years old who want to be self-employed and have a business plan

**Territorial scope:** National, Greece

**Description:** The program aims to promote self-employment through the financial support of business initiatives of 10,000 unemployed, aged 18-66, who are registered with the OAED Register of Unemployed.

**Supported by:** OAEDGreece Unemployment Agency

**Link to read more (Greek):**

<https://www.taxheaven.gr/news/news/view/id/45172>

**“Grant scheme for businesses with more than twenty full-time staff for the recruitment of 5,000 disadvantaged and highly disadvantaged people over 50 years of age.”**

**Name of the program:** “Grant scheme for businesses with more than twenty full-time staff for the recruitment of 5,000 disadvantaged and highly disadvantaged people over 50 years of age.”

**Project duration:** 2017-2018

**Target group:** Unemployed people 50+ who are highly disadvantaged

**Territorial scope:** National, Greece

**Description:** The program aims to assist disadvantaged unemployed people over 50 years of age by providing a 9-month grant to small businesses that will employ them for a period of 9 months with a grant and at least 3 extra months without a grant.

**Supported by:** OAEDGreece Unemployment Agency

Link to read more (Greek):

<http://koinsep.org/%CF%8C%CE%BB%CE%B1-%CF%84%CE%B1-%CF%80%CF%81%CE%BF%CE%B3%CF%81%CE%AC%CE%BC%CE%BC%CE%B1%CF%84%CE%B1-%CE%B5%CF%80%CE%B9%CF%87%CE%BF%CF%81%CE%AE%CE%B3%CE%B7%CF%83%CE%B7%CF%82-%CE%B5%CF%80%CE%B9%CF%87/>

**Non-formal education for people +50 in Greece**

**«Empower Active Ageing- EMPACT»**

**Name of the program** «Empower Active Ageing- EMPACT»

**Target group:** 50+ citizens

**Territorial scope:** National, regional, local

**Description:** KA2 Erasmus+ strategic partnership program that aims to empower, network and empower individuals over 50 years of age through the creation of an asynchronous e-learning platform in parallel with the organization of training and multiplication events in the participating countries. Adults 50+ were trained in three modules: 1. Business Skills, 2. ICT Skills, 3. Soft Skills (Communication, Social, Negotiating)

Supported by: Erasmus+

**Link to read more (Greek)**

<https://www.portnet.gr/main-article/12360-strathgikh-sympraksi-stin-ekpaidefsi-enhlikon-ano-ton-50-eton.html>

**«Grundtvig volunteering plans for people over 50»**

**Name of the program** «Grundtvig volunteering plans for people over 50»

**Target group:** 50+ citizens

**Territorial scope:** National

**Description:** The purpose of this program is to allow people over 50 to offer volunteer work, knowledge and experience in any other European country for any non-profit activity, as a form of non-formal (and reciprocal) learning activity.

To encourage the development of long-term cooperation between partner organizations on a specific topic or target group, thanks to the exchange of volunteers.

To enable local communities involved in the exchange of volunteers to creatively utilize the knowledge, skills and experiences of this age group.

Expected results for volunteers:

1) cultivation of personal, linguistic, social and intercultural skills and competences;

2) contributing to the development and implementation of non-profit activities, and beyond, contributing to the community as an active citizen;

3) acquisition / development / transfer of individual skills

**Supported by:** European Shared Treasure, QAS

**Link to read more (Greek)**

<https://www.llp.gr/sxedia-ethelontismoy-gia-atoma-anw-twn-50-etwn.html>

**«50+ Hellas»**

**Name of the program:** «50+ Hellas »

**Target group:** 50+ citizens

**Territorial scope:** Regional (Athens, Salonika)

**Description:** Since 2012, nearly 10,000 people over the age of 50 have participated the program with great enthusiasm. For 2018, participants exceeded 3,800 and learned to use tablet technologies, the use of the Internet, email, and social media as well as other applications to facilitate their daily lives. The classes were in the morning and afternoon.

**Supported by:** COSMOTE private telecommunications company

**Link to read more (Greek)**

<https://www.50plus.gr/el/%CF%84%CF%81%CE%AD%CF%87%CE%BF%CE%BD%CF%84%CE%B1-%CF%80%CF%81%CE%BF%CE%B3%CF%81%CE%AC%CE%BC%CE%BC%CE%B1%CF%84%CE%B1-50%CE%BA%CE%B1%CE%B9/%CF%80%CF%81%CF%8C%CF%83%CE%B2%CE%B1%CF%83%CE%B7-%CF%83%CF%84%CE%BF%CE%BD-%CF%88%CE%B7%CF%86%CE%B9%CE%B1%CE%BA%CF%8C-%CE%BA%CF%8C%CF%83%CE%BC%CE%BF>

## Interviews with stakeholders and workers +50

### Characteristics of target group

For the purposes of this research, the questionnaire was addressed to 7 people over 50 years of age, who were both employed and unemployed at the time of completion. Their sector of employment included retail, accounting, and education. They were either interviewed face to face, or they completed the questionnaire that was given to them either in print or online. There was a balance between responses of males and females, with an average age of 54 years of age. All participants live in Greece and their mother language is Greek.

Target group needs analysis and view of skills in today’s labour market

The participants believe firmly that the majority of people over 50 are not informed about the necessary skills required from the labour market, and those who are have a background especially in academia and education.

All participants believe that the strongest point of workers over 50 years old is experience and all the skills that come with it. Namely, the most commonly mentioned skills of workers over 50 are the following: Time management, critical thinking, analysing complex situations, confidence, persistence, resilience, loyalty, credibility, determination, patience, professionalism, and work ethic.

What is more, the majority of the participants believed that the weakest point of workers over 50 is a lack of digital skills and knowledge about new technologies, especially when compared with their younger co-workers. Other weak points that were mentioned by the target group are accumulated fatigue over the years of work, lack of foreign languages, fearing changes in the workplace, stiffness regarding new technologies and processes, and adaptability.

The target group at its majority believes that the weak points of workers over 50 years can be dealt with training and seminars. More specifically, they proposed that education needs to be short and encouraging, coupled with informing them about the usefulness of lifelong learning. One participant’s opinion is that the weak points of 50+ workers can be dealt **“with continuous seminars and education, always with a friendly, functional, and encouraging way, so that workers can adapt to the new work conditions”**.

When the participants were asked about the fears that companies have to offer jobs to people over 50, they answered that high salaries, along with a lack of availability due to increased responsibilities are what keeps companies from hiring senior workers. Furthermore, a difficulty to cooperate with younger workers, being condescending towards inexperienced co-workers, and a large lack of digital and English skills might discourage companies as well. Finally, the increased chance of leaves for health reasons was also mentioned as a factor.

Regarding ways to deal with the aforementioned fears, the participants proposed state funding that will encourage the employers to hire these senior workers, and train them in the competencies that they lack. What is more, they believe that the experience can be transferred to younger co-workers, and this has to be made salient to the employers. A participant believes that with the right motives, 50+ workers can have a **“leading role”** in the modern work market.

All participants had heard of the term “soft skills” before they were introduced to them. Most understood that soft skills are skills or abilities, or characteristics that are not acquired during studies or during work, but were reflections of personality. However, most understood that soft skills are necessary for the modern worker, both employed and unemployed. They emphasized the importance of soft skills, because they found co-workers who do not have them impossible to work with. An interesting insight from the questionnaires was that most participants indicated that they have never been asked about their soft skills during a job interview. However, as most soft skills questions are not as explicit, it is possible that they were missed.

When asked about which soft skills they considered vital for helping them keep their job, or find new employment, the majority of participants indicated that communication skills, teamwork, critical thinking, problem solving, time management, and stress management are the most important soft skills. Other skills that were mentioned were adaptability, leadership, patience, consistency, discipline, openness to new ideas, empathy, taking initiative, commitment, risk-taking, and intuition.

All participants considered digital and language skills indispensable to keep a job, and find new employment. A few emphasized the important of not only foreign language skills, but also mother tongue skills.

When the participants were asked in which skills they would like to be trained, most indicated that digital skills are the most important need, with leadership, time management, stress management, crisis management and negotiations completing the collection of answers.

Participants were encouraged to make comments after the completion of the questionnaire. Some are the following: “It would be good if the state funded at a large percentage the cost of employee trainings with skills development seminars”, “People over 50 can offer a lot to today’s workforce, with the right state of mind and a change in attitude regarding the approach of new challenges”.

Characteristics of stakeholders

The stakeholders were specifically chosen to represent employers and supervisors of workers over 50 years of age. 7 stakeholders were contacted in total. They were either interviewed face to face, or they completed the questionnaire that was given to them either in print or online. Almost half of the stakeholders were also over 50 years of age, but there were younger representatives of stakeholders as well, in order to get a more varied view. The sectors of stakeholders were retail, business management, education, and accounting.

Stakeholders needs analysis and view of skills in today’s labour market

The stakeholders believe firmly that workers over the age of 50 are not aware of the skills they need in today’s labour market. What is more, a differentiation was made between public servants and people who work in the private sector, with the former becoming complacent and not being up to date with the necessary skills, as their position was secured (in Greece, it is difficult for a public servant to lose their job).

Similar to the target group, the stakeholders believe that the strongest point of workers over 50 years of age is experience; not only experience in the work itself, but also life experience, which can help in other aspects such as work. They believe that this accumulated experience brings advanced critical thinking, which can take many viewpoints, and problem-solving skills. What is more, the stakeholders believe that workers over 50 bring integrity (they are honest, and hard-working), confidence in their abilities, and they do not take risks at work.

The stakeholders find in their majority digital skills the weakest point of workers over 50 years of age. They believe that compared to their younger co-workers they are not advanced, and that brings problems to their work. This lack of digital skills, according to stakeholders, make them insecure towards new technologies and new tools that can be implemented in the workplace. Other weak points of workers over 50 are certain cemented beliefs that they have, and inflexible ways of thinking, and of adopting new processes. To sum up, a lack of digital skills and adaptability are the weakest points of workers over 50 years of age.

All stakeholders that were contacted believe that the weak points of senior workers can be dealt with by training and seminars. More specifically, they believe that the idea of lifelong learning and its benefits has to be promoted to senior workers, in order to motivate them to pursue it themselves. However, the leading sentiment is that training opportunities for employees are scarce. According to one of the stakeholders that were interviewed, an NGO board member for the rights of older workers, **“Education and training occurs amongst a few ‘progressive’ employers who wanted to keep their good older workers”.**

The obstacles that senior workers face when they try to get back in the labour market, according to stakeholders, are a lack of flexibility towards new technologies and new environments, as well as a resistance to acquire new skills. What is more, people over 50 have increased responsibilities and this translates to a lack of flexibility. Furthermore, it is believed that age comes with reduced stamina, which translates to work of quality but not of quantity. Also, the stakeholders believe that the lack of digital and language skills are an obstacle to senior workers to re-enter the labour market competitively. Last but not least, according to one of the stakeholders **“Ageism – assumptions of management that older workers may not be as good as younger ones”** can sum up the main obstacle that older workers have to face.

The reservations that companies have to hire people over 50 years of age are mainly the lack of digital skills. What is more, the employers and supervisors believe that senior workers do not have the time, energy and motivation to adapt, and the combination with a focus on outdated processes, make them unattractive to companies and other employers.

These reservations, according to stakeholders, can be dealt with continuous learning so that senior workers are more competitive, and financial motivation to employers such as reduced insurance (preferably by the state) to hire senior workers.

Stakeholders were sufficiently informed about soft skills, they believe that it is a necessary addition to technical, or hard, skills, and some stakeholders believe that soft skills are more important than hard skills, as they are more difficult to find. All stakeholders believe that soft skills are vital for the workplace, and that they are indispensable tools to help unemployed workers find employment, as they make candidates stand out. Accordingly, a senior worker can be helped by soft skills in order to keep their positions, unless the hard skills are top level. However, they also believe that employees with good hard skills can still lose their job if their soft skills are lacking.

According to stakeholders, the most necessary soft skills for today’s labour market are the adaptability, communication skills, problem solving, openness, positivity, creativity, networking, work ethic, time management, critical thinking, resilience, politeness, and controlling emotions. Specifically, regarding senior workers, communication, adaptability, resilience, and openness to new technologies are highlighted by stakeholders as necessary soft skills for employment.

Regarding digital and language skills, half of the stakeholders believe that they are indispensable tools for a worker to keep their position. On the other hand, the rest of the stakeholders believe that they are only necessary depending on the sector of employment, but they are useful to have nonetheless. They believe that the knowledge of the English language, and the Microsoft office suite, along with a knowledge of social networks is necessary for workers over 50 years of age.

Conclusions

To sum up, the questionnaires and interviews towards the target group of workers over 50 years of age, and the stakeholders of this target group in general, revealed that there is both a need for not only education and awareness regarding the importance of soft skills, digital skills and language skills in order to increase the employability and job security of senior workers, but also there is a need for training. More specifically, both the target group and the stakeholders agree that the skills that are necessary for senior workers in today’s labour market are mainly digital skills, adaptability, resilience, critical thinking, and creativity, as well as skills in both the native language (Greek) and English. The majority of the target group and stakeholders also agree that lifelong training (especially in short sessions) is the avenue via which the senior workers will become more attractive to employers and will increase their value in today’s labour market. Therefore, via this research it becomes apparent that there is a strong need in Greece to provide workers over 50 years of age with necessary training in order to improve their soft skills, digital skills, and language skills.

# Hungary

## The labour market in Hungary

The unemployment rate in Hungary 2018 (distinguished by age, and sex) **[[14]](#footnote-14)**

|  |  |  |
| --- | --- | --- |
| **MALE:**  **50-54 years /2018/ 8,1 k**  **55-59 years /2018/ 5,1 k**  **60-64 years /2018/ 4,1 k**  **female:**  **50-54 years /2018/ 8,2 k**  **55-59 years /2018/ 5,3 k**  **60-64 years /2018/ 4,0 k** |  |  |

**Sum:**

**50-54 years /2018/ 16,2 k**

**55-59 years /2018/ 10,4 k**

**60-64 years /2018/ 8,1 k**

**Labour force overview**

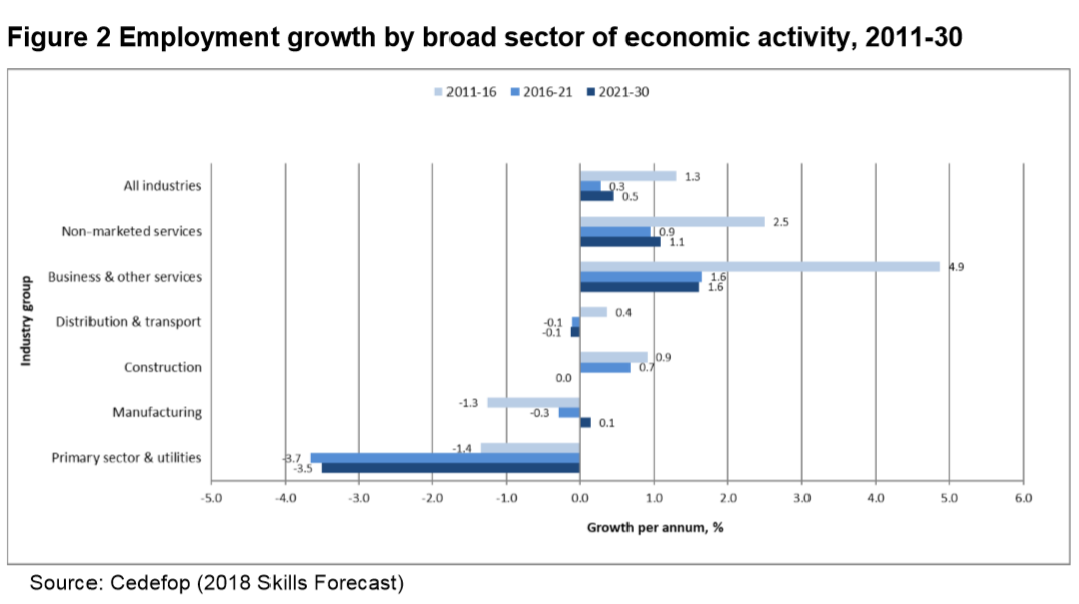
**According to CEDEFOP[[15]](#footnote-15) [[16]](#footnote-16) [[17]](#footnote-17)** Hungary’s labour force is expected to decline by 0.6% over the period up to 2030, a rate similar to Germany. This stagnation in the labour force is driven by a general decline among different age cohorts within the population.

The working age population is expected to decline by 2%. All age cohorts contribute to the decrease except those aged 50-59 and 65+, which are expected to increase. The increase in the cohorts aged 50-59 with a high participation rate (83% on average) and the increase in the 65+, with very low participation rate, partially offsets the decline in the other age cohorts, thus limiting the decline in the labour force.

**Sectoral employment trends**

*Employment growth* is expected to be concentrated in a few sectors, while the majority of sectors are expected to stagnate or decline up to 2030 as shown in Figure 2*. Business and other services* sector is expected to be the fastest growing sector in all periods up to 2030, followed by *non-marketed services*.

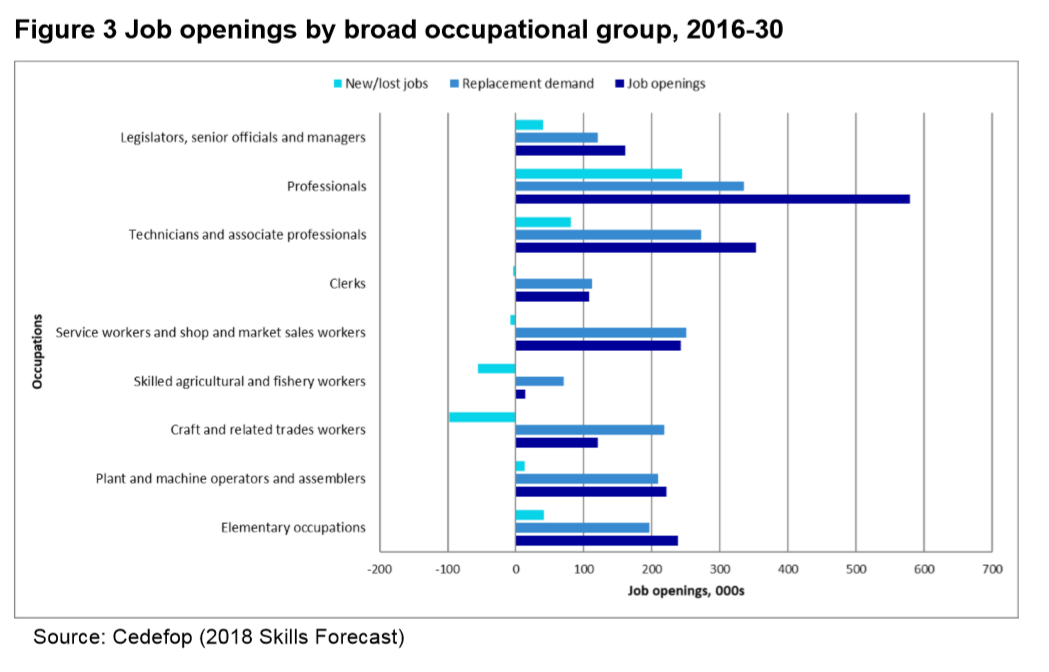
After some growth, in 2016-21, *construction* is expected to stagnate in 2021-30*. Distribution*, *transport*, and *manufacturing* are expected to stagnate both in 2016-21 and 2021-30. The *primary sector* and *utilities* is expected to be by far the fastest shrinking sectors in all periods up to 2030, driven by the decline in *agriculture*. In terms of subsector, *banking and insurance* and *health and social work* are expected to have the highest increase in employment over 2016-30, driving the increase in their respective broad sectors (*business and other services* *and non-marketed services*).



**Job openings by occupational group**

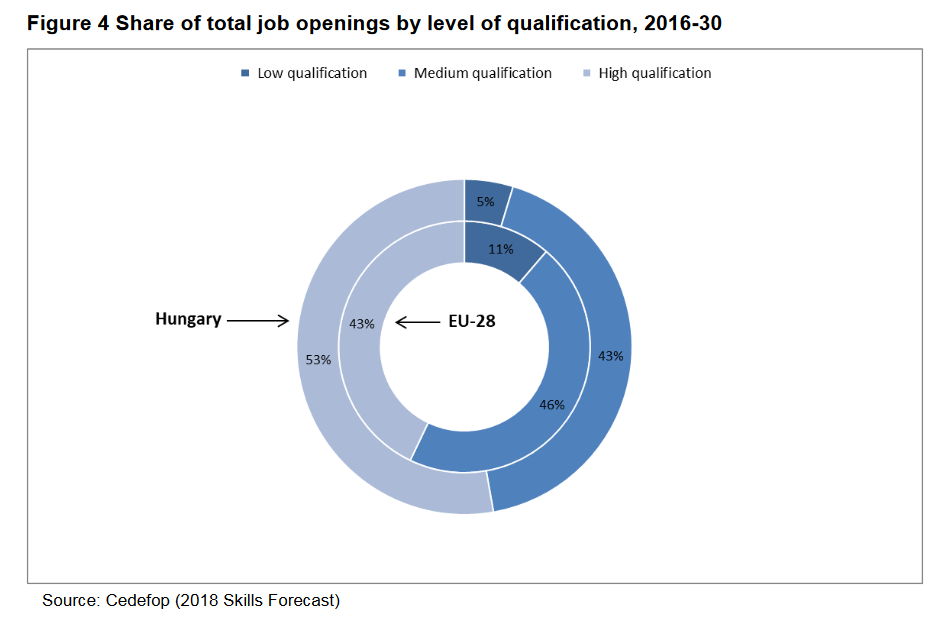
Figure 3 shows the total job openings by broad occupational group over the period 2016-30. The occupation expected to have the highest number of job openings, 42% of which are due to new jobs, *is professionals*, which accounts for 29% of total job openings*. Technicians* *and associate professionals* are also expected to provide a significant amount of jobs openings, 23% of which are newly created jobs.

*Craft and related trades workers* is expected to shrink by 2030, although the need to replace retiring workers will still provide numerous job openings. However, replacement needs are expected to be insufficient in compensating the shrinkage in *skilled agricultural* and *fishery workers*, thus creating very few job openings by 2030 for this occupation.



**Demand for and supply of skills**

Figure 4 shows the share of total job openings by qualification needs. The share of job openings requiring high-level qualifications is expected to be 53%, 10 pp above the EU-28 average, while 43% of job openings are expected to require medium-level qualifications, 3 pp below the EU-28 average. Only 5% of job openings are expected to require low-level qualifications, 6 pp below the EU-28 average



The number of job openings requiring high-level qualifications is expected to increase;

* business and administration
* associate professionals,
* science and engineering professionals
* legal, social and cultural professionals.

Highest demand occupations;

* 215.000 business and administration professionals
* 161.500 science and engineering professionals
* 139.000 legal, social and cultural professionals

90% of new job openings will relate to high-skilled occupations

Expected job openings in 2016-2030; 2 036 500 -> 1832850 are high skilled occupations

The demand for high-qualified workers is expected to exceed their supply, while the demand for medium-qualified workers is expected to be lower than the supply, possibly giving rise to skills mismatches. The supply of low-qualified workers is expected to exceed their demand over the forecast period.

**Most demanded SOFT skills according to Linkedin; [[18]](#footnote-18)**

Creativity: Organizations need creative employees who can conceive the solutions of tomorrow.

Persuasion: Having a great product, a great platform or a great concept is one thing, but the key is persuading people to buy into it.

Collaboration: As projects grow increasingly more complex and global in the age of AI, effective collaboration only grows more important.

Adaptability: An adaptable mind is an essential tool for navigating today’s ever-changing world, as yesterday’s solutions won’t solve tomorrow’s problems.

Time management: A timeless skill, mastering time management today will serve you the rest of your career.

**Most demanded HARD skills according to Linkedin:[[19]](#footnote-19)**

* *1. Cloud Computing, 2. Artificial Intelligence 3. Analytical Reasoning 4. People Management*
* *5. UX Design  6. Mobile Application Development 7. Video Production 8. Sales Leadership*
* *9. Translation 10. Audio Production 11. Natural Language Processing    12. Scientific Computing*
* *13. Game Development 14. Social Media Marketing 15. Animation 16. Business Analysis*
* *17. Journalism     18. Digital Marketing     19. Industrial Design 20. Competitive Strategies*
* *21. Customer Service Systems  22. Software Testing 23. Data Science 24. Computer Graphics*
* *25. Corporate Communications*

**According to IBS & Profession.hu; [[20]](#footnote-20)**

A good candidate communicates confidently, is good at problem solving, speaks English, has basic computer skills, accurate, can work both individually and in teams. These are the most in-demand skills besides professional knowledge according to the research jointly conducted by Profession.hu and International Business School.

Besides the hard skills, that is professional knowledge and experience, these are the soft skills – in many cases regardless of the industry or job function – that give a competitive edge to job seekers to get recruited.

* In public administration positions, communication skills and language competence are not leading the priority list. Here reliability and integrity are the most important features, together with the ability to deal with extensive workload and stress.
* For CEO and management roles, workload capacity, coping with stress are less in-demand while being confident and working independently are more prioritized.
* Client-oriented attitude is less prioritized in hospitality and tourism in jobs that require higher education degree.

**Summary:**

Hungarian employers are searching for people with good communication and problem-solving skills, with basic IT knowledge, ability to work in teams, language competences, as these are the skills that are the hardest to find.

**Regional and country policies to support people +50 in Hungary**

**Pilot Project for Quality Aging**

**1. Program name:** Pilot Project for Quality Aging

**2. Target group:** Prioritising in people over 50

**3. Territorial scope:** Regional/local

**4. Description:** The overall objective of the project was to raise the standard of eldercare in the small-village areas of the rural territories of Hungary. The primary immediate goal was human-capacity building in the public sector and in the field of eldercare. This provides an opportunity for a change of attitude and conscious activity, the involvement of elder people living in small settlements in the local community life as well as the establishment of conditions for an active and happy ageing. The second immediate goal aimed at rendering quality services in the elderly care in Alsómocsolád.

**5. Supported by:** Local Government of Alsómocsolád, Voksenopplæringsforbundet

**6 Link for further information:** <http://www.manorquality.eu/en/closing-press-release-project-quality-life-50> <http://alsomocsolad.hu/new/wp-content/uploads/2017/10/50_plusz_varosi_korosztaly.pdf> <http://www.norvegalap.hu/web/guest/minosegi-elet-50->

<http://alsomocsolad.hu/new/wp-content/uploads/2017/04/Z%C3%A1r%C3%B3-kiadv%C3%A1ny.pdf>

**Erzsébet program*-Elisabeth Program***

**1. Program name:** Erzsébet program*-Elisabeth Program*

**2. Target group:** Primarily for people over 55-60

**3. Territorial scope:** National

**4. Description**: The Foundation promotes a holiday application for 2020, in order to enhance active recreation and maintain the health of elderly people with the application of the Elisabeth Program. Only those beneficiaries who fully meet the requirements set out in this notice will be entitled to the holiday allowance. The prerequisites for the program state that before applications, the future beneficiary must be receiving old-age pension, must be 60 years of age and whose regular monthly total benefit for the year 2019 does not exceed 130,000 HUF. Furthermore, the beneficiary must not have additional taxable income. Following the successful application and selection process, the beneficiary may avail with the opportunity until 31st of december 2020.

**5. Supported by:** Magyar Nemzeti Üdülési Alapítvány-Hungarian Natonal Foundation of Recreation

**6. Link for further information:** <http://www.erzsebetprogram.hu/nyugdijasok-szamara-2020>

<https://palyazatmenedzser.hu/udulesi-palyazat-nyugdijasoknak/>

**Restart Up Community Program**

**1. Program name:** Restart Up Community Program

**2. Target group**: People over 45-50

**3. Territorial scope:** National/ Regional

**4. Description:** A reoccurring community program dedicated to assist active jobseekers over the age of 45 with labour market-specific knowledge, networking and development programs. The beneficiaries are skilled, experienced, foreign language-speaking, middle-aged intellectuals who are temporarily unable to make optimal use of their talents, qualifications and experience for gainful employment due to lack of information, professional contacts or other labour market reasons. The goal of the program is for entrepreneurs and organizations to find solutions to emerging labour shortages, and to manage them on a lasting and reliable basis with the unique values such as strategic vision, assertive goal orientation, and professional recognition of the beneficiaries.

**5. Supported by:** Aarenson, IQSOFT, John Bryce Oktatóközpont, SOLMAN Solutions for Manufacturing, Planimeter Kft., Monster Code

**6. Link for further information:** <https://www.aarenson.hu/en/> <http://restart-up.hu/>

**Idősbarát lakásprogram- Improvement of housing conditions for elderly people**

**1. Program name:** Idősbarát lakásprogram- Improvement of housing conditions for elderly people

**2. Target group:** People over 55-60

**3. Territorial scope**: National/ Regional

**4. Description**: The aim of the programme is to enable senior people to live independently in their own homes for as long as possible. The project will allow to make the necessary technical modifications and accessibility improvements in their homes for safe and independent use, which will improve the living conditions considerably. The goal is to turn the attention of local policymakers to the challenges of aging and to provide caregiving organizations with safer, better quality care through effective complementary tools. It is particularly important that the program goes beyond the essential standards of care required by various laws and regulations and it further improves the quality of life of local communities. In addition, it broadens the scope of the institutional system concerned with the care of elderly people.

**5. Supported by:** Western Regional Centre of Hungarian Charity Service of the Order of Malta, Local Government of Győr

**6. Link for further information**:

<https://europa.eu/youth/volunteering/organisation/946270212_en> <https://maltai.hu/assets/uploads/files/88e40-lak_idsek_lakhatsa_plyzati_felhvs_2019.pdf>

**Non-formal education for people +50 in Hungary**

**Tisztelet Társasága Tanfolyam**

**1. Program name:** Tisztelet Társasága Tanfolyam

**2. Target group:** Prioritising in people over 50

**3. Territorial scope**: Regional

**4. Description:** A relatively short-term program, which offers a glimpse into the world of hostesses and modeling to participants. The program is primarily looking for people over the age of 50, and places heavy emphasis on many aspects of a successful host/hostess and modeling career. During the meetings, the participants learn marketing, protocol, communication, gestures, posture, and makeup techniques. The program closes with a celebration, where certificates are distributed. Furthermore, for an entire year afterwards, the agency lists the participants in their database, providing job opportunities for their models.

**5. Supported by:** Voila Hostess és Modellügynökség

**6. Link for further information:** <http://voilahostess.com/tag/50-felett/>

**Ezüst Gazdaság Kiállítás és Vásár/ Silver Economy IDSKHU/1601**

**1.** **Program name:** Ezüst Gazdaság Kiállítás és Vásár/ Silver Economy IDSKHU/1601

**2. Target group:** Specifically people over 50

**3. Territorial scope:** Regional, in partnership with Slovakia

**4. Description:** The project scouts and measures the enterprises, companies, organizations connected to the target group, and offers a funding to the preparation for the development of a network in the regions near the border. They organized conferences, courses and they granted free exhibit options. During open events, the aim was to overcast the negative image of the aging process. Several free educations, conferences, presentations in the 6 counties connected to the program area had been offered, namely in Győr-Moson-Sopron, Komárom-Esztergom, Nagyszombat, Nyitra, Pest, Pozsony, and also a monumental exhibition and fair with at least 125 exhibitors in Komárom.

**5. Supported by**: Implemented by Rába-Duna-Vág Európai Területi Társulás(RDV ETT) and partners: Kisalföldi Vállalkozásfejlesztési Alapítvány, Komáromi Regionális Fejlesztési Ügynökség, Szenc-Bazini Regionális Fejlesztési Ügynökség, supported by Interreg VA Szlovákia-Magyarország Együttműködési Program

**6. Link to read more:**

<http://www.vercse.hu/felhivas-kiallitason-valo-reszvetelre/> <http://www.skhu.eu/funded-projects/silver-economy> <http://skhu-silver.cic.kva.hu//#/about>

**Telekom Smart Digital Program**

**1. Program name:** Telekom Smart Digital Program

**2. Target group:** 50+ citizens as well as students

**3. Territorial scope:** Regional

**4. Description:** Telekom’s Smart Digital Program aims to develop Hungary's digital maturity and literacy. The company trains volunteers to give 45-minute coaching lessons for people over the age of 50 in primary and secondary schools on the safe and conscious use of the internet, where the trainers are the students themselves. In the past four years more than 62 thousand students took part in the program, ranging from several cities, such as Budapest, Veszprém, Várpalota, Miskolc, Kazincbarcika, Ózd, Szeged, Kecskemét, Pécs, Szombathely, Győr, Sárvár, Debrecen. The program reaches out to approximately a thousand people on a monthly basis, and the students can complete their compulsory community school service, should they attend as trainers. Any nonprofit organisation may participate in the program, mantling the responsibility of supervision, communication between partners, and the certification of the school service hours for the students.

**5. Supported by:** Telekom Hungary, Hintalovon Child Rights Foundation

**6. Link for further information:** <https://www.telekom.hu/about_us/company/telekom-for-digital-hungary/development-of-digital-skills> <https://www.napi.hu/tech/magyar-telekom-nyugdijas-oktatas.694621.html>

**Senior Egyetem /Senior University**

**1. Program name:** Senior Egyetem /Senior University

**2. Target group:** 50+ citizens

**3. Territorial scope:** National/ Regional

**4. Description:** A series of events under the name Senior University or University of the Third Age (Szenior Egyetem, Harmadik Kor Egyeteme) has launched a variety of courses, specifically for the older generation, in order to maintain their mental wellbeing, as well as their activity and open minded attitude to the challenges of the changing world. Learning, acquiring knowledge, and being open to the world is very important over the age of 50, which is why it is recommended to take advantage of these free opportunities. The courses mentioned, are set to aid with the acquisition of new literacy and knowledge, and allow insight to several interesting topics for the audience. The aspect of building connections and relationships is another crucial element of the aforementioned courses.

**5. Supported by:** Pázmány Péter Catholic University, University of Debrecen, University of Kaposvár, University of Pécs, Eötvös Loránd University

**6. Link for further information:** <https://btk.ppke.hu/karunkrol/pazmany-szenior-egyetem> <https://unideb.hu/en/node/2015> <http://alumniam.ke.hu/> <https://www.ppk.elte.hu/en/> <https://senior.hu/szenior-egyetem-nagyszeru-ingyenes-lehetoseg-az-50-feletti-tanulasra/>

**Nyugdíjasok Óbudai Akadémiája- Pensioner’s Academy of Óbuda**

**1. Program name:** Nyugdíjasok Óbudai Akadémiája- Pensioner’s Academy of Óbuda

**2. Target group:** 50+ citizens

**3. Territorial scope:** National/ Regional

**4. Description:** „Learning is never too late” states the motto of the Pensioner’s Academy of Óbuda. The program began its lectures on September 15, 2011, and will be hosted by the Academy on Thursday, September 20, 2018 from 2 pm. Lectures will continue every Thursday from 2:00 pm, with free admission for anyone over the age of 50, and attendees who participated on at least 9 of the 12 occasions will receive a certificate. Pre-registration is not required in order to attend the lectures. There are many a topics covered during the discussion from a wide range of topics, including the social status and job opportunities of the elderly, theories of extending age, or a general overview of the internet. The lecturers are university and labour market experts with considerable knowledge and experience on their topics. Following the one-hour presentations, those interested will have an informal conversation with the lecturers in a workshop alike setting.

**5. Supported by:** King Sigismund University

**6. Link for further information:** <http://karrier.zskf.hu/nyugdijasok_akademiaja/akademiarol>

**Interviews with stakeholders and workers +50**

Characteristics of target group

For the purposes of this research, the questionnaire was addressed to 7 people over 50 years of age, who were both employed and unemployed at the time of completion. Their sector of employment included retail, education, taxi driver, beautician and administration. Because of the pandemic situation personal meetings were not possible, therefore interviewees were asked to complete the questionnaire that was sent to them online or were interviewed on the phone. There were altogether 2 men and 5 women out of the 7 respondents. Their average age is 55 years of age. All participants live in Hungary and their mother language is Hungarian. Most questionnaires were filled in in Hungarian, some are in English.

Target group needs analysis and view of skills in today’s labour market

The answers for the question on how updated people over 50 in skills required by the labour market the answers were remarkably diverse. Some strongly believe that this generation is lagging behind in upskilling and would definitely need further training in some areas while others believe that they tend to upskill themselves and keep pace with changes. There were also respondents who thought that in certain sectors or environments it is not needed to get upskilled in new areas, people either get skilled “on the move”, or simply routine and experience as well as already existing skills can help them overcome usual challenges.

All participants believe that there are a lot of strong points of workers over 50 years old. The most frequently mentioned ones are experience, patience, confidence, precision, self-knowledge, persistence, analytical skills. Contacts and networks as important aspects were also highlighted. Interestingly, some respondents also mentioned safe and stable family background as opposed to young people whose energies might be shared on establishing a family. is experience and all the skills that come with it.

As for weak points, participants believed that the weakest point of workers over 50 is a lack of IT skills, speaking foreign languages and knowledge about new technologies, especially when compared with their younger co-workers. Other weak points that were mentioned by the target group are getting slower, might be facing medical problems, lost flexibility and loss of motivation over the years of work. Routine overruling creativity might also be a common problem. Here family was mentioned too. Although most people at this age have a family, and not need efforts to establish one or to raise children, people at this age value more family than career.

The target group at its majority believes that the weak points of workers over 50 years can be dealt with training and seminars. Others mentioned factors like relaxation, sport and devoting time to personal wellbeing.

When the participants were asked about the fears that companies have to offer jobs to people over 50, most people mentioned that stiffness at work, supposed inflexibility and lack of up-to date skills are the main factors that prevents companies from hiring senior workers. Furthermore, being overeducated like having too many degrees, too much experience makes them less likely to be driven, and this might discourage companies as well. Finally, the increased chance of getting ill was also mentioned as a factor.

To deal with the fears mentioned above, most respondents require a mentality change mainly from the employer. Getting more flexible and exploiting added values of the aged workforce could be an asset. They might need a different way of receiving tasks and being explained about details. Patience flexibility and appreciating experience and knowledge are key words for employers. On the other hand, self-education and on-site education for the age group could be useful.

All participants had heard of the term “soft skills” but not all of them knew what skills to relate to them exactly. Before answering the questions, soft skills were explained briefly mentioning some examples for orientation. All participants believed that soft skills are necessary for effective work performance as well as for finding a new job. Two of the respondents had never been on a job interview but believed that it could be an important aspect when applying for a new job. Others mostly stated then when interviewed they did not receive a direct question about their soft skills, but soft skills were monitored via behaviour and answers to other more specific questions.

When asked about which soft skills they considered vital for helping them keep their job, or find new employment, the majority of participants indicated that communication skills, cooperation, empathy, problem solving are the most important soft skills. Other skills that were mentioned were openness, initiative, patience, self-reflexion, interest and creativity.

All participants considered communication as key to successful working. Digital and language skills were thought to be essential to find or keep a job in most cases.

When the participants were asked in which skills they would like to be trained, most indicated that communication (including, but not solely foreign languages) and digital skills are the most important subjects. Some would welcome a course on assertively or assertive communication.

Characteristics of stakeholders

The stakeholders were from a broad selection of candidates, specifically chosen to represent employers and workers over 50 years of age. Several stakeholders were contacted, however due to the pandemic issue, many have decided not to share information due to lack of time. In total, 7 had been taking part in the interviews by either face to face, via phone call, or they have completed a questionnaire which was given to them either in printed form or by online means. There is a balance between the candidates where representatives of younger generations have spoken about the situation of 50+ workers, in order to achieve a more varied result. The candidates work in several sectors such as education, agriculture, human resource management, building industry, and retail.

Stakeholders needs analysis and view of skills in today’s labour market

Some stakeholders believe, that people over the age of 50 are not entirely aware of the required skills in today’s labour market. A very important factor is the differentiation between several sectors where every employer holds different interests and viewpoints regarding their employee’s skills, therefore the confusion is derived mostly from the unawareness of these specific requirements, and the predetermined mindset over the effectiveness of the younger generation’s work, in addition to the lack of effective heuristics.

Stakeholders have concluded, that amongst the many qualities regarding 50+ candidates, one of their strongest suits is work experience, while the other one is the extensive web of connections. Other important factors are consistency, stable workflow, and dedication should the employers invest time and effort into the education of their employees over 50 years. In addition, the extensive knowledge they possess may bestow them opportunities to expand within their job positions and possibly offer wisdom in other matters at hand within the borders of the company.

Stakeholders claimed in general, that the lack of IT skills in the 50+ generation in Hungary are causing difficulties when applying for a position. However, many have added that it is usually not the competence of the candidate what causes such problems as they are capable of learning the usage of these technologies, but rather the lack of interest, insecurities, and overall being tired of working. In addition, IT technology is rapidly changing in every sector, and as the work language is heavily influenced by English language, it affects every generation regardless of work morals. Members of the 50+ age group, clasp their hands tightly around their skills, and often guard their knowledge viciously, in fear of being outsmarted, outmanoeuvred or denied, compared to members of the younger generation. This mentality, and the distrust towards younger co-workers make them insecure towards new technologies, challenges, and render them in a defensive posture, rather than a balanced and positive mind state. Other such weak areas are the unchangeable, strong morals and beliefs, predetermined, stiff ways of thinking, adopting to new processes, and accepting guidance from members of younger generations. Summarising the results, it is safe to say that in Hungary, a lack of adaptability, willingness, IT and language skills are the weakest points of workers over 50 years of age.

While expressing the need of training for such workers to effectively reintegrate them back into the job market, the stakeholders claimed that a training is not necessarily enough to deal with all the weaknesses of the workers, as a big step is required to leave behind the past, which is indifferent to training sessions or seminars. More precisely, a step towards the future and opening up to changes is posing a mental challenge, that older workers must accomplish in order to become interested and eager to continue working. The thrill of learning, and discovery must reach these people in order for them to feel motivated enough to apply for jobs and search for information regarding a position they wish to apply for, as we are living in an era where there are several positions in the market which have never existed years ago. On the other hand, training opportunities are scarce, and quite recently, changes have been implemented in Hungary regarding the education system concerning adult education, which makes it even more difficult to convey the message of rediscovery and in a sense, self-discovery to the target group.

Some of the obstacles that senior workers face when they try to get back in the labour market, are a lack of flexibility and willingness to acquire knowledge of new technologies and environments. There is a certain danger of discrimination and uncertainty from the side of employers towards workers over 50 years of age, despite the fact that legislations forbid such a behaviour, but most of these are not derived from the incapability of the applicant but more of a personal, subjective reason, and prejudice, but this is very difficult to trace back. Additionally, especially nowadays, if the management consist of young people, they rather choose a younger candidate for the position to facilitate the synergy between the team and the new member. The younger worker is easier to control, and handles change better than older candidates, as they tend to be more afraid of changes, seeking sure points which is another controlling effect on their overall flexibility. Age plays a role in the overall stamina of the candidate, but essentially it does not play a significant part on the selection process, as generally, the management selects candidates deemed to be capable of fulfilling the job role, and quite many times they favour a more experienced colleague who doesn’t require a lengthy onboarding process . On the other hand, employers tend to forget how crucial onboarding is for everyone, and aim to decrease this time, despite the fact that the onboarding process is crucial in every field in the labour market. The lack of knowledge of IT technology is causing confusion for some members of the 50+ age group, but essentially they are capable of learning the necessary means to utilise them, it is generally believed that the lack of will to learn is a more influential factor when it comes to IT technology Finally, according to a stakeholder**, letting go of stiff heuristics, such as distortion and representativeness** is the major issue, where 50+ workers are being stuck in the mental state of “This is how it should be” and “I knew this was bound to happen.” which hinders their processes in the attempts of finding positions for themselves in the current job market.

Aside from weak digital competencies and language skills, the stiff mind state and the resistance to change affect senior workers, where they claim to not possess enough time to immerse themselves into the “world of the young people„ and often cling to outdated processes. One such example emphasized by a stakeholder wasthe **quality of CV’s** sent by the senior workers to apply for job positions. These factors may picture them unattractive to companies and employers.

Stakeholders agree, that some aspects can be solved via trainings or courses, focusing on specific problems, like the lack of language skills or the improvement of computer skills, but essentially a bigger step is required in self-discovery to leap over the chasm difference between the generations, and essentially they must reacquire the willingness to learn in order to commence the journey of self-improvement.

The interviewees were well informed about soft skills, however they claimed that soft skills alone are insufficient to maintain a position without the necessary addition of technical, or hard, skills, as these skills are inseparable from one another. Stakeholders agree with the fact that soft skills are vital in the workplace to maintain a synergy between employees, enhance and nurture proper communication, build a trusting, and in a sense, lasting community. These skills are essential for job seekers to land successful interviews and convince employers that they are needed within their teams. Stakeholders believe, that **onboarding processes** and **mentor systems** are a great way to establish the necessary training of soft skills for even senior members of our community. And the employees should have an open mind to be able to gain the necessary knowledge for the job. These processes also aid to improve the efficiency of team work and simply working together in the long run. A senior worker may possess top notch hard skills, but the lack of soft skills can hinder the processes of acquiring jobs immensely. Accordingly, in a short term, either the employer will reject them, or should they be given a trial period in the job, the colleagues might create an atmosphere where the candidate feels unwelcome, and leaves without “encouragement”.

Without hesitation, stakeholders agreed, that the most necessary soft skills for today’s labour market are the capability to adapt well to situations and new environments, effective, clear and open communication, trust, patience and tolerance, the need of problem solving and openness to change, courage and positivity, networking, work ethic, time management, teamwork attitude, and the ability to resolve conflicts. Narrowing down the scope, communication, adaptability, courage and openness to new technologies are highlighted by stakeholders as soft skills which require improvement.

Looking at the digital and language skills, some stakeholders claimed that they are useful tools to maintain a position. However, regarding both these and soft skills, many stakeholders agreed that the necessities are heavily dependent of the type of position the candidate is applying for, which is entirely **sector specific.** On the one hand, a stakeholder claimed that even the utilization of the machinery in a granary nowadays is largely governed by computers and artificial intelligence, and in order to be able to control and understand the processes, basic IT knowledge is absolutely essential. On the other hand, some jobs require little to no language skills, and should the employees have a basic knowledge of digital devices, upon the arrival of a new regulation, or the introduction of a device, the employees receive education about it. Nevertheless, these skills are useful to have regardless of position. Stakeholders generally agree however, that a basic IT knowledge is required in today’s digital world where the maintenance of communication channels, and almost every administrative task happens Online.

Conclusions

To draw the final conclusion of the questionnaires and interviews towards the target group of 50+ job seekers and workers, and the stakeholders of this target group in general, revealed that there is a need for raising awareness regarding soft skills and their meanings in general, to be able to provide knowledge for this generation about their importance in today’s labour market. Digital competences and language skills are also required to perform well not only on a future job interview, but later on, while working for different employers in a diverse field of sectors. More specifically, both groups agree that the necessary skills include communication in both traditional and computer assisted manner, assertivity or assertive communication, the improvement of a basic digital understanding, openness and adaptability, as well as patience and tolerance. The majority of the interviewees in general, agree that new employees should be well versed in, the aforementioned skills, as well as openness, initiative, patience, self-reflexion, interest and creativity, in order to become more appealing for employers.

All participants considered communication as key to successful working. Digital and language skills were thought to be essential to find or keep a job in most cases. Trainings are essentially needed, and many interviewees requested it to be concerned with the topic of communication (including, but not solely foreign languages) and digital skills. Finally, the conclusion of the research is that there is an apparent hiatus on trainings targeted specifically at workers over 50 years of age to help them back into the labour market, and to improve their soft skills, digital skills, and language skills in general to meet the standards of the recent changes and requirements.

# Italy

## The labour market in Italy

At the end of 2018 in Italy over 23 million people were employed, including “dependent” and “independent / self-employed” workers. The “dependent” were 17,896,000 while the "independent” were 5,319,000". The overall employment rate was 58.5% and the unemployment rate was 10.6%.

Of the more than 23 million employed, around 8.5 million belonged to the age group + 50 years. The +50 employment rate was 53.7% while the unemployment rate was 5.7%.

In 2018 the "unemployed" +50 (in search of work) amounted to 262,000 units.

Always in 2018 the "inactive" +50 (discouraging who no longer seek work) were 3,522,000.

The number of Italian workers aged between 55 and 64 has increased from 569,287 in 2000 to 1,588,923 in 2016, a figure almost tripled over the course of fifteen years.

**The most requested professions in Italy**

Electrical engineers, electronic technicians, insurance and real estate agents, analysts, software designers, installers, maintainers, computer equipment repairers and electric welding specialists. These are some of the most difficult professions to find on the Italian labor market, according to data compiled in the last Excelsior Report by Unioncamere "The demand for professions and training of Italian companies in 2018". The share of figures that are difficult to find is in further growth compared to the trend of previous years and stands at 26.3% in 2018 compared to 21.5% in 2017: compared to the planned revenue, in one case out of four companies report a difficulty finding candidates in line with the profiles sought.

From the analysis by professional categories (Table 1) it results that the difficulty, as well as for the managers, is concentrated both on technical and highly specialized figures, and on those with medium specialization. At the territorial level, the most critical issues are recorded above all in the northern regions (in particular in the North-East); however in the South, where unemployment rates are more than double compared to the North, the difficulties in finding still concern about one worker in five and for the more qualified figures they are greater in the South than in other areas of the Country (this is the case of the executives and intellectual, scientific and highly specialized professions).

Tab.1 - Entrances programmed for large professional groups, finding and territorial distribution (Absolute Values - AV - ​​and % share of the total)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Expected entrances (AV)** | **Quote% of entrances difficult to find** | | | | |
| **Total** | **North-West** | **North-East** | **Center** | **South & islands** |
| **TOTAL** | 4.553.980 | 26,3 | 27,6 | 30,7 | 24,6 | 21,8 |
| **1. Manager** | 10.320 | 50,4 | 45 | 56,1 | 51,2 | 57 |
| **2. Intellectual, scientific and highly specialized professions** | 254.470 | 38 | 37,6 | 43,2 | 33,7 | 39 |
| **3. Technical professions** | 602.620 | 37,5 | 38,8 | 39,5 | 35,4 | 35,3 |
| **4. Employees (white collars)** | 400.410 | 19,5 | 18,3 | 21,6 | 21,7 | 17,1 |
| **5. Qualified commercial and service professions** | 1.238.140 | 22,1 | 23,2 | 26,8 | 21 | 17,6 |
| **6. Skilled workers (blue collars)** | 697.400 | 37,6 | 42,2 | 44,5 | 34,5 | 27,6 |
| **7. Machine conductors** | 649.230 | 26,5 | 25,4 | 32,1 | 26,5 | 21 |
| **8. Unskilled professions** | 701.390 | 12,1 | 11,2 | 16,2 | 9,1 | 11,8 |

Source: Unioncamere-ANPAL, Excelsior information system

Looking at the ranking of the first thirty professions due to difficulty in finding, it emerges that about two thirds of the figures belong to the category of technical professions in the industrial sector (electro technical, electronic and mechanical technicians) and of the service sector (for example insurance agents, technical programmers , real estate agents). In the electronics and IT sector, on the other hand, there is a significant demand for figures that are not easily available on the market at different levels of specialization, from electrical engineers, software analysts and designers, maintenance technicians and computer equipment repairers to electric welding specialists.

The reasons behind this mismatch between labour supply and demand can be different and inevitably also depend on the level of skills required. The most qualified figures are generally difficult to find due to the limited number of candidates, while the technical and specialist professions of average qualification can be so also because the companies consider their level of preparation to be inadequate. A further possible explanation on which the Report pays particular attention is the lack of information: for some professionals, there are adequate or convertible skills in the short term, but companies struggle to find channels for adequate selection and, even when contact occurs, it is generally limited to the neighbouring territory (currently only 25% of companies broaden the scope of research to meet their needs).

In the IT sector, also with a view to the future, the meeting between labour supply and demand is particularly critical. Faced with a growing demand for digital skills, companies complain about a certain inability of the training system to provide the necessary technical skills. In line with the general trend, for the most qualified profiles (graduates) companies report that the difficulty of finding depends more on the scarcity than on the inadequacy of the candidates, while for those with medium specialization (for which a secondary diploma is required or post-secondary) in one case out of four the difficulty of finding is due to the inadequacy of the candidates.

And yet, the IT sector will remain one of the most attractive in the near future. The latest forecasts prepared by Unioncamere estimate that in the next 5 years, workers with specific mathematical and computer skills, digital or connected to the so-called "Industry 4.0" will be particularly required (just to name a few examples, experts in data analysis, IT security, in artificial intelligence and market analysis).

The Report emphasizes that estimates about the extent to which the expressed needs may be met are not achievable, precisely because of the high mismatch between the professions and skills required and those actually available. However, the risk is that the structural changes taking place in the labour market (the so-called megatrends, such as digitization and technological progress, the consequences of climate change and the aging of the population) tend to further widen this gap.

The real challenge then lies with the training system, which is currently struggling to adapt its supply, in terms of both the conception and implementation of study paths and the development of an effective placement policy, in order to concretely facilitate the meeting between job demand and supply.

**The most requested skills in Italy**

The increase in workers over 50 highlights the need to combat and, if possible, anticipate the risks of professional obsolescence, transforming a "problem" into a resource for the Italian production system.

The demographic trends in place force the labour market to come to terms with the need for interventions to support the employment of workers over 50 who, complicit with the increase in longevity and the gradual postponement of retirement age, represent a of the age groups most growing in Italy in terms of employment. If, on the other hand, one side of the coin is undoubtedly represented by the introduction of measures aimed at increasing outgoing flexibility, on the other hand job redesign strategies that are useful to create more favourable working environments for senior employees or their staff seem increasingly urgent use strategies that do not underestimate the importance of offering the over 50 all the tools necessary to acquire the skills, first of all digital, necessary to keep up with the fourth industrial revolution.

A push towards digitalisation that offers important employment opportunities, but at the same time poses questions of no lesser importance, first of all that of the obsolescence of professional skills. The data of the last Report on the competitiveness of the productive sectors show how in Italian companies the greater propensity to digitalization has actually been accompanied by a greater creation of jobs: in particular, among the so-called "Digital accomplished" (high capital and high digitization) ) and "Unfinished Digital" (medium-low physical capital, low human capital, high digitization), one company in two has increased jobs by at least 3.5%, a value above the overall average and over five times higher to that of non-digitized companies.

As expected, the towing is particularly strong for the ICT professions but, although the digital transformation has not yet "upset" the labour market in all its sectors (probably due to the still limited permeability in some areas), it is already evident, and not only within the ICT sectors, a very high mismatch between the digital and transversal skills required and those actually held by the workers.

In this context, particular attention should be paid to the over 50s: on average, 40% of the workforce in Europe at that age has no digital skills, while 14% do not have adequate skills. And, often, one of the major obstacles to digital enjoyment is also represented by the lack of knowledge of the English language. A logical answer to the problem lies then in training: an apparently obvious solution, but in truth perhaps not so "obvious" if we consider the data collected by IPSOS for Google, according to which in 2014-2016 only 14% of workers over 50 interested by the research, had the opportunity to take advantage of training activities in the digital field.

Moreover, if the production context is today such as to require even the youngest employees to constantly update their knowledge and skills (indeed, the attention towards the "over" has perhaps partly masked this problem), the growing presence of senior workers can only represent a further push of active policies for work, on the one hand, towards continuous on-the-job professional training models and, on the other hand, towards possible outplacement and redevelopment solutions implemented through targeted training and tailored. All without underestimating the active involvement of the workers themselves and the possibility of establishing a virtuous reverse mentoring process, facilitating the exchange of skills not only from junior profiles to more senior ones, but also in the opposite direction.

**As part of Cedefop's forecasts for Italy**, competencies are determined by the highest level of qualification held by individuals in the workforce and in employment. They distinguish three levels, high, medium and low, which correspond to the official ISCED classification. The professional group also offers an indication of the level of skill required, as some professions (e.g. professionals) generally require high-level skills, while others (e.g. elementary) generally require only basic ones. Therefore, even professional groups are connected to a skill level.

According to Cedefop Report the shares of open positions for qualification needs 37% of job opportunities should require a high level of qualification, 6 percentage points below the EU-28 average. 49% of job opportunities are expected to require an average level of qualification, while 14% will require low qualifications, with both figures 3 percentage points higher than the EU-28 average for both levels.

The number of job opportunities that require a high-level qualification should increase for traditionally highly qualified professions such as professionals associated with business and administration and health professionals, as well as teaching employees and professionals.

Future trends in labour supply depend on the size of the working-age population (defined as 15 years of age or older), labour market participation rates and the extent to which people acquire formal qualifications.

In Italy the percentage of workers with high-level qualifications is expected to increase until 2030, while remaining will below the EU-28 average. The percentage of workers with mid-level qualifications should remain stable at around 48%, while the percentage of low-skilled workers should remain slightly above the EU-28 average.

The demand for highly qualified workers is expected to exceed supply, possibly creating misalignments of skills as medium-skilled workers could be used to fill unmet demand. It is expected that low-skilled workers will be in surplus in the forecast period.

## National and regional policies to support +50 people in Italy

Italy, compared to the main European countries, has only taken the first steps towards concrete policies in favour of active aging: in light of the inexorable aging of the population, it becomes more and more urgent to define the strategies to adopt to strategically rethink the role of over 50 workers.

The current European context is compared with the phenomenon of the progressive aging of the population, which is accompanied by a progressive reduction of the young population and of that in adulthood. These demographic changes, now part of a trend that will surely accompany our societies for many years, should lead to a gradual restructuring of the economy with the aim of moving productive structures, welfare structures and consumption by young people (in a net and constant decrease) towards the older sections of the population. In Italy, as in most of the European Union, the aging of the population and the workforce is the consequence of two main factors: on the one hand, the increase in life expectancy and on the other, the parallel decrease in the rate birth rate, after the record results recorded in the Fifties and Sixties.

The data on future trends regarding the aging of the Italian population highlight the need to rethink the role of workers over 50 within a labour market which, due to the increase in life expectancy and the recent rise in age pensionable, will have to face, in the coming years, with an ever increasing presence of workers over 45/50 years old. In this framework, it is therefore necessary to design active policies to promote the so-called active aging, that is, forms of active aging of the population.

The management of the worker over 50, in fact, requires urgent interventions focused on two main elements: on the one hand, action must be taken to make the workplace more suitable for older workers by modifying the organization of work, deeply innovating it; on the other hand, it is necessary to operate in such a way that the elderly worker is able to acquire all those skills that are necessary today, primarily digital ones, increasingly central to the fourth industrial revolution in progress. In this regard, first of all, the corporate welfare tool should be strengthened with a view to fostering the health and well-being of older workers by providing, for example, packages of check-up services and periodic preventive checks, or the development of initiatives to encourage healthier lifestyles and physical activities in employees. Together with the aforementioned welfare measures, a reorganization of the workplace (the so-called Job-redesign) is of primary importance, rethinking the entrepreneurial and productive organization by creating an environment more favourable to senior workers, with a decrease in the physical effort borne by the workers, especially in highly repetitive jobs.

Furthermore, within active aging policies, it will have to be adequately reorganized, not only the working environment, but also, and above all, the ways in which work performance is performed, with a decisive propensity for flexibility of times, places and working methods with the aim of improving the balance between private life and work. In addition to the recently approved agile work (smart working), we should focus on modulating the daily and weekly schedules with personalized flexibility choices, to which the possibility, for senior workers, of reducing working hours (through the recourse, for example to part-time work) in the periods immediately prior to retirement.

Furthermore, a greater presence of senior workers in the company will be accompanied by the need to adequately exploit the know-how possessed by them, with the aim of transferring these skills and knowledge to younger employees. In this regard, in fact, the role of workers close to retirement will have to be enhanced in order to facilitate exchanges of experience and skills through work teams with different age groups in which to exploit the workers in question as tutors able to create added value thanks to their professionalism.

Finally, the growing presence of senior workers, for whom an intense work of re-skilling and up-skilling is necessary in order to adapt the skills possessed by them to the ongoing technological change, must push active labour policies, on the one hand, towards models of continuing professional training on the job and, on the other, towards forms of assistance for relocation carried out through the support of targeted and tailored training.

Italy, compared to its main European partners, has only taken the first steps towards concrete policies in favour of active aging. It is therefore necessary, taking into consideration the European best practices (Germany above all), to start a virtuous process in which, on the one hand, the State concentrates its efforts towards policies aimed at favouring the active aging of the population and, from the other, companies realize these policies through a wise rethinking of the productive organization.

In 2001, when the Lisbon Strategy set the employment rate target for the 55-64 age group at 50%, compared to an EU average of 38% at the time, the Italian rate was 28.1%.

With reference to 2017, the Italian employment rate has gone up to 52.2%: the European differential remains broad, but the European target has been reached and with rates proportionally higher than in other countries.

Hence the need for a (new) age management strategy which, going hand in hand with the assessment of the factors that affect the ability to work and, in particular, to perform certain tasks, helps to achieve the best possible matching between the needs of the company and the skills, experience and needs of workers over 55. Two, in particular, the key points on which to act: the reorganization of working methods, for example by using, where possible, flexible or telework solutions and smart working, and the reorganization of the work environment with measures that minimize displacement, for example, and promote productivity growth.

All without neglecting another fundamental element, that of training as a tool to counteract, and if possible, anticipate the risks of obsolescence of professional skills. Moreover, in the light of the fourth industrial revolution taking place, the problem of skill mismatch is actually a problem transversal to several age groups. Indeed, if the productive context is today such as to require even the youngest employees to constantly update their knowledge and skills (indeed, the attention towards the "over" has perhaps partly masked this problem), the growing presence of workers over can only be a further push of active policies for work, on the one hand, towards continuous on-the-job professional training models and, on the other hand, towards possible outplacement and redevelopment solutions implemented through targeted training and on measure.

**Name of the program: Law 183/14 of 10-12-2014 and then with the eight legislative implementing Decrees**

**Target group:** All the unemployed and unemployed people who declare themselves immediately available to work and to the workers who are beneficiaries of income support instruments in the context of employment at risk of unemployment

**Territorial area:** National - Italy

**Description:** Labour policies represent a right / duty of every single citizen, which the institutions must guarantee by means of implementation methods that they increasingly bring together and in a public and private network.

The new model of LABOUR POLICIES (ACTIVE + PASSIVE) is based on a preventive approach to the problem of employment: it is necessary to intervene on the causes of unemployment (active policies) and not only had to face the problems linked to the absence of work (passive policies).

LABOUR POLICIES are the set of public programs and interventions aimed at:

* regulating the labour market by legislating on topics such as: the functioning of services for work, the regulation of labour relations, the rules on health and safety, etc.;
* promote employability and job placement of people who are in a condition (registry and psychophysical) compatible with the job and who are seeking or have lost their jobs;
* facilitate, through ad hoc measures, the employment and maintenance of the employment of the weakest people who are on the margins of the market and of society;
* Guarantee and provide forms of monetary income support for those in difficulty in employment, according to the requirements of specific regulations.

 ACTIVE AND PASSIVE LABOUR POLICIES are addressed to all unemployed people who immediately declare themselves available to work and to workers who are beneficiaries of income support instruments in the context of an employment relationship at risk of unemployment.

LABOUR POLICIES, unlike the past, therefore establish a closer correlation between ACTIVE and PASSIVE POLICIES, and based on the "principle of conditionality". It is no longer possible to benefit from a passive policy (i.e. indemnity to support the income provided by the INPS – Italian National Institute for Social Security) without at the same time activating an active policy (i.e. the active search for employment and / or reintegration into the productive system, a training course, etc.)

**Supported by:** Ministry of Labour and Social Policies DD / 153/111/2015

**Link to read more:** https://www.lavoro.gov.it/Pagine/default.aspx

**Program name:** Marche Regional Executive Plan for the implementation of the Project financed by the Active Labour Policies Fund - 2014 Annuity

**Target group:** 1600 unemployed Over 50 including the unemployed who received social safety nets in the manufacturing sector (with priority in the Wood and Furniture sector). Activated Actions:

- Skills assessment - individual meetings;

- Profiling;

- Relocation - assistance in finding a new job + orientation;

- Voucher re-location;

- Vocational training courses;

- Training courses for under-50 entrepreneurship;

- Training courses for self-employment over 50;

- Internships;

- Interventions to support the creation of companies for under 50s;

- Interventions to support the creation of companies for over 50s.

**Territorial area:** Regional - Marche Region

**Description:** Encourage the reintegration into employment of users of social safety nets and involuntary unemployed workers through the strengthening of active labour policies, also through experimentation with the relocation contract.

**Supported by:** Ministry of Labour and Social Policies - FSE - FEG

**Link to read more**: http://www.regione.marche.it/Regione-Utile/Lavoro-e-Formazione-Professionale

## Non-formal education for people +50 in Italy

ISTAT in its 2017 research report entitled "THE PARTICIPATION OF ADULTS TO TRAINING ACTIVITIES" provides detailed information on this phenomenon, above all because it allows the analysis of results by age group and gender.

In 2017, it is estimated that 38.8% of people between the ages of 18 and 74 have completed at least one formal or non-formal training activity, an increase of around 4 percentage points compared to the previous survey in 2012.

Participation in formal and non-formal training activities is higher among men (40.8% against 36.9% of women) and very high among graduates (70%).

Among the employed, the largest share is among the highest job positions: 68.1% managers, entrepreneurs and freelancers; 37.9% workers and 31.5% employed in unskilled professions.

The non-formal training courses, which do not allow the acquisition of academic qualifications, are followed by 37% of people aged 18-74 (31.4% in 2012).

In non-formal education, 36.2% of people attended a course for personal interests, 41.8% for professional growth; 24.7% did "training on the job"; 31.7% took part in seminars, conferences, workshops and 3.8% attended private lessons.

Three out of 10 people participated in "non-formal" activities organized by the employer, 16.6% in those of schools or universities and 14.4% in professional training courses offered by private institutions.

The share of the "excluded", i.e. those who, although desiring it, were unable to attend any course of study or training, stood at 14.2%. Family commitments (44.5%) and course costs (37.4%) are the main reasons for non-participation.

For women, the main obstacle is given by family commitments (53.9% against 32% of men), work commitments for men (43.6% against 23.1%).

73.7% of the interviewees manage "self-training" activities for personal interest: more than half using a personal computer; 42.7% printed material; 37.5% information from friends, relatives, family members, colleagues and 42.4% from the media (television, radio, video).

The proportion of people aged 25-64 who attend training activities in Italy (41.5%) is 3.6 points lower than the EU28 average (45.1%).

Compared to 2012, the percentage of individuals involved in training activities increased by almost 4 percentage points (from 34.9% to 38.8%), mainly due to the participation in "non-formal" training activities on the rise since 31.4% to 37%.

Age plays a decisive role in participation in lifelong learning, which is confirmed as a decreasing phenomenon with the increasing age of individuals, even if a large part of the increase recorded between 2012 and 2017 is due precisely to the greater participation in non-formal learning activities for adults over 55.

Useful and detailed information on non-formal education in Italy are contained in the following Tabs 2 and 3.

The results of the ISTAT survey make it possible to study in detail some significant aspects of non-formal education in Italy that may be useful for future definition of pathways, methods and contents for non-formal adult education.





**Case Studies**

**SELF-MATE**

**Name of the project:** Acronym: SELF-MATE. Full title "Sharing and Learning Platform in Financial Management and Literacy for Migrants and People with Fewer Opportunities".

**Target Group:** Adults and Migrants

**Territorial area:** European

**Description:** SELF-MATE project is the result of the experience of the collaboration of 5 partners – the creation of a shared platform and the assessment and definition of digital financial skills - to concretely answer to the guidelines of the EU Digital Agenda putting at the core of its target also migrants, a theme that has become crucial also in terms of xenophobia insurgence.

**The project**

SELF-MATE aims to create a knowledge/competence foundation of adult migrant households (25+) and train educators of migrants in a number of key topics, such as:

1. Financial accounting and family economics management

2. Consumers rights and digital transparency

3. Supporting them through agile digital learning & financial assessment material on digital skills (compatible with everyday work and endeavours)

4. Access an e-learning platform to give practical guidance in different life situations, focusing on transversal competencies and download explanatory material in different European languages (English, Swedish, Spanish, Italian and Turkish)

Moreover, this project aims to empower migrant women and raise awareness about their concrete contribution in terms of family economy as well as in those uncountable values of safety and protection.

**Project results**

In order to concretely empower adults in their everyday life, SELF-MATE project wants to develop the following intellectual outputs:

Develop a theoretical and practical framework of digital financial learning/teaching, taking into account informal and non-formal aspects of education, both for adult migrant learners & trainers [O1]. It will be attached to a self-assessment tool of knowledge in order to strengthen self-empowerment of learners in learning objectives. Open Badges will be issued to make competencies recognised in an open and simple way;

Set a methodology pack – Development of the Training for Trainers materials and guidelines for effective digital/financial competencies and transversal skills for migrants, based on the results of the previous framework [O2];

Create blended training material for migrant learners + video-tutorials and Pilot Testing on 50 Participants at the local level [O3];

Set a short-term joint staff train the trainer event [C1]: 20 participants (4 per country) among teachers, educators and trainers working with vocational education and training of migrant adults, will improve their knowledge of digital financial competences and better their training competencies;

Set a simplified-access e-learning platform for support and vocational certification of competences of migrants, having it different extra-European languages. [O4].

**Supported by:** Erasmus+ KA 204

**Link to read more:** <http://selfmate.eu/>

**SILVIA**

**Name of the project:** SILVIA

**Target group:** Adult +50

**Territorial area:** European

**Description:** SILVIA was an adult education project from 2016 to 2018 and it had people +50 since the projects main topic was meeting of the new generation with elderly people. The strategic partnership SILVIA aimed to empower women of different age groups and different needs by an intergenerational learning approach, which enables women to improve their basic skills. Silvia finished at the end of the April 2018.

**Supported by:** Erasmus+ KA 204

**Link to read more:** <http://faal.org.tr/2018/07/28/silvia-manifesto/>

**E.T.I.C.A.S.D.**

**Name of the project:** “E.T.I.C.A.S.D. – Education Tools Improvement Contributing to Adult Social Development”

**Target group:** The target learners are over 50s adults who need to improve their qualifications, as well as adult migrants and refugees already resident in the participating countries

Territorial area: European

**Description:** The European Union is still facing many difficulties that put at risk the “inclusive growth” which the Europe 2020 strategy is aiming for.

Not only young people, but also many adults over 50 are **unemployed** and many migrants, regularly resident in EU countries have great difficulty in finding a job.

In the case of adults over 50, the possession of obsolete qualifications, not updated with the skills required today, hinder their inclusion or permanence in the world of work. Many migrants are in possession of only basic qualifications or, if they have qualifications, they are not recognized in the host countries.

Most over 50s and even migrants have limited competence in **new technologies**.

Many adults living alone, with financial difficulties, without work are at **risk of social exclusion** and total isolation, also having difficulty in requesting help.

Women over 50 who live alone, have dedicated themselves in the past to the growth of their children and their families, they have renounced the **development of skills and professionalism**.

Migrants and refugees who live in the host countries have difficulty in feeling integrated into the social and working life, they have poor **language skills** and few opportunities to know and be known by the resident population. There is a big difference in mentality between young people and over 50s and this causes a strong cultural gap, a lack of communication and dialogue skills. A mentality of exclusion and rejection towards migrants is increasingly widespread. Lengthening working life and active aging can only sustain demographic aging of society, by a culture of health and well-being and lifelong learning. The project’s general objective is to develop key competences in adult population and strengthen the network of actors in the field of education, training, and guidance in each participating territories to promote social and professional fulfilment and inclusion of adults.

**Supported by:** Erasmus+ KA2 Strategic Partnerships | Adult Education

**Link to read more:** <https://www.ass-travelogue.eu/?page_id=966>

**Click on T**

**Project name:** Click on T

**Target group:** Adults

**Territorial area:** European

**Description:** "Click on T" is a project co-financed by the European Community under the ERASMUS program + Strategic Partnerships for the exchange of good practices. The aim of the project is the creation of educational courses dedicated to raising the awareness of adults on the subject of climate change and environmental emergency.

The awareness that the very young have on the future that awaits us does not seem to be shared by the world of adults who take very little part in the debate and protest demonstrations. This lack of sensitivity and awareness of environmental issues concerns the European Community.

"Click on T" responds to this need to raise awareness with an Erasmus + project that involves, together with Italy, 4 other European countries: Spain, Romania, Poland and Lithuania.

The project aims exclusively at adults and, through the application of methodologies for non-formal education, intends to develop and make useful tools useful for the dissemination of environmental issues.

The project, lasting 20 months, will see the creation of a web platform (https://clickont.nkey.it/) to which any institution, association, educator will be able to access to take advantage of educational content created specifically to raise awareness among the over 35 to risks related to climate change.

**Supported by:** Erasmus + KA 204

**Link to read more:** <https://clickont.nkey.it/>

**BIG CEFA**

**Name of the project:** BIG CEFA **“**Breaking The Glass Ceiling for Women Administrators' Project” Project Number:  2017-1-TR01-KA204-045966

**Target group:** Adult Education / Women

**Territorial area:** European

**Description:** As a result of the researches conducted and the postgraduate thesis on “glass ceiling syndrome”, “BIG CEFA” project is planned based upon the low rate of women administrators and the problems they encounter. Heading up from the fact that the situation observed decreases the possibility of women to become administrators, the project is prepared to be implemented in 5 countries where the rate of women administrators is extremely low, including Turkey in which this rate is 12.2%. Of our partner countries, the rate of women administrators in Germany is 35, in Italy is 25.8, whereas in Spain it is 16% and in Portugal it is 25.4%.

So as to be able to cope with such problems as gender discrimination and lack of communication with their fellows that they are faced with advancing in their careers, women administrators and women manager candidates who are exposed to “glass ceiling syndrome” need guidance, social support and motivational services. Within this context, this project is in line with the objective of "improving the demand and take-up through effective outreach, guidance and motivation strategies", which is of the priorities of European Commission in the field of adult education. Besides, it is aimed to minimize the problems faced by improving the management skills and competencies of women managers. With this objective, the project is in line with the priorities of European Commission with the objectives of "Extending and developing educations competences" and "Achievement of relevant and high quality skills and competences". Within this framework, it is thought that the findings and results obtained from this project can draw attention to the importance and seriousness of the matter.  
Taking these priorities and objectives into consideration, Intellectual Outputs (IO) that are mentioned bellow will be carried out:

First of all, taking  all the  statistics, facts and needs into account, we are going to design "Mentorship training programme" (O3), "Women educational administrators support programme" (O2), "Case study survey and report" (O1) and "Online interactive training website and online guidebook" (O4). Thus, we aim to minimize the problems that women administrators experiencing “glass ceiling syndrome” encounter, to let them develop skills in order to be able to cope with the problems they encounter and to make them be employed more in managerial positions.

Therefore we aim to reduce gender discrimination at the management level, break the prejudices and stereotypes directed to women managers, inform women managers in advance about the difficulties they may encounter and thus to develop their ability to cope with problems, improve the working conditions of women, give mentorship to women managers during their first years of management, train mentors by developing a mentorship program so that they provide mentorship support for women managers.  
At the end of the project, Partners aim to make women administrators gain the ability to develop better social skills and develop the right decision-making skills in career planning. The situation analysis obtained, women administrators training programme, mentorship programme and interactive website will be available for use with a free access in many countries around Europe.

**Supported by:** Erasmus+ KA 204

**Link to read more:** <https://ceipes.org/tag/big-cefa/>

## Interviews with stakeholders and workers +50

Characteristics of target group

For the purposes of this research, the questionnaire was addressed separately to 9 people over 50 years of age, 4 women and 5 men; 2/3 of them were employed. All of them were knowledge workers (white collar). Average age was over 56 years. All participants live in Italy and their mother language is Italian. All questionnaires were compiled in Italian.

Target group needs analysis and view of skills in today’s labour market

There were no appreciable differences in the answers, both in reference to sex, age or employment state.

The interviewees agreed on the fact that their technical skills were sufficient for the tasks at hand, but the majority of them complained both about the lack of on the job education and about the scarcity of training on soft skills. The unemployed ones found no real opportunity for adult education while searching for a new job.

There was also a strong agreement on strengths (experience, conflict resolution, ability to cope with difficulties) and weaknesses (lack of adaptability, vulnerability in the relationship with bosses and entrepreneurs).

Possible solutions to face the weaknesses were almost uniform: training and education, workgroup, education for unemployed and stricter laws to protect elder workers.

The predominant idea is that most companies still adopt a command-and-control style of management and HR departments are forced to consider people, especially elder people, as costs. To avoid that these views prevent them from offering job positions, the interviewees tend to look at laws, but also at information and teamwork, mainly intergenerational, to ease the perception of the added value of experience integrated with young energies.

Most interviewees know the difference between hard and soft skills, and they consider soft skills of paramount importance; the ability to communicate with partners, co-workers, customers, to build strong relationship was the main example. None of them was asked about soft skills during job interviews.

The skills that are more considered as an added value to maintain or find a job are: adaptability, ability to learn, ability to see the whole picture, digital skills, foreign languages, communication skills, teamwork.

There was general agreement on the importance of digital and language skills, with the majority of people interested on the themes of the previous paragraph. It is interesting that someone already felt the need of being trained on remote work platforms, a need that SARS-Cov2 epidemics has hugely increased.

Characteristics of stakeholders

The stakeholders focus group was composed by 7 people, all involved in organization, management, and supervision of VET and LLL courses.

Part of them were also active as coaches and teachers, on themes like entrepreneurship, self-employment and fundraising for employed and unemployed adults.

Stakeholders needs analysis and view of skills in today’s labour market

According to the panel, people over 50 have a big wealth of experience and sufficient knowledge to accomplish their tasks, and they could eventually teach to new hires something that isn’t learnable in academic environments. This knowledge and experience is the real wealth of the companies, and learning while doing a valid alternative to traditional education.

“Parallel” skills (mainly soft ones) like mastery of new communication media, of cloud platforms, of remote work are a different planet, were they usually need to be taken by the hand.

A business investing on innovation and digitalization should be ready to accompany even the more expert collaborators through this deep change, avoiding the illusion of solving the issue by hiring younger people.

There is an almost complete agreement between the stakeholders and the target group on strengths and weaknesses of this age group.

Apart from the huge experience, the stakeholders acknowledge the ability of the elder workers in knowledge transfer, ideal for learning by doing (but they seem to fail to identify the opportunity for the opposite exchange: the new digital skills that younger people could teach to elder workers).

The weaknesses identified are the scarce adaptability to digital work (the target group seem to extend this to a larger set of tasks) and a lack of flexibility in changing work routines: it seems that stakeholders are more able to focus on the concepts of flexibility and adaptability than the target group.

The solution identified is, again, vocational and educational training, specifically on soft skills and digital skills.

When we started talking about employability, we could again feel an almost complete agreement between the two groups:

* Businesses seem to be focused on innovation without understanding the added value of training and education on the job
* They see an economic barrier in hiring more expert people and they consider younger people more flexible and more available (it is strange, considering the Millennials Culture: perhaps all of this is distorted by the nature of local entrepreneurship, mainly small and micro-enterprises, founded by technicians escaping from greater businesses)
* It seems impossible to solve these issues without some sort of Public intervention, both on income integration and on incentive for smart working and flexible schedules

On the theme of soft skills, we identified a different approach: stakeholders seem to distrust the effectiveness of traditional frontal teaching on such fields and are oriented towards learning by doing, on the job, immediately applying the new skills.

Even considering the lack of consideration of the typical local entrepreneur, stakeholders view about digital and soft skills is that they are and will be vital for the development and competitivity in all markets and they act to invite the Job Centers and Local Authorities to be more proactive in favoring the participation of employed and unemployed people to such activities (we saw a little incoherence and difficulty on this line, considering that they distrust traditional courses).

It seems necessary a convergent and synergic action to incentivize these themes, while showing to entrepreneurs the advantages.

Being in an export-oriented territory and Country, stakeholders consider of paramount importance investing in linguistic and digital skills. They usually underline in their courses the need to let emerge the innate skills of the learners, by increasing problem-solving processes, resilience, and teamwork.

Stakeholders consider digital and linguistic skills as crucial competitivity factors in most sectors, both in manufacturing and services.

Focusing on digital skills, they regard as vital to guarantee the command of ECDL competence, as a basis for mastering digital communication, the foundations of digital marketing and, possibly, the basis of coding.

Conclusions

Already the first economists in the distant era had identified the creation of "value" and consequently of wealth in work.

It is work that creates wealth.

Employers and entrepreneurs tend to reward workers for their commitment and effort with a part of the "value" they produce themselves; they retain the remaining for themselves, allocating it to consumption, savings and, in the best case, for investments.

It is now all too clear that if the employer believes and verifies that the worker does not "produces" enough "value" to remunerate both, he will cease his economic and commercial "relationship" with the employee and fire him. In the most recent terminology, he will "free" him from the relationship of job subordination.

The problem that arises for workers, all of them, but especially for elder workers (in our case we have identified them in the age group over 50 years of age) is to continue to remain "productive" or "value creators" throughout their working life, so that they can benefit, take advantage of a part of the "value" produced by themselves.

Over the course of their working life and years, however, workers may lose, from the point of view and in the opinion of employers, the ability to produce "value", in whole or to the extent deemed unsatisfactory by the employer, and be fired. In essence, to remain unemployed, without commanded labor, without the opportunity to produce "value".

This is what millions of 50+ workers are currently experiencing in Europe. This "loss" of the ability to produce "value", in whole or in part or to the extent deemed unsatisfactory by the employer, can derive from various factors; they are normally defined as "endogenous - internal" to the worker, as in the case of illness and or reductions in the physical conditions necessary for the performance of the required job functions, or "exogenous - external" to the will of the worker, as in the case of technological innovation, of wage competition between workers (in the event that new people appear on the labor market, who are satisfied, for obvious necessity, of a lower remuneration than that received by their peers as "commanded labor").

It is for this reason that we conducted research on what content, on which paths, on which methods, on what tools to develop and apply to allow 50+ workers to regain the ability to generate "value", for themselves and for the others.

The so-called "soft skills" are recognized by many, in the case of our research by the majority, as one of the most appropriate and most effective content for recovering the ability to produce "value". And professional training, in its various forms of "formal - non-formal - informal" as "paths" appropriate for the assumption of the ability to generate again "value" for oneself and for others.

# Lithuania

## The labour market in Lithuania

**Introduction**

This part of the research will analyse the situation of workers over 50 in Lithuania. The Lithuanian labor market, the context of government policies and non-formal training programs for older workers in Lithuania will be discussed below.

**Unemployment rate statistics in Lithuania [[21]](#footnote-21)**

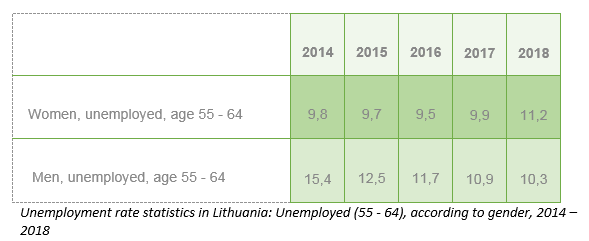
In terms of statistics for 2013 - 2018, the total number of unemployed in Lithuania was decreasing. This can be explained by demographic factors, such as increasing emigration and falling birth rates, which are also reducing the size of the Lithuanian population.

The number of unemployed people, who are aged over 55, has fluctuated – it increased in the period of 2013-2014, then decreased by as much as 4.6 percent between 2014 and 2017, however, an increase again in 2018 was observed.



It is also worth noting that, compared to the young unemployed (aged 15-24), the percentage of older unemployed citizens changed less. In 2014 practically an equal number of young and older unemployed was identified (25.4 and 25.3 per cent, respectively), although the latter have traditionally been higher. Still, the number of young unemployed fell to 12.3 per cent in 2018, while the percentage of the older unemployed remained 21.5 per cent. Such changes in the structure of the unemployed, which reflect the decline in the number of young unemployed, could be explained while remembering, that young people traditionally are identified as a priority for work market policy group.

Looking at trends in the dynamics of the unemployed, there is a risk that older unemployed people will be left out of the labour market policy. Especially since the basis of EU employment policy could be concluded that the target group of the elderly should receive much more attention. Another factor, shaping the age structure of the unemployed, is the rapid aging of the population (labour resources).[[22]](#footnote-22)

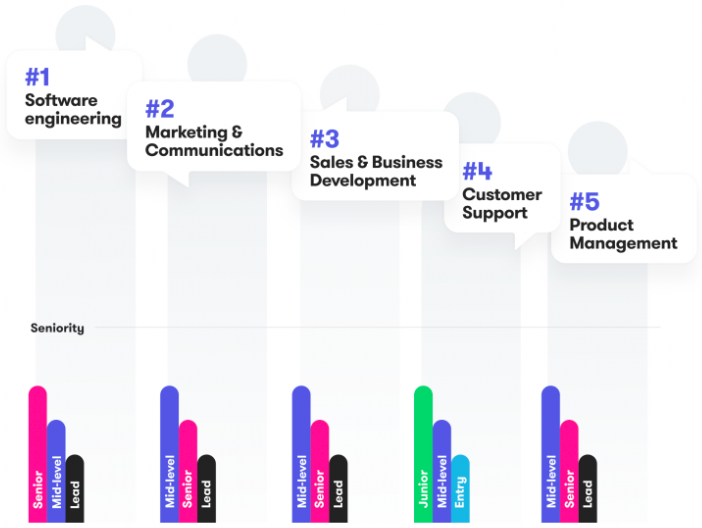


Analysing the older unemployed in Lithuania by gender, it can be stated that the number of unemployed men decreased steadily from 2014 to 2018, while the number of women from 2014 to 2017 remained similar but suddenly increased in 2018 and outnumbered the older unemployed men.

To sum up, Lithuanian Labour Exchange in recent years show that the situation of the elderly is still difficult. According to Daiva Liugienė, Head of the Methodology and Monitoring Division of the Lithuanian Labour Exchange, on December 1, 2018 55,817 persons aged 50+ were registered, accounting for 41.3% of all jobseekers. The share of the over 50+ age group among job seekers, who are unregistered, is constantly increasing.[[23]](#footnote-23)

**What are employers looking for In Lithuania?**

In 2019 the higher demand occupations in Lithuania are associated with professionals in:



Top 5 higher demand occupations in Lithuania, 2019

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | |  |   - Entry | |  | | --- | |  |   - Junior | |  | | --- | |  |   - Mid - level |
| |  | | --- | |  |   - Senior | |  | | --- | |  |   - Lead |  |

As shown in the table above, the top five wanted professions in Lithuanian labour market are: software engineering; marketing and communication; sales and business development; customer support; product management.[[24]](#footnote-24)

**Pension reforms**

In June 2011, a new law was passed in Lithuania that gradually increases the statutory retirement age from 62.5 to 65 for men and from 60 to 65 for women by 2026. Under the new law, the retirement age will increase every year by 2 months for men and by 4 months for women, starting in January 2012. In order to receive a full pension, workers must also have a career contribution of 30 years.[[25]](#footnote-25)

It shows that the labour force in Lithuania is rapidly aging and the state is implementing political changes accordingly.

**Regional and country policies to support people 50+ in Lithuania**

**Law on Employment**

When it comes to the law, the most essential is the law on employment. According to the Article no. 25, which is called “Persons Receiving Additional Support in the Labour Market”, the unemployed older than 50 years of age are one of the several groups of people, who “shall be entitled to additional support in the labour market”.

Older than 50 years employees are mentioned in this law a couple of times more. Here is an excerpt from the article no. 43 “Support for the Acquisition of Work Skills”:

“Where persons appointed by the employer for the organisation of the acquisition of work skills spend over 20 percent of their working time for this purpose, the employer may be compensated, in part, for the costs of organisation of on-the-job acquisition of skills as follows:

1) not more than 20 percent of the total pay subsidy for the employed persons referred to in paragraph 1 above, provided that the persons appointed by the employer are employees older than 50 years of age;

2) not more than 10 percent of the total pay subsidy for the employed persons other than the persons referred to in paragraph 1 above.”

Thus, the age of the older employees is taken into account once again. In Article no. 48, called “Programmes on Increasing Employment”, it is mentioned that employees, who are over 40 years of age, are one of the target groups, which the programmes on increasing employment may be prepared for. Interestingly, this article already includes workers over the age of 40 to the older employees group, meaning that the state claims that workers over 40 years may need help and support in the field of employment.[[26]](#footnote-26)

**Law on Equal Treatment**

As it is stated in the law on equal treatment, the state has to “ensure that equal rights and opportunities are enshrined in all legal acts irrespective of gender, race, nationality, language, origin, social status, belief, convictions or views, **age**, sexual orientation, disability, ethnic origin or religion”. In other words, discrimination based on age is prohibited by law.[[27]](#footnote-27)

**Labour Code**

The new Labour Code provides certain additional guarantees for older workers. For example, it is much easier for an older worker to terminate an employment contract by simply filing an application at least five working days in advance if he or she has reached the statutory retirement age and is entitled to a full retirement pension. An employer must pay an employee a severance grant equal to two of his average salary and, if the employment relationship lasts for less than one year, one of his average salary.

As a general rule, if the employer wishes to terminate the contract of employment without the fault of the employee, he must give one month's notice. However, it is important to note that the notice periods are doubled for workers less than five years before the statutory retirement age and tripled for workers less than two years before the statutory retirement age.[[28]](#footnote-28)

**Ministry of Social Security and Labour**

As it is stated in the final report “Active labour market policy tools and social support reconciliation while integrating unemployed persons into the labour market” written by the Lithuanian Ministry of Social Security and Labour, although the unemployment rate of elderly is barely below the average in Lithuania, older unemployed people face more difficulties in finding employment than other age groups. These difficulties pose a significant risk to the long-term unemployed of older unemployed people: in 2016 about 19.8 % of 50-74 years managed to get the job over the first two months, while 47.1% of the unemployed of this age group have been out of work for a year and longer.

The main barriers to the employment of older people are related to the lack of relevant vocational skills:

* the older population is characterized by a relatively high share of unskilled unemployed;
* many years ago the education of skilled older people often falls short of current market needs;
* employment of older people is also hampered by health problems and low motivation to work.

Employment difficulties, the lengthy job search process and retirement age reduce the willingness of older unemployed people to continue their job search and encourage them to become economically inactive.[[29]](#footnote-29)

Lithuanian Labour Exchange under the Ministry of Social Security and Labour

Lithuanian Labour Exchange has a special offer for people over 50 – to register in *Senior Citizens Bank*, a database containing information on jobseekers older than 50 years and retirement age.

Those, who are older or retired and looking for a job are encouraged to sign in, because the Senior Citizens Bank aims to enable:

* older people and retired people to get the job they want;
* to provide employers with prompt information on jobseekers of retirement age.

In addition, t is mentioned that such skills as specific knowledge and work experience, responsibility in decision-making, experience in conflict resolution, risk assessment, loyalty to the company, would be beneficial and expected from the elderly people.[[30]](#footnote-30)

## Non-formal education for people 50+ in Lithuania

Several projects of non-formal education for people older than 50 will be introduced below. The projects were carried out either at local, national or international level and included elderly people from Lithuania as participants or identified people 50+ as their target group.

**Medard Chobot Third Century University (MCTCU)**

**Name of the program:** Medard Chobot Third Century University (MCTCU)

**Target group:** Elderly

**Territorial scope:** Regional (Vilnius)

**Description:** One of the most popular education institutions for adults in Lithuania is Medard Chobot Third Century University (MCTCU). MCTCU is an independent, voluntary, non-formal adult education organization, whose activities ensure the integration of older people into society. Their activities are based on the principles of justice, fairness, respect for individual rights and freedoms, holistic personality development, openness and utility to society. This education institutions provides social education for members of the public, to disseminate scientific knowledge and cultural values, democratic ideas of justice, and to uphold the democratic principles and processes of public and state life.

The main objective of the project is:

* To provide social education for members of the public, to disseminate scientific knowledge and cultural values

To achieve the main objective, (MCTCU) provides:

* Improvement of skills and increase of knowledge

**Link to read more:** <http://www.mctau.lt/apie-mctau/tikslai>

**Marijampolės Meilės Lukšienės Švietimo Centras**

**Name of the program:** Training for third age persons

**Target group:**

* Adult learners
* Heads of adult education institutions

**Territorial scope:** Regional (Marijampolė)

**Description:**   
The Third Age Training Model will extend andragogue functions, which are commonly defined by competencies based on personal attributes and social competencies: didactic, subject, managerial, and professional. The module is based on the assumption that the person who is preparing to teach the third age person has the basics of andragogy.

The main objectives of the organization are:

* The comprehensive development of the adult education system focuses on the provision of key competences for adults, capacity building of adult education leaders and teachers, development and implementation of innovative adult education content

To achieve the main objectives, training centre provides:

* Educational activities
* Practical tasks

**Link to read more:**

<http://www.marsc.lt/programos/treciojo-amziaus-asmenu-mokymas/id:2812>

**Tauragės Senjorų Trečiojo Amžiaus Universitetas**

**Name of the program:** Tauragės Senjorų Trečiojo Amžiaus Universitetas (eng. Tauragė Senior Third Age University)

**Target group:**

* Elderly people
* Disabled people and their caregivers

**Territorial scope:** Regional (Tauragė)

**Description:** Tauragė Senior Third Age University is an independent, non-governmental organization that works with the elderly and disabled people of Tauragė district, considering their needs and opportunities, considering social policy innovations and life changes.

The main objective of the project:

* Ensure better social integration of older people, to maintain working capacity, physical activity, raise the level of knowledge and culture.
* To develop the ability to communicate between generations.
* Foster interpersonal communications and co-operation and enable self-expression and dissemination of experience

To achieve the main objective, Tauragės Senjorų Trečiojo Amžiaus Universitetas provides:

* Social Assistance, Psychology and Law studies.
* Promoting health, a healthy lifestyle.
* Foreign Language (English) studies.
* Information Technology

**Other programs from the University:**

* Discussion Club POST SCRIPTUM
* Ethnographic dance ensemble PELĖDA

**Link to read more:** <http://www.tausenjorai.tvk.lt/pradzia.php>

**Varėnos Švietimo Centras**

**Name of the program:** Varėnos Švietimo Centras (eng. Varėna Education Centre)

Target group:

* Adults in the region

**Territorial scope:** Regional (Varėna)

**Description:** Organizes and conducts training events (courses, seminars, lectures, etc.), helps members of the district community to meet the needs of informal education and develop their cultural interests. Promotes and deploys innovative initiatives to improve professional excellence. Advises on project preparation.

The main objective of the project:

* Integration of elders in to the modern society

To achieve the main objective, the program focused on:

* To develop and innovative system of education, culture and sport that develops an active and creative personality
* Create a favourable environment for investment and business development in the area
* To develop and foster living and public environment, attractive for living, working.

**Link to read more:** <http://www.varenossc.lt/paslaugos/neformalus-suaugusiuju-svietimas>

**Laisvalaikio Akademija**

**Name of the program:** Laisvalaikio Akademija (eng.Leisure Academy)

**Target group:** people, who want to spend their leisure time meaningfully together

**Territorial scope:** Regional (Vilnius)

**Description:** Engaging in creative artistic activities based on everyone's hobbies, creating handicrafts that could be later sold at fairs or online for charity. As it is stated on the website, the Leisure Academy offers all kind of different activities for free: “We will play in the open air with professional trainers. We will visit various art exhibitions of paintings, photography, design and other museums. We will also organize sightseeing tours around Vilnius and its surroundings. We will capture all our activities in photos, present them to the public, and create our own publication. Together we will see each other not only on weekends, but also during weekdays, and we will look forward for the ideas on how we can enrich our activities”.

**Motto: “**Don't wait for it to be worth it or not - life can be full of unexpected discoveries, joy and smiles, the most important thing is to have a wish and a good mood is guaranteed.”

**Link to read more:** <https://www.facebook.com/kitoks.laisvalaikis/>

**Elderly employees**

**Name of the program:** Employability of elderly employees

**Target group:** People aged 50+

**Territorial scope:** International (Austria, Germany, Lithuania)

**Description:** The project deals with the issue of the employability of elderly people. As our society gets older and people need to stay at work for a longer period of time it becomes more and more important for our society that people stay employable. Especially low qualified persons are in danger of losing their working ability. Our learning partnership will deal with this problem but will also make a side glance to the gender aspect exploring whether men and women are equally effected by the problem and whether the topic is of the same acuteness in the involved partner countries. Experts from different occupational fields will exchange information regarding their experience with those problems.

The main objectives of the project are:

* Clear notion about the reasons, existing and future measures to prevent elderly employees of dropping out.

**Supported by:** Grundtving Partnership / Partners: Austria, Germany, Lithuania

**Link to read more:** <http://www.europeansharedtreasure.eu/detail.php?id_project_base=2007-1-AT1-GRU06-00003&fbclid=IwAR3gww3fP3XCXthHLFC0xBxiblbc7MkLV7CZLrbOUGQWrfU-hl3TexpkbwU>

**Social inclusion program for older people of working age**

**Name of the program:** Social inclusion program for older people of working age in Kaunas city and region

**Target group:**

* From 55 years to retirement age

**Territorial scope:** Regional (Kaunas)

**Description:** The main problem addressed by our project is the reduced social and civilparticipation of older working people and reduced opportunities to stay in the labour market and to volunteer.

The main objective of the project is:

* To encourage and empower older people, increase their personal and work competences, and broaden their social potential. Through group and individual work. Project will reduce the social exclusion of older working-age participants, strengthen social skills and increase self-satisfaction.

To achieve the main objectives, training centre provides:

* Voluntary activities and training
* Psychologist consultation
* English training
* Social skills training

**Supported by:** European Union structural funds

**Link to read more:** <https://www.esinvesticijos.lt/lt/paraiskos_ir_projektai/socialines-itraukties-programa-vyresnio-darbingo-amziaus-asmenims-kauno-mieste-ir-rajone>

<https://www.esf.lt/lt/galimybes>

**Rezervuota vyresniems**

**Name of the program:** Rezervuota vyresniems (eng. Reserved for Elderly)

**Target group:**

* Unemployed people or those, who have difficulties with employment, aged 55-64

**Territorial scope:** Regional (Vilnius)

**Description:** The project aims to *increase the employment* of older people by facilitating their active participation in voluntary activities, the labour market and society. The project includes a full set of services, which are tailored for the elderly. Older individuals are provided with motivational and individual counselling services. During trainings of key competences the participants were developing their digital literacy, communication, learning to learn, initiative and entrepreneurial skills, as well as social civic competences.

Volunteering with Maisto bankas (e.g. Food Bank), an organization that integrates social inclusion services, helped older people improve their competences and engage more actively in the society.[[31]](#footnote-31)

**Supported by:** European Union investment in Lithuania

**Interviews with stakeholders and workers +50**

Characteristics of target group

For the purposes of this research, the questionnaire was given to 7 people, belonging to the 50+ age group, who were willing to participate in the research and provide their insights. The average age of the participants was 61, while the male to female ratio was 3:4. Their sector of employment included either public or private sector. The participants were interviewed either face to face, or completed the printed or online questionnaire. All participants live in Lithuania and their mother language is Lithuanian.

Target group needs analysis and view of skills in today’s labour market

According to the participants, the strongest qualities that workers over 50 possess are professional experience and sense of responsibility, which are highly valued by the employer. Other strengths, which were frequently mentioned by the target group are: motivation to work and be needed, financial need, pursuit of continuity and quality, community spirit, working skills, business knowledge and self-awareness.

On the other hand, workers, who belong to the 50+ age group, have difficulties with adapting to modern technologies. Their slower adaptability to changing conditions, requirements and environment are seen as a weak point in the labour market. Furthermore, the participants highlighted the following weaknesses of the older workers – weakIT competences, poor foreign language skills, little mobility, lack of initiative, fear of change, tendency to control and lack of confidence in their abilities. One interviewee touched on the psychological insecurities of older workers, such as **“fears of being left behind, losing something, becoming uncompetitive, as well as fears about one's image”.** In addition, age problems, such as health issues and frequent doctor appointments were mentioned as one of the disadvantages.

Interestingly, half of the participants agreed, that workers over 50 are up to date in terms of skills required by labour market, however, others disagreed with the statement. According to one interviewee, **“some of them have less knowledge in the field of information technology (I would call it *form, shape, or appearance*), but they do have operational knowledge and work experience (I call it *content*), which is more important”.**

The participants offered different approaches in order to deal with 50+ workers’ weaknesses, such as organizing trainings for older employees, providing opportunities for staff to upgrade their skills and acquire new competencies. Other suggestions include targeted information, the development of modern literacy, organizing activity projects. One interviewee expressed a more fundamental perception – the necessity of changing employers' attitude regarding the so-called *cult of youth*. This way older workers would feel calmer and more motivated to fill in the gaps of their modern knowledge.

The interviewees mentioned different fears which companies have and consequently are hesitant to offer job positions to people over 50. Firstly, older employees are either not modern enough, because they do not understand much and are incapable of keeping up with the fast paced lifestyle, or the opposite – they understand to much, have a strong opinion and are seen as potentially dangerous to the employers. Also, employers usually have negative attitude towards older workers because of the upcoming retirement, lower productivity as well as health problems.

The majority of participants agreed that these barriers could be diminished while purposefully organizing meetings, discussions and joint activities for representatives of different generations; this would overcome the pre-emptive negative attitude towards one another. Also, it is essential to ensure adequate workload distribution, as well as safe and healthy workplace conditions. Half of the participants mentioned the need of education of employers. The change of employer attitude should be followed by introducing new requirements for admission procedures – during the initial assessment the age of the potential candidate should not be known. In addition, delaying retirement age was mentioned as one of the possible solutions.

Speaking about soft skills, the majority of participants were not familiar with this concept and needed to hear the definition of the term. Only one interviewee provided explanation of soft skills term: **“it is the basis for communication and collaboration, the opportunity and condition for "normal" relationships within the family, community, organization. Soft skills go hand in hand with 4 interrelated competencies - personal, social, learning and professional”.** However, the majority of participants agreed, that soft skills are very significant and needed in the context of employment or applying for a new job. It was stated that without soft skills, communication leading to joint work is impossible and only competition between colleagues remains. It is interesting to note, that none of the target group participants were asked about soft skills during their job interviews. One interviewee mentioned, that they often talk with colleagues about these skills, however, these skills are not highlighted by the employers.

When asked about soft skills, that would help to retain current job position or find a new one, participants mentioned the emotional and social competences, which are required for basic communication skills – the ability to speak and to be able to express yourself; to listen and to hear what is being said. In addition, it is important to have the ability to communicate in both real and virtual environments, ability to learn new skills and preparation for appropriate adaptation during current digital age. Furthermore, knowledge of the proper presentation of oneself and one's abilities is crucial. Other aspects of soft skills were mentioned as well, such as working more with emotional intelligence, getting in-depth knowledge in information technology and willingness to learn foreign languages.

Characteristics of stakeholders

The questionnaire was given to 7 stakeholders, who represent or are working directly with workers, who belong to the 50+ age group. The sectors of interviewed stakeholders were information technology (IT), adult education, educational assistance and business management. The participants were interviewed either face to face, or completed the printed or online questionnaire. All participants live in Lithuania and their mother language is Lithuanian.

Stakeholders needs analysis and view of skills in today’s labour market

Stakeholders agreed with the target group interviewees that experience and responsibility are the main strong points of older workers. According to the stakeholders, the workers over 50 have their own work system, professional knowledge, they always know specifically why they need certain things. Notably, one interviewee mentioned, that in his experience “**a young person who comes to work simply cannot afford to carry out extra tasks or take extra rest time during work, as he is barely able to do his main job**”, while the older worker would have more experience in handling the given tasks more efficiently. Moreover, stakeholders indicated that older workers are more patient, consistent, tolerant and trustworthy than their younger colleagues. Also, they have the needed work skills, show motivation to work in the available job and are dedicated and engaged to work because their children are already raised.

When asked about the weaknesses, stakeholder interviewees stated that older people lack the desire or ability to learn new things, update their knowledge and they do not have the habit of a lifelong learning. Similarly, to the target group, stakeholders agree that older workers find it more difficult to understand digital technologies. As new technologies evolve and are changing rapidly, the fastest way of learning and improving is while using them. Older workers have weak IT skills, show reluctance to use new strategies and, consequently, have a disadvantage in fast learning.

Older workers are more likely to work the way they have been for years than to change and adapt to modern innovations, which is not beneficial to their employer. On the other hand, one interviewee mentioned that employers have fear that older workers will try to enforce their own rules in the workplace and will require unreasonable things. Other older workers’ weaknesses, mentioned by the stakeholders, were inflexibility in the workplace, lack of positivity and passivity, increased fatigue and health problems, inability to communicate in foreign languages and preconceived notions that “**I will not be able to overcome this**”.

While speaking about the barriers people over 50 face while trying to re-enter the labour market or find a new job position, stakeholders were certain that it starts with negative employers' attitude towards the older employees because of all the weaknesses mentioned above. Although one stakeholder pointed out that this kind of attitude is formed and deeply ingrained in our society: it is often believed that older people know nothing and are unable to do anything (especially from the young people point of view), with the preconceived attitude of employers to find a young employee and refuse the older one. According to the responses, it is a “**global consequence of the cult of youth**”.

The stakeholders’ proposed strategies for facing these weaknesses could be divided into two categories: individual, workplace and national level:

1) It was suggested that workers should be learning and practicing more while working with themselves, perhaps with the help of a consultant if needed, and this way develop faith and confidence in their abilities.

2) In order to help older workers, there must be created better conditions in the workplace, such as working on a flexible schedule and, if possible, accordingly to personally formulated tasks. Furthermore, employers should be initiating trainings for the formation of skills necessary for respective work as well as events for both older people and employers so that they could share and exchange their experiences. Notably, older workers should be trained to develop their psychological skills in order to withstand the frequent mobbing at work, especially on the part of younger managers and colleagues. Employers should be obliged to organize such trainings for their older workers.

3) Finally, there should be nationwide promotion of lifelong learning, and introduction of technological innovations for older people. Government should provide support to integrate workers into a more modern labour market. One stakeholder suggested a specific idea to support older workers on a national level: **“the law should be changed to make it possible for retirement age groups to have shorter working days than usual, for example, to reduce working hours to 6-7 during the day and at the same time not change their wages, meaning they would not suffer economically.”**

It is worth noting, that all the interviewed stakeholders, unlike the target group, were familiar with the term “soft skills”. These skills were described by stakeholders as essentially emotional intelligence, social communication, problem solving and teamwork skills, in other words – personal qualities, which are not directly related to professional skills. Interestingly enough, the interviewees stated that in Lithuania employers themselves do not use such concept, but immediately ask for communicability, teamwork or leadership. All stakeholders agreed, that soft skills are very important, because in the end “**professional skills can help you get a job, but soft skills help you stay in that job**.”

Stakeholders believe that older workers should develop the following soft skills: ability to learn, identify learning opportunities, confidence, adaptation, flexibility, cooperation. During the research foreign language proficiency was singled out as a multidimensional skill – being able to learn new languages ​​means not only the ability to communicate with international clients, but also shows that older workers can learn, develop and have the motivation to do so.

To sum up, it is essential for older workers to widen the whole spectrum of the possibilities of social emotional competencies. Notably, development of specific soft skills depends on the workplace, the nature of the job and what is most important and valued there.

Conclusions

The qualitative research results, which include responses from both the target group workers, belonging to the 50+ age group and stakeholders, indicate, that older workers have experience, responsibility, consistency and trustworthiness as their main strengths, however, they lack information technology knowledge, flexibility, adaptability, motivation and foreign language proficiency. It is worth mentioning, that older workers face additional difficulties in the workplace/while re-entering the labour market because of the employer’s negative attitude and predominant stereotypes.

All in all, based on both the target group and stakeholders’ responses, there is a need of training specifically for older workers, in order to improve their soft skills, digital skills and highlight the importance of lifelong learning, as well as trainings for the employers, to change their preconceived notions regarding older employees and help them discover the strengths of older generation as well as the strategies to empower them.

# Spain

## The labour market in Spain for workers over 50 years.

This section has a main aim to identify the labour market in each country and the level of unemployed people +50 in all participant countries.

In Spain, the national statistics institute (INE), when conducting the registered unemployment survey of the country, distinguish the following age groups: people from 24 to 54 years old and people +55 years old.

The unemployment rate for both groups is quite similar, according to the last available data:

|  |  |  |
| --- | --- | --- |
|  | **From 25 to 54 years** | **+55 years** |
| **Both genders** | 12,72% | 11,79% |
| **Men** | 10,78% | 10,66% |
| **Women** | 14,90% | 13,18% |

**Figure 1:** Own elaboration.Source: INE. 2019

Total number of unemployed people over 55 in Spain:

|  |  |
| --- | --- |
|  | **+55 years** |
| **Both genders** | 472.600 |
| **Men** | 235.000 |
| **Women** | 236.800 |

**Figure 1:** Own elaboration.Source: INE. 2019

One thing that differentiate unemployed people +50 from other unemployed people is the amount of time they stay in that situation.

Fundación Adecco; a Spanish non-for profit foundation for the labour inclusion of people with disabilities, +45 long-term unemployed, women victims and those who, due to various circumstances, are at risk of social exclusion or special vulnerability; each year runs a survey among companies and unemployed people +55 years to know their situation on the labour market and workplace.

The results of the survey show that when they asked people over 600 unemployed people over 55+ the amount of time they had been in that situation the results are as follows:

**Figure 2**.Own elaboration.Source: Fundación Adecco.

This paper gathers its conclusions from a survey, confidential and anonymous, to 160 Human Resources professionals, in order to identify unconscious biases and discriminatory attitudes, combined with another survey of 600 unemployed people over 55 years.83% of the HR professionals that participated on the survey did not selected any candidate over 55 years old on 2018. When they were asked “Why haven’t you selected any senior professional this year?” 45% of them answered that they did not receive any candidature from seniors, 40% of them answered their age raises questions about performance and adaptation, and 5% said that there were other reasons.

Also, 75% of the participants on the survey thinks that people over 55 are used to having their knowledge and skills outdated. 60% of them also thinks that workers over 55 are usually less flexible in adapting for the job.

Besides all efforts made to update their knowledge and promote their employability, people over 55 years old faces prejudices and stereotypes very entrenched in society and business.

**Skills forecast for Spain:**

The higher demand occupations in Spain are associated with professionals in:

* Sales workers
* Personal service workers
* Customer services clerks

For the 2016-2030 period it is expected that 14 660 000 new jobs will open on the Spanish market. About 2 to 5 new job openings will relate to high-skilled occupations. The fastest growing sectors for Spain are Distribution and transport and Business and other services. Spain is below the average on high-skilled occupations compared with the European average.

The last report about the **future of workforce** stated that the 5 most demanded skills for 2020 are:

1. Resolution of complex problems.

2. Critical thinking.

3. Creativity.

4. Teamwork.

5. Emotional intelligence.

Recent graduates

**Regional and country policies to support people +50 in Spain**

**Plan REIncopora-T**

**Name of the program:** Plan REIncopora-T

**Target group:** Long term unemployed people and vulnerable collectives.

**Territorial scope:** National

**Description:** The new ReIncoporta-T plan for 2019-2021, is a national plan that the National Service of employment has launched in 2019. The plan has 63 measures to support unemployed people, including:

* More guidance counsellors
* Support for vocational training in rural areas
* Training in key digital skills and priority and public interest sectors
* Promoting responsible public procurement
* Developing corporate social responsibility
* Strengthening institutional cooperation

The goals of this plan include:

* Reduce by 9% the difference in LTU between age groups 30-44 and 45 and older: from

44% to 35%.

* Reduce by half the gender gap between women and men in LTU: from 11.6% to 5.8%.

**Supported by:** Ministry of employment and social security.

**Link to read more:**

<https://www.sepe.es/HomeSepe/Personas/encontrar-trabajo/plan-reincorpora-T.html>

**Incentive program for hiring of unemployed people long-term unemployed.**

**Name of the program:** Incentive program for hiring of unemployed people long-term unemployed.

**Target group:** Long term unemployed people and vulnerable collectives.

**Territorial scope:** Regional. Galicia.

**Description:** The regional government of Galicia has launched an incentive program to encourage companies to hire long-term unemployed. The companies can apply to subsidies to hire long-term unemployed people. The contract has to be made for at least 12 months, and the program includes extra subsidies for companies hiring people from vulnerable groups and people of difficult labour insertion such as:

* Transsexual
* People over 45 years
* Victims of gender violence
* Returned emigrants

**Supported by:** Regional government of Galicia.

**Link to read more:**

<https://www.xunta.gal/dog/Publicados/2019/20190320/AnuncioG0424-060319-0002_es.html>

**Garantía +55**

**Name of the program:** Garantía +55

**Target group:** Unemployed persons registered in the employment offices of Castilla-La Mancha, who are recipients of the subsidy for people over 55 who, prior to the selection, have expressed their willingness to participate in this program.

**Territorial scope:** Regional. Castilla La Mancha.

**Description:** The regional government of Castilla La Mancha has launched a program in which local governments of the region can submit projects to offer an opportunity of activity to unemployed people who receive the national subsidy for people over 55 years; to improve their employability, updating and valuing their skills, acquiring new ones and facilitating their return to the labour market. At the same time, it seeks to increase family income, avoid the risk of poverty and social exclusion and facilitate a transition towards retirement. It also allows the implementation of social utility projects, local or community development, by local entities and non-profit entities of the Autonomous Community of Castilla-La Mancha.

The projects “Garantía +55” are local or regional interventions, of social utility and of a temporary nature, which result in the benefit of the community, through the improvement of social, economic, cultural, educational, environmental or patrimonial conditions and which are developed through the social collaboration of unemployed people who receive the subsidy for people over 55 years of age.

Projects may include the performance of employment orientation, transversal training, professional training or other activities. Throughout their development, the participants will obtain a professional experience and may, as provided in each of them, participate in these activities.

**Supported by:** Regional government of Castilla La Mancha

**Link to read more:**

<https://www.fempclm.es/PROGRAMA-GARANTIA-55-ANOS_es_0_1726.html>

**Non-formal education for people +50 in Spain**

**Proyecto Savia**

**Name of the program:** Proyecto Savia

**Target group:** Senior unemployed people.

**Territorial scope**: National

**Description:** Proyecto Savia is a non-for-profit project initiated by Fundación Endesa, Fundación máshumano and Grupo Barrabés. This initiative proposes a path to help unemployed seniors to return to the labour market.

The Savia path is structured as follows:

* Serenity: the first step is to help seniors to know themselves, and to analyse who they are and how to update their CV to show their competences. It also offers them information about new cooperation opportunities with business companies.
* Analysis: in this second step the project offers digital tools so seniors can identify their skill gaps and the potential for entrepreneurship they have.
* Vision: to help participants to help them to work on the skills and abilities they can reinforce to improve their employability.
* Impact: how to reach the goals to impact companies or to start a business.
* Alliance: the project also offers a virtual space in which all participants can share their experiences and support each other.

The project offers many free online courses to support all participants, the courses are about entrepreneurship, economy and finances, legislation, digital skills, marketing, communication, human resources, English etc.

**Supported by:** Fundación Endesa, Fundación máshumano and Grupo Barrabés.

**Link to read more:** <https://www.generacionsavia.org/>

**Proyecto Incorpora**

**Name of the program:** Proyecto Incorpora

**Target group:** Unemployed people over 45 and people with difficulties to enter on the labour market.

**Territorial scope:** National

**Description:** this project is aimed at vulnerable people that is not on the labour market and also to companies that are looking for new employees. We help people at risk of social exclusion to access a job, which contributes to building a more socially responsible territory.

The Incorpora program, promotes corporate social responsibility in companies to convey the value of employing disadvantaged groups. In addition the program also trains and offers the service of technician in labour insertion that supports companies and workers to facilitate the hiring process.

In 2016 this program managed 28.016 labour insertions.

**Supported by:** Fundación LaCaixa

**Link to read more:**

<https://obrasociallacaixa.org/es/pobreza-accion-social/integracion-laboral/incorpora-de-la-caixa>

**Programa lanzaderas de empleo.**

**Name of the program:** Programa lanzaderas de empleo.

**Target group:** unemployed people over 18 years old.Since 2018 some projects are exclusively addressed to unemployed people + 45.

**Territorial scope:** National.

**Description:** this program represents a new philosophy in social intervention for unemployed people. The work methodology is based on coaching techniques, with a coach who develops the work of team leader, although unemployed people are the protagonists of their employability processes. Building a team in a climate of trust and mutual help, they hold coaching sessions, work on emotional intelligence, communication and creativity; They know new techniques for preparing and presenting curricula, they analyse how to face job interviews through different dynamics, develop employability maps and learn how to work the personal brand, to differentiate themselves and better position themselves in the labour market. The ultimate goal is to improve their employability from an optics that puts them in an active, committed and supportive position in the face of the great challenges imposed by the current situation. From the beginning of the program to the present, the Santa María la Real Foundation has launched more than 362 Employment Shuttles in all the Autonomous Communities, reaching nearly 7,000 participants, achieving that 50% of the participants have obtained employment by own or foreign account, or have resumed studies. Since 2018 some projects have been focused on senior unemployed exclusively.

**Supported by:** Fundación Santa María la Real, Fundación telefónica, European Social Funds, Obra Social La Caixa, Fundación Barclays.

**Link to read more:** <https://www.lanzaderasdeempleo.es/>

**Interviews with stakeholders and workers +50**

Characteristics of target group

For the purposes of this research, the questionnaire was addressed to 8 people over 50 years of age, who were both employed and unemployed at the time of completion. Employed participants are employed by a company or self-employed. They were either interviewed face to face, or they completed the questionnaire that was given to them either in print or online. 75% of participants are women and 25% of participants men; with an average age of 55 years of age. All participants live in Spain and their mother language is Spanish.

Target group needs analysis and view of skills in today’s labour market

Participants believe, in most of the cases, that the skills and knowledge of workers over 50 years old is updated compared with younger workers. When asked if they think that senior workers are at a disadvantage compared to younger workers, all participants said they feel they are.

The main disadvantages they feel are the fear of companies to hire people over 50; the low wages offered to some senior profiles or the lack of job offers to people over 50.

The advantages and strong points of workers over 50 years old is experience and deep knowledge and understanding of their sector. The most named skills are the organizational capacity; the management capacity and the contact network they have. In this sense, older workers perceive themselves as assets for their companies; they have a deep knowledge of their companies, sectors and over the years have created a network of contacts that can be exploited to create new business opportunities, clients etc…

When asked what they think are the weakest points of workers over 50 years old, most of them mention new technologies and foreign languages. Several studies on the EU show that the lack of digital skills is especially severe in workers with a low qualification; and in a society that is more digitalized than ever; this lack of digital skills will prevent them to get a new job. Foreign languages are also perceived as a disadvantage compared with younger workers that may have such skills; many companies work in foreign markets, and many job positions require knowledge in foreign languages.

When asked about the fears that companies may have to offer jobs to senior workers, the most common is age biases: along with the lack of digital skills and the fears about health condition of workers or family conciliation. The lack of certain skills or having doubts about the capacity of senior workers to adapt to changes or to work in teams with people from different ages are also mentioned as perceived fears.

Another factor mentioned is the difficulty to find positions for senior workers that are not top management positions, the offer for intermediary positions for senior workers is very scarce; companies seem to prefer to hire workers with less experience; with a lower salary and to train them.

When asked what measures will encourage companies to overpass these fears, participants offer disparate possible measures; like state bonuses for the social costs supported by the company, specific programs to support the senior unemployed, awareness campaigns on the benefits of hiring senior profiles, etc.

When asked about soft skills, only half of participants think that soft skills are important to enter on the labour market or to find a new job. The concept of soft skills is unknown for many people, and in many cases, they are not mentioned on job advertisements; but they can set the different between two candidates with similar or identical hard skills.

When asked about other skills like digital skills or foreign languages, all participants agreed on their importance. ICT and English are the topics that most participants agreed on pointing as the most important skills that will help them the most in finding a new job or maintaining their current position. The digitalization of the economy and the internationalization of the companies require workers with strong digital competences and communication competences in foreign languages.

Life-long learning plays a fundamental role in maintaining a trained and competitive workforce; it is necessary that workers receive continuous training. Long-life learning and the learning skills play a fundamental role in this sense. Another problem that senior workers face is to certify certain skills and knowledge they have gained through non-formal education or by their daily work, senior workers may accumulate several years of work experience, but sometimes is very hard for them to show what can they do. In this sense, companies could take a more active role in terms of offering training options to their employees in the form of short seminars, or training courses during working hours to facilitate conciliation.

Characteristics of stakeholders

The stakeholders were specifically chosen to represent employers and supervisors of workers over 50 years of age. 8 stakeholders were contacted in total. They were either interviewed face to face, or they completed the questionnaire that was given to them either in print or online. The stakeholders that have participated are labour advisers, trainers and career guidance technicians; all of them working with people over 50 years old in different contexts.

Stakeholders needs analysis and view of skills in today’s labour market

Main stakeholders interviewed think that senior profiles need some guidance on putting themselves into value. Many of them have a lot of job experience, and accumulated skills and experience, but they don’t know how to put them into value.

The stronger added value that senior profiles can bring not companies is linked to their experience; other skills that stakeholders perceive are management capabilities; polyvalence; crisis management; knowledge about their job position and their sector.

Not all participants think that workers over 50 years old have out of date skills when compared with younger workers, but all of them agreed on the fact that senior workers are at disadvantage compared to younger workers.

The prejudices and biases perceived by stakeholders are very similar than the ones perceived by the target group. In general, the main prejudice they perceive is age biases linked to possible health conditions, the salary expectations that senior profiles may have or family conciliation. Other factors mentioned are that seniors are perceived to have less vitality and impulse for any job, the lack of digital skills is another bias detected.

When asked why companies don’t offer job positions to workers over 50 years old, all biases previously mentioned are repeated, the age prejudices and other biases like the expectation that seniors will ask for higher salaries are also mentioned.

Participants also agree on the lack of open positions for senior profiles with low qualification, and how companies seem reluctant to offer job positions to workers that may not stay very long time on the company.

While participants from the target group don’t have a clear picture about the role of soft skills can play while applying for a new job, stakeholders do. All of them agree on the importance that soft skills play on the labour market and they ask people from the target group about their soft skills and have provided counselling on how to present those skills during a job interview or on a resumé.

When asked which soft skills they consider the most critical skills for the target group, stakeholders mention leadership, communication, teamwork, critical thinking, flexibility, empathy, crisis management or learning capacity. All skills mentioned are linked to the biases and prejudiced mentioned before, a person that is able to show flexibility and strong communication capabilities is likely to integrate easier in a team.

Digital and foreign language skills are needed for all kind of workers, the advances on the available digital tools; new ways of working and the digitization of the economy, requires that all workers need continuous training, since their knowledge in this field is easily obsolete. It is not a problem exclusively for senior profiles; but in their case, they are expected not to have digital competences, or obsolete ones; as part of the age biases they usually face.

Foreign language skills are also required to all workers, especially in English; many companies operate in foreign countries and English is the most common foreign language required to all workers as is the most spoken in business contexts. Companies should offer continuous training to their workers in order to help them to develop the skills they need for their daily activities. The in-company training activities help workers to conciliate their work and personal life and they also feel their company cares about them.

Almost all participants think that the bigger problem senior workers face is that they are not offered middle-management positions, or in jobs that require low qualification. In general, jobs that require low qualification are offered to people without previous work experience, senior workers are usually excluded from these type of job offers.

Among the measures that can be taken to facilitate the inclusion or the valorisation of senior profiles on the labour market are bonuses for the companies to hire people over 50 years old; continuous training programs to help them to certify their knowledge and competences; also finding methods to certify skills and knowledge gained through non-formal education may help them to maintain or to find a new job.

Conclusions

In conclusion, all participants from the target group and stakeholders agree that the main asset senior workers have to offer is experience. Experience usually involves other skills and capabilities, like management skills. The disparity of responses appears when the parties are asked about soft skills; while all stakeholders agree on their importance; not all participants from the target group share that opinion. Some participants from the target group think that soft skills are not important to maintain or to get a new job.

This may imply that not all participants know what soft skills are. Stakeholders are aware of their importance and try to help seniors to put their soft skills in value; because between two candidates with similar hard skills, the candidate that is able to put into value their soft skills are more likely to get the job.

Senor workers face many biases about their age; their health condition; vitality and energy; their capability to cope with changes; to work in teams with younger colleagues or to adopt new technologies. Digital skills and language skills are also highly demanded skills, senior workers may need to emphasize there are up to date in such skills, and the advances in technologies require continuous training for all workers.

Government and public administrations need to take the leadership in this sense and offer active measurements for the labour market to increase the employability of senior profiles; companies demand measures such as social security subsidy and increased training credit to program additional training for these profiles.

# Sweden

## The labour market in Sweden

The Swedish economy has performed strongly. From an historical perspective, the employment rate is high among both women and men. But despite the positive trend in recent years, unemployment is still too high in certain groups and jobseekers all too often lack the skills that employers require. In the light of this, the Government proposes introducing a number of measures to mitigate the previously announced cutbacks and improve the prospects for good results.

In the Budget Bill for 2020, the Government proposes initiatives totalling approximately SEK 1.3 billion to get more people into work. People must be given the opportunity to acquire the knowledge and experience that are in demand in the labour market, while it must be easier for employers to satisfy their skills provision needs. It must be possible for more people to start and run companies, and the business sector’s competitiveness must be strengthened.[[32]](#footnote-32)

In an international comparison, both labour force as a participation and employment among elders in Sweden high. Most elders have a very stable position on the labour market while those who become unemployed at an older age have difficulties to re-establish on the labour market.

This is especially true for people with less educational background. The Swedish Employment Office has as an important mission to help elders that get trapped in unemployment to get back to work. For example, skills-enhancing efforts together with proactive work with employers’ attitudes toward elder workers are important elements.

In recent years the level of employment among elders have increased significantly. Especially for those who are between 55-64 years old, where among eight in ten work, but more and more also work after they have turned 65 years.

Unemployment in different age groups

* *Percentage of the labour force, 2018*

|  |  |
| --- | --- |
| 15-24 years | 17,4 |
| 25-34 years | 6,5 |
| 35-44 years | 4,8 |
| 45-54 years | 4,1 |
| 55-64 years | 4,4 |
| 65-74 years | 2,7 |

Source: SCB (AKU)

The labour market situation for elder people (Swedish Public Employment Service)

The trend for the elder people on the Swedish labour market have moved in a very positive direction. The labour market remains strong and the demand for labour force is still good. Unemployment among the elder is below average and employment is at a peak compared to other European countries. More than nine in ten of the elders, in the age 55-64 years, have permanent employment. The situation on the labour market is therefore very steady for most people. However, the favourable development is not to everyone’s advantage. Some have lost their jobs and have a hard time re-establish themselves on the labour market. Some have come to Sweden recently and have never been established on the Swedish labour market.

The connection between education and unemployment is very clear. Unemployment among the low-skilled is significantly higher and this applies to all age groups. Common to the group of unemployed elder people is that they are more likely to become trapped in long periods of unemployment. The average times of unemployment increase with increasing age and are highest for the very oldest.

Being unemployed between the ages of 55 and 64 is in itself a circumstance that reduces the job opportunities. The lack of upper secondary education, being born abroad or having a disability that results in reduced work capacity, further complicates the opportunities to get a job.

Strengthening the position of the elderly unemployed in the labour market is an important measure to achieve and improve the supply of the master of labour in the coming years. The older workforce has been important for the good development during the new 10-year period, but more can be done. For example; efforts to strengthen and preserve the older skills and important part to enable and extend the professional life for many. Strengthening the position of the elderly unemployed in the labour market is an important measure to bring about an in improvement in the supply of labour in the coming years. The older workforce has been important for the good development during the last 10-year period, but more can be done. For example, efforts to strengthen and retain the skills of the elderly are an important part of enabling many people to extend their professional lives. The labour market is becoming increasingly knowledge-intensive and skills development throughout the professional life will in many cases be a necessity in the future labour market.

In addition to improved skills development of the elderly, there is also a need for more jobs with low educational requirements. For example, the labour market for newly arrived elderly with low schooling is almost non-existent. Despite good job growth, jobs with low qualification requirements do not increase in number. At the same time, the supply of labour competing for these jobs is constantly increasing. Negative stereotypes about the elderly and their ability to work still exist. In addition to employers risking missing potential skills because of this, it is also inhibitory to labour market mobility. Some workers simply expect discrimination to occur. This means that some older workers consider it futile to look for a new job. Longer working life is necessary from several perspectives. Social benefits are significant and there is a need for an inclusive labour market for all the elderly. All efforts that promote the elderly with a weak labour market connection are thus important.

**Challenges in the labour market**

Arbetsförmedlingen (Swedish Public Employment Service) faces three key challenges in 2019 and 2020:

* Counteract the lack of skilled labour
* Increase the employment of foreign-born people use their skills
* Prevent long-term unemployment.

The lack of competence makes matching in the labour market difficult, in recent years, the number of registered unemployed at Arbetsförmedlingen, with education in the field of shortage occupations, has gradually decreased. The conditions for matching in the labour market will therefore remain limited during the forecast period. Increasing the supply of demanded labour will be crucial in the future. Above all, labour supply is a major challenge for small and medium-sized local labour markets outside the three metropolitan areas. Increasing the supply of demanded labour will be important for the success of the matching, but is also necessary for employment growth in both short and long term.

The supply of labour places demands on several areas

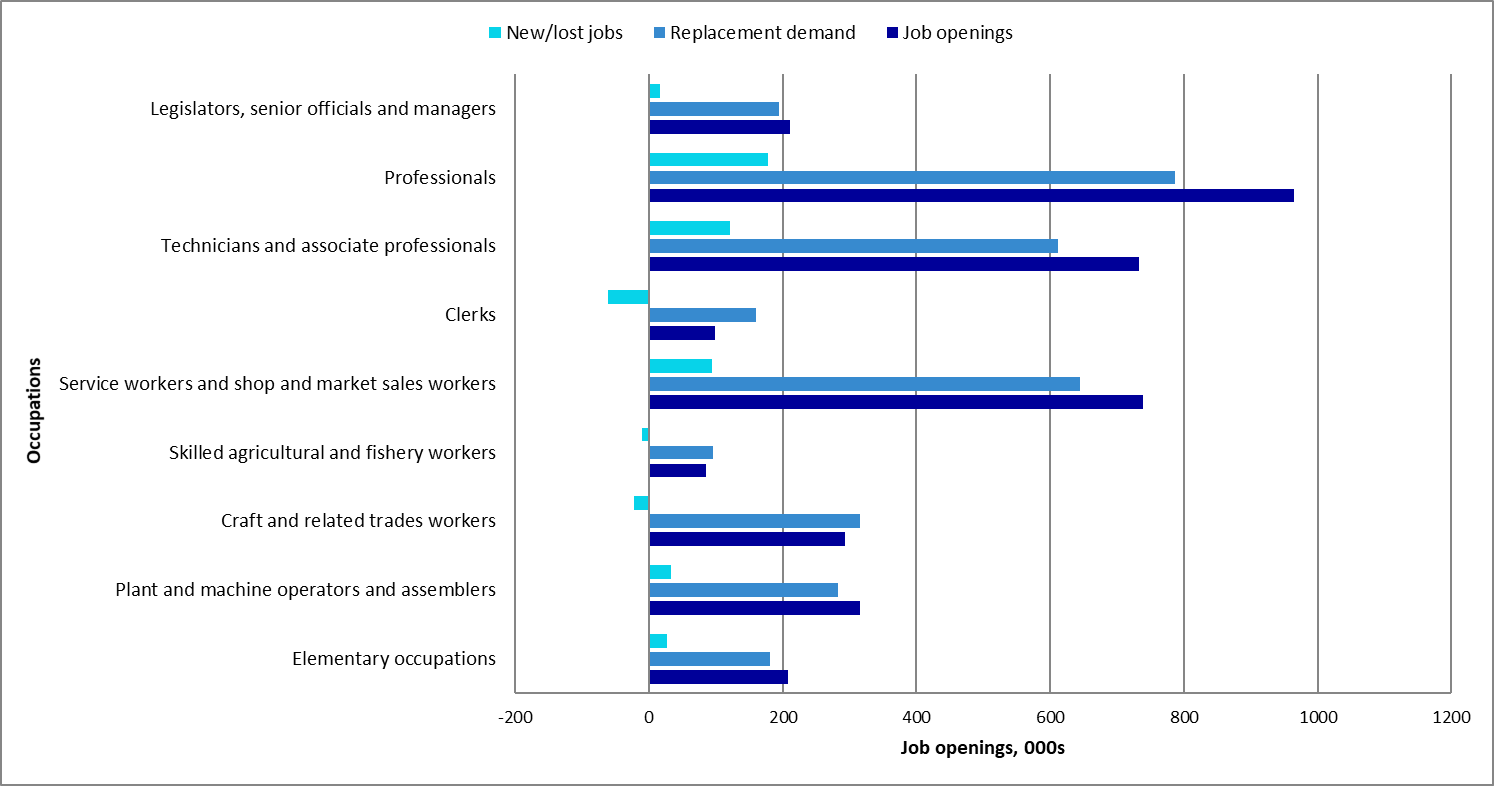
The challenges in the labour market do not just impose demands on labour market policy, but need support from several other policy areas, including education, social, housing and business policy. Arbetsförmedlingen need to continue to cooperate with other actors, especially the education system will be of the utmost importance in the next few years. Employers also have a responsibility for the labour supply. More employers, both public and private, need to adapt their requirements when recruiting to secure their planned employment needs. In addition, efforts are needed to make professions and industries more attractive in order to succeed in meeting the labour demand.[[33]](#footnote-33)

In October 2019, there were 330 000 unemployed persons aged 15─74, not seasonally adjusted. This corresponds to an unemployment rate of 6.0 percent. There were 155 000 unemployed women and 174 000 unemployed men. The unemployment rate was 6.0 percent among women and 6.1 percent among men.[[34]](#footnote-34)

CEDEFOP: Which are the higher demand occupations in your country and how many new jobs will be related to high-skilled occupations.

Figure 3 shows the total job openings by broad occupational group over the period 2016-30. It shows that most jobs to be created in Sweden are expected to 3 come from the need to replace workers leaving their occupation, mostly due to retirement. Through this, many job opportunities will arise for professionals, representing 26.4% of the total job openings (compared to 19% for EU-28) with 965 thousand job openings (82% of them due to replacement demand) and for service workers and shop and market sales workers, with 739 thousand job openings (87% of them due to replacement demand). Clerks will experience a slight decline in employment, yet the need to replace existing workers will create also new jobs in this occupation

Figure 3 Job openings by broad occupational group, 2016-30



Source: Cedefop (2018 Skills Forecast)

When occupational groups are analysed in more detail it is possible to see that most of **new jobs** will be created for

* Business and administration associate professionals,
* Health associate professionals and
* Science and engineering professionals.

However, a significant amount of new jobs will be created for occupations that are traditionally considered as medium- or low-skilled, such as *personal care workers* and *drivers and mobile plant operators*. These occupations and *business and administration associate professionals* will contribute most in Sweden’s economy in terms of **total job openings** (openings due to both net change and replacement needs), over the period up to 2030.

**Labour Market Report 2019, af:**

A high proportion of those currently enrolled at the Swedish Employment Service are in need of training, in order to approach the labour market. In December 2018, one third of the unemployed enrolled lacked at upper secondary education. The labour market for persons without upper secondary education is also still limited. Most employers demand an upper secondary education, even in more and more professions where education requirements have traditionally been low.

**AF: Where are the jobs in 2019?**

The strong demand for labour means that the opportunities for work are good or very good within three out of four occupations in one year’s term, the increase in population and the change in the demographic composition, as well as technological development, create great needs for labour. In parallel, digitization and structural changes mean that certain tasks are automated. In a large number of the professions that already have good or very good job opportunities today, there is considered to be a shortage of skilled labour even in the five-year term. For a number of professions in the pedagogical profession as well as in the health care sector, very good opportunities for work are expected. The same goes for most occupations in construction and civil engineering, computer/IT and technical and scientific work. The job opportunities are thus good for a large number of professions that usually require vocational education at the upper secondary level, as well as higher education. In the fields of culture, media and design; sales, purchasing and marketing as well as administration, finance and law are expected to have less good job opportunities.

**Demanding skills:**

The increased demand for labour means that the shortage of skilled labour continues to grow. The most widespread recruitment problems – and thus good or very good chances for jobseekers to find work – are expected to occur in the areas of educational work, healthcare, technical work, the construction industry and IT. In these occupational areas there are generally good opportunities for work over a period of both one and five years.

In occupations at tertiary education level there is little competition for jobs as nurses with basic or specialist qualifications, engineers, graduate engineers, qualified IT staff, doctors, secretaries (social work), teachers and pre-school teachers, amongst others. In the longer term, population growth and demographic make-up, with more younger and older people, will create continued strong demand for labour. Digitalisation is also driving demand for labour in several areas. In occupations at upper-secondary-education level there is little competition for jobs in most of the building trades, and as cooks, motor vehicle mechanics and vehicle repairers, assistant nurses and lorry drivers, amongst others.[[35]](#footnote-35)

**Which competencies will be the most desirable 2019?**

In order to compile the 10 most important competences in 2019, the large network platform LinkedIn has delved into its own data. What qualities and qualifications do managers think are the most valuable, but difficult to find?

According to LinkedIn, 57 percent of senior managers think that social skills are the most important and the five most important are:

1. Creativity: Creative employees find the solution of tomorrow

2. Ability to persuade: Having a great product or service is not enough. In order to get others interested and buy what your company offers you need persuasiveness

3. Collaborative ability: With increasingly complex and cross-border projects, it is also becoming increasingly important to collaborate effectively.

4. Adaptability: Much changes all the time. Anyone who is adaptable can solve yesterday’s as well as tomorrow’s problems. :

5. Time management: Anyone who is good at planning and managing their time will always have an important advantage over others, throughout their career.

Here are five additional skills and qualifications the companies are looking for:

1. Developers with cloud expertise: More and more companies have and use different cloud services, so engineers are needed to meet the development.

2. AI: The explanation is very simple, according to LinkedIn. We are in the age of AI.

3: Analytic ability: Many companies have access to huge amounts of data today, but they need someone who can make smart conclusions and make smart decisions based on the information.

4. Personnel management: A modern manager should be able to coach and strengthen his employees.

5. UX-design: According to LinkedIn this is the key to making the digital world work for people.[[36]](#footnote-36) [[37]](#footnote-37)

**Regional and country policies to support people +50 in Sweden**

**Job and development guarantee program**

**Name of the program:** Job and development guarantee program

**Target group:** The Job and Development Guarantee programme is a programme for people who have been unemployed for a long time and need help to return to working life. We give you support to end your unemployment.

**Territorial scope:** National

**Description:** It is a programme that consists of activities adapted to your needs in combination with you actively looking for work. The aim is for you to end your unemployment as quickly as possible.

You and your employment officer together plan what activities suit you best to be able to find a job or begin studying as quickly as possible. Here are some examples of activities:

* work experience placement
* employment training
* vocational rehabilitation
* professional or vocational education at a folk high school
* labour market training
* help and guidance if you are considering starting your own business

We keep track of how things are progressing for you and give you the support you need.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more:** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/att-delta-i-program/jobb--och-utvecklingsgarantin>

**The establishment programme**

**Name of the program:** The establishment programme

**Target group:** The establishment programme is a support in the form of activities and education for certain newly arrived immigrants. The aim is for you to learn Swedish, find a job, and become self-sufficient as quickly as possible.

You can take part in the establishment programme if you are over 20 but under 65 years of age and have recently been granted a residence permit as a refugee, person with subsidiary protection status or family member.

**Territorial scope:** National

**Description**: You and your employment officer together plan what activities suit you best to be able to learn Swedish and find a job as quickly as possible. Here are some examples of activities:

* language training if you do not have basic skills in Swedish, Swedish for Immigrants (SFI)
* social orientation course
* courses at different levels if you need to develop or build on your skills
* work experience placement
* support when you are looking for work
* help and guidance if you are considering starting your own business
* validation

When we meet, you tell us what work experience you have, what education you have, what your interests are, and what your ambitions are. It is important for us to know if there is anything relating to your health or your social situation that might affect your possibilities to take part in activities and take a job. We try to adapt the activities in the programme so that they are suitable for people with particular needs. When this has been done, we begin drawing up your plan together. You can see your plan in your smartphone and have all your support collected in one place. We keep track of how things are progressing for you and give you the support you need.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more**: <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/att-delta-i-program/etableringsprogrammet>

**A Study motivating course at People’s High School**

**Name of the program:** A Study motivating course at People’s High School,

**Target group:** You need to be registered as a job seeker with us. You also need to satisfy the following conditions:

You are at least 16 years old.

You do not have an upper secondary school diploma or a basic qualification for higher education.

**Territorial scope:** National

Description. A Study motivating course at People’s High School, studiemotiverande kurs på folkhögskola, can help you find the desire to start studying, or to resume studies that you have previously discontinued. The course includes training in study techniques and focuses on the core subjects of civic studies, English, Swedish and mathematics. The aim is to find self-confidence and motivation and to create a plan for the future.

The structure of the course varies depending on the school's profile and the participants' needs and wishes. The teaching is based on the pedagogics of the People’s High School. Active participation, discussion and learning together in groups are fundamental parts of the teaching.

After the course you may choose to study at Komvux or take a general course at People’s High School, which corresponds to the study level of secondary or upper secondary school.

The People’s High School will develop an individual study plan for you.

When you have completed the course, you get a certificate and a plan for how to take the next step towards study or a job.

The course is available at People’s High Schools all over the country. The course is full-time for 3 months.

**Supported by:** Arbetsförmedlingen. Sweden public employment service. (and People’s High Schools in Sweden ex Sverigefinska Folkhögskolan in Haparanda)

**Link to read more:** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/studiemotiverande-kurs-pa-folkhogskola>

**Education and efforts**

**Name of the program** Education and efforts

**Target group:** The target group is unemployed which have a weak position on the labour market. Most of the participants will belong to one of these groups:

* Unemployed with only pre-secondary education.
* Unemployed youth with inadequate education
* Unemployed born in a non-European country.
* Unemployed persons with disabilities, which means reduced work capacity.
* Unemployed persons 55-64 years old.

**Territorial scope:** National

**Description:** Labour market training is vocational training that responds to the labour market’s need for competence. Many labour market courses have a compulsory preparatory part. Labour market training should be short (maximum six months) and clearly oriented towards a shortage of strength. The aim of the courses is to give the participants sufficient competence to be able to gain employment in the field of study.

When employer’s demand is controlled the chances are higher that the training will lead to employment. Therefore, the Employment Service’s training agreement is flexible. This means that we can add or remove modules in the labour market courses according to needs. Many labour market courses have a compulsory preparatory part. The purpose of the preparatory part is to give the participant the right conditions to pass a labour market education.

Recruitment training: A recruitment training can be used within a labour market training where one or more employers have expressed a need for employment and intend to hire participants. The employer must also receive participants for the workplace placement in the training (APL).

The employers involved must actively participate in the planning and implementation of the training, for example by participating in the selection of participants or by influencing the flexible content of the training. The recruitment training means a specific training opportunity for selected participants.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more:** <https://arbetsformedlingen.se/om-oss/for-leverantorer/vara-tjanster/utbildningar-insatser>

**Introduktionsjobb**

**Name of the program**: Introduktionsjobb

**Target group:** Introductory jobs are for those who have been unemployed for a long time or who new arrivals in Sweden are. You need to be registered as a job seeker with us. You also need to satisfy one of the following:

* You are participating in jobb- och utvecklingsgarantin.
* You are aged over 20 and have participated in jobbgarantin för ungdomar for at least 200 days.
* You are a newcomer to Sweden aged over 20 and are participating in etableringsprogrammet or at some point during the past 12 months you have participated in etableringsprogrammet.
* You are a newcomer to Sweden aged over 20 and have a current etableringsplan or have finished your etableringsplan during the last 12 months.
* You are a newcomer to Sweden aged over 20 and during the past 36 months you have been granted a residence permit or a residence card as a family member of an EU/EEA citizen.

**Territorial scope:** National

**Description:** An introductory Job, introduktionsjobb, is a job with a private or public employer that gives you a chance to enter the world of work. The employer who hires you will receive a contribution towards your pay.

An introductory job can be either permanent or temporary. You can also have a part-time introductory job if your ability to work is permanently impaired.

You can often combine the introductory job with training and education, such as a vocational course, upper secondary school studies in order to take the upper secondary school exam, studies in Swedish or another suitable form of supplementary training and education.

You can have an introductory job for up to 12 months. If we assess that you need continued support, the introductory job can be extended up to a maximum total of 24 months.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more:** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/introduktionsjobb>

**Lönebidrag**

**Name of the program:** Lönebidrag

**Target group:** You can get a job with a wage subsidy if you are a job seeker with a disability that reduces your ability to work. You need to be registered as a job seeker with us.

**Territorial scope:** National

**Description:** A wage subsidy, lönebidrag, is a financial contribution to your employer as a compensation for the employer adapting the job and the workplace to your circumstances. There are three types of wage subsidies:

* Lönebidrag for development in employment – to develop your competence and ability to work to make it easier to get a job or start studying in the future.
* Lönebidrag for employment – to increase your chances of getting and keeping a job that suits your competence and skills.
* Lönebidrag for security in employment – for those with a need for long-term support in order to get and keep a job.

You can work for both private and public employers. You can have permanent or temporary employment and you can work either full-time or part-time.

An initial decision on wage subsidy covers a maximum of one year. If you need work adaptation for longer, we can extend the decision. In the long run, the goal is that your employment will be converted to employment without financial support for the employer.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more:** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/lonebidrag>

**Nystartsjobb**

**Name of the program**: Nystartsjobb

**Target group:** Nystartsjobb are for those who have been unemployed for a long time or who are new arrivals in Sweden and participate in etableringsprogrammet. You need to be registered as a job seeker with us. You also need to satisfy one of the following.

You have reached the age of 25 and for at least 12 of the last 15 months you have:

* Been unemployed and registered as a jobseeker with us or participated in an arbetsmarknadspolitiskt program Nystartsjobb are for those who have been unemployed for a long time or who are new arrivals in Sweden and participate in etableringsprogrammet. You need to be registered as a job seeker with us. You also need to satisfy one of the following.
* You have reached the age of 25 and for at least 12 of the last 15 months you have:
* Been unemployed and registered as a jobseeker with us or participated in a arbetsmarknadspolitiskt program
* Received sjukpenning, rehabiliteringspenning, sjukersättning or aktivitetsersättning
* Received försörjningsstöd or financial assistance from the municipality and at the same time been unemployed.
* Received sjukpenning, rehabiliteringspenning, sjukersättning or aktivitetsersättning
* Received försörjningsstöd or financial assistance from the municipality and at the same time been unemployed.

**Territorial scope:** National

**Description**: If you have been unemployed for a long time or been away from working life, because of illness for example, a new start job gives you a chance to start again. You are entitled to the salary that is stated in the employer’s collective bargaining agreement. If the employer has not signed a collective bargaining agreement, you will nevertheless have a salary that is equivalent to what is stated in the collective bargaining agreement. We decide whether the employer may employ you with a new start job.

**Supported by**: Arbetsförmedlingen. Sweden public employment service.

**Link to read more** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/nystartsjobb>

**Projekt med arbetsmarknadspolitisk inriktning**

**Name of the program:** Projekt med arbetsmarknadspolitisk inriktning

**Target group:** Labour market policy projects are for those who are unemployed or at risk of becoming unemployed. Because the content and activities vary depending on the project and there are specific target groups, who the project is suitable for will also vary.

You need to be registered as a job seeker with us.

**Territorial scope:** National

**Description:** There may be labour market policy projects in your area that we run together with others. If there is an appropriate project in your area, you may be invited to participate.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more:** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/projekt-med-arbetsmarknadspolitisk-inriktning>

**Samhall**

**Name of the program:** Samhall

**Target group:** Do you need extra support and adaptation at work? Are you registered as a jobseeker with us? Do you have disabilities that affect your ability to work? Samhall may be the workplace for you.

**Territorial scope:** National

**Description:** Samhall is a Swedish state-owned company, the purpose of which is to create meaningful and stimulating work for people with disabilities. The aim of a job at Samhall is that you should develop your ability to work and your professional skills. The long-term aim is that you are able to get a job with another employer.

**Supported by**: Arbetsförmedlingen. Sweden public employment service.

**Link to read more**: <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/samhall>

**Skyddat arbete hos offentlig arbetsgivare**

**Name of the program:** Skyddat arbete hos offentlig arbetsgivare

**Target group:** You can get protected work if you have a disability that reduces your ability to work. You need to be registered as a job seeker with us. You also have to satisfy one of the following conditions:

* You have a cognitive disability or a reduced ability to work due to addiction or dependence problems.
* You are entitled to support under the Act on support and service to the disabled.
* You have not worked in the past or have been away from work for a long time due to severe mental illness.

**Territorial scope:** National

**Description:** Protected work with public employers, skyddat arbete hos offentlig arbetsgivare, is a fixed duration job that is specially adapted to your circumstances. The employer who hires you will receive a contribution towards your pay. The objective of protected work is to develop your ability to work and thus improve your chances of getting a job.

You can have a protected work for up to 12 months. If we assess that you need continued support, the protected work may be extended.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more:** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/skyddat-arbete-hos-offentlig-arbetsgivare>

**Särskild stödperson för introduktion och uppföljningsstöd - SIUS**

**Name of the program:** Särskild stödperson för introduktion och uppföljningsstöd - SIUS

**Target group:** The special support person for introductory and follow-up support is for those who have disabilities and need special support in beginning a job. You need to be registered as a job seeker with us.

**Territorial scope:** National

**Description:** The support is individual and is provided by a support person with special competence in introductory methodology, a so-called SIUS-konsulent. The support person is linked in when you are looking for a job and can, among other things, help you get in touch with different employers. You can also get support in an employment or work experience placement so that you can familiarise yourself with your workplace. The support person helps you with the introduction to the workplace and is responsible for ensuring you receive the support you have agreed on. This can sometimes mean that the support person is working alongside you for a time. The support is then gradually decreased and ends completely when you can perform your tasks independently.

The support comes in two parts:

* Introductory support, which you can get for a maximum of 6 months.
* Follow-up support, which you can get for at least 1 year after you started your employment.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more:** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/sarskild-stodperson-for-introduktions--och-uppfoljningsstod---sius>

**Non-formal education for people +50 in Sweden**

**Stöd och Matchning**

**Name of the program**: Stöd och Matchning

**Target group:** Stöd och matchning is for those who can work but who need more support to get out of unemployment. With the help of a supervisor, you get individually adapted support to help you to find a job or studies more quickly. For example, you can get help finding and applying for a job, creating application documents, contacts with employers, study and career guidance, study visits, language teaching etc. You have individual conversations with your supervisor once a week.

The support has four different levels. If you do not speak Swedish, you have the opportunity to participate in your native language.

You participate in the support for 3 months, then we evaluate how it has gone. We can extend the support by 3 months and in some cases by a further 3 months.

**Territorial scope:** National

**Description:** You tell us which supervisor you have chosen.

You and the supervisor develop a plan for how you can most quickly get a job or start studying.

If you feel that the support you receive does not correspond to your needs, you can change your supervisor. Contact us if you need help in changing.

You tell us which supervisor you have chosen.

You and the supervisor develop a plan for how you can most quickly get a job or start studying.

If you feel that the support you receive does not correspond to your needs, you can change your supervisor. Contact us if you need help in changing.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more:** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/stod-och-matchning>

**Bidrag för personligt biträde (Employment with support)**

**Name of the program:** Bidrag för personligt biträde (Employment with support)

**Target group:** Your employer can receive a grant if you have reduced working capacity due to a disability if:

* You have or will have a job where you need personal support in order to manage your tasks.
* You go to upper secondary school and need personal support to be able to participate in practical orientation in working life.
* You need personal support to be able to participate in a programme or vocational rehabilitation.

**Territorial scope:** National

**Description:** The purpose the grant for personal assistance, bidrag för personligt biträde, is to make it easier for you to get and keep a job. The grant can also make it easier for you to participate in a programme or in the school's practical orientation in working life. People who are self-employed and have a disability can also obtain a grant for personal assistance. The personal assistant acts as a support for you in repetitive tasks or work situations that you cannot manage on your own. We pay the grant to your employer. The maximum grant is SEK 60,000 per year. If you are self-employed and have a disability that causes significant communication difficulties, you can get a grant of up to SEK 120,000 per year.

Your employer - or you as a self-employed person - can receive a grant for your personal assistant as long as you need support in managing your tasks.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more:** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/bidrag-for-personligt-bitrade>

**Psychosocial adjustment support**

**Name of the program:** Psychosocial adjustment support

**Target group:** Psychosocial adjustment support is for those who have employment or a work experience placement and who we assess need such support. You need to be registered as a job seeker with us.

**Territorial scope:** National

**Description:** How we feel, thrive and treat each other at work is called the psychosocial work environment. Psychosocial adjustment support, psykosocialt anpassningsstöd, makes it possible for you to discuss the requirements of the workplace with your manager and one of our specialists. Your employer can also receive support. The aim is for you to find good solutions so that you thrive together and that you feel safe and secure at work.

You may receive support under the scheme for one year.

**Supported by:** Arbetsförmedlingen. Sweden public employment service.

**Link to read more:** <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/psykosocialt-anpassningsstod>

**Interviews with stakeholders and workers +50**

Characteristics of target group

In this survey we used a questionnaire to interview 7 people over 50 years who were either unemployed or put on paid, temporary interruption in work. The sector of employment they belong to are retail, social services, construction and transportation services. The participants were interviewed face to face. We received responses from both men and women, with an average age of 55 years. All participants live in Sweden and their mother tongue is Swedish and / or Finnish.

Target group needs analysis and view of skills in today’s labour market

Participants feel that the majority of people over 50 are aware of the skills requirements that are set by today’s labour market, but not everyone has been able to obtain adequate education or hands-on experience and that’s why doesn’t have the skills that are often required today. The reason may be that it is not offered at your home town or that you have no opportunity to attend / complete training due to family situation or some other reason.

Many participants believe that the strengths of workers over 50 years of age are long-life experience and the general ability of adapting to working life changes. What is mentioned in the answers are: the ability to adapt to working hours, loyalty, and the ability to solve problems, the ability to work in a group, endurance and good work ethic.

Participants brought up some weaknesses of workers over 50, such as lack of digital skills and insufficient knowledge of new technology, compared to younger workmates. Other weaknesses mentioned are increased exhaustion with age, some illnesses that may be associated with rising age, lack of language skills, fear of changes in the workplace, unwillingness or fear of learning new technologies.

The target group further believes that workers' weaknesses can be compensated by training, internships, job-search activities and support from workmates.

When participants were asked about any fears companies might have about offering jobs to people over 50, they felt that employers might have a fear of possible illnesses, perhaps a slower pace of work, a lack of knowledge of IT technology and fears of increased costs for extra support / education / mentoring. In addition, there may be difficulties in cooperating with other workers.

Regarding ways of dealing with the above fears, participants suggest internships or employments with probationary period for the 50+ workers so that they can prove what they are capable of. Some feel that the elder workers are bad at telling what they really can and they need to learn how to "market" themselves in a better way. Training in general aimed at various new jobs or work sectors lacking staff is also something the participants propose.

The majority of the participants have not heard of the term "soft skills" before we introduced it for them. Most of them associate soft skills with social ability, or personal qualities that are not normally acquired through education, but are something that one has in one's personality. However, most people understood that soft skills are necessary in today's society and labour market. An interesting aspect is that several participants had never been asked about soft skills during the interviews. However, someone had been asked about their ability to work in a group.

When asked what soft skills they consider crucial for retaining their job or finding a new job, participants described that communication skills, team work, problem solving, interest in other workmates and one’s efforts to contribute to a good work atmosphere are important to be able to keep the job.

All the participants felt that digital and language skills were necessary to keep a job and / or find a new one. Some emphasized the importance of not only having skills in foreign languages, but also their mother tongue, thus being able to write in a good way, for example work reports etc.

When participants were asked what skills they would like to practice, most people pointed out that knowledge of the digital technology is very important for all jobs. Even in practical occupational areas, digital tools have been introduced and must be able to be handled in everyday life.

Characteristics of stakeholders

Those interviewed were managers and trainers working with our target group. A total of 7 stakeholders were contacted. They were interviewed face to face. Almost half of the stakeholders were also over 50, some were younger but not under 40. The sectors they represent are retail, the social sector and education.

Stakeholders needs analysis and view of skills in today’s labour market

Those interviewed strongly believe that workers over 50 years in Sweden are fully capable of adapting to today's labour market, at least in many sectors. In the social sector, for example, it is really an advantage to be a little older. You have a good ability to understand other people and help others.

In the retail sector, however, it was considered an advantage to be a little younger and can physically do more, have easier adaptation to new tasks and varying work pace.

Like the target group, stakeholders believe that the strengths of workers over 50 years of age are long experience, not only experience of various jobs, but also life experience, which is helpful in all jobs. They believe that this accumulated experience contributes to, for example, the ability to solve problems, create good working methods and work environment. The elderly contribute with their stability.

Stakeholders, on the other hand, mention lack of digital skills as a weakness that many people have. This must be counteracted by educational efforts and support at work.

Other weaknesses for workers over 50 are some lack of flexibility, and fear of change, which can slow down the development of the company / work.

Most stakeholders believe that older workers' weaknesses can be addressed through education, training and support. Some mention that it is important to carefully consider how the training should take place, one takes up negative experiences of sending employees to various courses, especially for the elderly, who are quite useless and expensive and many feel that it is much better to invest in work place support. At the workplace with a “mentor” whose job is to introduce and support the employee with eg. digital tools and set up and answer questions whenever they come up. In this way, the elderly get into the job and become accustomed to the new tools in their own pace.

Obstacles that older workers face when trying to get back into the labour market, according to the respondents, are sometimes lack of self-confidence, knowledge of new technology and new working environments. Last but not least, according to one of the stakeholders, today's fixation on youth is sometimes a major obstacle in some sectors - an image issue has become very important unnecessarily.

Many companies hesitate to hire older people as they are afraid of the additional costs of introduction and training before the person can fully perform his or her job. This was felt by some of the managers but pointed out that if the employer takes these costs, they get a loyal and committed worker who often stays until the pension.

Stakeholders are well aware of soft skills and they believe it is a necessary addition to technical or theoretical training, and some stakeholders believe that soft skills are crucial to hiring in some cases but say it is not so easy to identify what soft skills a person has during the job interview.

According to some of the interviewees, soft skills in today's labour market such as adaptability and communication ability, openness, positive thinking, creativity and control over one’s emotions are more important than ever.

When it comes to digital and language skills, many stakeholders believe that they are necessary tools for a worker to keep their job. Language skills, on the one hand, are strongly linked to certain sectors, such as the trade or tourism sector. But today's digital knowledge is something that everyone must be able to do, regardless of sector or job. There we have the most crucial issue when it comes to hiring new employees, young and old, and that requirement, especially job seekers over 50 years of age must be aware of and be prepared to become employable.

Conclusions

Summarising it all the interviews with the target group of workers over 50 years of age and stakeholders can confirm that there is a need for education and awareness of the importance of soft skills, digital skills and certain language skills to increase the employability of the elderly.

Furthermore, both the target group and the stakeholders state that the skills necessary for elderly workers in today's labour market are digital skills and ability to adapt as well as good skills in the mother tongue and to some extent also foreign languages.

The majority of the target group and stakeholders also agree that education in different and more innovative ways is the path through which 50+ workers will become more attractive for employers today.

**Bibliography**

* Asociace institucí vzdělávání dospělých, *Implementace Age Managementu v České republice,* [www.aivd.cz/cz/implementace-age-managementu-v-ceske-republice-1330/](http://www.aivd.cz/cz/implementace-age-managementu-v-ceske-republice-1330/)
* European Centrum for the Development of Vocational Training, <https://www.cedefop.europa.eu/files/cedefop_skills_forecast_2018_-_czech_republic.pdf>
* First Job, <https://firstjob.aktivsenice.cz/>
* Ministerstvo práce a sociálních věcí, *Rekvalifikace pro občany*, <https://www.mpsv.cz/web/cz/-/rekvalifikace>.
* Ministerstvo práce a sociálních věcí, *Rekvalifikace pro občany*, <https://www.mpsv.cz/web/cz/-/rekvalifikace>.
* Ministerstvo práce a sociálních věcí, *Statistická ročenka trhu práce v ČR v roce 2016,* <https://www.mpsv.cz/documents/20142/372765/Statisticka_rocenka_z_oblasti_prace_a_socialnich_veci_2017.pdf/b583d56d-6c38-14b9-822d-15813b21703c>
* Ministerstvo práce a sociálních věcí, *Statistická ročenka trhu práce v ČR v roce 2017,* <https://www.mpsv.cz/documents/20142/372765/Statisticka_rocenka_z_oblasti_prace_a_socialnich_veci_2017.pdf/b583d56d-6c38-14b9-822d-15813b21703c>
* Ministerstvo práce a sociálních věcí, *Statistická ročenka trhu práce v ČR v roce 2018,* <https://www.mpsv.cz/documents/20142/1054191/Statistick%C3%A1+ro%C4%8Denka+trhu+pr%C3%A1ce+v+%C4%8CR+v+roce+2018.pdf/d3a731c8-a3de-d8ef-032f-944e74e3b71a>
* Restart 4.0 Plzeň, [www.restartplzen.cz](http://www.restartplzen.cz)
* Šťastnová P., Kalousková P., Úlovcová H. a Vojtěch J., *Potřeby zaměstnavatelů z pohledu analýzy inzertní nabídky zaměstnání a názorů pracovníků personálních agentur*, Národní ústav pro vzdělávání, <http://www.nuv.cz/t/potreby-zamestnavatelu-z-pohledu-analyzy-inzertni-nabidky>
* Úřad práce ČR, Regionální individuální projekty, *50+ v Jihomoravském kraji*, <https://www.uradprace.cz/web/cz/regionalni-individualni-projekty-10#50pvjmk>
* Úřad práce ČR, Regionální individuální projekty, *Jdi dál! 50+ v MSK*, <https://www.uradprace.cz/web/cz/jdi-dal-50-v-msk>
* Vojtěch Žák, „Osm personalistů: O jaké měkké dovednosti je na trhu největší zájem“, zprávy z MUNI, <https://www.em.muni.cz/student/8056-osm-personalistu-o-jake-mekke-dovednosti-je-na-trhu-nejvetsi-zajem>
* 50+ Hellas,
* <https://www.50plus.gr/el/%CF%84%CF%81%CE%AD%CF%87%CE%BF%CE%BD%CF%84%CE%B1-%CF%80%CF%81%CE%BF%CE%B3%CF%81%CE%AC%CE%BC%CE%BC%CE%B1%CF%84%CE%B1-50%CE%BA%CE%B1%CE%B9/%CF%80%CF%81%CF%8C%CF%83%CE%B2%CE%B1%CF%83%CE%B7-%CF%83%CF%84%CE%BF%CE%BD-%CF%88%CE%B7%CF%86%CE%B9%CE%B1%CE%BA%CF%8C-%CE%BA%CF%8C%CF%83%CE%BC%CE%BF>
* Development of professional qualifications, <https://www.kekekpa.gr/keee-25-50/>
* EMPACT, <https://www.portnet.gr/main-article/12360-strathgikh-sympraksi-stin-ekpaidefsi-enhlikon-ano-ton-50-eton.html>
* European Centrum for the Development of Vocational Training, <https://www.cedefop.europa.eu/files/cedefop_skills_forecast_2018_-_greece.pdf>
* Foreign Language Learning statistics, 2016: <https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Foreign_language_learning_statistics>
* Grant Scheme, <http://koinsep.org/%CF%8C%CE%BB%CE%B1-%CF%84%CE%B1-%CF%80%CF%81%CE%BF%CE%B3%CF%81%CE%AC%CE%BC%CE%BC%CE%B1%CF%84%CE%B1-%CE%B5%CF%80%CE%B9%CF%87%CE%BF%CF%81%CE%AE%CE%B3%CE%B7%CF%83%CE%B7%CF%82-%CE%B5%CF%80%CE%B9%CF%87/>
* Grundtvig, <https://www.llp.gr/sxedia-ethelontismoy-gia-atoma-anw-twn-50-etwn.html>
* Hellenic Statistical Authority report of 6th June 2019, <https://www.statistics.gr/documents/20181/79df0133-9218-2bea-f902-641a00048f5b>
* Hellenic Statistical Authority, 2018 reports, <https://www.statistics.gr/el/statistics/-/publication/SJO01/2018-Q4>, <https://www.statistics.gr/el/statistics/-/publication/SJO01/2018-Q3>, <https://www.statistics.gr/el/statistics/-/publication/SJO01/2018-Q2>, <https://www.statistics.gr/el/statistics/-/publication/SJO01/2018-Q1>
* Hellenic Statistical Authority, 2019 reports, <https://www.statistics.gr/el/statistics/-/publication/SJO01/2019-Q2>, <https://www.statistics.gr/el/statistics/-/publication/SJO01/2019-Q1>
* National Institute of Labour and Human Resources 2018 Annual Report, <http://lmds.eiead.gr/wp-content/uploads/%CE%95%CE%A4%CE%97%CE%A3%CE%99%CE%91-%CE%95%CE%9A%CE%98%CE%95%CE%A3%CE%97-2018.pdf>
* Promoting self-employment, <https://www.taxheaven.gr/news/news/view/id/45172>
* Future of jobs: <http://www3.weforum.org/docs/WEF_Future_of_Jobs.pdf>
* 2.1.15. A munkanélküliek száma korcsoportok szerint, nemenként (1998-) <https://www.ksh.hu/docs/hun/xstadat/xstadat_eves/i_qlf010.html>
* 6 Cats International, 2019 February 22: Contracting and Skill Shortage in Hungary-Booming Economy Creating Talent Shortage? <https://www.6catsint.com/news/2019/02/skills-shortage-in-hungary/>
* Béni Alexandra, 2019 January 31: OECD: Hungary economy “prospering” but risks remain <https://dailynewshungary.com/oecd-hungary-economy-prospering-but-risks-remain/>
* Budapest Business Journal, 2018 May 15: Hungarian GDP Growth at 4.4% in Q1 <https://bbj.hu/analysis/hungarian-gdp-growth-at-44-in-q1_149339>
* CEDEFOP Country Reports, Hungary Skills Forecast 2025 <https://www.cedefop.europa.eu/en/publications-and-resources/country-reports/hungary-skills-forecasts-2025>
* CEDEFOP Country Reports, Hungary Skills Forecast 2018 <https://www.cedefop.europa.eu/files/cedefop_skills_forecast_2018_-_hungary.pdf>
* CEDEFOP Country Reports, Skills
* <https://www.cedefop.europa.eu/en/publications-and-resources/data-visualisations/skills-forecast>
* Láng László, 2017 November 8: Most In-Demand Skills On the Current Hungarian Job Market <https://www.ibs-b.hu/student-life/smart-stuff/v/most-in-demand-skills-on-the-current-hungarian-job-market/>
* Petrone Paul, 2019 January 1:The Skills Companies Need Most in 2019 and How to Learn Them <https://learning.linkedin.com/blog/top-skills/the-skills-companies-need-most-in-2019--and-how-to-learn-them>
* Woods John, 2018 June 13: Labour Shortage Shocking in Hungary <https://dailynewshungary.com/labour-shortage-shocking-in-hungary/>
* AAVV “Politiche di attivazione dei disoccupati in Europa” – Le esperienze realizzate in Belgio, Danimarca, Francia, Germania, Inghilterra Spagna e Svezia a cura di C. Lagala e M. D’Onghia, EDIESSE, 2018;
* Cedefop Skills forecast: trends and challenges to 2030;
* Cedefop\_skills\_forecast\_2018\_Italy;
* COOP “Rapporto Anteprima Digitale”, September 2019;
* Council of the EU, Directive 2000/78/EC “Age discrimination in Europe” 27 November 2000;
* EPALE sulla educazione non formale e informale per Adulti
* Gabriele Fava “Quali politiche in favore dell’active ageing”, articolo su “Il Punto” del 12/03/2018
* Giovanni Gazzoli, Silver Economy, 24/10/2019
* ISTAT, Istituto Nazionale di Statistica, anni vari. Occupati, disoccupati, inattivi
* ISTAT, La partecipazione degli adulti alle attività formative, 21 dicembre 2018.
* Italialavoro - Università Carlo Cattaneo LIUC “La valorizzazione dei lavoratori maturi (over 50)”, November, 2007
* Mara Guarino, “Lavoratori over 55 e invecchiamento attivo, sfide e strumenti”, 17/7/2018
* Mara Guarino, “Lavoratori che ritardano la pensione e pensionati al lavoro”, 17/9/2018
* Mara Guarino “Over 55 e l’obsolescenza delle competenze” 23/6/2018
* Michaela Camilleri “Lavoratori introvabili, quando domanda e offerta di lavoro non si incontrano” del 1/8/2019
* Michaela Camilleri, “Demografia, occupazione, crescita e pensioni: il futuro è già scritto?” 8/10/2019
* Ministero del Lavoro e delle Politche Sociale “Percorsi di miglioramento del livello delle competenze: nuove opportunità per gli adulti” 19 dicembre 2016
* Randstad Research - Disoccupazione in Italia, Novembre 2019
* Unioncamere - ANPAL Previsioni dei fabbisogni Professionali 2018-2022
* Unioncamere - ANPAL Previsioni dei fabbisogni Professionali 2019-2023
* Unioncamere - ANPAL, Sistema informativo Excelsior “La domanda di professioni e di formazione delle imprese italiane nel 2018”
* Università delle LiberEtà del FVG, L’istruzione e la qualità della vita nei cittadini over 65, 2013
* 2014-2020 European Union investment in Lithuania, <https://www.esinvesticijos.lt/lt/paraiskos_ir_projektai/rezervuota-vyresniems>
* Aktyvios darbo rinkos politikos priemonių ir socialinės paramos suderinimo integruojant nedirbančius asmenis į darbo rinką tobulinimo tyrimas, galutinė ataskaita, 2017. <https://socmin.lrv.lt/uploads/socmin/documents/files/veiklos-sritys/darbas/darbo-rinka/TYRIMAI/2017%20adrpp%20ir%20soc_%20paramos%20suderinamumo%20tyrimas%2C%20civitta.pdf>
* Employability of elderly employees,
* <http://www.europeansharedtreasure.eu/detail.php?id_project_base=2007-1-AT1-GRU06-00003&fbclid=IwAR3gww3fP3XCXthHLFC0xBxiblbc7MkLV7CZLrbOUGQWrfU-hl3TexpkbwU>
* Laas L., Jobs in Lithuania – What are emplyers looking for in 2019?, MeetFrank Insights, 2019,
* <https://meetfrank.com/blog/meetfrank-insights/jobs-in-lithuania-what-are-employers-looking-for-in-2019/>
* Laisvalaikio Akademija, Žinių kodas,
* <http://www.ziniukodas.lt/lt/portfolio/laisvalaikio-akademija>
* Lithuanian Industry Trade Unions’ Federation, What additional guarantees do older workers have?, 2018,
* <http://www.pramprof.lt/index.php/news/329-kokiu-papildomu-garantiju-turi-darbuotojai-sulauke-vyresnio-amziaus>
* Marijampolės Meilės Lukšienės Švietimo Centrasm,
* <http://www.marsc.lt/programos/treciojo-amziaus-asmenu-mokymas/id:2812>
* Medard Chobot Third Century University (MCTCU),
* <http://www.mctau.lt/apie-mctau/tikslai>
* Non-formal adult education Varėnos Švietimo Centras,
* <http://www.varenossc.lt/paslaugos/neformalus-suaugusiuju-svietimas>
* Official Statistics Portal, Population Unemployment by age group and sex, 2013 – 2018,
* <https://osp.stat.gov.lt/statistiniu-rodikliu-analize?hash=1b09df6b-2026-456b-a532-a9afab9f4a74#/>
* Pocius A., Changes in the situation of different demographic groups in the Lithuanian labor market and the influence of methodical differences on relative unemployment indicators, 2016,
* <http://www.statisticsjournal.lt/index.php/statisticsjournal/article/view/154.html>
* Republic of Lithuania. Law on Employment, 2019. <https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/5f0be3809c2011e68adcda1bb2f432d1?jfwid=166ic87g28>
* Republic of Lithuania. Law on Equal Treatment, 2019, <https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.389500?jfwid=-oo3xjf4tu>
* Social inclusion program for older people of working age, <https://www.esinvesticijos.lt/lt/paraiskos_ir_projektai/socialines-itraukties-programa-vyresnio-darbingo-amziaus-asmenims-kauno-mieste-ir-rajone>
* Social inclusion program for older people of working age, <https://www.esinvesticijos.lt/lt/paraiskos_ir_projektai/socialines-itraukties-programa-vyresnio-darbingo-amziaus-asmenims-kauno-mieste-ir-rajone>
* Tauragės Senjorų Trečiojo Amžiaus Universitetas, <http://www.tausenjorai.tvk.lt/pradzia.php>
* The 2018 Ageing Report. Underlying Assumptions & Projection Methodologies, European Comission, 2017, p. 43, <https://ec.europa.eu/info/sites/info/files/economy-finance/ip065_en.pdf>
* Užimtumo tarnyba prie Socialinės apsaugos ir darbo ministerijos, “60 tūkstančių vyresnio amžiaus darbo ieškančių asmenų – didžiulis potencialas darbo rinkai”, 2018, <https://www.ldb.lt/Informacija/Veikla/Naujienos/UserDisplayForm.aspx?ID=7460>
* Užimtumo tarnyba, Vyresnių asmenų bankas, 2019, <https://www.ldb.lt/Informacija/Patarimai/PatarimaiIeskantiemsDarbo/Puslapiai/vyresniu_bankas.aspx>
* Instituto Nacional de Estadística: <https://www.ine.es/>
* Fundación Adecco: <https://fundacionadecco.org/>
* Eurostat: <https://ec.europa.eu/eurostat>
* Alternativa 50+, [www.alternativaplus.cz](http://www.alternativaplus.cz)

1. Ministerstvo práce a sociálních věcí, *Statistická ročenka trhu práce v ČR v roce 2016,* <https://www.mpsv.cz/documents/20142/372765/Statisticka_rocenka_z_oblasti_prace_a_socialnich_veci_2017.pdf/b583d56d-6c38-14b9-822d-15813b21703c>, str. 40, navštíveno 4. 11. 2019. [↑](#footnote-ref-1)
2. Ministerstvo práce a sociálních věcí, *Statistická ročenka trhu práce v ČR v roce 2017,* <https://www.mpsv.cz/documents/20142/372765/Statisticka_rocenka_z_oblasti_prace_a_socialnich_veci_2017.pdf/b583d56d-6c38-14b9-822d-15813b21703c>, str. 30, navštíveno 4. 11. 2019. [↑](#footnote-ref-2)
3. Ministerstvo práce a sociálních věcí, *Statistická ročenka trhu práce v ČR v roce 2018,* <https://www.mpsv.cz/documents/20142/1054191/Statistick%C3%A1+ro%C4%8Denka+trhu+pr%C3%A1ce+v+%C4%8CR+v+roce+2018.pdf/d3a731c8-a3de-d8ef-032f-944e74e3b71a>, str. 51, navštíveno 4. 11. 2019. [↑](#footnote-ref-3)
4. Ministerstvo práce a sociálních věcí, *Statistická ročenka trhu práce v ČR v roce 2018,* <https://www.mpsv.cz/documents/20142/1054191/Statistick%C3%A1+ro%C4%8Denka+trhu+pr%C3%A1ce+v+%C4%8CR+v+roce+2018.pdf/d3a731c8-a3de-d8ef-032f-944e74e3b71a>, str. 54, navštíveno 4. 11. 2019. [↑](#footnote-ref-4)
5. European Centrum for the Development of Vocational Training, <https://www.cedefop.europa.eu/files/cedefop_skills_forecast_2018_-_czech_republic.pdf> , úvodní strana, navštíveno 4. 11. 2019. [↑](#footnote-ref-5)
6. Vojtěch Žák, „Osm personalistů: O jaké měkké dovednosti je na trhu největší zájem“, *zprávy z MUNI*, <https://www.em.muni.cz/student/8056-osm-personalistu-o-jake-mekke-dovednosti-je-na-trhu-nejvetsi-zajem>, navštíveno 8. 11. 2019. [↑](#footnote-ref-6)
7. Šťastnová P., Kalousková P., Úlovcová H. a Vojtěch J., *Potřeby zaměstnavatelů z pohledu analýzy inzertní nabídky zaměstnání a názorů pracovníků personálních agentur*, Národní ústav pro vzdělávání, <http://www.nuv.cz/t/potreby-zamestnavatelu-z-pohledu-analyzy-inzertni-nabidky>, 57, navštíveno 8. 11. 2019 [↑](#footnote-ref-7)
8. Hellenic Statistical Authority, 2018 reports <https://www.statistics.gr/el/statistics/-/publication/SJO01/2018-Q4>, <https://www.statistics.gr/el/statistics/-/publication/SJO01/2018-Q3>, <https://www.statistics.gr/el/statistics/-/publication/SJO01/2018-Q2>, <https://www.statistics.gr/el/statistics/-/publication/SJO01/2018-Q1> accessed 13/11/2019. [↑](#footnote-ref-8)
9. Hellenic Statistical Authority, 2019 reports*,* <https://www.statistics.gr/el/statistics/-/publication/SJO01/2019-Q2>, <https://www.statistics.gr/el/statistics/-/publication/SJO01/2019-Q1> accessed 13/11/2019. [↑](#footnote-ref-9)
10. Data taken from the Hellenic Statistical Authority report of 6th June 2019, can be accessed: <https://www.statistics.gr/documents/20181/79df0133-9218-2bea-f902-641a00048f5b> [↑](#footnote-ref-10)
11. European Centrum for the Development of Vocational Training, <https://www.cedefop.europa.eu/files/cedefop_skills_forecast_2018_-_greece.pdf> accessed on 14.11.2019 [↑](#footnote-ref-11)
12. National Institute of Labour and Human Resources 2018 Annual Report, <http://lmds.eiead.gr/wp-content/uploads/%CE%95%CE%A4%CE%97%CE%A3%CE%99%CE%91-%CE%95%CE%9A%CE%98%CE%95%CE%A3%CE%97-2018.pdf> accessed on 14.11.2019 [↑](#footnote-ref-12)
13. Foreign Language Learning statistics, 2016: <https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Foreign_language_learning_statistics>, accessed on 15.11.2019 [↑](#footnote-ref-13)
14. <https://www.ksh.hu/docs/hun/xstadat/xstadat_eves/i_qlf010.html> [↑](#footnote-ref-14)
15. <https://www.cedefop.europa.eu/files/cedefop_skills_forecast_2018_-_hungary.pdf> [↑](#footnote-ref-15)
16. <https://www.cedefop.europa.eu/en/publications-and-resources/data-visualisations/skills-forecast> [↑](#footnote-ref-16)
17. <https://www.cedefop.europa.eu/en/publications-and-resources/country-reports/hungary-skills-forecasts-2025> [↑](#footnote-ref-17)
18. <https://learning.linkedin.com/blog/top-skills/the-skills-companies-need-most-in-2019--and-how-to-learn-them> [↑](#footnote-ref-18)
19. <https://learning.linkedin.com/blog/top-skills/the-skills-companies-need-most-in-2019--and-how-to-learn-them> [↑](#footnote-ref-19)
20. <https://www.ibs-b.hu/student-life/smart-stuff/v/most-in-demand-skills-on-the-current-hungarian-job-market/> [↑](#footnote-ref-20)
21. Official Statistics Portal, Population Unemployment by age group and sex, 2013 – 2018, <https://osp.stat.gov.lt/statistiniu-rodikliu-analize?hash=1b09df6b-2026-456b-a532-a9afab9f4a74#/> [↑](#footnote-ref-21)
22. Pocius A., Changes in the situation of different demographic groups in the Lithuanian labor market and the influence of methodical differences on relative unemployment indicators, 2016, <http://www.statisticsjournal.lt/index.php/statisticsjournal/article/view/154.html> [↑](#footnote-ref-22)
23. Užimtumo tarnyba prie Socialinės apsaugos ir darbo ministerijos, “60 tūkstančių vyresnio amžiaus darbo ieškančių asmenų – didžiulis potencialas darbo rinkai”, 2018, <https://www.ldb.lt/Informacija/Veikla/Naujienos/UserDisplayForm.aspx?ID=7460> [↑](#footnote-ref-23)
24. Laas L., Jobs in Lithuania – What are employers looking for in 2019?, MeetFrank Insights, 2019, <https://meetfrank.com/blog/meetfrank-insights/jobs-in-lithuania-what-are-employers-looking-for-in-2019/> [↑](#footnote-ref-24)
25. The 2018 Ageing Report. Underlying Assumptions & Projection Methodologies, European Comission, 2017, p. 43, <https://ec.europa.eu/info/sites/info/files/economy-finance/ip065_en.pdf> [↑](#footnote-ref-25)
26. Republic of Lithuania. Law on Employment, 2019. <https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/5f0be3809c2011e68adcda1bb2f432d1?jfwid=166ic87g28> [↑](#footnote-ref-26)
27. Republic of Lithuania. Law on Equal Treatment, 2019,

    <https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.389500?jfwid=-oo3xjf4tu> [↑](#footnote-ref-27)
28. Lithuanian Industry Trade Unions’ Federation, What additional guarantees do older workers have?, 2018, <http://www.pramprof.lt/index.php/news/329-kokiu-papildomu-garantiju-turi-darbuotojai-sulauke-vyresnio-amziaus> [↑](#footnote-ref-28)
29. Aktyvios darbo rinkos politikos priemonių ir socialinės paramos suderinimo integruojant nedirbančius asmenis į darbo rinką tobulinimo tyrimas, galutinė ataskaita, 2017. <https://socmin.lrv.lt/uploads/socmin/documents/files/veiklos-sritys/darbas/darbo-rinka/TYRIMAI/2017%20adrpp%20ir%20soc_%20paramos%20suderinamumo%20tyrimas%2C%20civitta.pdf> [↑](#footnote-ref-29)
30. Užimtumo tarnyba, Vyresnių asmenų bankas, 2019, <https://www.ldb.lt/Informacija/Patarimai/PatarimaiIeskantiemsDarbo/Puslapiai/vyresniu_bankas.aspx> [↑](#footnote-ref-30)
31. 2014-2020 European Union investment in Lithuania, <https://www.esinvesticijos.lt/lt/paraiskos_ir_projektai/rezervuota-vyresniems> [↑](#footnote-ref-31)
32. Source; Article from Ministry of Employment Measures to get more people into work

    Published on September 20th, 2019 [↑](#footnote-ref-32)
33. Källa: Arbetsförmedlingen. Labour market outlook, spring 2019 - summary. Outlook for the labour market 2019-20 [↑](#footnote-ref-33)
34. SCB [↑](#footnote-ref-34)
35. EURES – The European job mobility portal. Labour market information – Sweden. [↑](#footnote-ref-35)
36. https://learning.linkedin.com/blog/top-skills/the-skills-companies-need-most-in-2019--and-how-to-learn-them [↑](#footnote-ref-36)
37. <https://www.nyteknik.se/ingenjorskarriar/har-ar-10-kompetenser-foretagen-vill-ha-6944498> [↑](#footnote-ref-37)