

Seinäjoen ammattikorkeakoulu

SEINÄJOKI UNIVERSITY OF APPLIED SCIENCES



Seinäjoki Meeting 23 - 25 March 2010

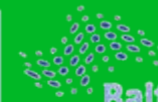
Hotel Alma, Seinäjoki, Finland

Outi Aaltonen WG 4



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egovernment for enterprises



Baltic Sea Region

Programme 2007-2013

Part-financed by the European Union
(European Regional Development Fund
and European Neighbourhood and
Partnership Instrument)



Goals of the Seinäjoki Meeting in March 2010

WP 4: Internalising the topic, focusing on the output

QUESTIONNAIRE AND EXPERT INTERVIEWS: steps **towards**

- localised language versions
English, German, Belarussian, Swedish, Danish, Finnish, Estonian, Latvian, Lithuanian, Russian
- customised language versions (country-specific features/questions)
- synergy benefits for a common goal: the viewpoint of the entrepreneur and the employee



Ready to cooperate for
the benefit of the Baltic Sea Region!



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24.3.2010



Goals of the Seinäjoki Meeting in March 2010

Providing public services

Getting prepared for the information and communication/dissemination/transfer phase

Authorities, interest groups, umbrella organisations **are listening** in the process of the project – it is up to us to create the contact and lead the dialogue



EgoPrise partnership composition

The partners reflect the following requirements:

- 1 National back-up (political and sectoral)
- 2 Multilateralism
- 3 Mutual learning
- 4 Scientific qualification
- 5 Cross-sectorality
- 6 Vertical coordination
- 7 Practicability
- 8 Interoperability beyond the EU
- 9 Experience



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Taking care of the red tape in Finland

Banking
business

**Work
contract =
residence
permit**

Tax
office

Police

Local
register
office

Social
security



What do the services look like from the viewpoint of the customer (employer/employee)?

CRITICAL VIEW

- Who to turn to? Who to turn to first?
- Where can I find written information on what to do?
- Do I need to go to each office/can I use electronic services?
- Are the instructions we get correct/contradictory/misleading?
- Do I need to register? Where should I register? Why should I register?
- When do I get a KELA card? What do I need it for?





Business-oriented (?) public services and authorities

Public administrations are represented in rural areas in Finland

- Tax office vero.fi
- Banks e.g. nordea.fi
- Police poliisi.fi
- Local register office maistraatti.fi
- Social insurance institution kela.fi



Local register office - www.maistraatti.fi

- “There are 24 local register offices in Finland. In addition, the local register offices have a number of service units in order to ...ensure that its services are as available to the public as possible.

Identification number

Personal identity number

(A foreigner **residing temporarily** in Finland can also receive an identification number if he or she needs one, for example in order to work. The one requirement is that the person has to have a residence permit at least for the period of one year)

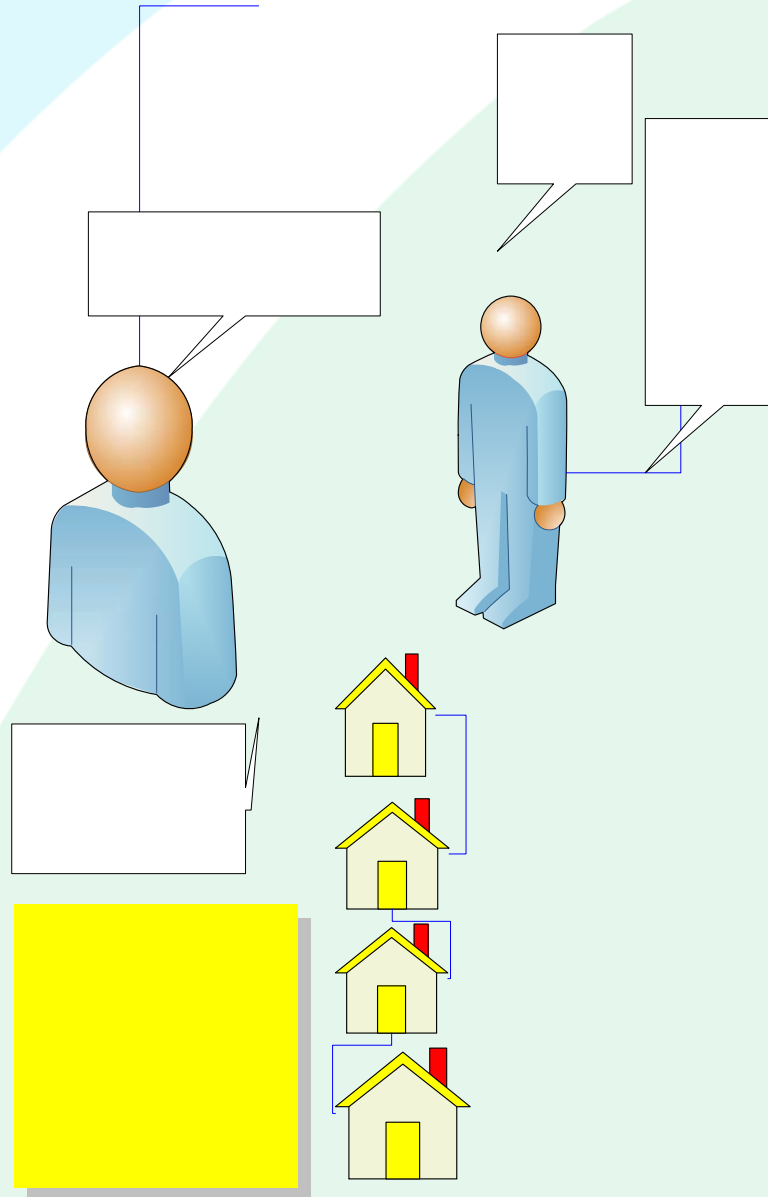


Registration of foreigners: “And I quote:”

- Under the law, a foreigner is required to register the same information as Finnish citizens if he or she resides in Finland for at least one year. The registration takes place at the local register office. The registered information is used, amongst other things, in the organisation of elections, and for taxation, health care, juridical administration and statistical purposes.
- The basic data on foreigners residing in Finland are entered in the Population Information System. **Registered information includes name, date of birth, nationality, familial relationships and address.** A Finnish municipality of residence is registered for a foreigner who has moved to Finland if he or she plans on staying here permanently and if he or she has a residence permit for at least one year. Citizens of Nordic countries do not need residence permits.



Recruiting foreign workforce in Finland

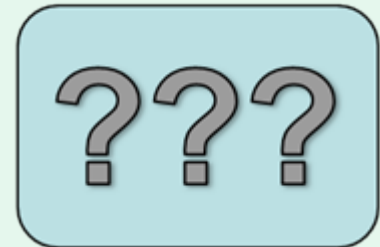




Criticism of the Finnish authorities

Does the content and the quality of the service vary due to...

- varying level of knowledge of the personnel (do written instructions exist?)
- location/geographical area (capital region vs. periphery)?
- your skin colour, sex, age, looks, style etc.?
- the customer's level of education/professional background?
- the personnel's attitudes towards foreigners?





Questionnaire and expert interviews

A. What do we want to know? Feedback from the customers

What else are we after (do we have a "hidden agenda"?)

We are asking about electronic services, but our topic is

Recruiting foreign workforce

B. What do we want the entrepreneurs to do? To answer a few questions (to have an impact on their attitudes)

C. What is our premise? There is a lot to improve about the services (electronic accessibility, coordination, cooperation between the authorities, written instructions as a guarantee of equal service)





The importance of the viewpoint: **the entrepreneur is the customer**

**”Employing the best skills
to benefit your company”**

**Developing electronic services to facilitate
international mobility**

**Taking care of things conveniently
at your own desk**



Defining the phase of the recruitment process that Egoprise concentrates on **the timeline**



- the foreigner feels like s/he is at home
- the newly employed person starts active integration in various forms: friendships, language training, hobbies
- red tape and formalities at the different authorities are taken care of
- a new foreign employee arrives in the new country
- a work contract is signed**
- there is a new employee in the enterprise
- Enterprises organise traineeships for local foreign students
- Entrepreneurs visit job fairs
- Job seekers look for job announcements
- Employers are headhunting
- Job seekers send in applications to companies and consult the European labour market services, e.g. EURES





Questionnaire and expert interviews



Constraints: Making an entrepreneur participate (is there a carrot?),

”What do I get?”

”Time is money - I could use my time better”

(”5 – 10 min max”)

”Why should I employ a foreigner?”

”What is this Egoprise any way?”

Suggestion from Seinäjoki:

- 1 Starting off with easy questions gathering background information about the enterprise
- 2 ”By the way” – have you ever employed a foreigner...?
- 3 What would you like to/need to know?



Questionnaire and expert interviews



- 5 Which are the current problems?
- 6 How do the services need to be developed from the viewpoint of an entrepreneur?
- 7 How would you like to employ a foreigner?
- 8 Are you available for a more thorough interview?
- 9 Are you interested in cooperation within the project?





Expert interviews with the authorities: suggested themes in Seinäjoki

- Existence of written instructions – instructions for the personnel and the customer?
- Previous experience with foreigners
- What to do before coming to you or after visiting you?
- Cooperation with other authorities?
- Needs for training/information?
- Spreading information
- How to develop the services?

from the different viewpoints: authority

entrepreneur

employee



SERVICES FOR THE EMPLOYERS

from the present to the future...

- 1 Who provides the information?
- 2 Where to turn to for help?
- 3 Where to register a new employee?
- 4 Which documents are needed?
- 5 Is there a possibility to give feedback?
- 6 Language options on the web pages



We have sliced the cake for you: this is how things are taken care of smoothly





A very brief journalist review: facts and local features, even curiosities

An overview of nine countries, country/slide

Visiting the authorities in person,

the number of offices visited,

the number of visits,

.....electronic forms

Systems can be excellent formations (at least on paper), but what does reality look like from the viewpoint of the users, i.e. employers and employees.

Conclusion: the situations differs from country to country - there are similarities, there are traditions, there are limitations, there are principles and there is the practice which we are trying to alleviate



IDEALLY: Our goal in Egoprise



- 1 All of the authorities involved do their share in good cooperation and coordination. An all-round picture of what to do **from the viewpoint of the entrepreneur** is gathered in one place: Ministry of Employment and the Economy (in Finnish/suomeksi TEM): **yrytyssuomi.fi**, which has been done in cooperation with Egoprise national and international partners
- 2, 3 All of the involved authorities are able to inform and instruct on the different steps of the whole process and advise to the right place
- 4 The necessary documents needed respectively are listed on the web pages of each authority and on the Ministry's website as well
- 5 There is a possibility for feedback in each of these and they are under the supervision of the Minority Ombudsman
- 6 There is an updated English and Finnish translation of the procedure.



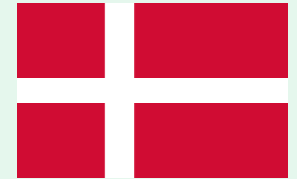
E-government solution started in fall 2009



- 1 Public Employment Service office
- 2 www.sweden.se, work/Swedish employer:
N.B. An opinion form the relevant trade union is required
- 3 Swedish Migration Board, Swedish Tax Agency (ID card),
Swedish Social Insurance Agency
- 4 Employment certification, proof of employment
(incl. company's corporate number),
- 5 Possibility for feedback from end-users
- 6 Swedish, English, some information in diverse other
languages



Strategy for skilled workforce



- 0 Nordic citizens, EU/EEA citizens, citizens from non-Nordic/EU/EEA countries.
- 1, 2 Danish Immigration Service's website, Regional State Administration, Workindenmark,
- 3 Regional State Administration
- 4 Registration certificate (employment contract, passport photos personal ID)
- 5 Possibility for feedback:
- 6 Danish, English and German (website)



Annual quota of 0.1% must not be exceeded



0 Shorter proceedings, salary criterions, increased quota

Estonian Unemployment Insurance Fund giving consent

www.tootukassa.ee

Citizenship and Migration Board: a visit is required

Employer presents application, CMB approves, employer files in
visa invitation to CMB, employee applies for visa, CMB processes

6 Estonian and several other languages

”Estonian development plan for ICT” in 2009: EstWin for easy
access and e-government services



Employer responsible for the employee's bank account



- EURES – a source for job seekers?
- Limited amount of information offered on-line
- Invitation, residence permit, visa, work permit
Tax Revenue Service
- Most of the immigration documents may be filled in English, all further documents in Latvian, all communication with the authorities should take place in Latvian
- Latvia Egoprise partners: detailed suggestion for a company and an employee survey





Work contract in two languages



- Lithuanian Labour Exchange www.ldb.lt
- 2 Migration Department under the Ministry of the Interior: residence permit
- 3 Local Job Centre: application, passport, document confirming permanent place of residence, proof of qualifications, proof of experience, description of the upcoming job (all documents translated into Lithuanian and approved by a notary or equivalent)



Are there electronic services in Germany?



0 Priority check, equal conditions.

Exception: old EU member states enjoy full employee liberty

1 Local employment agency: order for placement

2 Registration office: residency permit --- Aliens office

3 Work permit: confirmation letter for the employer, work contract, request for a working permission, job description

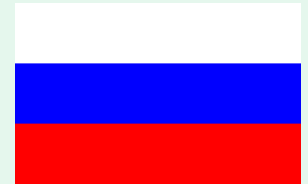
4 Registration of residential address, rental or purchase agreement, proof of health insurance, employment contract, agreement from the Employment office, photos

5 Feedback

6 Languages



Lengthy procedure: employing foreigners



- Three agencies approving a work permit: local employment service, federal employment service, federal migration service
- National annual quotas for visas
- Immigration status cannot be changed while being in the country
- Visas: diplomatic, official, ordinary, transit, temporary residence visas. Ordinary visas are divided into: private, business, tourist (incl. Groups), study, work, humanitarian, asylum visas.
- The federal law restricts the access of foreign citizens to a number of posts
- Long lists of documents for the employer (10) and the employee (9), incl. medical examination, among others





Steps in Belarus



- Ministry of Internal Affairs of the Republic of Belarus issues special licences for carrying out activities in hiring foreign labour force
- Minsk city executive board, direction of internal affairs of regional executive board (the department for citizenship and migration)
submits
a request to the Committee on Labour, Employment and Social Protection of the regional executive board
- Job contract will be registered at the dept for citizenship and migration
- Registration for foreigners
- Taxation of foreigner's revenues. Social insurance. Obligatory insurance