

SOCIAL SERVICES PROVIDED TO UNEMPLOYED INDIVIDUALS

SOCIÁLNE SLUŽBY ZAMERANÉ NA NEZAMESTNANÉ OSOBY

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Abstract

Unemployment can be characterized as a result of the imbalance between demand and supply on the labor market. The unemployed person is considered to be a job-seeker, is a citizen who is not in a working relationship, is not self-employed, he doesn't systematically preparing for the future profession and has officially applied for a suitable job.

Key words: Unemployment. Education. Social services. Social work. Information and advisory services.

We categorize the unemployment into two groups on the basis of the length of the period during which a natural person actively looking for a job, does not find that job:

- *short-term unemployment* – represents a period shorter than one calendar year during which the job seeker tries to apply to the labour market;
- *long-term unemployment* – arises in case where a jobseeker fails to apply to the labour market after a period of at least one calendar year. Long-term unemployment is affected by several factors, the most important ones are listed by Schavel, Laco and Čisecký (2010):
 - ✓ *the lack of qualifications and little work experience, low self-esteem;*
 - ✓ *the lack of interest and discrimination of certain groups of unemployed people by employers;*

- ✓ *the lack of interest in low paying jobs points by job seekers;*
- ✓ *the value orientation of certain groups of job seekers (e.g. they prefer to be unemployed and dependent on support from the state);*
- ✓ *the objective circumstances (place of residence, commuting)*

On the basis of the causes of unemployment, we distinguish the following four types of unemployment:

- *frictional unemployment* – arises when an employed person voluntarily gives up their job, quits job for different reasons, e.g.: they want to fully concentrate on searching for jobs with better working conditions, higher paying rate, with the possibility of career growth, with the possibility to work in field of study or due to a change of residence they are seeking employment in another region or in another state. Among all the four types of unemployment on the basis of the causes of unemployment, the frictional unemployment has the shortest duration.
- *seasonal unemployment* – belongs to the short-term unemployment and affects persons who work in industries and jobs that are not year-round needed. It most frequently occurs in the winter season, for which is characteristic the phenomenon of the downturn and the stagnation in the industries and areas such as tourism, agriculture, construction, selected services etc.
- *structural unemployment* – arises in cases where there is a mismatch in the relationship between the job offers by the employers and the demand for jobs by jobseekers. Most often there are times when employers require candidates to have qualifications, experience in the field or specific qualifications that unemployed persons do not have. In the opposite format the situation is as follows: the job seeker wants to apply for a labour market to a certain working position or in a certain industry, but employers are not able to offer him such a job. In cases of structural unemployment an important role, is played by the flexibility of the educational process, necessary for the educational institutions to be able to flexibly adapt study programmes to the needs of the labour market. Another important tool in the fight against structural unemployment is a retraining of job seekers.
- *cyclical unemployment* – this type of unemployment is associated with changes in market and mixed economies, changes in economic and investment

activities, and that in the macroeconomic dimensions. The period of economic crisis, recession, stagnation and overall economic decrease associates with an increase in registered unemployment, which is caused by the release of staff by employers. These persons then become the job seekers. With the period of economic growth and economic expansion, there is the decrease of the rate of registered unemployment.

Poloňová, Mátel and Romanová (2011) report that the unemployed belong to groups that are most at risk of poverty. The phenomenon of unemployment is associated with a higher chance of occurrence of socio-pathological phenomena. This issue reflects the political parties in their electoral programmes dedicated to solutions how to reduce the unemployment rate and create new jobs. The employment policy or the issue of unemployment and its solution are part of the electoral programs of all political parties in Slovakia (Bočáková, Kubičková, Vavruš, 2016).

Social services provided to the unemployed have to be linked to each other and create a mutually positive interaction, to result in a strong and effective assistance to the unemployed person. The complex of such services should include at least the following features:

- *social work in locations* – this means the active search for socially excluded who are located in the labour-social exclusion, the unemployed, it is necessary to motivate and orient them on the labour market, furthermore, they should be involved in various projects and activities, it might help to community work and cooperation in defining the needs of the unemployed person, the planning and subsequent implementation of appropriate measures;
- *counseling* - in the framework of the employment public service –this advice may have the character of basic or ongoing, individual or group, the benefit can be from the branch locations of information centres of labour offices located in areas with high rates of registered unemployment, e.g. in community centres;
- *preparing for employment* – it highlights the need for orientation of the client to the labour market, intermediation of job or working experience, it also includes training of social, business and communication skills (Kodymová, Koláčková, 2005).

The unemployment rate in Slovakia reached in the month of December 2017 5,94%. (The Central Office of Labour, Social Affairs and Family, 2017).

The pillars of the relationship of social work to the unemployed are the stages indicated by Tkáč: evidence, social diagnostics, the design of possible variants of further procedure for their inclusion into the work or into business activities, into the educational process, or finding a suitable job in a foreign country (Tkáč, 2016). About the placement on the labour market are working well. Similarly the jobseekers, who are in some way disadvantaged, e.g. candidates with disabilities, the exposed group are people aged over 50 years, graduates of secondary schools and colleges, women after parental leave with several children, and more specific, less numerous group of applicants.) are trying to get a job. In these groups there are more increased rate of unemployment. All groups of disadvantaged unemployed people have a chance to make use of the possibility to the competent office of labour to ask about preparing an individual action plan. This document contains information about the customer education, completed courses, certificates, and the certificates, to terminate the acquired practice, skills and knowledge with this document also contains a time schedule, during which the ongoing processes of increasing the preconditions for a successful placement on the labour market. Data are regularly updated and evaluated. In practice, this may look as follows: jobseeker specialist recommends re-training in the form of a course, since there is no demand for the discipline or education, which an applicant graduated, after the successful completion of retraining the possibilities will change to what the document itself also reacts and their attention shifts from re-training to active search for jobs. The advantage of this plan is that it has individual character and takes into account the family and private circumstances of the client (e.g. a woman with five children is not willing to commute to work daily more than one hour, and so she is offered a job at the place of residence, labour migration of such a candidate is limited).

In general, the activities of the office labour on the agenda of the employment is in conjunction with the Ministry of labour, social affairs and family of the Slovak republic with the focus on two main aspects, on the improvement of the skills of potential participants of the labour market and the creation of new jobs. In addition to the active measures with the aim of increasing employment and reducing the rate of registered unemployment there is also a passive policy of unemployment, that is the payment of unemployment benefits to the applicant who was in the last three years prior to applicant's registration for employment insured in unemployment at least two years, (730 days). The presumption of entitlement to unemployment benefit is dependent on the period of participation in the unemployment insurance. The benefit is paid after a period of six

months, if the entitlement to unemployment benefits was established by satisfying the conditions of insurance in unemployment at least 730 days in the last three years prior to inclusion in the register of jobseekers and a period of four months if at least 730 days in the last four years (Social insurance, 2017). The actual offices of labour, social affairs and family, where the unemployed are registered are not the only institutions that work with unemployed and provide them support and assistance in a different form. Information and advisory services are provided by the labour offices for the purpose of understanding of the applicant about the employment possibilities, not only in Slovakia but also in other countries of the European Union or outside of it.

This expert counseling provides advice, information and assistance in the selection of re-training, it includes an introduction to specific job offers, information on the programmes of active measures on the labour market, activities, about the opportunities of participation in the created partnerships in order to support the development of employment within the territorial jurisdiction of the authority, or advice on entitlement to welfare benefits from the state.

Information and advisory services are not only provided to job seekers, but also employers, who are looking for suitable candidates to fill vacant job positions in their companies and at their workplaces.

The support and job search assistance is provided to registered job seekers by the central office of labour, social affairs and family, district offices of labour, social affairs and family, agency, temporary employment agencies, supported employment, but also by legal and natural persons who provide the applicants with the employment, they provide them expert advisory services, carry out active measures on the labour market or carry out the intermediation of employment for payment.

The unemployed are registered at the labour offices, in particular, because the state cover their health insurance for the period during which they are actively looking for a job. (Health Insurance Company Dôvera, 2017).

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