NAV facts and figures – 2016
This is NAV

1/3 of the national budget

Provides services to 2.8 million people

60 different types of benefits

Employment-directed services

Social services
NAV’s priorities

- Employment Inclusion
- Improve Service User Interaction
- Increased Competence
How is NAV organized?

- **Directorate of Labour and Welfare**
  - Labour and Service Department
    - NAV County (19)
    - NAV-offices in municipalities and urban districts
    - NAV Assistive Technology and Adaptations
    - NAV Call and Service Centre
  - Benefits Administration
    - NAV Work and Benefits
    - NAV Family Benefits and Pensions
    - NAV Control
    - NAV Appeals
  - Accounting Department
    - NAV Collection
    - NAV Accounting Pensions
    - NAV Accounting Benefits
    - NAV Accounting-services

- County Governor
- 426 municipalities

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+ = the Norwegian Labour and Welfare Service

+ + + = the Norwegian Labour and Welfare Administration
EMPLOYMENT INCLUSION // GOOD RESULTS IN 2016

Transition to employment
More employers received support from NAV.

Sickness absence
A greater percentage of people on sick leave received follow-up from NAV by week 26.

Employer
More employers received support from NAV.

Follow-up
NAV is getting better at providing close follow-up.

Assistive technology
New technology made assistive aids/adaptation available to a greater number of people.

Schemes
The number of schemes involving regular employment increased.
Labour market situation:

- A downturn in the petroleum and industry sectors, and growth in other sectors led to considerable regional differences in the labour market. Unemployment increased the most in Hordaland, Møre og Romsdal and Rogalan. Unemployment was down in eleven counties. We saw the biggest reduction in unemployment in Finnmark and Hedmark.

- On average, 83,800 people were completely unemployed in 2016. For the country as a whole, unemployment was stable (3%).

- The number of refugees who came to Norway in 2016 was low, compared to 2015. (3,500 asylum applications in 2016, compared to 31,200 in 2015.) Some of the refugees will follow the so-called fast track.

- The share of young people with impaired work capabilities has increased. 5 percent of the population aged 18–29 was registered as having a limited ability to work.

- At the end of 2016, the number of disability benefit recipients was 318,000, which is a small increase.

- Absence due to sickness was 6.3% at the end of the 3rd quarter, and is considered stable.
Channels // Statistics

59 million visits to nav.no

590,000 inquiries responded
Write to us: nav.no

225,000 vacancies advertised
nav.no

6 million calls from service users

6 million page views

43,000 comments on our Facebook wall.
# New digital services launched

<table>
<thead>
<tr>
<th>Service</th>
<th>Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers dialogue</td>
<td>• Updated data on employees</td>
</tr>
<tr>
<td>Simplified follow-up</td>
<td>• Job seeker guide</td>
</tr>
<tr>
<td>Sickness absence follow-up</td>
<td>• 40% can find their medical certificates at nav.no</td>
</tr>
<tr>
<td>Payment notice</td>
<td>• Digital payment notice for most benefits</td>
</tr>
</tbody>
</table>
No. of users

Use of new self-service solutions

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital applications</td>
<td>200 000</td>
<td>600 000</td>
</tr>
<tr>
<td>Users of “Write to us”</td>
<td>200 000</td>
<td>1 000 000</td>
</tr>
</tbody>
</table>
Self-service solution // Pension

Percentage of users who applied for pensions digitally:

- **2015**: 58%
- **2016**: 68%
Number of calls to financial advice hotline: 800GJELD
468,030 million kroner go to:

- Old-age pension: 201,709 million NOK
- Disability benefit: 80,076 million NOK
- Sickness benefit: 39,212 million NOK
- Work assessment allowance: 34,613 million NOK
- Health-related reimbursements: 33,863 million NOK
- Parental benefit: 18,360 million NOK
- Unemployment benefit: 15,048 million NOK
- Child benefit: 11,946 million NOK
- Labour market schemes: 8,242 million NOK
- Other: 1,568 million NOK

NOK million
Number of recipients per benefit

- Unemployment benefit
- Old-age pension
- Disability benefit
- Sickness benefit cases *
- Cash-for-care benefit
- Work assessment allowance
- Child benefit

- 2015
- 2016
Percentage of people who are completely unemployed

Completely unemployed as a % of the workforce: **3%**
- Unchanged from 2015

2016 was characterized by considerable regional differences.

Percentage of people who are completely unemployed in each county
Gross unemployment

Gross unemployment = No. of people who are completely unemployed + number of people who participate in schemes
The percentage of people who transition to employment has increased from 2015 to 2016.
Unemployment benefit applications

<table>
<thead>
<tr>
<th>Year</th>
<th>Jan–Apr</th>
<th>May–Aug</th>
<th>Sep–Dec</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>73,800</td>
<td>60,000</td>
<td>6,900</td>
<td>142,500</td>
</tr>
<tr>
<td>2015</td>
<td>82,000</td>
<td>68,000</td>
<td>6,800</td>
<td>166,000</td>
</tr>
<tr>
<td>2016</td>
<td>99,000</td>
<td>82,000</td>
<td>6,300</td>
<td>287,300</td>
</tr>
</tbody>
</table>
Scheme participation among job seekers

- <19 years old: 37%
- 20–24 years old: 25%
- 25–29 years old: 17%
- 30–39 years old: 17%
- 40–49 years old: 16%
- 50–59 years old: 13%
- >60 years old: 6%
Workplace aids

The demand for professional advice in the workplace has increased

<table>
<thead>
<tr>
<th>Year</th>
<th>Applications, occupational aids</th>
<th>Distributed occupational aids (no.)</th>
<th>Professional consultations, workplace</th>
<th>Professional consultation, education</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>1736</td>
<td>2380</td>
<td>1865</td>
<td>217</td>
</tr>
<tr>
<td>2015</td>
<td>1824</td>
<td>2424</td>
<td>1354</td>
<td>82</td>
</tr>
<tr>
<td>2014</td>
<td>1744</td>
<td>2093</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
User experiences

Percentage of users who...

- **78%** are pleased with overall service
- **80%** experienced being met with respect
- **69%** experienced to get readily available and good information

(Source: User Survey 2016)
Prognosis

- Number of users will increase
  - The numbers of service users in old-age pension, assistive aids and international coordination especially are expected to increase. NAV has to do more for less through digitization, innovation, rationalization and tough prioritization.

- Higher rate of labour market restructuring
  - This is demanding on NAV’s labour market competence and our ability to promote occupational and geographical mobility.

- New possibilities through digitization
  - Service users expect personalized services. New technologies, improved data collection and advanced analysis will make that possible. It does, however, require considerable investments.
### Labour market developments

We expect:
- Continued recession in the petroleum industry, which means a higher number of unemployed engineers and industrial workers.
- Increased growth in other sectors, including construction.
- More asylum seekers will be ready to enter the workforce. This increases the supply of labour, but also the unemployment rate.
- The considerable geographical differences are expected to remain.

### Some key strategic areas:
- Increased workplace inclusion of immigrants. **Integration efforts** are key.
- Focus efforts on geographic and occupational **mobility**.
- Continue working with **young people with impaired work capabilities**.