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ABOUT NAV
This is NAV

1/3 of Norway’s national budget

Services to 2.8 million people

60 different types of support and benefits

Over 3 million benefit cases
Organisation in 2018

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 Accounting Pensions
- NAV Accounting Benefits
- NAV Accounting services

County Governor
422 municipalities

+ = the Norwegian Labour and Welfare Service
+ = the Norwegian Labour and Welfare Administration
NAV’s priorities

MORE PEOPLE IN WORK

BETTER SERVICE USER INTERACTION

INCREASED COMPETENCE
What did our users think about us in 2018?

- I am certain that NAV ensures my rights: 4.2, 4.1, 4.2
- I am met with respect when I approach NAV: 4.7, 4.7, 4.7
- How great is your confidence in NAV’s work overall?: 4.1, 4, 4.1
- To which degree do you experience that NAV meets your expectations?: 4.3, 4.2, 4.3
NAV BENEFITS IN 2018
NOK 487 billion goes to:

- National budget 2018
- Old-age pension
- Labour market schemes: NOK 8.6 billion
- Unemployment benefit: NOK 11.0 billion
- Child benefit: NOK 14.9 billion
- Parental benefit: NOK 19.5 billion
- Health-related reimbursements: NOK 31.2 billion
- Work assessment allowance (AAP): NOK 33.1 billion
- Sickness benefit: NOK 40.1 billion
- Disability benefit: NOK 88.1 billion
- Cash for care: NOK 1.7 billion
- Other: NOK 18.1 billion

In addition, NAV paid out NOK 26.5 billion on behalf of the Norwegian Public Service Pension Fund. Thus, NAV paid a total amount of NOK 513.9 billion in 2018.
NAV is there from the cradle to the grave

The Norwegian population per December 2017. Source: nav.no/kunnskap
Payments to other countries

7.2 billion NOK
paid to people living outside of Norway in 2018

4.3 billion to Norwegians living abroad
2.9 billion to foreigners living abroad

Where did the payments go?
- Sweden: 2400 million NOK
- Spain: 780 million NOK
- Denmark: 630 million NOK
- Thailand: 390 million NOK
- Poland: 370 million NOK

What did the money go to?
- 22% (1.6 billion): Disability benefits
- 8.2% (592 million): Other benefits
- 5.2% (378 million): Sickness benefit
- 61% (4.4 million): Old-age pension
- 3.5% (250 million): AAP

1.65% of total payments from NAV
We process 3 - 4 million cases each year

These figures include both manual and automatic decisions, including decisions as a result of applications and the need for change in the users case.
Rejection rate for benefits

* For sickness benefit, there are no statistics on granted applications and rejections, as the decision solution Infotrygd is built up differently than for the other benefits, for reasons of efficiency in the processing of applications for sickness benefit.

* 'Total all benefits' is calculated in on the basis of all the benefits in NAV
Benefit fraud in 2018

86% of all cases reported resulted in prosecution**

* Note. the number of reports does not correspond to the number of people, since some people are reported for fraud linked to multiple benefits

** Punishment may be an unconditional prison sentence, a partially suspended prison sentence, a suspended prison sentence, community service, fines, etc.

The statistics show the number of cases of benefit fraud reported and the amount of money concerned in Norway, including accomplices.
Organised benefit fraud and work-related crime

Efforts to combat work-related crime are important both to protect the welfare schemes and ensure a safe, stable labour market.

In 2018 NAV reported benefit fraud in connection with work-related crime in the order of NOK 27,5 million.

Work-related crime is in violation of Norwegian laws on wage and working conditions, social security, tax and crime.
Collaboration with the Norwegian Tax Administration, the Norwegian Labour Inspection Authority and the police.

Seven joint work-related crime centres in Norway.
Old-age pension and work

Half of the new pensioners worked until they started drawing their pension

49%

Women
Average retirement age: 66 years

41% in work before drawing pension
32% on disability benefit before drawing pension

Men
Average retirement age: 65 years

58% in work before drawing pension
20% on disability benefit before drawing pension

Figures as per March 2018.
Social assistance paid out (support and loans)

Causes of fluctuations in payments:
• Economic fluctuations
• Living expenses
• Other welfare schemes
• Number of first-generation immigrants

Recipients must be unable to support themselves through:
• work
• own funds
• other financial benefits

The municipalities disburse social assistance through the NAV offices. The figures for the years 1997–2016 have been inflation adjusted in accordance with Statistics Norway’s consumer price index so that they are comparable with the preliminary figures for 2017. The final figures for 2017 will be published in July. Source: Statistics Norway (KOSTRA)
CHANNELS USED LAST YEAR
Which channels have users used to contact NAV?

- Letter
- Spoken to NAV employee on the phone
- NAV offices
- Services on nav.no
- nav.no to find information
- Sent or received messages on nav.no
- NAV Centre for Assistive Technology
Use digital channels and telephone

- **nav.no**: 64 million visits
- **Ditt NAV**: 35 million log-ins
- **Telephone**: 4.1 million calls answered
- **Message to NAV**: 507,104 inquiries
- **Social media**: 39,035 questions on Facebook
- **Chat**: 120,986 messages
More people are logging in to nav.no

Use of nav.no has increased from previous years, but it is particularly positive that more people are logging in to Ditt NAV.

Here they can access NAV’s service offerings online.
## How users want to communicate with us

<table>
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<th>Communication Method</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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<tr>
<td>Digital communication</td>
<td>56%</td>
<td>64%</td>
<td>69%</td>
</tr>
<tr>
<td>In person at NAV office</td>
<td>44%</td>
<td>39%</td>
<td>38%</td>
</tr>
<tr>
<td>Telephone</td>
<td>41%</td>
<td>39%</td>
<td>38%</td>
</tr>
<tr>
<td>Paper</td>
<td>29%</td>
<td>29%</td>
<td>26%</td>
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What do the users do at the NAV office?

- Appointment with counsellor
- To ask a general question
- Drop off or pick up something (application, work registration card or other)
- To get answers to questions about my case, without an appointment
- Group counselling, information meeting or a course
- Get help and guidance for the digital services at nav.no
- Using printer, scanner or PC
Increase in the number of service complaints

13,250 processed complaints

16,822 complaints received in 2018

- 41.0% - Processing time and response time
- 35.0% - Availability
- 13.0% - Guidance, information and follow-up
- 11.0% - NAV employee's behaviour
NAV’S WORK-ORIENTED FOLLOW-UP
Small decrease in transition to work for job seekers

The figure shows the share that have transitioned to work among job seekers and people with impaired work capability.
The majority of young people are in activity quickly

82% of under 30s are unemployed for less than 8 weeks. They are then either in activity, have received an offer from NAV, or are receiving medical treatment.

* For example: pregnant women, young people who are about to start their military service, and single parents with a child under the age of 1 year.
DIGITALISATION AND DEVELOPMENTS IN NAV
Still a growing number of digital applications

More people are submitting applications electronically from nav.no.

However, NAV still has a way to go, as there is still much that has to be submitted on paper.
750,000 Income forms sent by employers in the mail to NAV each year. That's the same as 13 paper towers as tall as Monolitten!

That ended in 2019. The form became digital.
THE LABOUR MARKET IN NORWAY
Improvements in the labour market in 2018

Unemployment fell throughout the whole of 2018

- **2.3%** of the work force was registered as completely unemployed at year-end 2018.
- **Decrease of** 8% one year earlier
- **Ten years** since the unemployment has been this low.

Share of the work force registered as completely unemployed in each county

**Lowest**
- Sogn & Fjordane 1.5%

**Highest**
- Østfold 2.9%

Number at the end of December 2018.
Short and long-term absence from work

Gross unemployment is the sum of all the completely unemployed people and job seekers participating in schemes.

Completely unemployed:
- 65,400 people

Unemployed people participating in schemes organised by NAV:
- 19,600 people

Ready for work
- 29,800 people

Partially unemployed

Not working

Working

Not ready for work

Disability benefit:
- 325,900 people

Impaired work capability:
- 193,600 people

Sickness absence:
- 123,500 people

Number of people registered with NAV. The figures show job seekers, people with impaired work capability and people with disabilities at December 2017, and the annual average for sickness absence for 2017. Note that some people may be in more than one group.
HEALTH-RELATED BENEFITS
Sickness absence remains stable

Doctor-certified sickness absence Q4 2017

Highest
Nordland: 5.9%

Lowest
Oslo: 4.2%

Doctor-certified sickness absence during the past 10 years, as a percentage

- Below 5.5%
- 5–5.6%
- Over 6%
Causes of sickness absence

Sickness absence is almost twice as high among women as among men.

Doctor-certified sickness absence in Q4 2018. The diagnosis overview shows the number of full-time work days lost as a percentage, distributed among the main diagnosis groups.
Fewer people received work assessment allowance (AAP)

174,300 people on work assessment allowance (AAP) in December 2010, which corresponds to 5.5% of the population.

124,000 people on work assessment allowance (AAP) in December 2018, which corresponds to 3.6% of the population.

Figures for people registered as recipients of work assessment allowance (AAP) at NAV. In this context, “population” means the population aged between 18 and 66 years.
What happens to those who stop receiving AAP?

16,398 people stopped receiving work assessment allowance (AAP) in Q2 2018.

- 2,802 (17%) are in work without benefits from NAV.
- 3,704 (23%) are in work combined with benefits from NAV.
- 5,770 (35%) are receiving disability benefit.
- 2,689 (16%) have impaired work capability.
- 234 (1%) are job seekers.
- 337 (2%) are old-age pensioners.
- 862 (5%) are classified as “other” (e.g., students, self-employed, etc.).

40% are in work.

The figures show the number of people who have stopped receiving work assessment allowance (AAP) in the second quarter of 2018 and their status in NAV registers 6 months later.
More people receiving disability benefit

301,200 people received disability benefit in December 2010, which corresponds to 9.5% of the population.

325,900 people received disability benefit in December 2018, which corresponds to 10% of the population.

Number of people registered with NAV. In this context, «population» means the population aged between 18 and 66 years.
Recipients of long-term health-related benefits

Recipients of AAP or disability benefit*

Recipients of disability benefits

Recipients of AAP

Statistics from NAV from December of each year. * Around 6000 people receive disability benefits or AAP in the same month. The numbers are adjusted, so these people aren't counted twice.
TRENDS
The number of pensioners has almost tripled in 50 years

- **1967**: 312,200 pensioners, 8% of the population
- **1973**: 937,400 pensioners, 18% of the population
- **2011**: 2018, 2024
- **2011**: 937,400 pensioners, 18% of the population
- **2018**: Prognosis: 1,092,000 old-age pensioners
- **2024**:

  - The pension reform: Option of drawing old age-pension before turning 67
  - New pension age: From 70 to 67 years

Figures as at December 2017. The figures for 2021 are NAV’s latest forecast.
The graphs show actual development up until 2016, after which it is projections for expenditure as a percentage of gross domestic product (GDP) for mainland Norway. Assumes unchanged use of social security and a slight increase in employment among seniors. * Expenditure on pensions, family benefits, income security in connection with illness or unemployment, assistive technology and a number of minor benefits. ** Old-age pension, contractual early retirement pensions (AFP) and supplementary benefit.
NAVs Horizon Scan 2019

3 main conclusions

People are moving and aging – the welfare state is being challenged
Faster rate of change
New expectations and possibilities

Our Horizon Scan takes a look at what the current trends will do to the labour and welfare area towards year 2030, and what that will mean for NAV.

Read more at nav.no/omverdensanalyse