



HEAD OFFICE

Department of
Communication &
Public Relations
Athens, 21.10.2024

Press Release

Citizens give DYPA a vote of confidence – about 8 out of 10 rate DYPA positively

Aiming at continuously improving its services and measures for businesses and citizens alike, DYPA recently conducted a large-scale, nationwide survey, which recorded high rates of satisfaction and positive evaluation, since about 8 out of 10 individuals that had contacted DYPA over the past 6 months evaluated the experience as very positive / rather positive.

Overall, the main initiatives and reforms implemented over the past few years to combat unemployment, including employment programmes, upskilling and reskilling programmes, DYPA's digital transformation and "Career Day" events, were rated positively; moreover, the percentage of respondents stating that they are familiar with the renaming of OAED to DYPA is also particularly high: 78%.

The survey was conducted on July 15-22, 2024, on a sample of 1,417 individuals from across Greece who are familiar with and/or have used DYPA's services:

- 78% rate DYPA positively (people who had contacted it over the past 6 months)
- 77% are very satisfied with DYPA's e-services to citizens
- 75% are very satisfied with DYPA's services provided over the phone
- 72% believe that DYPA's e-services and digital apps for citizens are useful
- 66% of those claiming to be unemployed have either heard of or are very familiar with the "Career Day" events
- 64% believe that DYPA's services and benefits for combating unemployment are significant
- 64% believe that DYPA's upskilling measures for employees and unemployed people are significant
- 62% believe that DYPA's wage subsidy programmes are effective
- 59% believe that DYPA's role in enhancing technical occupations presenting labour market shortages is significant.

DYPA Governor, Spiros Protopsaltis, stated: "The survey results verify that the steps taken by DYPA over the past few years to implement effective measures and provide up-to-date services as a European Public Employment Service have been effective and impactful. From the very beginning, our objective was to change



Co-funded by
the European Union





citizen perception of the PES, as this was recorded in a previous survey on the topic (OAED 2019), so that DYPA would no longer be viewed as a bureaucratic organisation focused on benefit provision, but rather as an institution investing in people and placing special emphasis on employment. Clearly, citizens currently associate DYPA with employment promotion, skills development, digital transformation and outreach activities. We regard the findings of the survey as a vote of confidence in our work. They give us strength and fill us with a feeling of both satisfaction and great responsibility. Analysing the survey results will help us maintain the same level of dedication in implementing our strategic planning, develop new initiatives, and offer more innovative tools in response to the needs of the labour market. DYPA thus becomes the most powerful, reliable and effective ally of both the labour force and the business world in Greece, enabling them to successfully attain their goals".

