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Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Temporary Work as an Active Labour Market Policy -- Consecutive Programme Participation -- Customer Management in Employment Agencies.
Sommario/riassunto	For selected target groups, such as unemployed and disadvantaged youth, Christoph Ehlert demonstrates that flexible and well-targeted programmes significantly improve employment chances. To be effective, these programmes must combine individual coaching, classroom training and temporary work. Apart from the programmes, the organisational framework in which the programmes are allocated also influences the outcome. The author shows that the introduction of customer service centres, that streamlined the customers through the counselling and placement process, helped little in bringing unemployed back to work, while the introduction of action programmes even worsened the situation for the unemployed and job-seekers.

Whereas the introduction of new placement software in German employment agencies led to an increase in regular employment and to more sustainable placements that exhibit longer tenures. Contents
Temporary Work as an Active Labour Market Policy Consecutive Programme Participation Customer Management in Employment Agencies Target Groups Teachers and Students of Economics with the Focus on Labour Markets Executives and Consultants in the Field of Active Labour Market Policy The Author Dr. Christoph Ehlert is a labour and development economist. He is in charge of the evaluation of programmes under the European Social Fund at the Ministry of Labour, Integration and Social Affairs of North Rhine-Westphalia and also works as a consultant in this field.
